

2020





DEPARTMENT












**results**  
minneapolis

Public Works

# Performance Summary





Enterprise Priorities (page 4): Workforce Diversity, Spending with diverse suppliers


















Trend key			
	Year-over-year (YoY) increase by more than 5%		Less than 5% YoY change
	YoY decrease by more than 5%		No trend

Budget Program	2019 Budget	Performance Measure	2019 Performance	Trend from Prior Year	Trend: Red/Yellow/Green
Sanitary – Collection and Treatment	\$70M	1. Number of sanitary sewer system backups	1. 11	1. Stable	1. 
Transportation Operations and Mobility	\$68M	1. Average weekday daytime occupancy rate: City parking ramps 2. Percent of 311 Parking Meter Problem complaints resolved within SLA 3. Percent of 311 Street Light Trouble complaints resolved within SLA 4. Percent of 311 Traffic Sign Repair complaints resolved within SLA 5. Percent of 311 Traffic Signal Trouble complaints resolved within SLA	1. 69% 2. 95% 3. 50% 4. 94% 5. 81%	1. Increase 2. Stable 3. Decrease 4. Increase 5. Decrease	1.  2.  3.  4.  5. 
Potable Water Supply	\$61M	1. Compliance with federal water quality standards 2. Monthly residential water charges 3. Percent of 311 Water Main Break complaints resolved within SLA 4. Percent of 311 Water Quality Issue complaints resolved within SLA 5. Percent of 311 Water Service Issue complaints resolved within SLA	1. 100% 2. \$31 3. 98% 4. 97% 5. 95%	1. Stable 2. Stable 3. Stable 4. Stable 5. Stable	1.  2.  3.  4.  5. 

# Performance Summary (continued)

Enterprise priorities (page 4): Workforce diversity, Spending with diverse suppliers

Trend key			
	Year-over-year (YoY) increase by more than 5%		Less than 5% YoY change
	YoY decrease by more than 5%		No trend

Budget Program	2019 Budget	Performance Measure	2019 Performance	Trend from Prior Year	Trend: Red/Yellow/Green
Transportation Maintenance	\$54M	<ol style="list-style-type: none"> <li>Maximum number of hours to return full parking during snow emergencies</li> <li>Percent of 311 Pothole complaints resolved within SLA</li> <li>Percent of 311 Sidewalk Snow and Ice complaints resolved within SLA</li> <li>Percent of 311 Sidewalk Structural complaints resolved within SLA</li> <li>Percent of 311 Street Snow and Ice complaints resolved within SLA</li> </ol>	<ol style="list-style-type: none"> <li>8</li> <li>81%</li> <li>94%</li> <li>70%</li> <li>77%</li> </ol>	<ol style="list-style-type: none"> <li>Decrease</li> <li>Stable</li> <li>Increase</li> <li>Stable</li> <li>Decrease</li> </ol>	<ol style="list-style-type: none"> <li></li> <li></li> <li></li> <li></li> <li></li> </ol>
Solid Waste and Recycling	\$43M	<ol style="list-style-type: none"> <li>Percent of 311 Graffiti complaints resolved within SLA</li> <li>Waste diversion rate</li> </ol>	<ol style="list-style-type: none"> <li>88%</li> <li>38%</li> </ol>	<ol style="list-style-type: none"> <li>Decrease</li> <li>Increase</li> </ol>	<ol style="list-style-type: none"> <li></li> <li></li> </ol>
Fleet Operations	\$39M	<ol style="list-style-type: none"> <li>City fleet vehicle availability</li> </ol>	<ol style="list-style-type: none"> <li>99%</li> </ol>	<ol style="list-style-type: none"> <li>Stable</li> </ol>	<ol style="list-style-type: none"> <li></li> </ol>
Transportation Planning, Design, and Engineering	\$25M	<ol style="list-style-type: none"> <li>Crash Serious Injuries and Fatalities</li> <li>Percent of MSA streets with PCI score higher than 75/100</li> <li>Percent of Residential streets with PCI score higher than 75/100</li> <li>Commute mode</li> <li>City bridge condition: Number of bridges at Levels A and B</li> </ol>	<ol style="list-style-type: none"> <li>196</li> <li>62%</li> <li>55%</li> <li>62%</li> <li>71%</li> </ol>	<ol style="list-style-type: none"> <li>Decrease</li> <li>Increase</li> <li>Increase</li> <li>Stable</li> <li>Stable</li> </ol>	<ol style="list-style-type: none"> <li></li> <li></li> <li></li> <li></li> <li></li> </ol>
Stormwater – Collection and Treatment	\$22M	<ol style="list-style-type: none"> <li>Water body impairments</li> <li>Percent of 311 Sewer Issue complaints resolved within SLA</li> </ol>	<ol style="list-style-type: none"> <li>42</li> <li>77%</li> </ol>	<ol style="list-style-type: none"> <li>Stable</li> <li>Increase</li> </ol>	<ol style="list-style-type: none"> <li></li> <li></li> </ol>
Administration	\$4.0M	<ol style="list-style-type: none"> <li>Number of employee injury claims</li> <li>Number of injury claims per 100 employees</li> </ol>	<ol style="list-style-type: none"> <li>164</li> <li>15</li> </ol>	<ol style="list-style-type: none"> <li>Increase</li> <li>Increase</li> </ol>	<ol style="list-style-type: none"> <li></li> <li></li> </ol>

# Enterprise Priorities

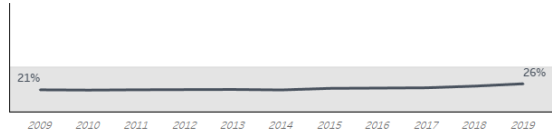
## Workforce Diversity

- **Does not meet** enterprise goal of 41% people of color
- **Does not meet** enterprise goal of 45% women
- Focused recruitment strategies and partnership with community organizations resulted in positive trends in the percentage of people of color.
- Public Works' 2019 recruitment resulted in hiring a total of 57 new employees in the Service Maintenance EEO category. 42.3% of these hires were People of Color.
- Even with the targeted recruitment, of the 465 applicants for our Service Worker openings, only 48 applicants were female. Public Works will continue to work with Human resources to ensure our EEO goals accurately reflect the actual available labor market.

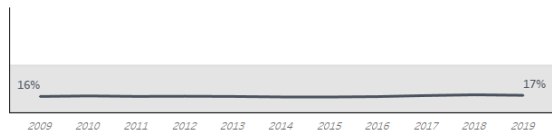
### Workforce diversity (2009-2019)

Public Works

People of color



Women



Notes:

(1) Grey shading indicates enterprise goals (41% people of color and 45% women).

Definition for Regular City Workforce:

(a) Includes: all regular full-time, regular part-time, regular intermittent, and seasonal full-time City employees.

(b) Excludes: ACA seasonal and all temporary City employees including individuals on permit, outside trades, Election Judges, METP Summer Youth, and contractors.

## Spending with Diverse Suppliers

- **Exceeds** Citywide percent diverse spending of 16%
- **Exceeds** Citywide percent spending with minority-owned suppliers of 7%
- **Exceeds** Citywide percent spending with non-minority women-owned suppliers of 10%
- Department efforts with city partners in Civil Rights and Purchasing resulted in an increased number of diverse suppliers and an overall positive trend in spending with diverse suppliers.
- Diverse suppliers is steadily increasing from 146 (2016), to 158 (2017), to 176 (2018) and holding steady at 173 (2019).
- The average annual spend with diverse suppliers from 2013 to 2015 was \$9.3 million. Over 2016 to 2019, the average was \$34.9 million.
- Public Works' diverse spending makes up 53.1% of the citywide total of \$417.7 million.

