

**RESOLUTION NO. 15856**

**AFFIRMING THE CITY OF AUSTIN'S PARTICIPATION IN THE OFFICE OF THE STATE  
AUDITOR'S VOLUNTARY 2019 PERFORMANCE MEASUREMENTS PROGRAM**

**WHEREAS**, benefits to the City of Austin for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by state statute; and

**WHEREAS**, any city or county 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 Council of Austin has adopted and implemented 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 THAT** that the City Council of Austin will continue to report the results of the performance measures to its citizenry through the end of the year through posting on the city's website.


**BE IT FURTHER RESOLVED** that the City Council of Austin will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

Passed by a vote of yeas and nays this 6<sup>th</sup> day of May, 2019.

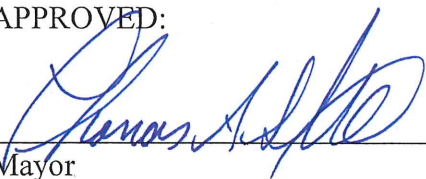
YEAS 7

NAYS 0

ATTEST:

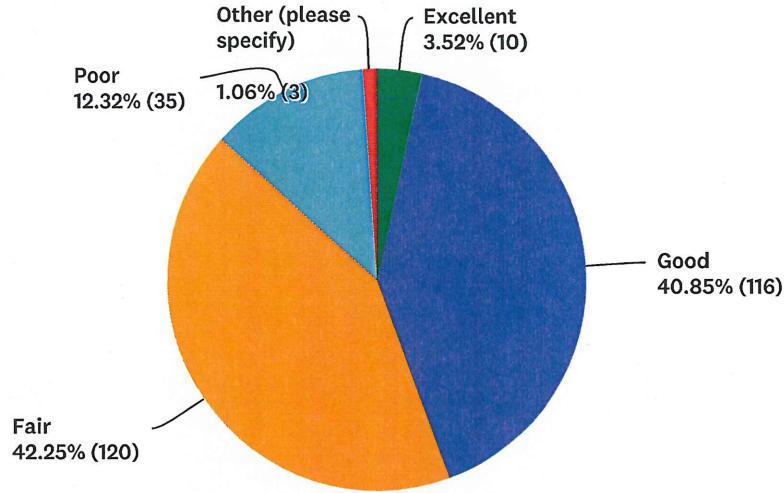
  
\_\_\_\_\_  
City Recorder

APPROVED:

