

Councilmember Kuzma introduced the following resolution and moved for its adoption:

**RESOLUTION #20-138**

**RESOLUTION DECLARING THE CITY OF RAMSEY'S PARTICIPATION IN THE STATE COUNCIL ON LOCAL RESULTS AND INNOVATION – PERFORMANCE MEASUREMENT PROGRAM**

**WHEREAS**, In 2010, the Minnesota Legislature created the Council on Local Results and Innovation; and

**WHEREAS**, The Council on Local Results and Innovation developed a standard set of performance measures that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties in providing services and measure residents' opinion of those services; and

**WHEREAS**, Benefits to the City are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

**WHEREAS**, Any City participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

**WHEREAS**, The City of Ramsey has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes.

**NOW THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF RAMSEY, ANOKA COUNTY, STATE OF MINNESOTA, as follows:**

- 1) The City of Ramsey will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's/county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.
- 2) The City Council of Ramsey will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city/county.

The motion for the adoption of the foregoing resolution was duly seconded by Councilmember Riley, and upon vote being taken thereon, the following voted in favor thereof:

Mayor LeTourneau  
Councilmember Kuzma  
Councilmember Riley  
Councilmember Heinrich  
Councilmember Menth  
Councilmember Musgrove  
Councilmember Specht

and the following voted against the same:

and the following abstained:

and the following were absent:

Whereupon said resolution was declared duly passed and adopted by the Ramsey City Council this the 23<sup>rd</sup> day of June, 2020.

