

# RESOLUTION NO. 5770

## A RESOLUTION REPORTING ON PERFORMANCE MEASURES ADOPTED IN 2011

**WHEREAS**, the Minnesota Legislature created a Council on Local Results and Innovation; and

**WHEREAS**, in June 2011 the City of Bemidji adopted the ten recommended performance measures; and

**WHEREAS**, in order to receive the financial incentives provided by the program the City must report annually to the Office of the State Auditor;

**NOW THEREFORE BE IT RESOLVED**, that the City Council of the City of Bemidji does hereby declare that:

1. The City has adopted and implemented the minimum ten performance measures developed by the Council on Local Results and Innovations.
2. The City has implemented a local performance measurement system as developed by the Council on Local Results and Innovations.
3. The City will report the results of the ten adopted measures to its residents before the end of the calendar year by posting on the City's website.
4. The City will survey its residents again before the end of the calendar year 2012 on the services included in the performance benchmarks.

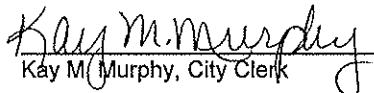
**BE IT FURTHER RESOLVED** that City staff will submit this resolution along with the attached summary and detailed survey results to the Office of the State Auditor in order to meet the reporting obligations on or before July 1, 2012.

The foregoing resolution was offered by Councilmember Waldhausen, who moved its adoption, and on due second by Councilmember Albrecht, was passed by the following vote:

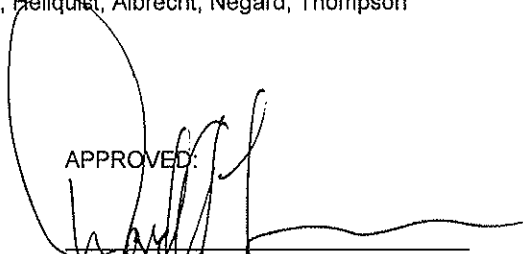
Ayes: Larson, Waldhausen, Johnson, Helquist, Albrecht, Negard, Thompson  
Nays: None  
Absent: None

Passed: June 19, 2012

ATTEST:

  
Kay M. Murphy, City Clerk

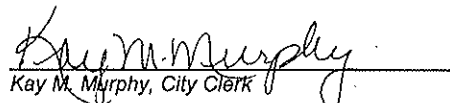
APPROVED:

  
David A. Larson, Mayor

### CERTIFICATION

State of Minnesota }  
                                  }  
County of Beltrami }

I hereby certify that the above is a true and correct copy of a Resolution duly passed, adopted and approved by the City Council of said City on June 18, 2012.

  
Kay M. Murphy, City Clerk

**CITY OF BEMIDJI  
PERFORMANCE MEASURES SUMMARY RESULTS  
2011**

<b>Measure</b>	<b>Description</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
1	Overall Quality of Services	36%	46%	14%	4%
2	Percent Change in taxable property value		0.6% increase		
3	Overall Appearance of City	34%	46%	18%	2%
4	Safety rating in community	24%	51%	19%	6%
5	Quality of Fire Services ISO Rating = Majority at 4, remainder at 9	53%	38%	4%	5%
6	Citizen rating of road conditions	21%	58%	16%	5%
7	Quality of snowplowing on City streets	36%	44%	14%	6%
8	Dependability and Quality of Water Supply Operating cost per million gallons of water pumped	46%	35%	8%	11%
			\$2,506		
9	Dependability and Quality of Sanitary Sewer Operating cost per million gallons of water pumped	45%	39%	6%	10%
			\$5,219		
10	Quality of City recreational programs and facilities	59%	34%	6%	1%

City of Bemidji Resident Survey

Political Edit

Design Survey Collect Responses Analyze Results

- View Summary
- Browse Responses
- Filter Responses
- Crosstab Responses
- Download Responses
- Share Responses

Default Report

Response Summary

Total Started Survey: 255  
Total Completed Survey: 255 (100%)

PAGE: 1

1. Check the circle that best represents your opinion:

Create Chart Download

	Excellent	Good	Fair	Poor	Rating Average	Response Count
How would you rate the City as a place to live?	14.8% (37)	30.4% (76)	32.4% (81)	7.2% (18)	2.84	250
How would you rate your neighborhood as a place to live?	19.2% (48)	27.2% (68)	27.6% (69)	6.8% (17)	2.90	250
How would you rate the City as a place to raise children?	16.4% (40)	23.4% (57)	34.8% (85)	8.2% (20)	2.98	244
How would you rate the City as a place to retire?	13.3% (33)	27.3% (68)	28.5% (71)	9.2% (23)	3.14	249
How would you rate the overall quality of life in the City?	8.0% (20)	32.1% (80)	31.7% (79)	10.8% (27)	3.07	249
	answered question					250
	skipped question					5

