

CITY OF EAGAN

RESOLUTION NO. 17-59

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 20th day of June 2017.

CITY OF EAGAN

By: Mike McGuire
Mike McGuire, Mayor

ATTEST:

Christa M. Seji
City Clerk

2016 Performance Indicators

□ www.cityofeagan.com/2016-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 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 and posted for the public each year.

So how are we doing?

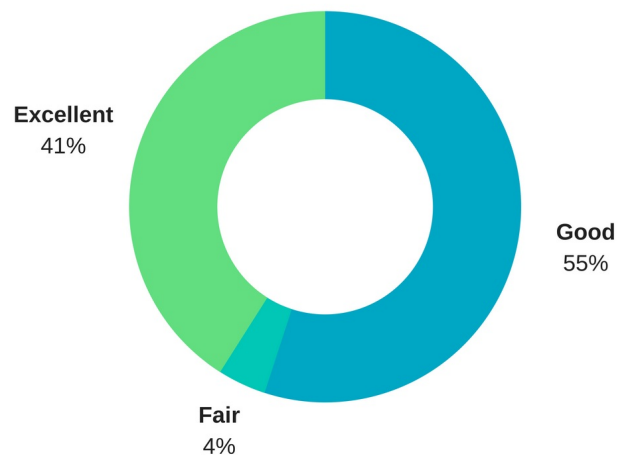
Below are some of the results of the survey reflecting the most recent specific performance indicators established in the voluntary statewide program:

General Performance

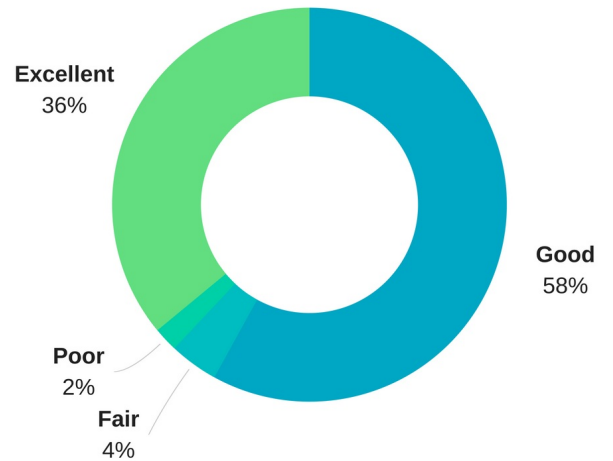
Percent change in taxable property market value

Increase of 3.5% from 2016 to 2017

How would you rate the overall appearance of the city?



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



Public Safety

Police Response Times

Response time to priority 1, emergency calls: 5.87 minutes in 2015
Response time to priority 2, non-emergency calls: 8.17 minutes in 2015
Response time to priority 3, routine calls: 12.70 minutes in 2015

The information entails calls for service managed by through the Dakota Communications Center. The times do not reflect calls for service initiated by staff in the field

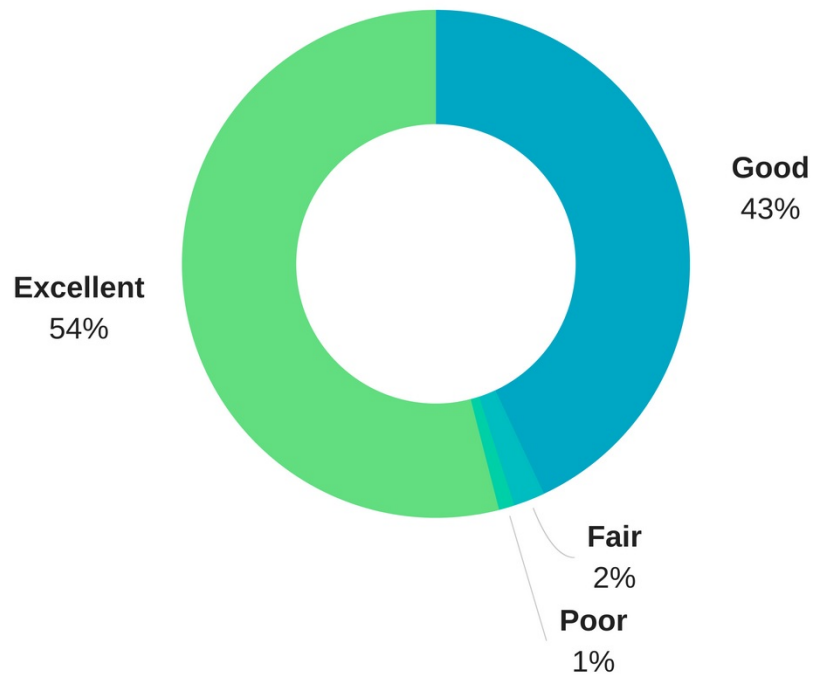
Fire Response Times

Average staffed response time: 5 min 22 seconds in 2015
Average non-staffed: 8 min 52 seconds in 2015