  
\_\_\_\_\_  
Mayor

## Q1 How would you rate the overall appearance of the City?

Answered: 284 Skipped: 0

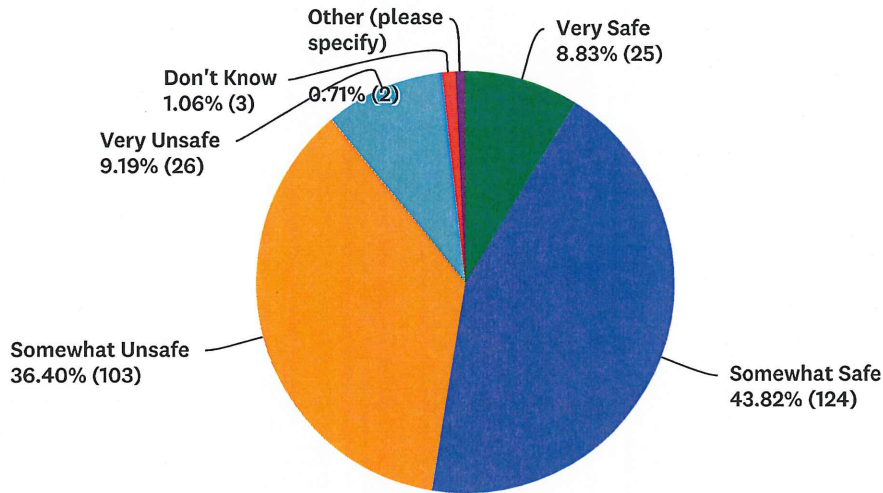


ANSWER CHOICES	RESPONSES	
Excellent	3.52%	10
Good	40.85%	116
Fair	42.25%	120
Poor	12.32%	35
Other (please specify)	1.06%	3
<b>TOTAL</b>		<b>284</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	For the most part it is nice, but some places around the city have furniture sitting outside on the boulevard or in the front yard. In the summer, people aren't mowing their lawn.	5/14/2019 8:27 PM
2	Pot holes need fixed before cars get broke	5/14/2019 2:32 PM
3	Business areas are wonderful, but every neighborhood has too many trashy/drug houses. Why can't houses with trash filled yards be accountable and made to clean up? The only excuse is laziness. "Soap and water" are cheap!	5/14/2019 2:31 PM

## Q2 How would you describe your overall feeling of safety in the City?

Answered: 283 Skipped: 1



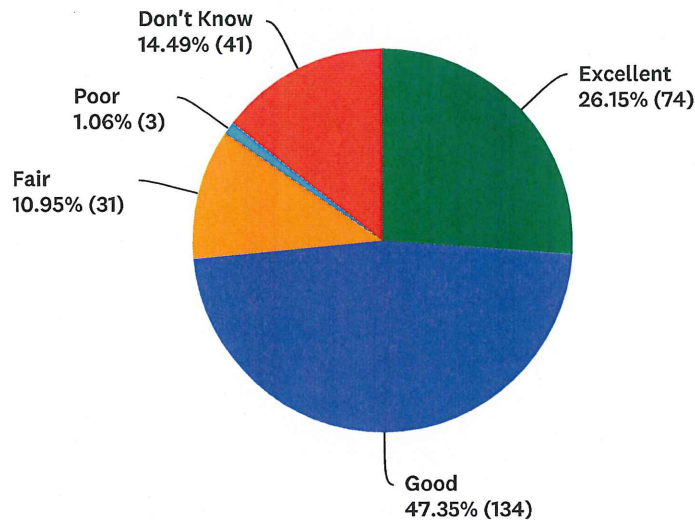
ANSWER CHOICES	RESPONSES	
Very Safe	8.83%	25
Somewhat Safe	43.82%	124
Somewhat Unsafe	36.40%	103
Very Unsafe	9.19%	26
Don't Know	1.06%	3
Other (please specify)	0.71%	2
<b>TOTAL</b>		<b>283</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Too much welfare riff raff and drug dealers	5/14/2019 4:19 PM
2	Depends on what area the city you are in..	5/14/2019 2:51 PM