### Summary

Total supplier spending\* over selected years

\$222.1M

Amount spent with diverse suppliers over selected years

\$41.9M (19%)

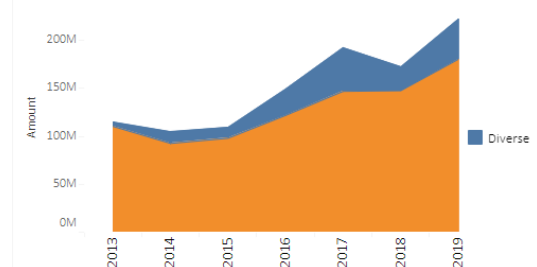
Minority-owned

\$19.1M (9%)

Non-minority women

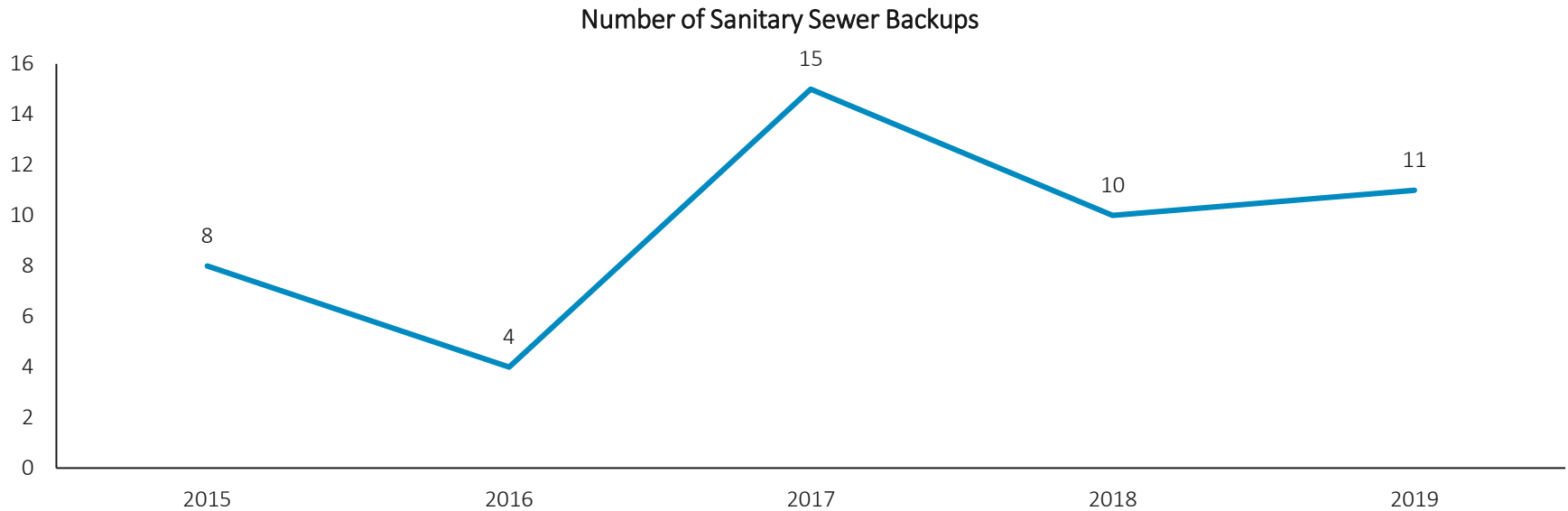
\$22.8M (10%)

Share of diverse spending\* (all years)



**Program Description:** The sanitary program meets regulatory requirements while collecting sanitary flow data within the City of Minneapolis for Metropolitan Council Environmental Service (MCES) treatment and discharge to the Mississippi River. Activities in this program include the design and analysis of the sanitary system for self-cleaning velocity in pipes and identifying sources of clear water. It also includes daily cleaning and operation of the system as well as emergency responses and payments to MCES for the treatment of the sanitary discharge.

## Performance Measures



### Definition:

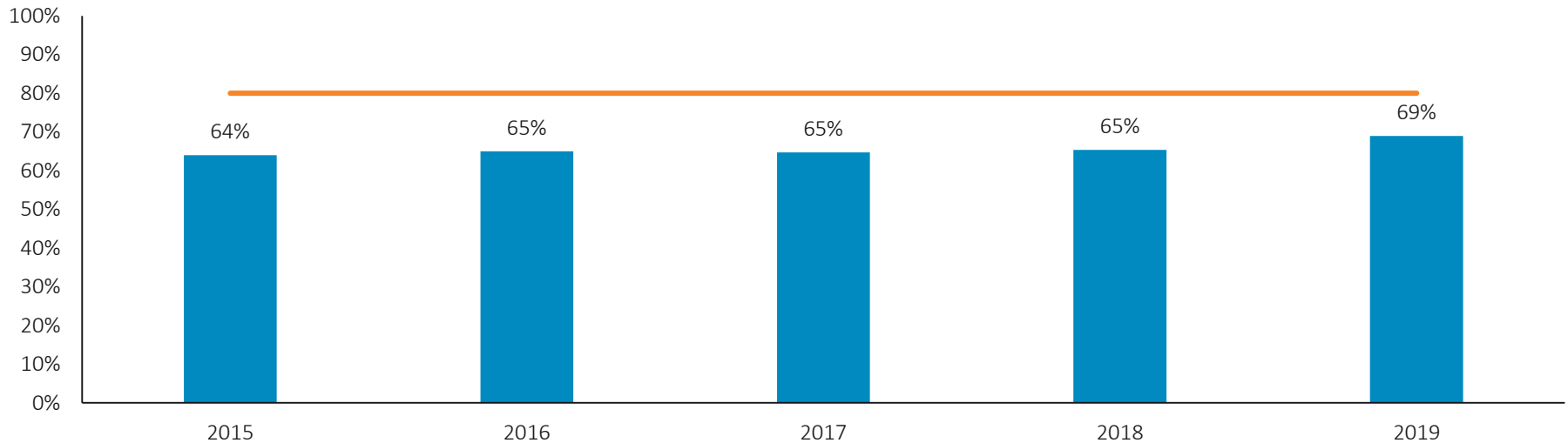
- The City tracks the number of sanitary sewer backups that occur within, or because of, the City owned sanitary sewer system.

# Transportation Operations and Mobility

**Program Description:** This program supports the operations and maintenance of existing traffic control devices (800 signals, 100,000 traffic signs and numerous pavement markings), their related infrastructure for traffic management and safety equipment, and 48,000 streetlights, both city metal pole lights (20,000) and Xcel wood pole lights (28,000). On-Street and Off-Street Parking, which includes a portfolio of City and State-owned and leased parking ramps and parking lots is included in this program. This program also supports Right of Way management for the city's roads, sidewalks and alleys.

## Performance Measures

Occupancy rate: City parking ramps  
(Weekday average during the day)



### Definition:

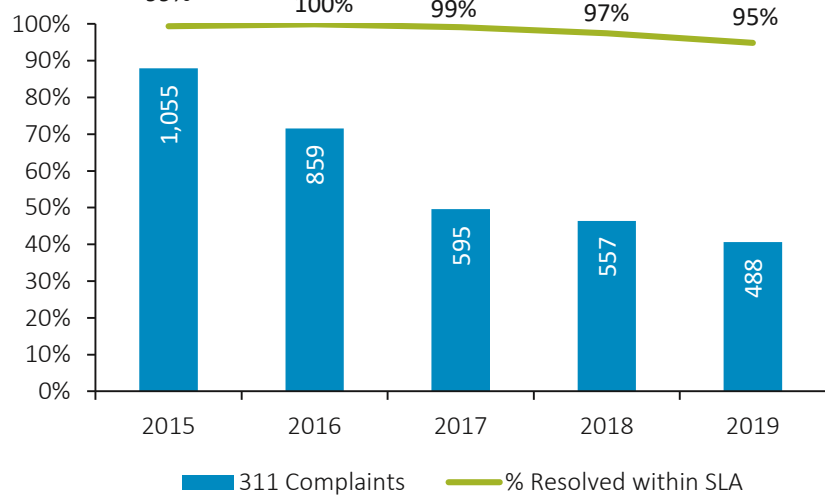
- Measuring the use of city owned or operated parking ramps as compared to their capacity. — Goal: 80% occupancy

# Transportation Operations and Mobility

**Program Description:** This program supports the operations and maintenance of existing traffic control devices (800 signals, 100,000 traffic signs and numerous pavement markings), their related infrastructure for traffic management and safety equipment, and 48,000 streetlights, both city metal pole lights (20,000) and Xcel wood pole lights (28,000). On-Street and Off-Street Parking, which includes a portfolio of City and State-owned and leased parking ramps and parking lots is included in this program. This program also supports Right of Way management for the city’s roads, sidewalks and alleys.

