

**CITY OF SOUTH ST. PAUL
PERFORMANCE MEASUREMENT PROGRAM
December 13, 2021**

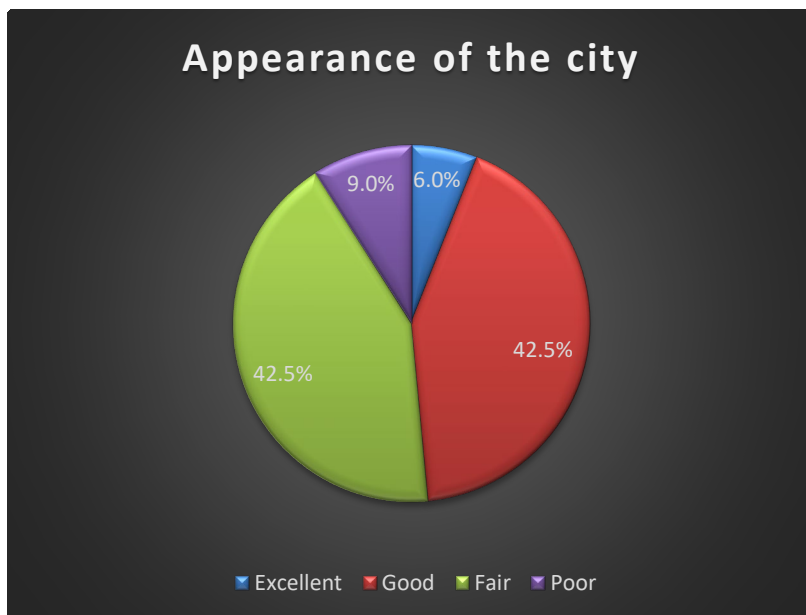
In the fall of 2021, the City conducted a survey through the League of Minnesota Cities using nine standard survey measurements, plus two additional measurements dealing with our bond rating and ISO Fire rating. The survey was conducted from mid-October through mid-December of 2021. Promotion of the survey occurred on the City’s website, on social media, and in the October 2021 issue of the City’s newsletter. The results are available on the City’s website and the availability of the results was reported to our residents in the March 2022 issue of the City’s Newsletter.

2021 Results

The survey results relative to the Performance Measurement Program were as follows: There were 33 total responses in 2021; down from 108 in 2020.

1. How would you rate the overall appearance of the city?

Excellent	6.0%
Good	42.5%
Fair	42.5%
Poor	9.0%
Don’t Know	0.0%



2. City’s Bond Rating: Aa2 by Moody’s Investor Services

3. Insurance Service Offices rating of Fire Service: 2

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

Excellent	42.5%
Good	30.5%
Fair	6%
Poor	0%
Don't Know	21%



5. How would you describe your overall feeling of safety in the city?

Very safe	36%
Somewhat Safe	52%
Somewhat Unsafe	9%
Very Unsafe	3%
Don't Know	0%



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

Excellent	9%
Good	45%
Fair	36%
Poor	9%
Don't Know	0%



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

Excellent	52%
Good	27%
Fair	15%
Poor	6%



8. How would you rate the dependability and overall quality of city sanitary sewer service?

Excellent	33%
Good	40%
Fair	15%
Poor	0%
Don't Know	12%



9. How would you rate the dependability and overall quality of the city water supply?

Excellent	33%
Good	37%
Fair	24%
Poor	3%
Don't Know	3%



10. How would you rate the overall quality of city recreational programs and facilities? (e.g. parks, trails, park facilities, etc.)

Excellent	27%
Good	55%
Fair	18%
Poor	0%
Don't Know	0%



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

Excellent	18%
Good	49%
Fair	30%
Poor	0%
Don't Know	3%