### Q3 How would you rate the overall quality of fire protection services in the City?

Answered: 283 Skipped: 1

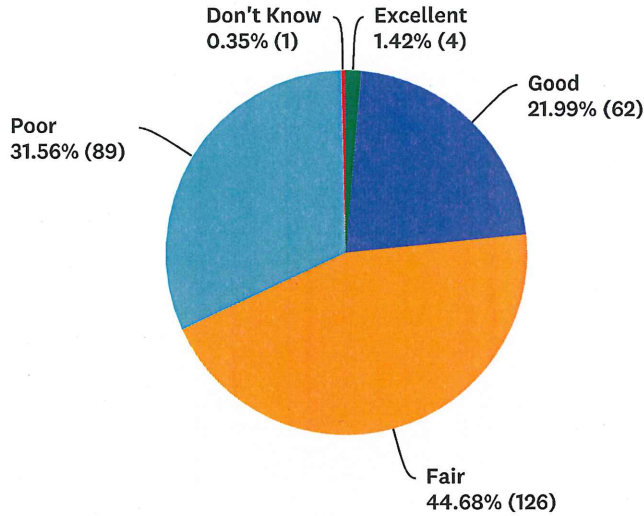


ANSWER CHOICES	RESPONSES	
Excellent	26.15%	74
Good	47.35%	134
Fair	10.95%	31
Poor	1.06%	3
Don't Know	14.49%	41
<b>TOTAL</b>		<b>283</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	I haven't ever needed the fire department, but I love attending the events out of by the fire department.	5/15/2019 10:43 AM
2	I can't say either way because I've had no encounters with them..thank goodness	5/14/2019 8:27 PM
3	Never needed it	5/14/2019 8:12 PM
4	Understaffed	5/14/2019 7:06 PM
5	Haven't had to deal with fire safety	5/14/2019 7:05 PM
6	Poorly trained staff and very unhelpful on fire code questions.	5/14/2019 6:50 PM
7	Please install lighting on every utility pole. We need more lights even in the middle of the city blocks. This would help deter crime at an affordable cost.	5/14/2019 6:08 PM
8	There are issues on the western edge of town. Austin address, closer to Austin, but technically in freeborn county. I've witnessed 3 fires where there was a dispute over which agency should respond, wasting precious time	5/14/2019 2:55 PM
9	I believe very good. I do question why the firefighters go to the fast food places in the fire trucks, which burn a lot of fuel. I'm also thinking the new chief is going to try to get the council to build a new fire station, because he also wants longer trucks. This isn't Rochester, the station we have seems to working well.	5/14/2019 2:31 PM

## Q4 How would you rate the overall condition of City streets?

Answered: 282 Skipped: 2



ANSWER CHOICES	RESPONSES	
Excellent	1.42%	4
Good	21.99%	62
Fair	44.68%	126
Poor	31.56%	89
Don't Know	0.35%	1
<b>TOTAL</b>		<b>282</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Potholes are ridiculous around town, faint street lines/markings	5/17/2019 9:32 PM
2	Particularly bad in the winter.	5/15/2019 12:54 PM
3	They're awful! I've had several car repairs from hitting potholes and my suspension system is destroyed. Any other town we drive to is fine but Austin streets are like a carnival ride. Never mind all the unfinished construction all over town. Ridiculous! I am soooo sooooo very disappointed in our street conditions.	5/15/2019 8:31 AM
4	AU and all contractors can't ever finish a road project the same year yet residents are assessed the same year.	5/14/2019 6:50 PM
5	That need to clean other sreeets besides the main traveled streets	5/14/2019 6:13 PM
6	Please sweep the city streets	5/14/2019 6:08 PM
7	Street Department does amazing job.	5/14/2019 5:04 PM
8	They are dirty! Sand left from winter in NW area. And road construction in my area has now made my once just fine road horrible.	5/14/2019 4:55 PM
9	Some streets are narrow and the parking rules aren't enforced so they are often parked on both sides, making it impossible to drive down.	5/14/2019 4:25 PM
10	Some good - many others awful	5/14/2019 3:26 PM