  
\_\_\_\_\_  
Mayor

**ATTEST:**

  
\_\_\_\_\_  
City Clerk

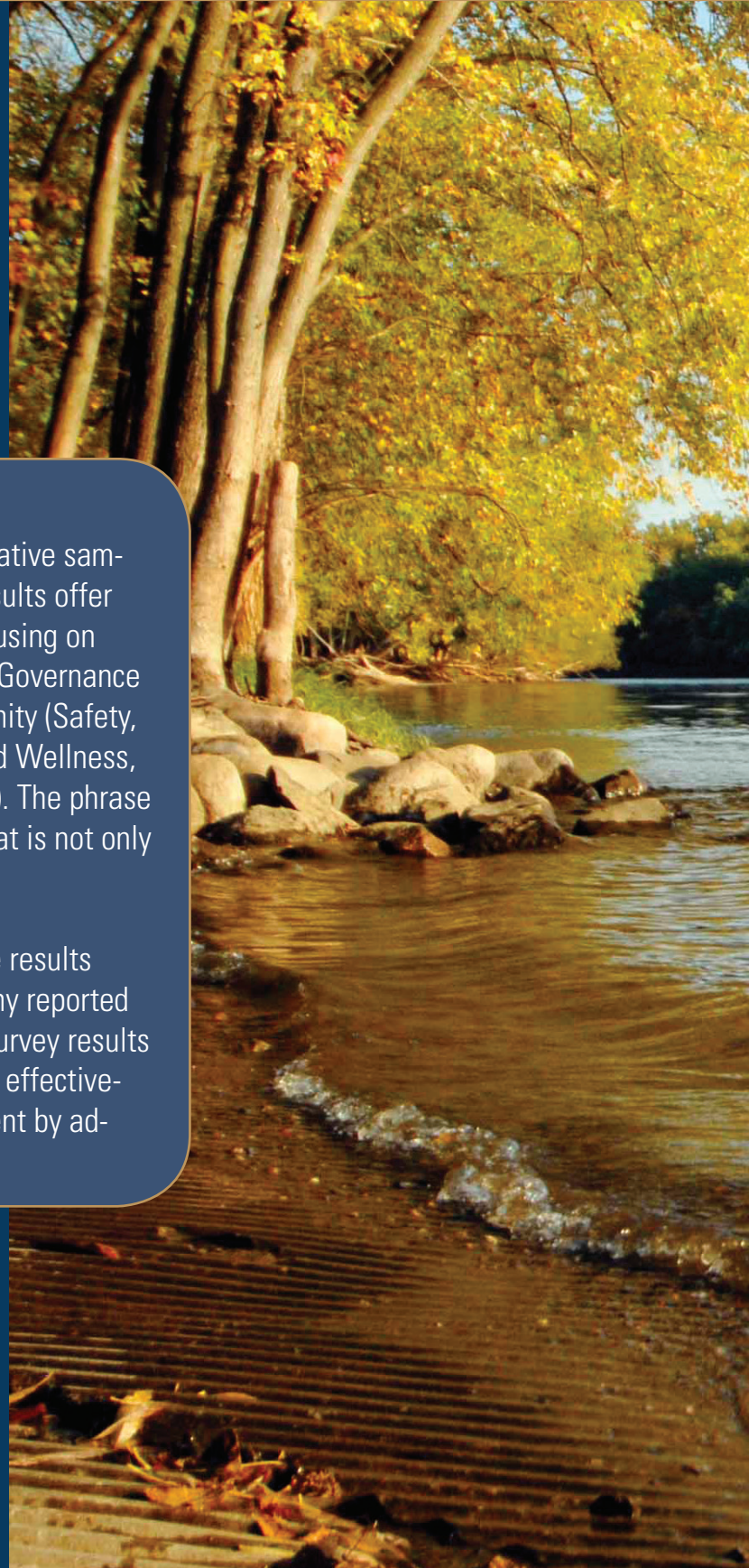




# City of RAMSEY

## 2018 Citizen Survey Results

In August 2018, the City of Ramsey issued its third biannual Citizen Survey, gathering input from its residents on various City services, parks and trails, road and infrastructure, organizational direction, community events, property development and much more. The purpose of the survey was to provide feedback for Ramsey policymakers to consider as they prioritize the use of limited resources to meet the needs of Ramsey residents and businesses.



### **ABOUT THE CITIZEN SURVEY**

The Citizen Survey captured the opinions of a representative sample of 465 randomly selected Ramsey residents. The results offer a report on the “livability” of the City of Ramsey, by focusing on three pillars of community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). The phrase “livable community” is used here to describe a place that is not only where people do live, but where they want to live.

Participants in this survey remained anonymous and the results are displayed collectively. The margin of error around any reported percentage is  $\pm 5$  percent for the entire sample. These survey results will be utilized by the City to evaluate its organizational effectiveness and to implement smart, citizen-focused government by addressing the needs identified.

### **IN THE REPORT**

- \* Quality of Life in Ramsey
- \* Community Characteristics
- \* Governance
- \* Participation
- \* Conclusions
- \* Next Steps





**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

## Ramsey, MN

Dashboard Summary of Findings

2018



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# Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report summarizes Ramsey’s performance in the eight facets of community livability with the “General” rating as a summary of results from the overarching questions not shown within any of the eight facets. The “Overall” represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Ramsey’s community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Broadly, ratings for most aspects of community livability were positive and similar to the national benchmark. Levels of participation within the facets of Natural Environment and Built Environment were higher than those seen in communities elsewhere. This information can be helpful in identifying the areas of community strength and areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	1	32	8	0	32	0	2	16	3
General	0	7	0	0	3	0	0	3	0
Safety	0	3	0	0	5	0	0	2	0
Mobility	0	6	0	0	7	0	0	2	0
Natural Environment	0	2	0	0	2	0	1	0	0
Built Environment	1	3	1	0	4	0	1	0	0
Economy	0	4	4	0	1	0	0	2	1
Recreation and Wellness	0	2	1	0	2	0	0	1	0
Education and Enrichment	0	4	1	0	0	0	0	1	0
Community Engagement	0	1	1	0	8	0	0	5	2

