

CITY OF EAGAN

RESOLUTION NO. 15-49

RESOLUTION APPROVING PERFORMANCE MEASURES

WHEREAS, the State Legislature created the Council on Local Results and Innovation; and

WHEREAS, Eagan has implemented a local performance measurement system as developed by the Council on Local Results and Innovation; and

WHEREAS, Eagan surveys its residents every other calendar year on services included in the performance benchmarks; and

WHEREAS, the Council on Local Results and Innovation released a standard set of performance measures for counties and cities that will aid residents, taxpayers and state and local elected officials in determining the efficacy of counties and cities in providing services and measure residents' opinions of those services; and

WHEREAS, cities and counties that choose to participate in the new performance measurement program may be eligible for a reimbursement from Local Government Aid and exemption from levy limits.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Eagan does hereby approve the following Performance Measures and will publish the results of the Performance Measures before the end of the calendar year.

Performance Indicator

General

- Citizen survey - quality of services
- Citizen survey - overall appearance
- Percent change in the taxable property market value

Police

- Citizen survey rating safety or ...Part I and II crime rates
- Police response times

Fire

- Citizen survey - quality of services or ISO rating
- Fire response times

Streets

- Citizen survey - quality of road conditions or...
- Average pavement condition rating.

- Citizen survey - quality of snow plowing

Water

- Citizen survey - quality and dependability

Operating cost per million gallons
Sanitary sewer
Citizen survey - quality and dependability
Number of sewer blockages
Parks and Recreation
Citizen survey - quality of services

APPROVED by the City Council of the City of Eagan, Minnesota, this 19th day of May 2015.

CITY OF EAGAN

By: Mike Maguire
Mike Maguire, Mayor

ATTEST:

Cheryl A. Stevenson
Deputy City Clerk

City Performance Indicators 2014

Created on Friday, 20 December 2013 11:00

The Council on Local Results and Innovation, in concert with the Minnesota Legislature and the Office of the State Auditor has created a series of local performance indicators residents can use to monitor city performance. The Eagan City Council has embraced these indicators and adopted a resolution regarding the performance indicators to be measured.

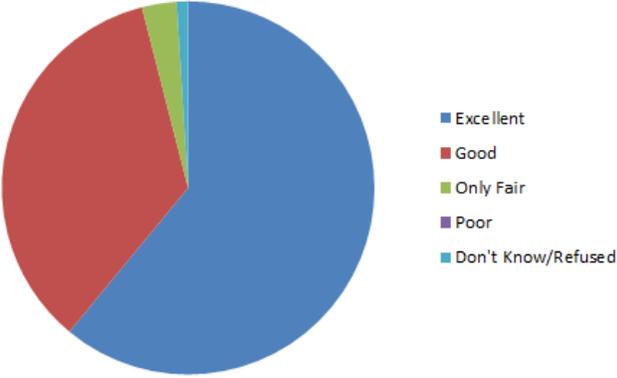
So how are we doing?

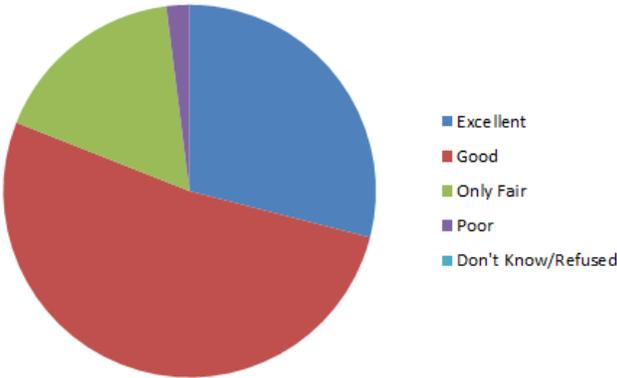
Below are the results of the 2014 residential survey reflecting the most recent specific performance indicators established in the voluntary statewide program:

Quality of City Services

General													
Percent change in taxable property market value	Increase of 11.9% in 2014												
How would you rate the overall appearance of the city?	<table border="1"> <caption>Rating Distribution for Overall Appearance of the City</caption> <thead> <tr> <th>Rating</th> <th>Color</th> </tr> </thead> <tbody> <tr> <td>Excellent</td> <td>Blue</td> </tr> <tr> <td>Good</td> <td>Red</td> </tr> <tr> <td>Only Fair</td> <td>Green</td> </tr> <tr> <td>Poor</td> <td>Purple</td> </tr> <tr> <td>Don't Know/Refused</td> <td>Cyan</td> </tr> </tbody> </table>	Rating	Color	Excellent	Blue	Good	Red	Only Fair	Green	Poor	Purple	Don't Know/Refused	Cyan
Rating	Color												
Excellent	Blue												
Good	Red												
Only Fair	Green												
Poor	Purple												
Don't Know/Refused	Cyan												

How would you rate the overall quality of services provided by the city?	<table border="1"> <caption>Rating Distribution for Overall Quality of Services Provided by the City</caption> <thead> <tr> <th>Rating</th> <th>Color</th> </tr> </thead> <tbody> <tr> <td>Excellent</td> <td>Blue</td> </tr> <tr> <td>Good</td> <td>Red</td> </tr> <tr> <td>Only Fair</td> <td>Green</td> </tr> <tr> <td>Poor</td> <td>Purple</td> </tr> <tr> <td>Don't Know/Refused</td> <td>Cyan</td> </tr> </tbody> </table>	Rating	Color	Excellent	Blue	Good	Red	Only Fair	Green	Poor	Purple	Don't Know/Refused	Cyan
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Public Safety Services													

Fire Response Times	Average: 6.17 minutes in 2013												
Insurance Service Organization (ISO) Rating	3 in 2014												
How would you rate the overall quality of fire protection services in the city?	 <table border="1"> <caption>Fire Protection Services Rating Data</caption> <thead> <tr> <th>Rating</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Excellent</td> <td>~55%</td> </tr> <tr> <td>Good</td> <td>~35%</td> </tr> <tr> <td>Only Fair</td> <td>~5%</td> </tr> <tr> <td>Poor</td> <td>~2%</td> </tr> <tr> <td>Don't Know/Refused</td> <td>~2%</td> </tr> </tbody> </table>	Rating	Percentage	Excellent	~55%	Good	~35%	Only Fair	~5%	Poor	~2%	Don't Know/Refused	~2%
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Pavement & Streets Condition													
Average Pavement Condition Rating	Average: 83.88 on scale of 100 in 2014												

Water Utilities & Sanitary Sewer													
Water quality	No contaminants were detected at levels that violated federal drinking water standards. However, some contaminants were detected in trace amounts that were below legal limits. See: Water Quality Report												
Water Operating Cost Per Thousand Gallons	\$1.26 in 2013												
How would you rate the dependability and overall quality of the city water supply?	 <table border="1"> <caption>Water Supply Rating Data</caption> <thead> <tr> <th>Rating</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Excellent</td> <td>~35%</td> </tr> <tr> <td>Good</td> <td>~45%</td> </tr> <tr> <td>Only Fair</td> <td>~15%</td> </tr> <tr> <td>Poor</td> <td>~2%</td> </tr> <tr> <td>Don't Know/Refused</td> <td>~2%</td> </tr> </tbody> </table>	Rating	Percentage	Excellent	~35%	Good	~45%	Only Fair	~15%	Poor	~2%	Don't Know/Refused	~2%
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Good	~45%												
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Dependability	3 main line (City) sewer backups and 13 service line (private) sewer backups in 2013												