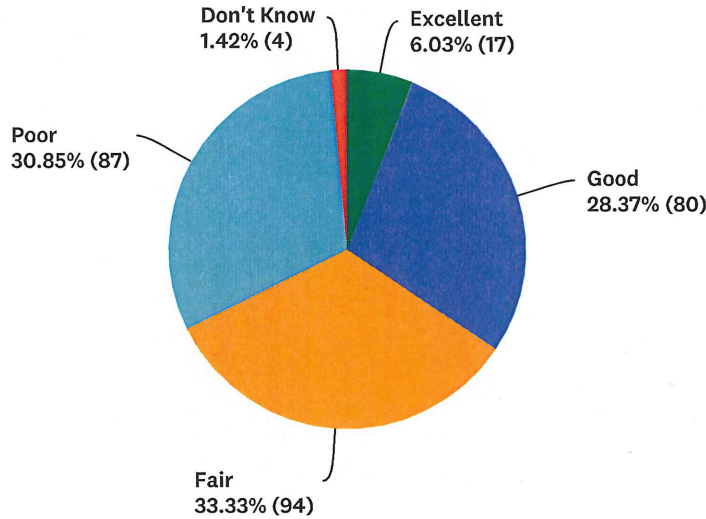
## City of Austin Survey

11	Pathetic. Dangerous. Embarrassing. Taxes skyrocket, roads get worse.	5/14/2019 3:01 PM
12	Finish last years construction!	5/14/2019 2:52 PM
13	4th st would be better if you could see the lines on the road.	5/14/2019 2:49 PM
14	My street 9th St NE Semis still drive on the road(WHEN TOLD NOT TO BY THE CITY) We need a sign that says No Semis	5/14/2019 2:32 PM
15	It's too bad that our tax dollars don't get used for road repairs. I wish repairs could move along quicker, finish a section, then start another section.	5/14/2019 2:31 PM
16	Lots of potholes, snow plowing is not very good in the winter	5/14/2019 2:30 PM
17	Fair as of now but that's typical in the spring.	5/14/2019 2:07 PM



## Q5 How would you rate the overall quality of snowplowing on City streets?

Answered: 282 Skipped: 2



ANSWER CHOICES	RESPONSES	
Excellent	6.03%	17
Good	28.37%	80
Fair	33.33%	94
Poor	30.85%	87
Don't Know	1.42%	4
<b>TOTAL</b>		<b>282</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	In my neighborhood, my driveway was left with at least 7ft of snow in front of it and in front of my mailbox. If there was any significant snowfall, there was a pile of heavy snow that was at least 3 to 4 feet high as well left behind.	5/20/2019 8:08 AM
2	My road is one of the last to get plowed. I understand that they need to do the other streets and those are always very clean.	5/15/2019 10:43 AM
3	They do a good job plowing. Glad to see people being ticketed and towed for not following the emergency parking. This year was a doozy and I feel they did the best they could.	5/15/2019 8:31 AM
4	By far the worst snow plowing in all of SE MN and beyond. Snowfall events after 3pm or on weekends don't count on the plows. When they do plow they can't even stay off the boulevards. Poor city staff from Stevie on down.	5/14/2019 6:50 PM
5	I live on a corner. The driveway side is plowed about 1 to 1 1/2 feet from the curb. In front of my house the plow throws it so hard it ends up covering my sidewalk	5/14/2019 6:47 PM
6	They also need to clean up the end of sidewalks before it turns to ice	5/14/2019 6:13 PM
7	They work very hard to keep streets cleaned in winter	5/14/2019 5:04 PM
8	Get closer to the curbs!!! I had almost 5 feet out from my curb the majority of the season. That's HORRIBLE for emergency responders, traffic and snow melt.	5/14/2019 4:55 PM

