

CITY OF EAGAN

RESOLUTION NO. 21-33

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 6th day of July 2021.

CITY OF EAGAN

By: Mike Maguire
Mike Maguire, Mayor

ATTEST:

EWanHorse
City Clerk

2021 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?

6.2%

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: 6.03 minutes

Priority 2: 7.23 minutes

Priority 3: 8.90 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

2020 average for all fire incidents: 7 min. 48 seconds

2020 average for Code 3 (emergency) incidents: 7 min. 9 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 \$3.16. Without depreciation, \$2.17.

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

94 percent positively

Dependability

1 main line (public) sewer backup (related to "disposable" wipes/rags) and 1 service line (private) sewer backup in 2020

\$

Parks and Recreation

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

96 percent positively