2. What do you like most about living in the City ? (Check up to three)

Create Chart Download

	Response Percent	Response Count
City water & sewer	11.9%	29
Community events	26.2%	64
Ethnic diversity	3.3%	8
Feel safe	13.5%	33
Good economy	3.3%	8
Good streets	7.4%	18
Job opportunities	0.8%	2
Lakes & trees	63.1%	154
Library	16.4%	40
My neighborhood	17.2%	42
Parks & Trails	36.9%	90
Peacefulness	14.3%	35
People	20.9%	51
Quality of life in general	26.2%	64
Schools	12.7%	31
	answered question	244
	skipped question	11

2. What do you like most about living in the City ? (Check up to three)		Create Chart	Download
Shopping		10.7%	26
Small town feel		28.3%	69
Weather/seasons		17.6%	43
		answered question	244
		skipped question	11

3. What do you feel are the most serious issues facing the City? (Check up to three)		Create Chart	Download
		Response Percent	Response Count
Affordable housing		19.7%	49
Alcohol/substance abuse		29.7%	74
Annexation		5.6%	14
Attracting new business		35.3%	88
Condition of streets/infrastructure		7.6%	19
Crime		33.7%	84
Gang activity		17.3%	43
<b>Lack of jobs</b>		<b>41.8%</b>	<b>104</b>
Loss of state revenues		23.3%	58
Mortgage foreclosures		5.2%	13
Parking		9.6%	24
Poverty		35.3%	88
Property taxes		32.1%	80
Racial issues		16.1%	40
Schools		4.0%	10
		answered question	249
		skipped question	6

4. How would you rate the City as a place for:						Create Chart	Download			
		Excellent	Good	Fair	Poor	Rating Average	Response Count			
Retired adults		11.3% (28)	29.4% (73)	32.7% (81)	9.3% (23)	9.7% (24)	2.8% (7)	4.8% (12)	3.04	248
Young families		9.8% (24)	22.0% (54)	33.3% (82)	11.4% (28)	18.3% (45)	2.8% (7)	2.4% (6)	3.25	246
Single adults		3.7% (9)	15.6% (38)	39.9% (97)	17.7% (43)	13.2% (32)	4.9% (12)	4.9% (12)	3.56	243
Children		9.0% (22)	25.4% (62)	32.0% (78)	11.9% (29)	15.2% (37)	4.5% (11)	2.0% (5)	3.20	244
Business		4.5% (11)	18.4% (45)	29.5% (72)	18.9% (46)	16.0% (39)	6.6% (16)	6.1% (15)	3.68	244
Entertainment		8.6% (21)	15.9% (39)	30.6% (75)	14.3% (35)	18.4% (45)	6.1% (15)	6.1% (15)	3.61	245
							answered question	251		
							skipped question	4		

4. How would you rate the City as a place for:								Create Chart	Download
Recreation	30.5% (75)	28.9% (71)	24.8% (61)	4.1% (10)	8.1% (20)	1.6% (4)	2.0% (5)	2.43	246
								answered question	251
								skipped question	4

5. In the last year, how many times have you visited a City park?		Create Chart	Download
		Response Percent	Response Count
None		5.2%	13
1 to 5 times		36.3%	91
6 to 15 times		27.5%	69
16 to 30 times		13.5%	34
Over 30 times		17.5%	44
		answered question	251
		skipped question	4

6. In the last year, have you had any contact with an employee of the City?		Create Chart	Download
		Response Percent	Response Count
Yes		81.1%	202
No (skip to question 8)		18.9%	47
		answered question	249
		skipped question	6

7. If so, how would you describe that experience?		Create Chart	Download
		Response Percent	Response Count
Poor/confrontational		14.3%	29
Acceptable		37.4%	76
Helpful/courteous		48.3%	98
		answered question	203
		skipped question	52

8. How would you describe the following:									Create Chart	Download
	Excellent	Good	Fair	Poor	N/A	Rating Average	Response Count			
Overall appearance of the City	8.8% (22)	25.1% (63)	35.1% (88)	10.8% (27)	13.9% (35)	4.8% (12)	1.6% (4)	0.0% (0)	3.17	2:
Feeling of safety in the City	5.2% (13)	18.7% (47)	34.3% (86)	16.7% (42)	15.9% (40)	3.6% (9)	5.6% (14)	0.0% (0)	3.53	2:
Quality of fire protection services	29.0% (72)	23.8% (59)	31.0% (77)	7.3% (18)	2.8% (7)	1.2% (3)	0.8% (2)	4.0% (10)	2.35	2:
									answered question	2:
									skipped question	