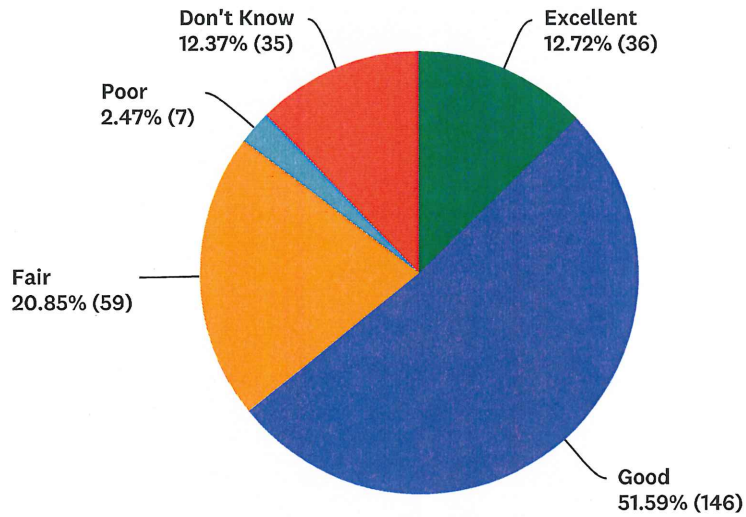
## City of Austin Survey

9	Wait way too long to plow, everything is packed down by the time the plows get out. Cant even get the snow over the curb into the boulevards.	5/14/2019 3:47 PM
10	Horrible, main streets are well plowed while side streets are barely passable. Plus, when plowed they don't get close enough to the curbs.	5/14/2019 3:07 PM
11	We live an area with the highest taxes and ows take days to get our roads. Embarrassing	5/14/2019 3:01 PM
12	Considering you don't tow all the illegally parked cars.	5/14/2019 2:52 PM
13	Plows don't get close enough to the curb even with no cars in the road. I end up having snow blow half way into the road. Live on cul de sac	5/14/2019 2:49 PM
14	The plowing on my street, which isn't a through street, is awful. We pay taxes but aren't treated with the kind of attention other streets are	5/14/2019 2:48 PM
15	Roads by houses dont get plowed until WAYY later	5/14/2019 2:32 PM
16	People need to realize that we had many Friday night snowfalls, and removing snow on Saturday or Sunday would cost overtime. They did a great job!	5/14/2019 2:31 PM
17	I felt we could have plows out on the warmer days to clean up the hard pack.	5/14/2019 2:07 PM



## Q6 How would you rate the dependability and overall quality of City sanitary sewer services?

Answered: 283 Skipped: 1

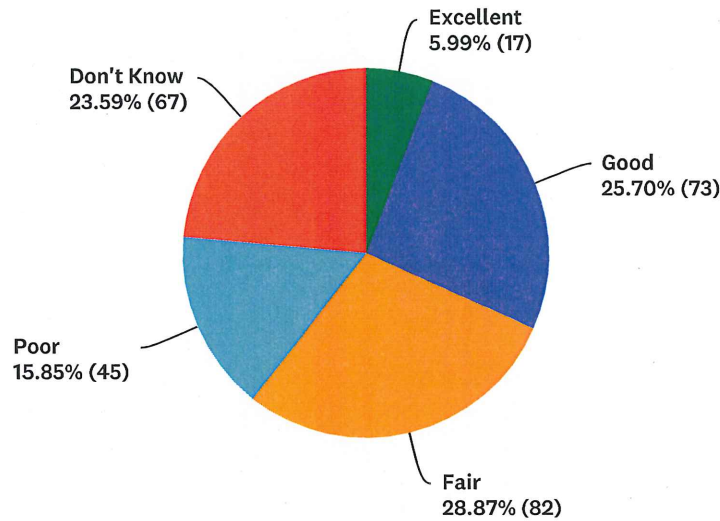


ANSWER CHOICES	RESPONSES	
Excellent	12.72%	36
Good	51.59%	146
Fair	20.85%	59
Poor	2.47%	7
Don't Know	12.37%	35
<b>TOTAL</b>		<b>283</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Haven't had any issues personally.	5/15/2019 8:31 AM
2	I don't live in the city limits, so I can't say	5/14/2019 8:27 PM
3	Great! No need to build a new STP.	5/14/2019 2:07 PM

