



City of New Ulm

City Manager

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May 28, 2012

Office of the State Auditor
525 Park Street - Suite 500
St. Paul, MN 55103

Re: Performance Measurement Program Survey

To Whom It May Concern:

Enclosed please find the results of the Performance Measurement Program survey. A copy of the survey is included as well as Resolution No. 12-45 adopted by the New Ulm City Council at their regular meeting on May 1, 2012.

If you have any questions, please contact our office.

Respectfully submitted,

CITY OF NEW ULM, MINNESOTA

Brian D. Gramentz

City Manager

BDG:lap

Enclosures

Survey Scale County - City Wide

Survey Item Description	Percent	Scale	Count
1 Indicate the number of years you lived in New Ulm	15.97%	1-9 years	23
	13.19%	10-19 years	19
	16.67%	20-29 years	24
	15.97%	30-39 years	23
	14.58%	40-49 years	21
	12.50%	50-59 years	18
	6.94%	60-69 years	10
	2.08%	70-79 years	3
2 How would you rate the overall appearance of the city?	2.08%	80-89 years	3
	1.14%	Poor	2
	1.14%	Fair	2
	8.57%	Satisfactory	15
	53.71%	Good	94
	35.43%	Excellent	62
3 How would you describe your overall feeling of safety in the city?	0.57%	Poor	1
	2.84%	Fair	5
	7.95%	Satisfactory	14
	50.57%	Good	89
	38.07%	Excellent	67
4 How would you rate the overall quality of the fire protection services in the city?	1.73%	Poor	3
	1.73%	Fair	3
	2.89%	Satisfactory	5
	32.37%	Good	56
	61.27%	Excellent	106
5 How would you rate the overall condition of city streets?	3.43%	Poor	6
	8.00%	Fair	14
	42.29%	Satisfactory	74
	36.00%	Good	63
	10.29%	Excellent	18
6 How would you rate the overall quality of snowplowing on city streets?	4.60%	Poor	8
	6.90%	Fair	12
	32.18%	Satisfactory	56
	40.23%	Good	70
	16.09%	Excellent	28
7 How would you rate the dependability and overall quality of city sanitary sewer services?	1.14%	Poor	2
	0.57%	Fair	1
	10.80%	Satisfactory	19
	46.02%	Good	81
	41.48%	Excellent	73

Survey Item Description	Percent	Scale	Count
8 How would you rate the dependability and overall quality of city water services?	1.70%	Poor	3
	1.14%	Fair	2
	12.50%	Satisfactory	22
	43.18%	Good	76
	41.48%	Excellent	73
9 How would you rate the dependability and overall quality of city gas services?	1.71%	Poor	3
	0.57%	Fair	1
	8.00%	Satisfactory	14
	41.14%	Good	72
	48.57%	Excellent	85
10 How would you rate the dependability and overall quality of city electricity services?	1.70%	Poor	3
	1.14%	Fair	2
	9.66%	Satisfactory	17
	46.59%	Good	82
	40.91%	Excellent	72
11 How would you rate the overall quality of city recreational programs and facilities?	2.33%	Poor	4
	4.07%	Fair	7
	9.88%	Satisfactory	17
	45.35%	Good	78
	38.37%	Excellent	66
12 How would you rate the library services in the city?	1.79%	Poor	3
	1.19%	Fair	2
	8.93%	Satisfactory	15
	44.05%	Good	74
	44.05%	Excellent	74
13 How would you rate the quality of licensing permitting and building inspection services in the city?	2.42%	Poor	4
	6.06%	Fair	10
	24.85%	Satisfactory	41
	47.27%	Good	78
	19.39%	Excellent	32
14 How would you rate the overall quality of services provided by the city?	0.58%	Poor	1
	1.75%	Fair	3
	15.20%	Satisfactory	26
	57.31%	Good	98
	25.15%	Excellent	43

RESOLUTION NO. 12 - 45

Councilor RockVam offered the following resolution and moved its adoption:

WHEREAS, the City of New Ulm has adopted and implemented the minimum 10 performance measures developed by the Council on Local Results and Innovation; and

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

WHEREAS, the City of New Ulm has reported the results of the 10 adopted measures to its residents before the end of the calendar year 2011 through publication, posting on the entity's website, through a City Council Meeting at which the budget and levy was discussed and public input allowed; and

WHEREAS, the City of New Ulm has surveyed its residents at the end of calendar year 2011 on the services included in the performance measures; and

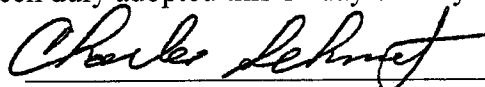
WHEREAS, the City of New Ulm will survey its residents before the end of calendar year 2012 so results can be published and used in 2012 budget preparation meetings.

BE IT RESOLVED, by the City Council of the City of New Ulm will conform to the requirements of the 2012 Performance Measurement Program reporting requirements.

The motion for the adoption of the foregoing resolution was duly seconded by Councilor Schultz and, the roll being called, the following vote was recorded:

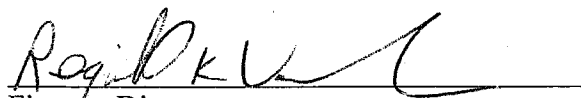
Voting Aye: Councilors Fischer, RockVam, Schultz, Webster and President Schmitz.
Voting Nay: None.
Not Voting: None.

Whereupon said resolution was declared to have been duly adopted this 1st day of May 2012.




President of the City Council

Attest:



Finance Director

The above resolution approved May 1, 2012.



Mayor

PERFORMANCE MEASUREMENT PROGRAM CITY OF NEW ULM CITIZEN SURVEY



1. Indicate the number of years you have lived in New Ulm	years
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For each item identified below, circle the number to the right that best fits your judgment of its quality. Use the scale to select the quality number.

Description/Identification of Survey Item	Scale				
	P o o r				E x c e l l e n t
2. How would you rate the overall appearance of the city?	1	2	3	4	5
3. How would you describe your overall feeling of safety in the city?	1	2	3	4	5
4. How would you rate the overall quality of fire protection services in the city?	1	2	3	4	5
5. How would you rate the overall condition of city streets ?	1	2	3	4	5
6. How would you rate the overall quality of snowplowing on city streets ?	1	2	3	4	5
7. How would you rate the dependability and overall quality of city sanitary sewer service ?	1	2	3	4	5
8. How would you rate the dependability and overall quality of the city water service ?	1	2	3	4	5
9. How would you rate the dependability and overall quality of the city gas service ?	1	2	3	4	5
10. How would you rate the dependability and overall quality of city electricity service ?	1	2	3	4	5
11. How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)	1	2	3	4	5
12. How would you rate the library services in the city?	1	2	3	4	5
13. How would you rate the quality of licensing, permitting and building inspection services in the city?	1	2	3	4	5
14. How would you rate the overall quality of services provided by the city?	1	2	3	4	5

Comments: _____

Please use the enclosed self-addressed, postage paid envelope to return the survey to City Hall by Tuesday, November 15, 2011

Thank you for your time and consideration in completing this survey