## Performance Measures

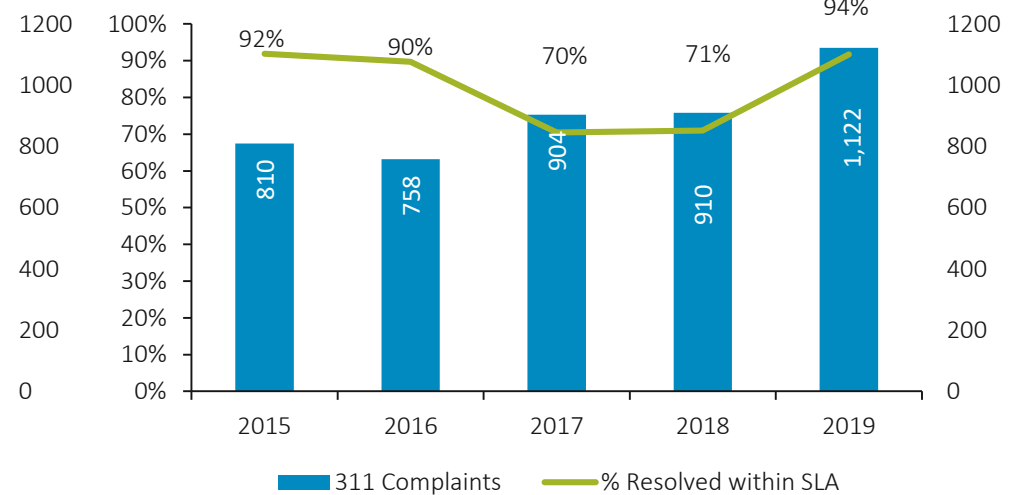
### 311 Parking Meter Problem Cases



### Definition:

- Percentage of Parking Meter Problem (e.g. meter not printing receipts, taking payments, etc.) 311 complaints resolved in 3 business days.

### 311 Traffic Sign Repair Cases



### Definition:

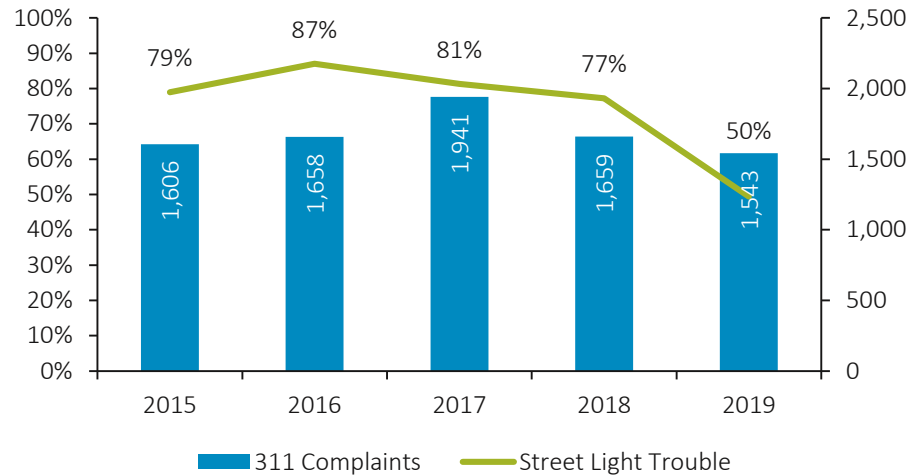
- Percentage of Traffic Sign Repair (e.g. sign broken) 311 complaints resolved in 5 business days.

# Transportation Operations and Mobility

**Program Description:** This program supports the operations and maintenance of existing traffic control devices (800 signals, 100,000 traffic signs and numerous pavement markings), their related infrastructure for traffic management and safety equipment, and 48,000 streetlights, both city metal pole lights (20,000) and Xcel wood pole lights (28,000). On-Street and Off-Street Parking, which includes a portfolio of City and State-owned and leased parking ramps and parking lots is included in this program. This program also supports Right of Way management for the city’s roads, sidewalks and alleys.

## Performance Measures

### 311 Street Light Trouble Cases

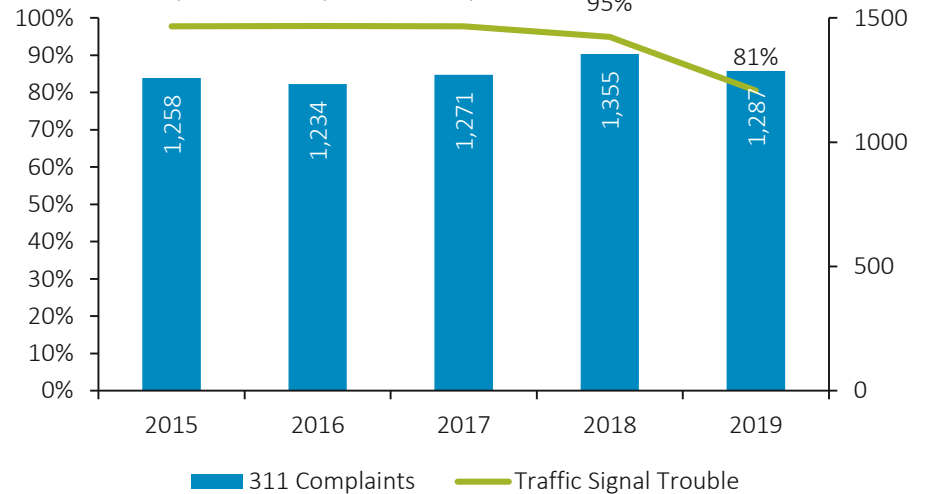


### Definition:

- Percentage of Street Light Trouble (e.g. light out, damaged or wrecked street light) 311 complaints resolved in 12 business days.

\*Note: This case type was split into two categories in September 2017 – *Street Light Wreck/Damage* and *Street Light Outage*. After confirming this with 311 staff, the department was able to reconcile this metric from the 2019 reporting discrepancy.

### 311 Traffic Signal Trouble Cases



### Definition:

- Percentage of Traffic Signal Trouble (e.g. timing complaint, outage, etc.) 311 complaints investigated in 7 business days.



**Program Description:** This program provides for the treatment and distribution of safe and reliable drinking water to every residential and commercial industrial customer in the city. This program also provides water for fire-fighting and maintains a water metering system to support the water billing function. The division also sells water to suburban wholesale customers as well as wholesale customers including the Minneapolis-Saint Paul International Airport.

## Performance Measures

### Compliance with Federal Water Quality standards

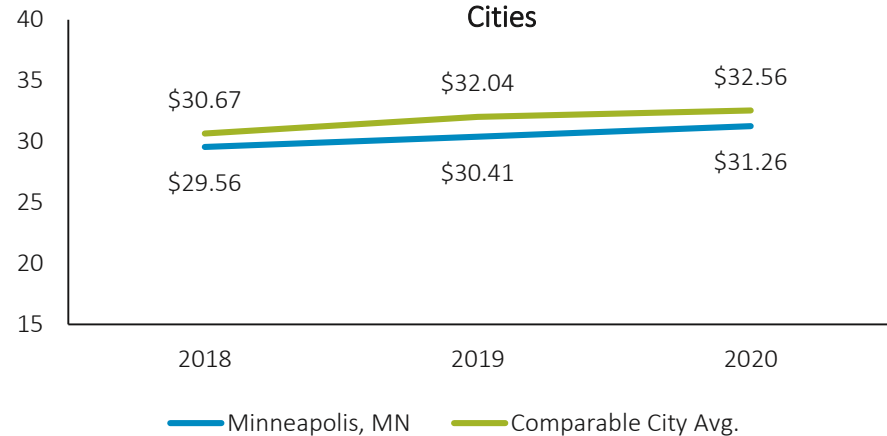
The City of Minneapolis was 100% compliant with federal drinking water standards from 2015-2019.

Visit the City website for more details:  
<http://www.ci.Minneapolis.mn.us/publicworks/water/index.htm>

### Definition:

- The U.S. Environmental Protection Agency sets safe drinking water standards. These standards limit the amounts of specific contaminants allowed in drinking water. This ensures that tap water is safe to drink for most people. Federal regulations required by the Safe Water Drinking Act.