## Q7 How would you rate the fiscal management and health?

Answered: 284 Skipped: 0

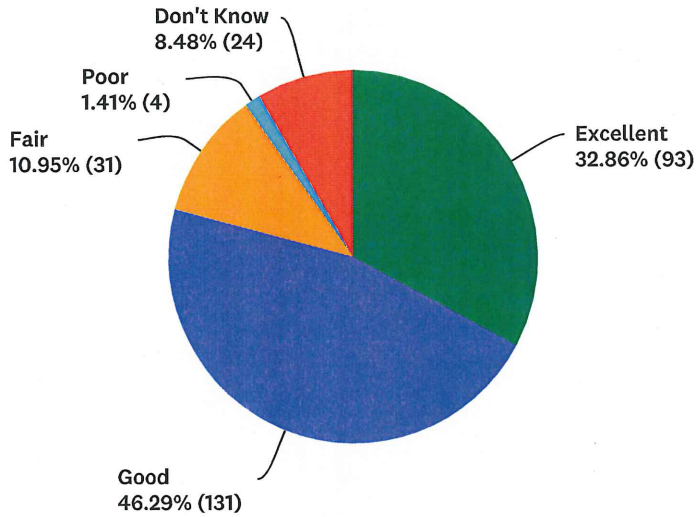


ANSWER CHOICES	RESPONSES	
Excellent	5.99%	17
Good	25.70%	73
Fair	28.87%	82
Poor	15.85%	45
Don't Know	23.59%	67
<b>TOTAL</b>		<b>284</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Taxes continue to rise and regardless of what the public is told, they are higher than surrounding communities like Rochester. Our family is looking to move to Rochester.	5/14/2019 8:34 PM
2	This town is going backwards. It was better off in the past but the leaders just bury their head in the sand.	5/14/2019 6:50 PM
3	Mayo sucks. All they do is send you to rochester if you have any thing more then a stubed toe.	5/14/2019 4:19 PM
4	Waste a lot of money hiring things out when they have employees they could have do more of the work. The curb they want to put in by the new rec center is a joke. Want to slow down traffic,, put a 3 way stop in. Not a bump out curb for the snow plows to hit and truck drivers to drive over. WASTE OF TAX PAYER MONEY..	5/14/2019 3:47 PM
5	Taxes are too high.	5/14/2019 2:46 PM
6	We cannot be gifting properties(old park and rec building), abating business properties, tiff loans, and then hand out increases. At least not so easily.	5/14/2019 2:07 PM

## Q8 How would you rate the quality of the City library programs and facilities?

Answered: 283 Skipped: 1



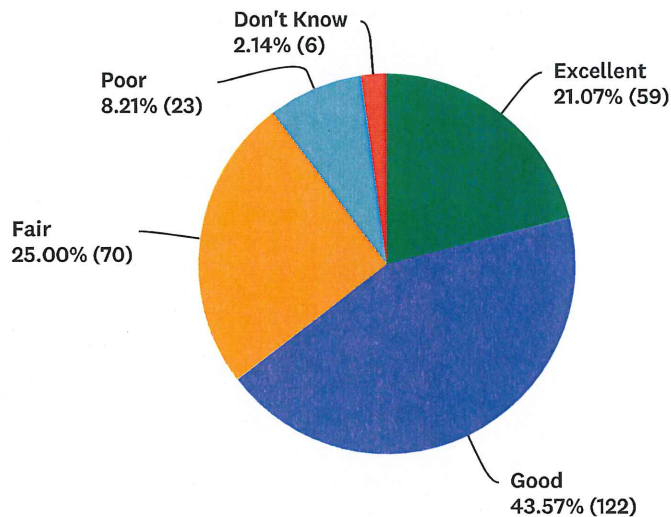
ANSWER CHOICES	RESPONSES	
Excellent	32.86%	93
Good	46.29%	131
Fair	10.95%	31
Poor	1.41%	4
Don't Know	8.48%	24
<b>TOTAL</b>		<b>283</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Seems it like it is closed an awful lot.	5/14/2019 8:46 PM
2	More adult fun groups like Lego Club.	5/14/2019 2:33 PM



### Q9 How would you rate the overall quality of City recreational programs and facilities (e.g., parks, trails, park facilities, etc.)?