National Benchmark	
	Higher
	Similar
	Lower

# The National Citizen Survey™

Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↔	↔	68%	Customer service	↔	↔	81%	Recommend Ramsey	↔	↔	84%
	Overall quality of life	↔	↔	81%	Services provided by Ramsey	↔	↔	76%	Remain in Ramsey	↔	↔	86%
	Place to retire	↑	↔	55%	Services provided by the Federal Government	↑	↔	45%	Contacted Ramsey employees	↔	↔	38%
	Place to raise children	↔	↔	87%								
	Place to live	↔	↔	85%								
	Neighborhood	↔	↔	82%								
Safety	Overall image	↔	↔	60%								
	Overall feeling of safety	↔	↔	90%	Police	↔	↔	91%	Was NOT the victim of a crime	↔	↔	94%
	Safe in neighborhood	↔	↔	97%	Crime prevention	↔	↔	84%	Did NOT report a crime	↔	↔	81%
	Safe downtown/commercial areas	↔	↔	96%	Fire	↔	↔	95%				
					Fire prevention	↔	↔	82%				
Mobility					Animal control	↔	↔	61%				
	Traffic flow	↔	↔	59%	Traffic enforcement	↔	↔	75%	Walked or biked instead of driving	↔	↔	63%
	Travel by car	↔	↔	69%	Street repair	↔	↔	43%	Used public transportation instead of driving	↔	↔	36%
	Travel by bicycle	↔	↔	62%	Street cleaning	↔	↔	56%				
	Ease of walking	↔	↔	67%	Street lighting	↔	↔	59%				
	Overall ease of travel	↔	↔	69%	Snow removal	↔	↔	58%				
Natural Environment	Paths and walking trails	↔	↔	69%	Sidewalk maintenance	↔	↔	60%				
	Overall natural environment	↔	↔	84%	Traffic signal timing	↑	↔	52%				
	Cleanliness	↔	↔	74%	Drinking water	↔	↔	76%	Recycled at home	↔	↑	97%
Built Environment					Natural areas preservation	↔	↔	63%				
	New development in Ramsey	↔	↔	42%	Sewer services	↑	↔	84%	NOT experiencing housing cost stress	↔	↑	79%
	Affordable quality housing	↔	↑	64%	Storm drainage	↔	↔	75%				
	Housing options	↔	↔	68%	Land use, planning and zoning	↑	↔	44%				
	Overall built environment	↔	↔	58%	Code enforcement	↑	↔	50%				
	Public places	↔	↓	51%								

**Legend**

↑↑ Much higher    ↑ Higher    ↔ Similar    ↓ Lower    ↓↓ Much lower    \* Not available

# The National Citizen Survey™

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Economy	Overall economic health	↔	↔	54%	Economic development	↑	↔	47%	Economy will have positive impact on income	↑	↔	40%
	Shopping opportunities	↔	↓↓	20%					Purchased goods or services in Ramsey	↔	↔	88%
	Employment opportunities	↑	↔	31%					Work in Ramsey	↔	↓	22%
	Place to visit	↔	↓	39%								
	Cost of living	↔	↔	50%								
	Vibrant downtown/commercial area	↔	↓↓	20%								
	Place to work	↔	↔	50%								
Recreation and Wellness	Business and services	↔	↓	46%								
	Fitness opportunities	↑	↔	64%	City parks	↔	↔	76%	Visited a City park	↔	↔	87%
	Recreational opportunities	↔	↓	50%	Recreation centers	↔	↔	59%				
Education and Enrichment	Health and wellness	↔	↔	59%								
	K-12 education	↔	↔	71%					Attended a City-sponsored event	↑	↔	50%
	Cultural/arts/music activities	↑	↔	44%								
	Child care/preschool	↔	↔	61%								
	Adult education	↔	↔	52%								
Community Engagement	Overall education and enrichment	↔	↓	53%								
	Opportunities to participate in community matters	↔	↔	51%	Public information	↔	↔	61%	Sense of community	↔	↔	48%
	Opportunities to volunteer	↔	↓	49%	Overall direction	↔	↔	49%	Voted in local elections	↔	↔	82%
					Value of services for taxes paid	↔	↔	45%	Attended a local public meeting	↔	↔	14%
					Welcoming citizen involvement	↑	↔	55%	Watched a local public meeting	↔	↔	17%
					Confidence in City government	↑	↔	51%	Volunteered	↔	↓↓	20%
					Acting in the best interest of Ramsey	↑	↔	56%	Campaigned for an issue, cause or candidate	↔	↓	8%
					Being honest	↑	↔	60%	Contacted Ramsey elected officials	↔	↔	11%
				Treating all residents fairly	↔	↔	58%					