### Monthly Residential Water Charges Compared to Peer Cities

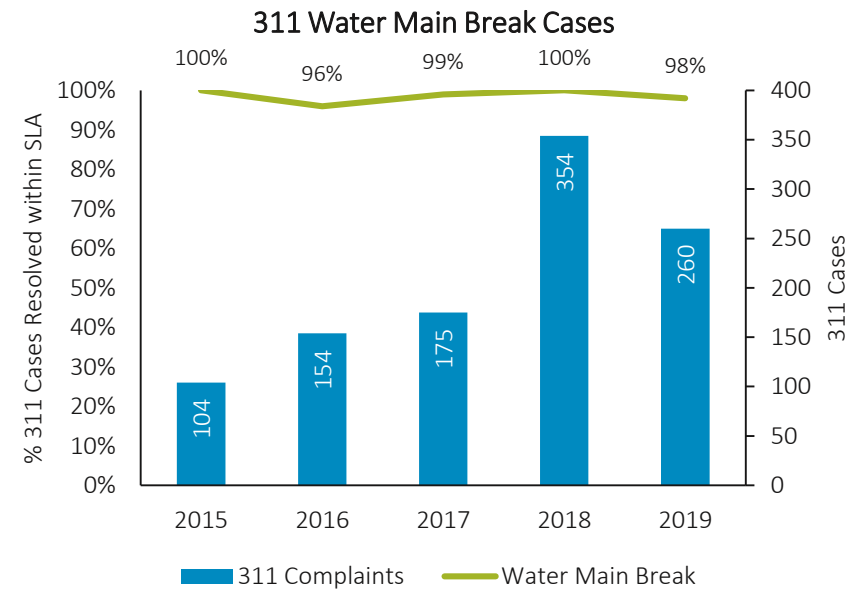
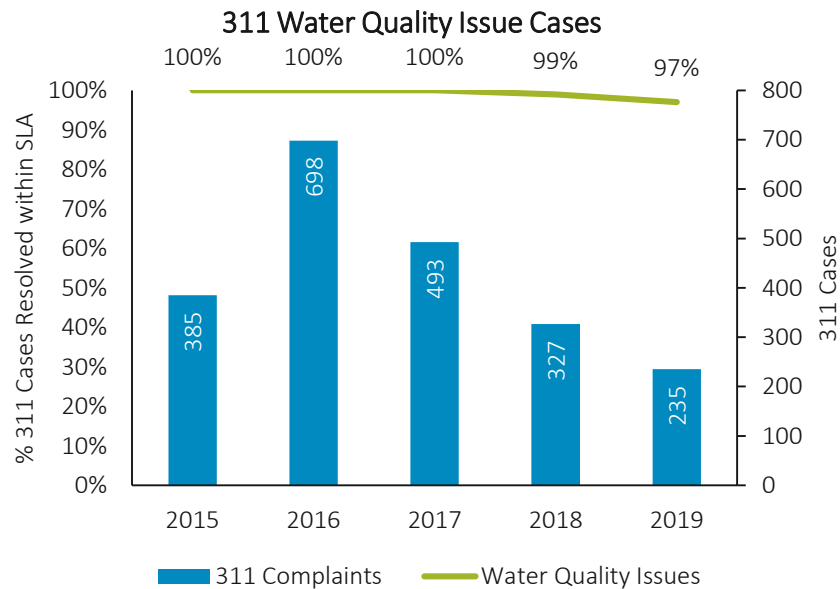


### Definition:

- Residential customers are charged both a volume rate and a fixed rate. The volume rate is charged based on usage and the fixed rate charge is based on meter size. The fixed rate charge helps to cover the fixed costs of operating the utility which increases the utility's financial stability as it continues to operate in an environment of declining consumption due to conservation efforts.

**Program Description:** This program provides for the treatment and distribution of safe and reliable drinking water to every residential and commercial industrial customer in the city. This program also provides water for fire-fighting and maintains a water metering system to support the water billing function. The division also sells water to suburban wholesale customers as well as wholesale customers including the Minneapolis-Saint Paul International Airport.

## Performance Measures



### Definition:

- Percentage of Water Quality (e.g. taste and odor complaints) 311 complaints responded to within 3 business days.

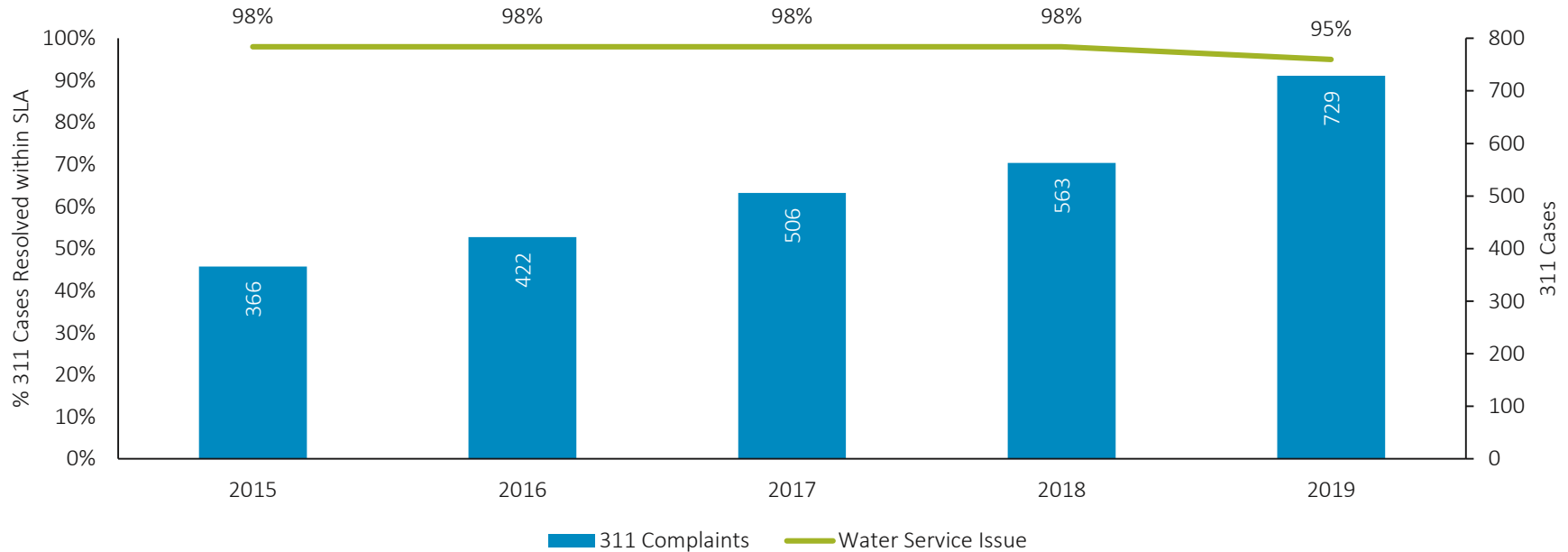
### Definition:

- Percentage of Water Main Break (e.g. residents see water running in the street or experience a reduced flow from their tap) 311 complaints investigated within 1 business day.

**Program Description:** This program provides for the treatment and distribution of safe and reliable drinking water to every residential and commercial industrial customer in the city. This program also provides water for fire-fighting and maintains a water metering system to support the water billing function. The division also sells water to suburban wholesale customers as well as wholesale customers including the Minneapolis-Saint Paul International Airport.

