

**CITY OF EAGAN**

**RESOLUTION NO. 22- 28**

**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

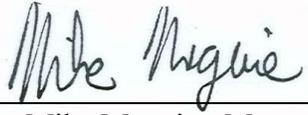
Number of sewer blockages

**Parks and Recreation**

Citizen survey - quality of services

**APPROVED** by the City Council of the City of Eagan, Minnesota, this 21st day of June 2022.

CITY OF EAGAN

By:   
Mike Maguire, Mayor

ATTEST:

  
City Clerk

## **2022 Performance Indicators**

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 that residents can use to monitor city performance. The Eagan City Council has embraced indicators in the areas of police, fire, streets, water, sanitary sewer, parks and recreation, and overall performance, and every year adopts a resolution regarding the performance indicators to be measured and posted for the public by the end of the year.

So how are we doing?

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

### **Percent change in taxable property market value?**

4.7%

### **How would you rate the overall appearance of the city?**

92 percent positively

### **How would you rate the overall quality of services provided by the city?**

92 percent positively

## **Public Safety**

### **Police Response Times**

Priority 1: 6.24 minutes

Priority 2: 7.55 minutes

Priority 3: 8.94 minutes

### **How would you rate the overall quality of police services in the city?**

91 percent positively

### **How would you rate the overall feeling of safety in the city?**

94 percent positively

### **Fire Response Times**

2021 average for all fire incidents: 7 min. 32 seconds

2021 average for Code 3 (emergency) incidents: 6 min. 49 seconds

**How would you rate the overall quality of fire services in the city?**

96 percent positively

**Public Works and Utilities**

**How would you rate the overall condition of the city streets?**

90 percent positively

**How would you rate the overall quality of snow plowing on city streets?**

81 percent positively

**How would you rate the overall quality of the city water supply?**

79 percent positively

**Water Operating Cost Per Thousand Gallons**

The total cost, including depreciation was \$2.58. Without depreciation, \$1.73. (2021)

**How would you rate the overall quality of the city sanitary sewer service?**

94 percent positively

**Dependability**

1 main line (public) sewer backup and 5 service line (private) sewer backups in 2021

**Parks and Recreation**

**How would you rate the overall quality of city recreational programs?**

96 percent positively