

CITY OF EAGAN

RESOLUTION NO. 12-64

AMENDED RESOLUTION APPROVING PERFORMANCE MEASURES

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

WHEREAS, Eagan is in the process of implementing a local performance measurement system as developed by the Council on Local Results and Innovation; and

WHEREAS, Eagan will survey its residents by the end of the calendar year on services included in the performance benchmarks; and

WHEREAS, the Council 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

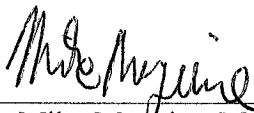
Number of sewer blockages

Parks and Recreation

Citizen survey - quality of services

APPROVED by the City Council of the City of Eagan, Minnesota, this 3rd day of July 2012.

CITY OF EAGAN

By: 
Mike Maguire, Mayor

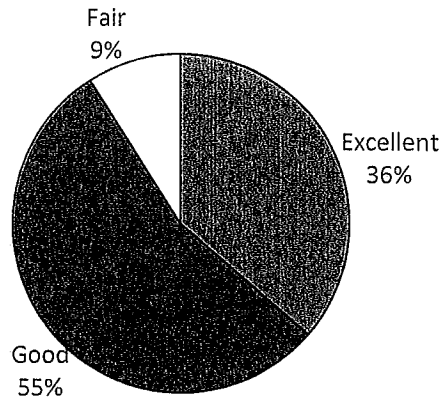
ATTEST:


Christina M. Scipioni, City Clerk

Eagan Residents Survey Results

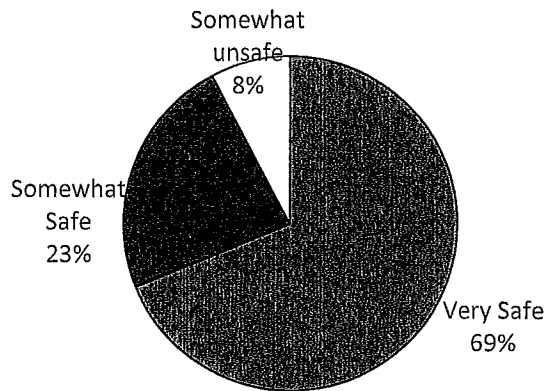
Rating overall appearance of the city

Excellent	28
Good	42
Fair	7
Poor	0
Don't know	0
Total Responses	<u>77</u>



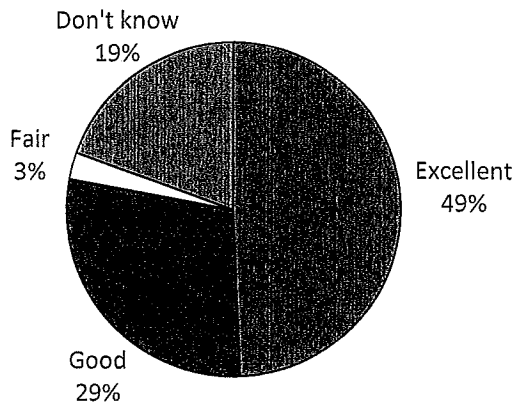
Describing overall feeling of safety in the city

Very Safe	53
Somewhat Safe	18
Somewhat unsafe	6
Very Unsafe	0
Don't know	0
	<u>77</u>



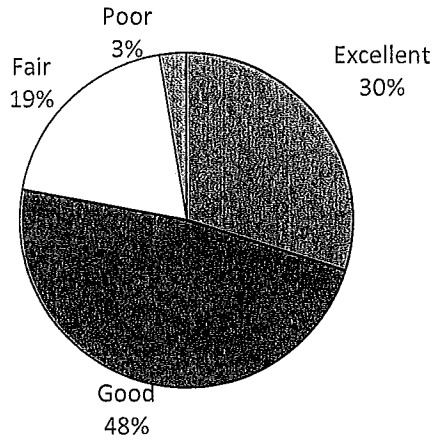
Rating the overall quality of fire protection services in the city

Excellent	38
Good	22
Fair	2
Poor	0
Don't know	15
	<u>77</u>



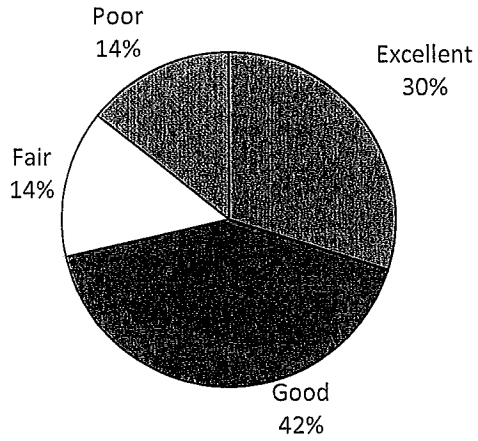
Rating the overall condition of city streets

Excellent	23
Good	37
Fair	15
Poor	2
Don't know	0
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	77



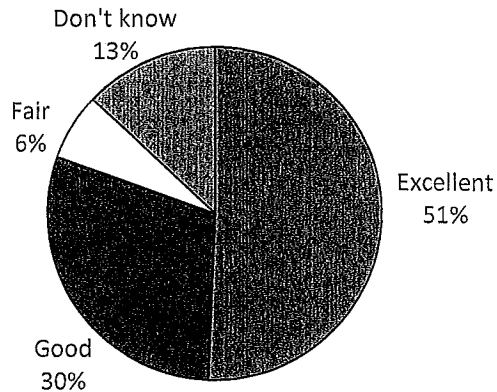
Rating the overall quality of snowplowing on city streets

Excellent	23
Good	32
Fair	11
Poor	11
Don't know	0
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	77



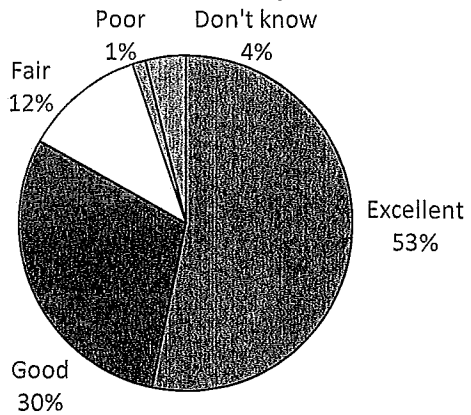
Rating the dependability and overall quality of city sanitary sewer service

Excellent	39
Good	23
Fair	5
Poor	0
Don't know	10
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	77



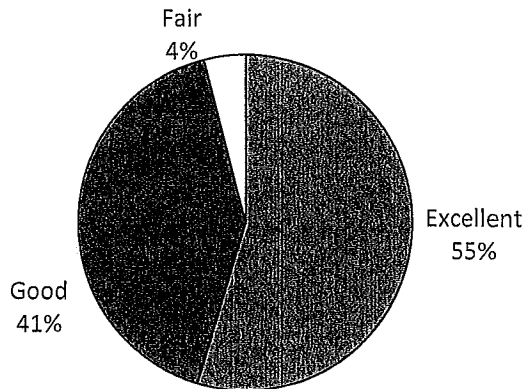
Rating the dependability and overall quality of the city water supply

Excellent	41
Good	23
Fair	9
Poor	1
Don't know	3
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	77



Rating the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)

Excellent	41
Good	31
Fair	3
Poor	0
Don't know	0
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	75



Rating the overall quality of services provided by the city

Excellent	29
Good	33
Fair	10
Poor	0
Don't know	4
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	76