## Performance Measures

### 311 Water Service Issue Cases



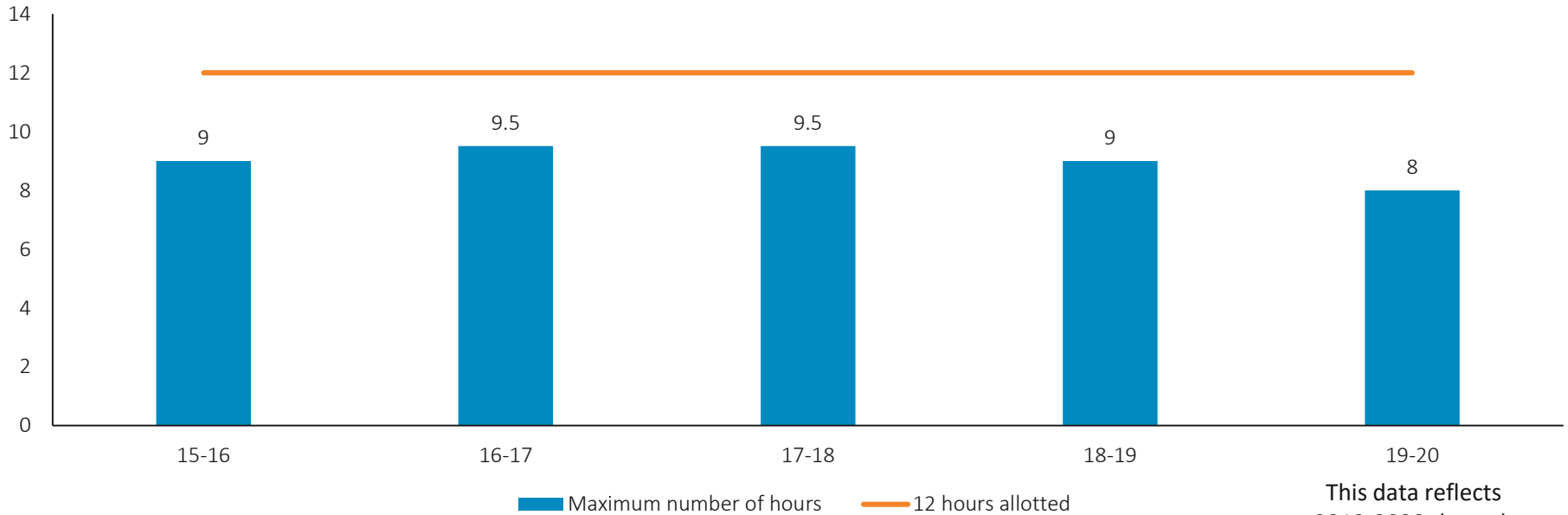
## Definition:

- Percentage of Water Service Issue (e.g. resident turns on their faucet and the water does not flow or look like what they expected, service line stop boxes appear above grade) 311 complaints investigated within 1 business day.

**Program Description:** This program encompasses basic maintenance, repair and inspection services on City bridges and ramps, as well as the basic maintenance, repair and snow and ice clearing services on City streets, alleys, sidewalks and parkways. Services include pothole patch and repair, crack sealing, sealcoating, utility cut restoration, and other pavement-related repairs, as well as snow and ice control and other winter maintenance services, including enforcing the City's sidewalk shoveling ordinance in the winter season, and acts as a first responder for bridge and storm-related emergency response.

## Performance Measures

### Maximum Number of Hours to Return Full Parking During Snow Emergencies



This data reflects 2019-2020 through February 9, 2020

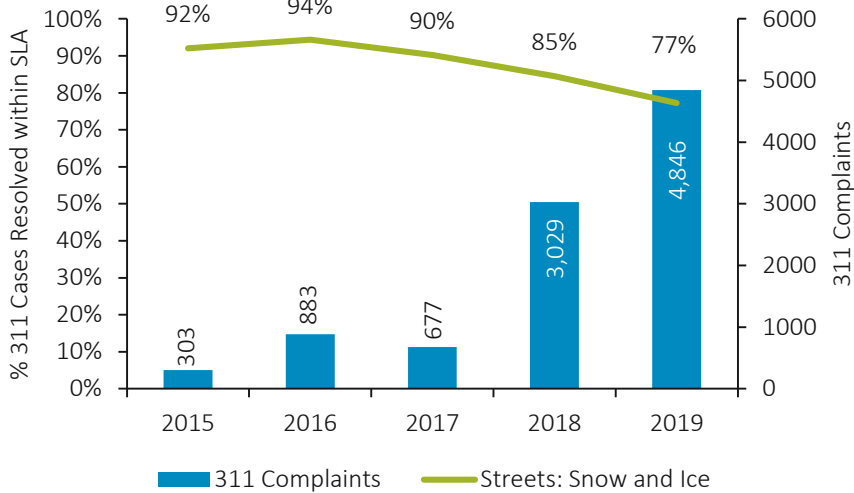
## Definition:

- The average time it takes to complete initial plowing in each phase and return all parking to the public.

**Program Description:** This program encompasses basic maintenance, repair and inspection services on City bridges and ramps, as well as the basic maintenance, repair and snow and ice clearing services on City streets, alleys, sidewalks and parkways. Services include pothole patch and repair, crack sealing, sealcoating, utility cut restoration, and other pavement-related repairs, as well as snow and ice control and other winter maintenance services, including enforcing the City's sidewalk shoveling ordinance in the winter season, and acts as a first responder for bridge and storm-related emergency response.

## Performance Measures

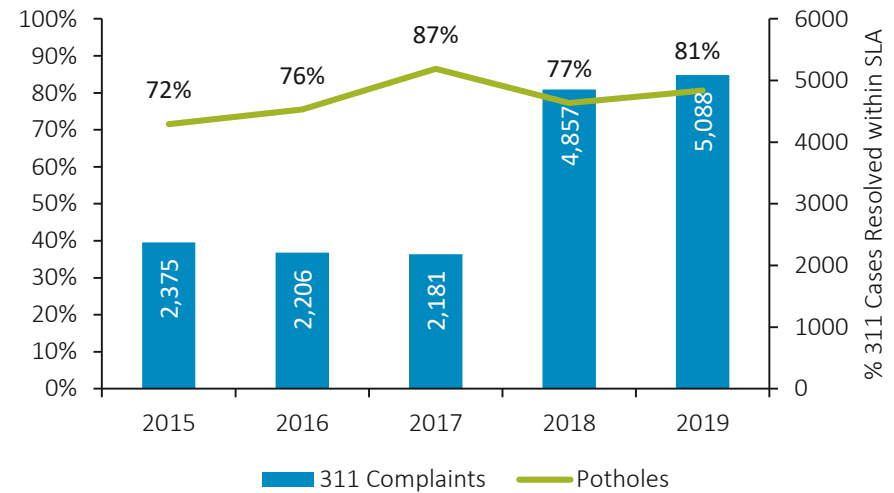
### 311 Street: Snow and Ice Cases



### Definition:

- Percentage of Streets: Snow and Ice (e.g. street missed) 311 complaints resolved within 3 business days.

### 311 Pothole Cases



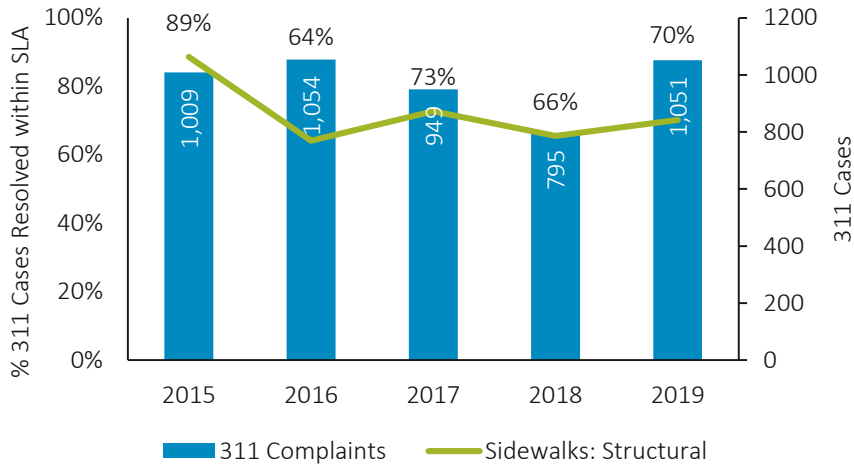
### Definition:

- Percentage of Pothole 311 complaints resolved within 12 business days.

**Program Description:** This program encompasses basic maintenance, repair and inspection services on City bridges and ramps, as well as the basic maintenance, repair and snow and ice clearing services on City streets, alleys, sidewalks and parkways. Services include pothole patch and repair, crack sealing, sealcoating, utility cut restoration, and other pavement-related repairs, as well as snow and ice control and other winter maintenance services, including enforcing the City’s sidewalk shoveling ordinance in the winter season, and acts as a first responder for bridge and storm-related emergency response.