**Legend**

↑↑ Much higher      ↑ Higher      ↔ Similar      ↓ Lower      ↓↓ Much lower      \* Not available

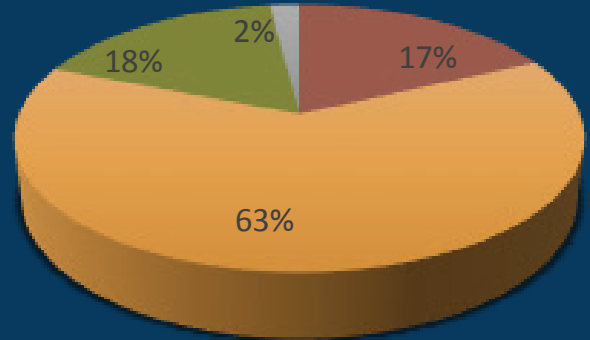




## QUALITY OF LIFE

Eighty one percent of residents rated the overall quality of life in Ramsey as excellent or good. This rating was similar to the national benchmark and has increased from Ramsey's 2014 and 2016 ratings.

### OVERALL QUALITY OF LIFE



■ Excellent ■ Good ■ Fair ■ Poor

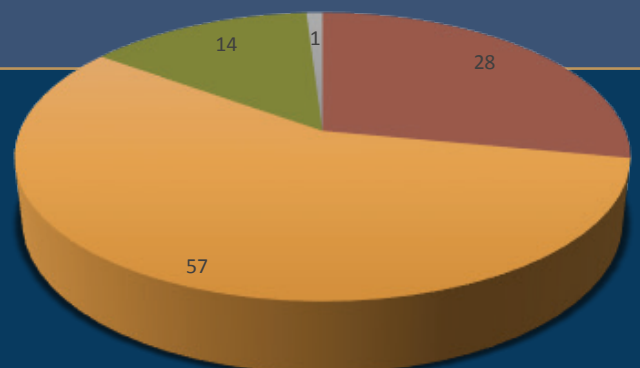
Of the eight facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement) Ramsey residents identified Safety and Economy as community priorities in the next two years.

## COMMUNITY CHARACTERISTICS

What makes a community livable, attractive and a place where people want to be?

Overall quality of community life represents the natural ambiance, services and amenities that make for an attractive community. Eighty five percent of residents surveyed rated the City of Ramsey as an excellent or good place to live. This was similar to ratings in other communities across the nation and similar to the City's 2014 and 2016 ratings.

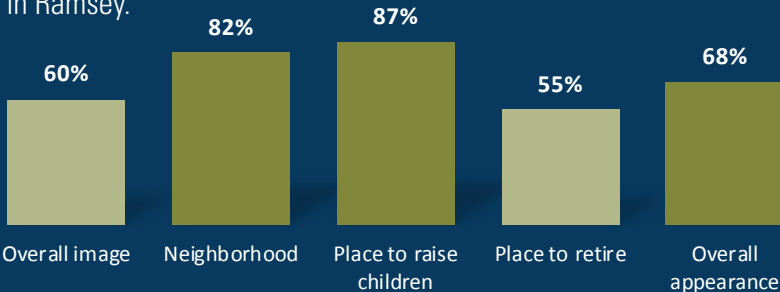
### RAMSEY AS A PLACE TO LIVE



■ Excellent ■ Good ■ Fair ■ Poor

### COMMUNITY RATINGS

About half, or more, of respondents also rated these aspects of community quality as being excellent or good in Ramsey.