Answered: 280 Skipped: 4



ANSWER CHOICES	RESPONSES	
Excellent	21.07%	59
Good	43.57%	122
Fair	25.00%	70
Poor	8.21%	23
Don't Know	2.14%	6
<b>TOTAL</b>		<b>280</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	We could do so much better!!!!	5/17/2019 9:32 PM
2	I am disappointed that the new "community center" is really just a new YMCA with few free amenities for the community. Calling it what it is, a YMCA. A community center should provide free access to the entire community.	5/17/2019 2:34 PM
3	It would be nice if more activities like sports were during night for parents who work and aren't able to provide transportation for their kids who want to participate	5/16/2019 4:19 PM
4	Could use more parks and Rec programs as well as more interactive story times at library	5/15/2019 5:36 PM
5	Some parks are really outdated but for the most part they are sufficient and mostly clean that I've noticed	5/15/2019 8:31 AM
6	I wish they would allow camping back in the park across from Queens	5/14/2019 6:47 PM
7	I feel unsafe	5/14/2019 6:13 PM
8	The parks need port a potties for summer games	5/14/2019 5:11 PM
9	Parks and facilities are good the trails in most parts of town are very unsafe. I think they would be utilized more if they were safer. It is a nice trail system just needs to be safer	5/14/2019 4:12 PM

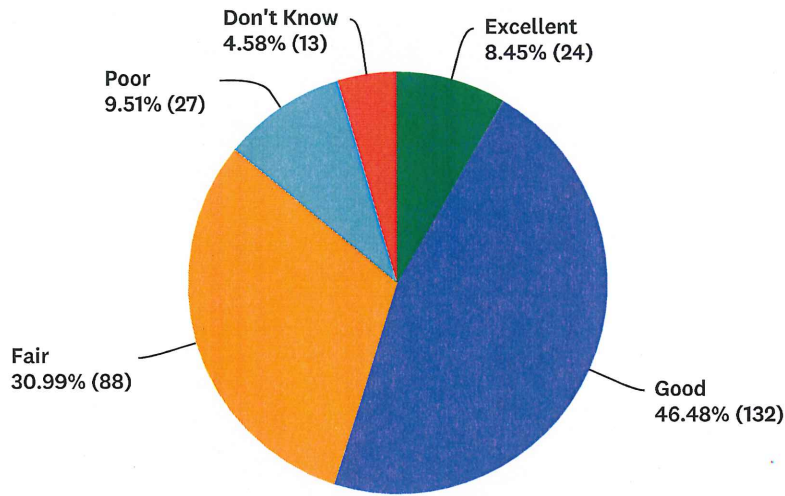


## City of Austin Survey

10	need more options for people with little money. should not need to rent a simple table/shelter at a park. this new community facility - for all, or only those who pay big fee?	5/14/2019 4:06 PM
11	There's so much glass at the parks in the sand. And some of the parks are so old and run down I refuse to bring my kid there.	5/14/2019 2:48 PM
12	Some places need taken better car of like disc golf courses	5/14/2019 2:32 PM
13	Needs improvment	5/14/2019 2:32 PM
14	They do a great job, with plenty of offerings. I feel sorry for the lawn mower people that have to trim around so many trees!	5/14/2019 2:31 PM
15	Wish some had more lighting for night safety	5/14/2019 2:30 PM
16	The facilities are nice, but feel to unsafe to let kids or myself use them. They look pretty to drive by	5/14/2019 2:15 PM

# Q10 How would you rate the overall quality of services provided by the City?

Answered: 284 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	8.45%	24
Good	46.48%	132
Fair	30.99%	88
Poor	9.51%	27
Don't Know	4.58%	13
<b>TOTAL</b>		<b>284</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Besides the street conditions you all do s good job. Very friendly and helpful staff when Ive called over the last 2-3 Year's.	5/15/2019 8:31 AM
2	The city need to stay out of real estete. And worry about taking care of its citizens. And stop being a sanctuary city!!!	5/14/2019 4:19 PM

Year	Dollars	Percent	
2010	\$1,050,592,500		
2011	\$1,065,729,379	1%	15,136,879
2012	\$1,049,276,700	-2%	-16,452,679
2013	\$1,049,285,500	0%	8,800
2014	\$1,052,658,900	0%	3,373,400
2015	\$1,119,132,275	6%	66,473,375
2016	\$930,510,879	-17%	-188,621,396
2017	\$1,117,958,300	20%	187,447,421
2018	\$1,171,110,900	5%	53,152,600
2019	\$1,230,828,400	5%	59,717,500

