Strategic Measures

WILSON
North Carolina

PERFORMANCE MEASURES
EXTERNAL COMPARISONS

Performance Measures help determine the quality and the cost efficiency of government services. Performance Measures identify the results achieved, the benefits delivered to citizens, and how well government resources are being used. In addition to external Performance Measures, which enhance accountability to the public, internal performance indicators can assist department heads in making resource allocation decisions, program evaluations, and assessments of goal effectiveness and achievement. Performance indicators are reported for each department throughout this document.

The Performance Measure Project
The North Carolina Local Government Performance Measurement Project (NCLGPMP) is an ongoing effort by several cities in North Carolina to measure and compare local government services and costs. The City of Wilson is a participant in the NCLGPMP, which includes the cities of Apex, Asheville, Chapel Hill, Charlotte, Concord, Goldsboro, Greensboro, , Hickory, Holly Springs, Salisbury, Raleigh, Wake Forest, and Winston-Salem. Coordinated by the University of North Carolina (UNC) School of Government, the report evaluates the following local services:

- Residential Refuse Collection
- Yard Waste/Leaf Collection
- Household Recycling
- Police Services
- Asphalt Maintenance/Repair
- Water Services
- Fire Services
- Building Inspections
- Fleet Maintenance
- Central Human Resources
- Wastewater Services
- Core Parks and Recreation

Goals of the Performance Measurement Project
The project was initiated by the cities and the Institute of Government to:

- Develop and expand the use of performance measurement in local government
- Produce reliable performance and cost data to use for comparison by cities involved in the project
- Facilitate the use of performance and cost data by cities in their continuous service improvement

Reporting Format
The Legacy Benchmarking Project has been replaced by Benchmarking 2.0. Benchmarking 2.0, launched in 2022, streamlines data collection and analysis and uses a dashboard reporting style available through the University of North Carolina (UNC) School of Government website located at the following address:

https://benchmarking.sog.unc.edu.

Reports, while not yet published, will also be available on the website.

Performance Measurement and the City of Wilson
The information provided by the Project has generated discussion among staff of the participating cities on the different ways services are provided. The project results have been used to depict comparisons and stimulate the exchange of ideas among the units participating in the project.

PERFORMANCE MEASURES
INTERNAL MEASURES

In addition to participating in the North Carolina Local Government Performance Measurement Project, the City of Wilson generates an annual departmental outcome indicator report. Departments annually review their purpose and define goals that are synchronized with those goals as set by City Council. The goals are further defined by measurable indicators that are monitored, reported on annually, and chronicled to provide a historical comparison for both our internal and external customers. The following pages represent the results by Department and Operating Indicator.

CITY OF WILSON, NORTH CAROLINA

OPERATING INDICATORS BY FUNCTION (CONTINUED)
LAST TEN FISCAL YEARS (UNAUDITED)

TABLE 20 (continued)

For the Fiscal Year Ended June 30

Function	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
General government										
Fleet Management										
Rolling stock maintained	887	866	862	853	846	838	832	806	789	775
Work orders completed	5,668	5,996	6,519	6,392	6,945	7,263	6,379	6,984	6,987	6,638
Human Resources										
Employment applications processed	4,126	3,407	3,849	3,883	5,600	2,644	1,906	2,395	1,759	2,056
Turnover	121	113	99	60	93	76	79	61	65	68
Public Safety										
Police										
Violent Crimes Reported	187	228	230	234	209	276	262	259	257	228
Violent Crimes Cleared	72	134	149	78	106	139	148	153	174	134
Property Crimes Reported	1,231	1,147	1,424	1,425	1,579	1,759	1,875	1,967	2,006	2,104
Property Crimes Cleared	320	315	517	548	466	538	594	579	673	811
Traffic Accidents	2,509	2,654	2,640	2,649	2,789	2,528	2,665	2,612	2,461	2,198
Fire										
Fire responses	244	253	234	243	188	206	236	254	205	228
Medical responses	3,147	2,731	2,091	2,534	2,759	2,579	2,553	2,298	2,211	2,328
Inspections	2,926	3,245	4,752	4,341	4,086	3,941	4,649	6,975	7,530	6,699
Building Inspections										
Number of inspections	10,652	10,505	8,410	8,850	8,936	8,656	7,643	7,081	7,351	6,051
Public Works										
Street resurfacing (lane miles)	0	0	29.94	6.62	10.75	11.2	7.8	4.2	0	5.76
Preservation treatment (lane miles)	0	0	2.66	2	0	0	18.2	19.8	0	5.31
Potholes repaired	1,520	2,315	3,115	2,378	2,774	1,968	516	1,498	119	891

CITY OF WILSON, NORTH CAROLINA

OPERATING INDICATORS BY FUNCTION (CONCLUDED)
LAST TEN FISCAL YEARS (UNAUDITED)

Table 20 (concluded)

Function	For the Fiscal Year Ended June 30									
	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Environmental Services										
Refuse collected (tons per year)	35,700	30,490	24,275	27,104	25,137	24,127	22,730	22,613	22,246	22,825
Recyclables collected (tons per year)	11,643	10,283	1,959	1,288	1,645	1,952	1,680	1,586	1,509	1,440
Yard waste/leaf collection (tons per year)	19,524	14,269	10,194	9,650	9,022	8,822	8,612	8,426	8,102	7,110
Electric										
Average daily sales (KWH)	3,407,694	3,436,355	3,428,048	3,322,471	3,494,903	3,435,439	3,530,191	3,505,778	3,486,292	3,419,412
Number of customers	37,013	36,657	36,312	36,068	35,806	35,602	35,112	35,718	35,020	34,765
Gas										
Average daily sales (cubic feet)	4,013,948	4,016,881	4,107,466	3,728,855	3,906,477	4,063,048	3,360,723	3,420,070	3,274,000	4,234,000
Number of customers	13,693	13,679	13,678	13,666	13,719	13,770	13,763	13,753	13,762	13,704
Water and sewer										
Average daily water usage (million gallons)	8.61	8.06	9.00	9.15	9.14	8.88	8.68	8.69	8.61	8.79
Average daily sewer flow (million gallons)	7.95	7.79	11.00	9.08	9.98	8.36	9.03	9.46	9.86	9.61
Number of customers	23,333	23,102	22,987	22,822	22,659	22,545	22,387	22,339	22,337	22,179
Mass/Micro Transit*										
Annual ridership	215,569	156,887	80,709	N/A	78,780	79,737	108,728	99,444	91,429	129,047
Average passengers per hour	N/A	N/A	N/A	N/A	7.84	6.75	8.69	5.32	5.81	10.30
Stormwater management										
Number of billable control structure inspections	94	87	103	100	97	98	96	87	85	84
Miles of drainage cleaned, open ditches maintained and line replaced	7.1	5.72	10.24	7.4	6.24	7.53	7.96	7.45	7.26	9.41

Source: Various City of Wilson Departments

*Passengers no longer counted after 4/13/20 due to COVID-19.

*Switched from Mass Transit to a microtransit on- demand service.