Insurance Service Organization (ISO) Rating

3 in 2016

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

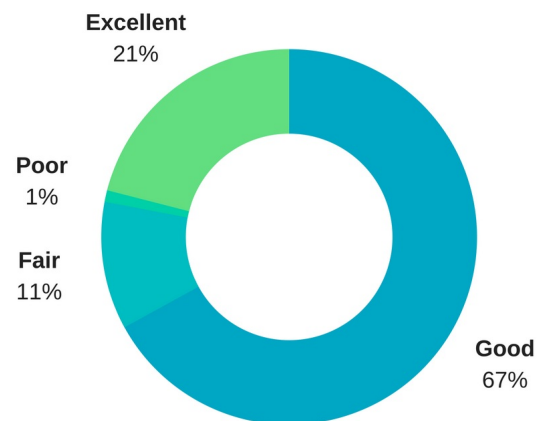


Pavement & Street Condition

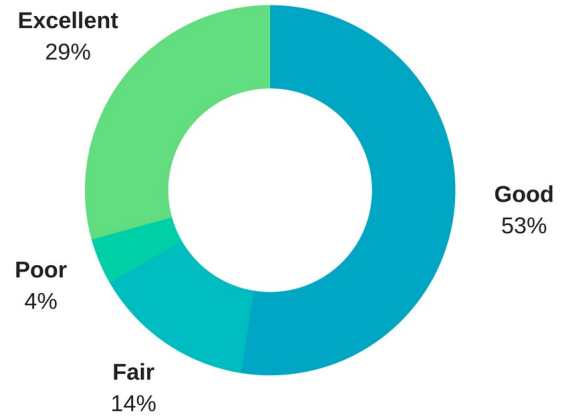
Average Pavement Condition Rating

82 (on scale of 100) in 2016

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



How would you rate the overall quality of snowplowing on city streets?



Water Utilities & Sanitary Sewer

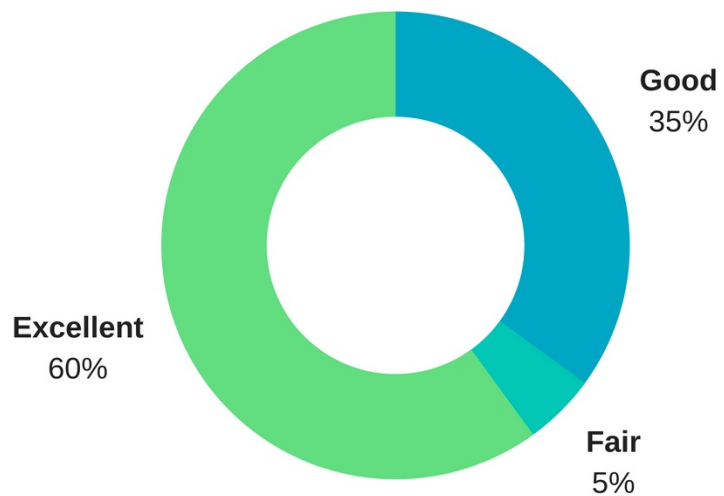
Water quality

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](#)