## Performance Measures

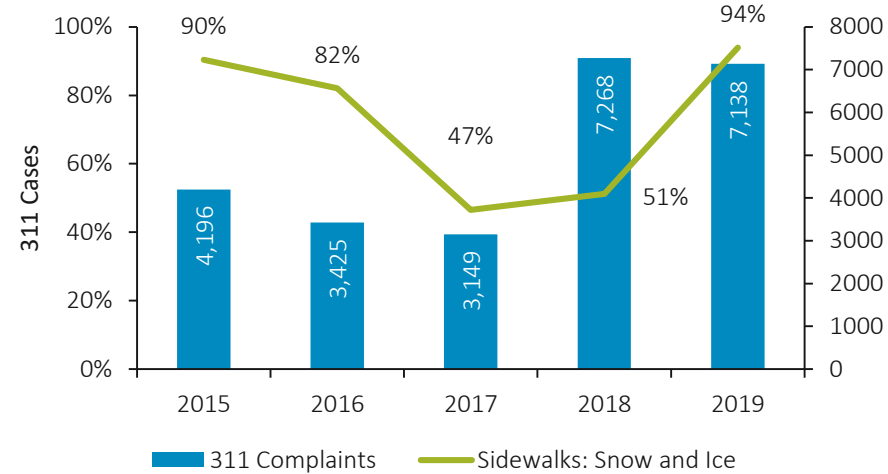
### 311 Sidewalks: Structural Cases



### Definition:

- Percentage of Sidewalks: Structure (e.g. trip hazard) 311 complaints resolved within 7 days.

### 311 Sidewalks: Snow and Ice Cases



### Definition:

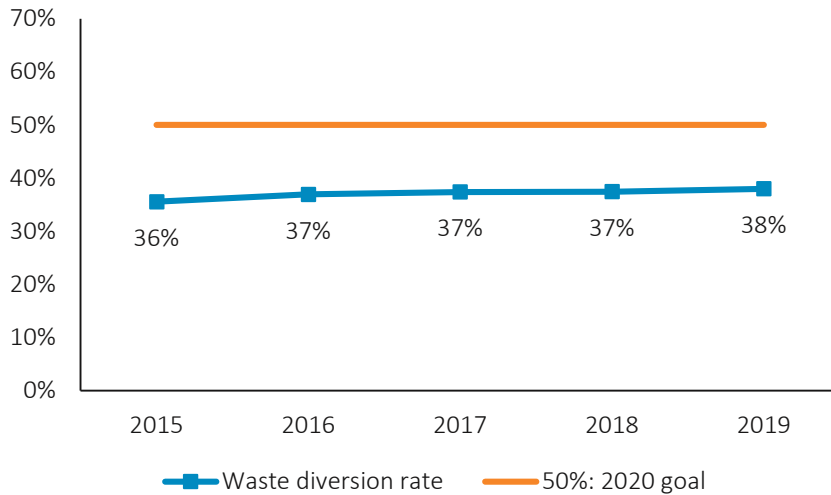
- Percentage of Sidewalks: Snow and Ice (e.g. unshoveled sidewalk) inspected within 4 business days (via phone) or 21 days (via self-service or Open311).

# Solid Waste and Recycling

**Program Description:** This division provides waste, recycling and organics collection services to residents in buildings with four or fewer dwelling units and a small number of commercial, municipal and park properties. The division also supports Clean City activities such as graffiti enforcement and abatement, and volunteer-based programs supporting litter prevention and cleanup.

## Performance Measures

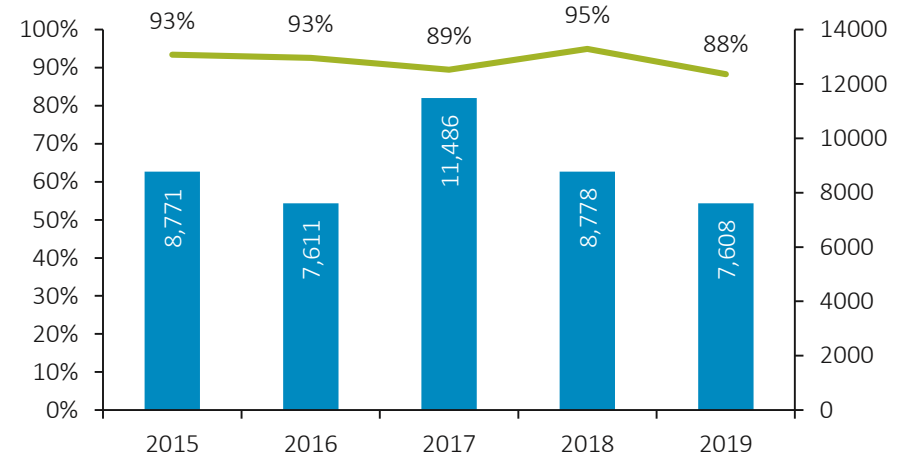
Waste diversion rate: Percent recycled or composted



### Definition:

- Waste diversion is the amount of waste that was recycled or composted by Solid Waste & Recycling customers. Waste diversion does not include Waste-to-Energy, which some other Cities in the US count as diversion.

311 Graffiti Cases



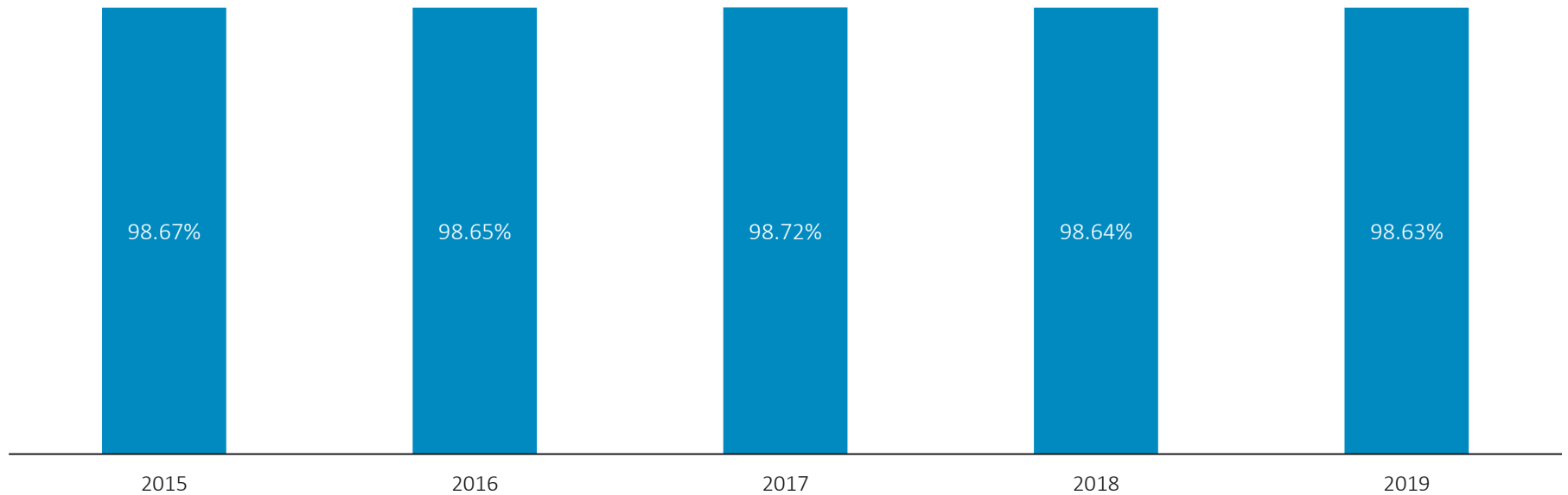
### Definition:

- Percentage of reported graffiti cases abated or sent to the responsible agency within 20 business days.

**Program Description:** Fleet Management develops fleet replacement programs for all vehicles and equipment to meet the needs of using departments. Fleet Management also monitors and reports on fleet utilization, registers and licenses all City vehicles, and re-markets units through several outlets to maximize return.