# GOVERNANCE

How well does Ramsey's government meet the needs and expectations of its residents?

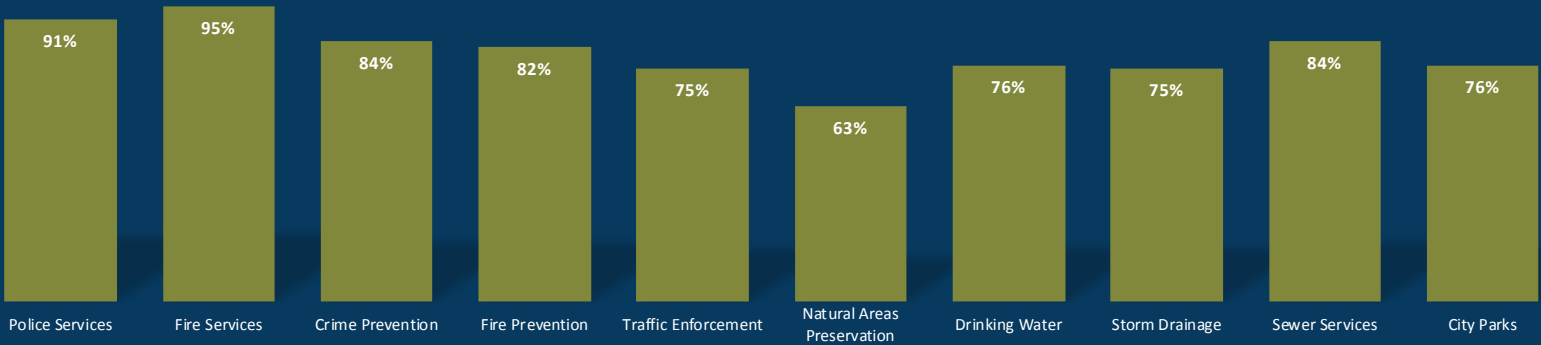
Seventy seven percent of Ramsey residents rated the overall quality of City services as excellent or good. This rating was similar to those observed elsewhere across the country.

## TOP 10 CITY SERVICES

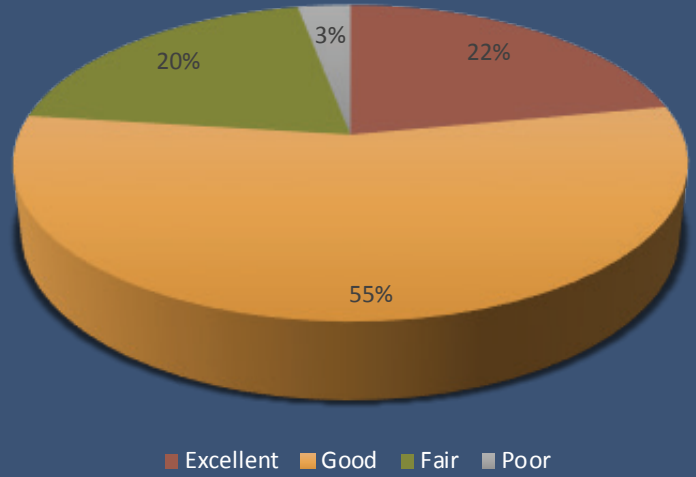
Respondents evaluated over 30 individual services and amenities available in Ramsey. The services shown in the graph below were the top 10 highest rated services. At least seven in ten residents rated these City services as excellent or good. This was similar to the national benchmark and several trended up since 2016.