**8. How would you describe the following:** Create Chart Download

	5.7% (14)	15.0% (37)	37.2% (92)	20.6% (51)	13.8% (34)	2.6% (7)	4.5% (11)	0.4% (1)	3.48	2
Condition of City streets										
Quality/timeliness of snowplowing on City streets	15.7% (39)	20.5% (51)	34.9% (87)	9.2% (23)	10.8% (27)	2.4% (6)	5.2% (13)	1.2% (3)	3.07	2
Dependability/overall quality of sanitary sewer service	19.4% (48)	25.5% (63)	32.0% (79)	6.9% (17)	4.5% (11)	1.6% (4)	1.6% (4)	8.5% (21)	2.59	2
Dependability/overall quality of water supply service	22.6% (55)	23.5% (57)	27.2% (66)	8.2% (20)	4.1% (10)	3.3% (8)	2.1% (5)	9.1% (22)	2.62	2
Quality of City parks, trails, and recreational programs	28.2% (70)	30.6% (76)	26.6% (66)	6.9% (17)	4.4% (11)	2.0% (5)	0.4% (1)	0.8% (2)	2.36	2
Overall quality of services provided by the City	10.0% (25)	25.7% (64)	34.1% (85)	12.4% (31)	12.9% (32)	1.6% (4)	2.4% (6)	0.8% (2)	3.07	2
answered question										2
skipped question										

**9. Please rate the following categories of Bemidji City government performance:** Create Chart Download

	Excellent	Good	Fair	Poor	Rating Average	Response Count			
The value of services for the taxes paid to the City	4.1% (10)	16.3% (40)	35.4% (87)	15.4% (38)	13.8% (34)	6.5% (16)	8.5% (21)	3.72	246
The overall direction that the City is taking	4.5% (11)	11.0% (27)	30.5% (75)	15.9% (39)	15.4% (38)	9.8% (24)	13.0% (32)	4.08	246
How informed I am on major issues in the City	9.3% (23)	19.0% (47)	30.8% (76)	16.2% (40)	12.6% (31)	5.7% (14)	6.5% (16)	3.47	247
The job City government does in welcoming citizen involvement	2.4% (6)	13.1% (32)	27.8% (68)	15.1% (37)	19.6% (48)	9.0% (22)	13.1% (32)	4.16	245
The extent to which City employees and elected officials care what people like me think	3.7% (9)	11.4% (28)	21.1% (52)	16.3% (40)	16.3% (40)	13.4% (33)	17.9% (44)	4.42	246
Ease of identifying the right person to talk to when I have a concern with the City	4.9% (12)	15.6% (38)	26.6% (65)	15.2% (37)	17.6% (43)	9.4% (23)	10.7% (26)	3.95	244
answered question									249
skipped question									6

**10. How would you rate the overall performance of Bemidji City government?** Create Chart Download

	Response Percent	Response Count
Excellent	5.6%	14
Good	43.6%	109
Fair	38.0%	95
Poor	12.8%	32
answered question		250
skipped question		5

**11. Have you visited the City website at www.ci.bemidji.mn.us?** Create Chart Download

answered question		252
skipped question		3

11. Have you visited the City website at www.ci.bemidji.mn.us?	Create Chart	Download
	Response Percent	Response Count
Yes	76.2%	192
No	23.8%	60
	answered question	252
	skipped question	3

12. If yes, how would you rate the site?	Create Chart	Download
	Response Percent	Response Count
Excellent	10.4%	20
Good	63.0%	121
Fair	21.9%	42
Poor	4.7%	9
	answered question	192
	skipped question	63

13. What City ward do you live in?	Create Chart	Download
	Response Percent	Response Count
Ward 1	9.6%	24
Ward 2	11.2%	28
Ward 3	12.4%	31
Ward 4	15.3%	38
Ward 5	21.7%	54
Don't know	20.5%	51
Not a City resident	9.2%	23
	answered question	249
	skipped question	6

14. Approximately how long have you lived in the Bemidji area?	Create Chart	Download
	Response Percent	Response Count
Less than 2 years	4.0%	10
2 to 5 years	9.2%	23
6 to 10 years	12.9%	32
More than 10 years	73.9%	184
	answered question	249
	skipped question	6

15. Comments/recommendations:

Download

	Response Count
Show Responses	125
answered question	125
skipped question	130

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