## Performance Measures

### City Fleet Vehicle Availability *Timeframe: Monday-Friday, 9am-5pm*



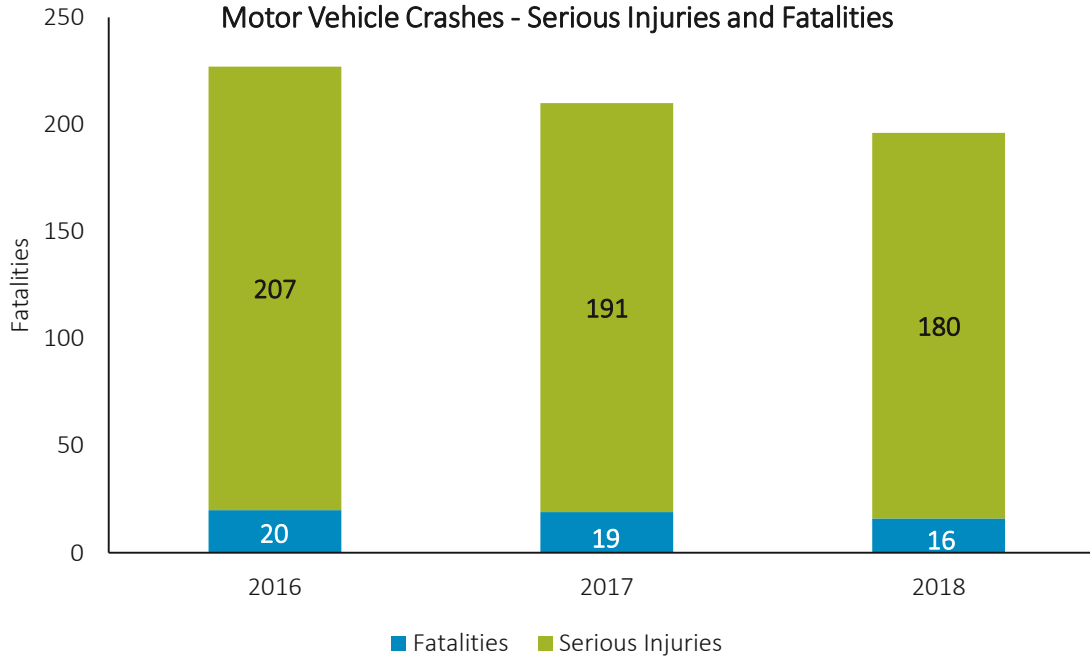
#### Definition:

- Downtime measures the amount of time that City vehicles are available for use, not in the shop for repair.



**Program Description:** Transportation Planning and Programming develops and coordinates policies and actions to promote a safe, efficient and integrated multi-modal transportation system, safe and well-maintained infrastructure and community connectedness.

## Performance Measures

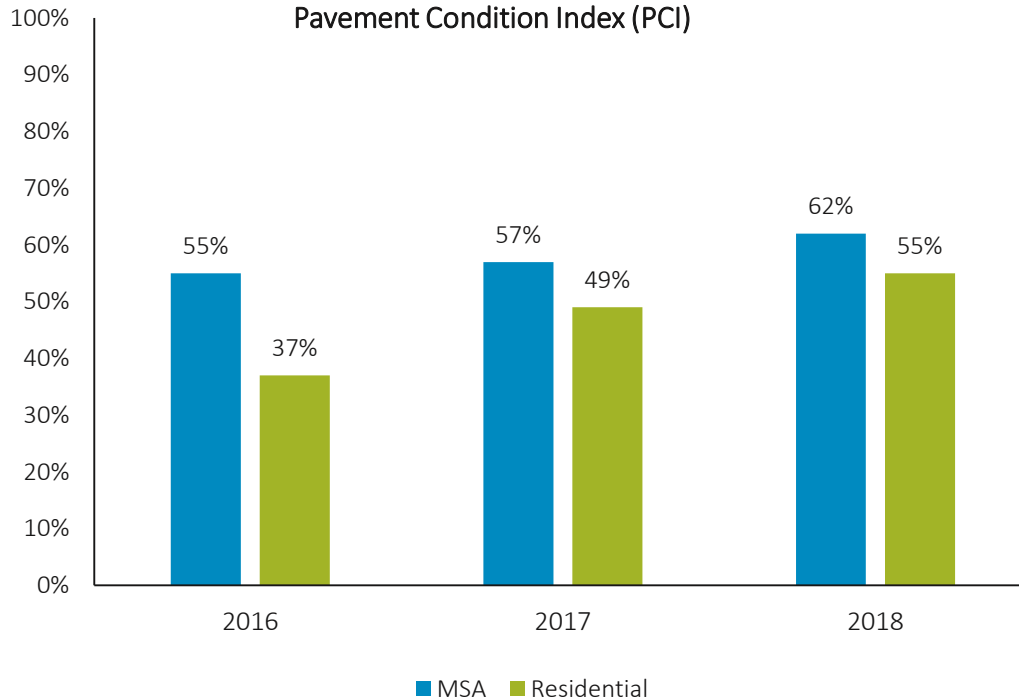


## Definition:

- Serious injuries and fatalities from motor vehicle crashes on streets, highways, and freeways in Minneapolis from MN Department of Public Safety Data.

**Program Description:** Transportation Planning and Programming develops and coordinates policies and actions to promote a safe, efficient and integrated multi-modal transportation system, safe and well-maintained infrastructure and community connectedness.

## Performance Measures



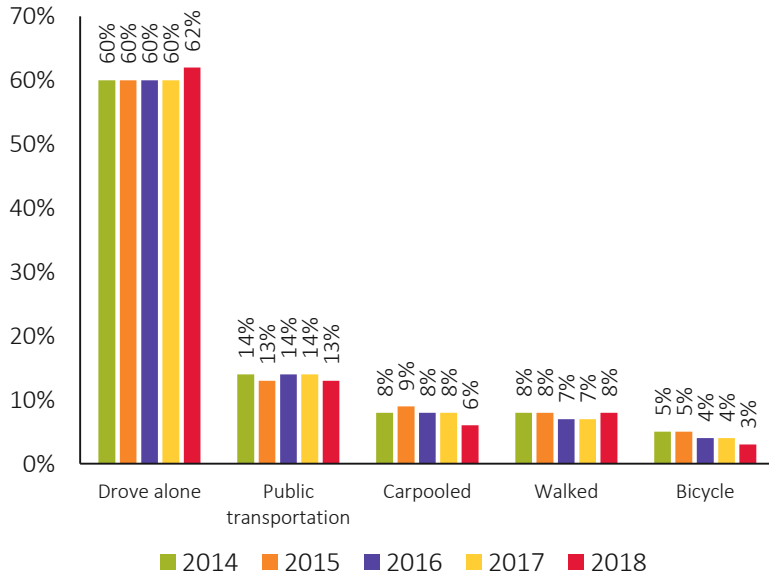
## Definition:

- Pavement Condition Index (PCI) is an outcome measure of the City's financial and policy decisions regarding street maintenance and construction funding.

**Program Description:** Transportation Planning and Programming develops and coordinates policies and actions to promote a safe, efficient and integrated multi-modal transportation system, safe and well-maintained infrastructure and community connectedness.

## Performance Measures

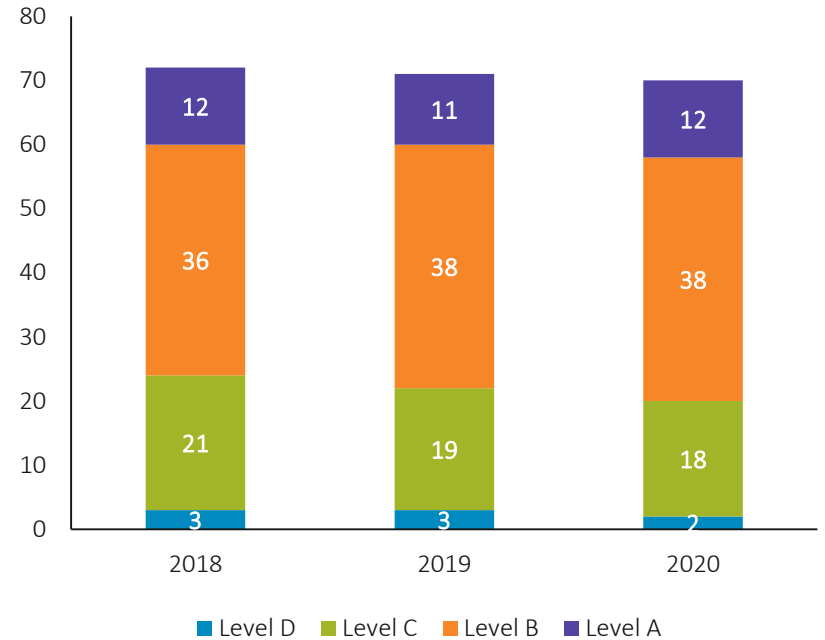
**Commute Mode share: Minneapolis Residents (includes workers age 16 and over)**



**Definition:**

- American Community Survey results on “Means of Transportation to Work” in Minneapolis.