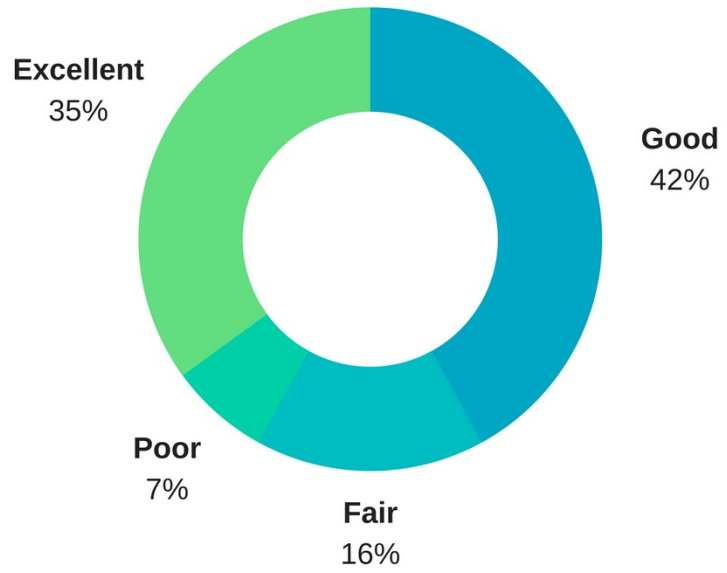
Water Operating Cost Per Thousand Gallons

\$1.70 in 2015

How would you rate the dependability of the city water supply?



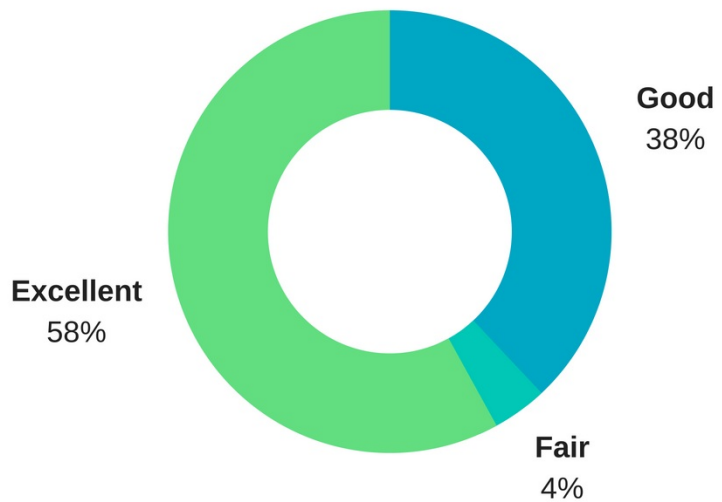
How would you rate the overall quality of the city water supply?



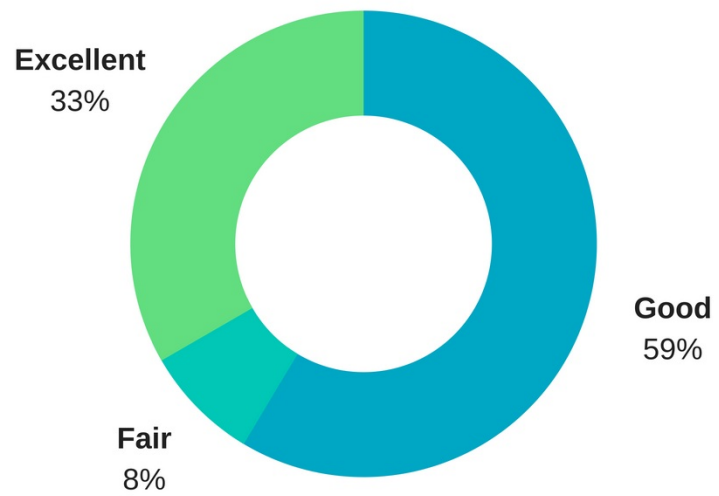
Dependability

3 main line (City) sewer backups and 11 service line (private) sewer backups in 2015

How would you rate the dependability of the city sanitary sewer service?

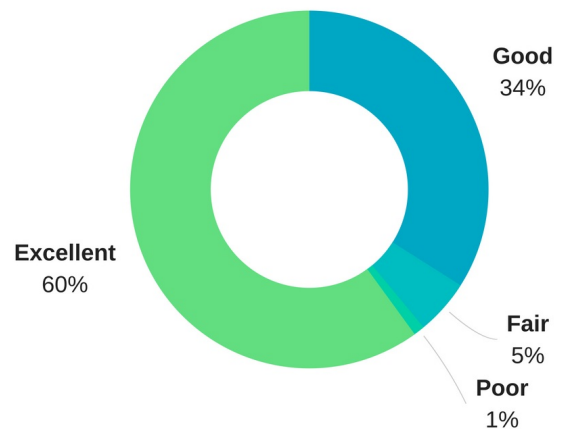


How would you rate the overall quality of the city sanitary sewer service?



Parks and Recreation

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



How would you rate the overall quality of city recreational facilities?