## OPPORTUNITIES FOR IMPROVEMENT

City services or amenities that were indicated by respondents as areas for improvement included street repair, traffic signal timing land use, planning and zoning, code enforcement and economic development. However, these ratings were still similar to ratings in other communities across the nation.



## OVERALL QUALITY OF SERVICES



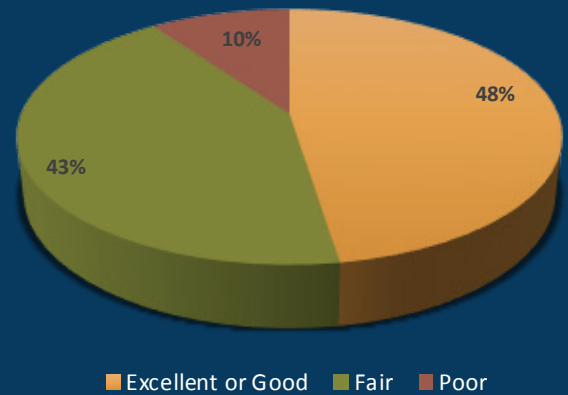
# PARTICIPATION

Are the residents of Ramsey connected to the community and each other?

The connections and trust among residents, government, business and other organizations help to create a sense of community; a shared sense of membership, belonging and history.

About half of residents rated the sense of community in Ramsey as excellent or good. Compared to the 2014 and 2016 results, this rating has increased to be similar to the national benchmark. The majority of residents said that they would recommend living in Ramsey (84 percent) and had plans to remain living here (86 percent).

## SENSE OF COMMUNITY







## CONCLUSIONS

**Resident satisfaction with City services and government performance is on the upswing.**

When presented with a series of questions about leadership and governance in Ramsey, about 8 in 10 residents gave favorable marks to the customer service provided by the City, and roughly half were pleased with items related to local government performance. Most notably, ratings for welcoming citizen involvement, overall confidence in City government, government acting in the best interest of Ramsey and being honest improved since 2016, demonstrating a positive increase in public trust.

**The economy remains a priority for residents.**

Residents indicated that the facet of economy would be an important focus area for the City to address in the next two years. About half of residents gave favorable marks to the overall economic health of Ramsey, cost of living, the City as a place to work and economic development and these ratings were all similar to those given since 2016.

However, ratings for a vibrant downtown area, overall quality of business and service establishments, shopping opportunities and Ramsey as a place to visit were lower than those seen in other communities across the country. While these ratings might be indicative of community support for greater economic development, it is important to note that balancing rural character and urban growth was identified as a key priority for the City in the upcoming five years.

**Residents support improvements to Mobility.**

About six in ten residents gave positive ratings to most aspects of mobility. Road maintenance was important to residents with nearly 85 percent of respondents reporting they were interested in receiving information from the City about road work; the only type of information of greater interest was related to community events. When asked about street maintenance funding, about 8 in 10 residents supported the current method of funding for City street maintenance, which requires 25 percent of funding by special assessments of benefiting properties. Finally, connectivity is a priority for Ramsey residents. Seven in ten residents thought that creating a connected community (roads, trails, sidewalks, rail and transportation) was essential or very important to the future of the community.

## NEXT STEPS

Substantial and valuable feedback was provided by Ramsey residents through this survey. This information will be used by elected officials as a tool for improvement to the City's operations and organizational direction. Survey results will provide a base of information to help guide the City Council's strategic planning, budgeting process, various policy discussions and more.

Moving forward, the City continues to gather one Resident Survey every two years. Now that the City has conducted three surveys, trending analysis of citizen feedback will be calculated.

For more information please visit: [www.cityoframsey.com/performance/measurements](http://www.cityoframsey.com/performance/measurements) or contact Kurt Ulrich at 763-433-9845.

The results and content featured in this article were provided by The National Research Center (NRC). National Citizen Survey (NCS).

 City of **RAMSEY**