**City Bridge Condition**



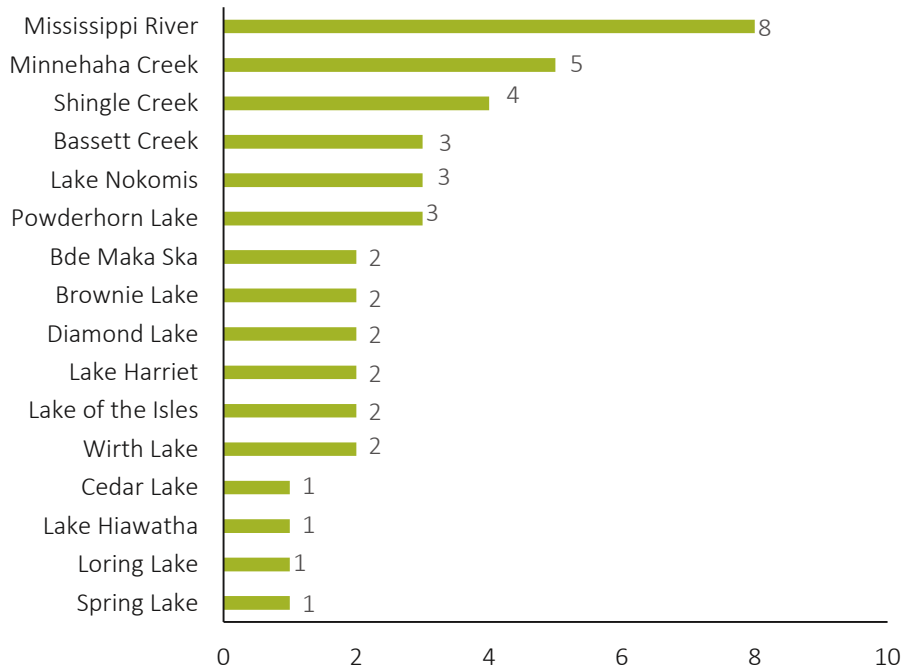
**Definition:**

- This measure represents our bridge lifecycle condition/maintenance status against a target range at a point in time.

**Program Description:** The stormwater program meets regulatory requirements while collecting stormwater and treating it prior to entering the lakes, creeks and rivers in the City of Minneapolis. Activities include system design and analysis as well as operations and maintenance.

**Performance Measures**

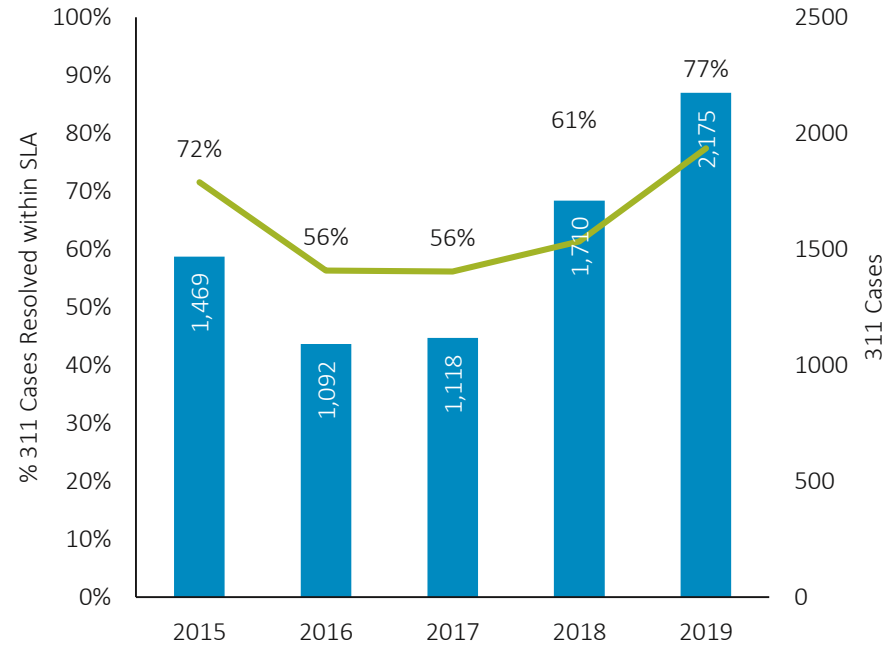
**Water Body Impairments (2019)**



**Definition:**

- Every two years the Minnesota Pollution Control Agency updates the state’s impaired waters list.
- In advance of publishing the list, data from lakes, rivers, and streams are compared to water quality standards designed to ensure that water bodies are safe for fishing, swimming and recreating.
- Improving surface water conditions is a collaborative effort between Minneapolis and many other agencies such as MPRB and the four watershed management organization with jurisdiction in the city.

**311 Sewer Issue Complaints**



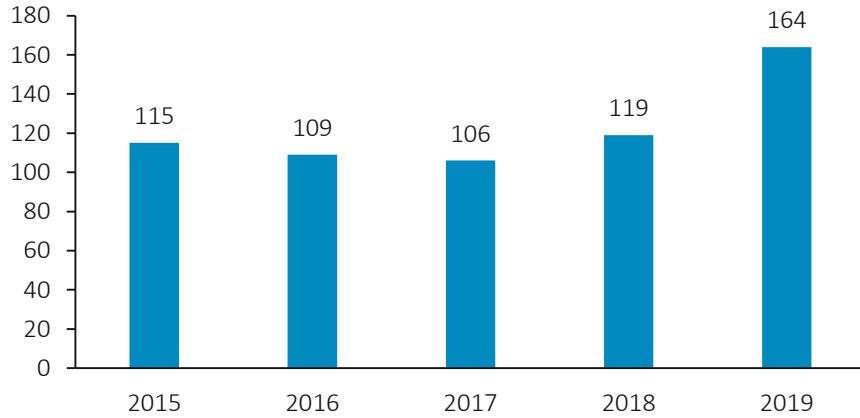
**Definition:**

- Percentage of Sewer Issue (e.g. street flooding, odors, sink holes) 311 complaints investigated within 1 business day.

**Program Description:** Public Works Administration includes Department leadership and provides Department-wide support in the areas of finance, personnel, safety, training and communications.

## Performance Measures

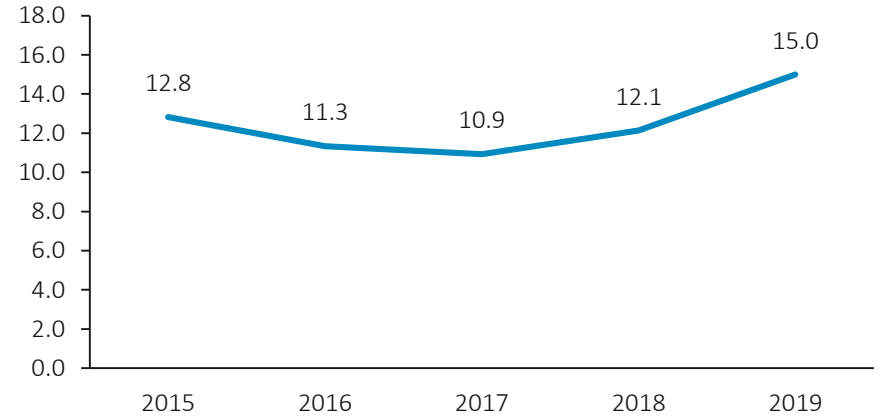
### Number of Public Works Employee Injuries



**Definition:**

- Total number of reportable injuries by year in Public Works.

### Number of Injuries per 100 Public Works Employees



**Definition:**

- Reportable injuries per 100 employees.