

City of Willow River
P.O. Box 125
Willow River, MN 55795

June 4, 2012

DECLARATION

The City of Willow River City Council has chosen to participate in the Council on Results and Innovation program and has adopted the following 10 performance measures:

General:

1. Rating of overall quality of services provided by the city (Citizen survey).
2. Percent change in the taxable property market value
3. Citizens' rating of the overall appearance of the city (Citizen Survey).

Police:

4. Citizens' rating of safety in their community (Citizen survey).

Fire:

5. Citizens' rating of the quality of fire protection services (Citizen survey) - Fire and EMS response time

Streets:

6. Average city street pavement condition rating (Citizen survey)
7. Citizens' rating of the quality of snowplowing on city streets (Citizen Survey).

Water:

8. Citizens' rating of the dependability and quality of city water supply.
Output measure: Operating costs per 1,000,000 of water pumped.

Sewer:

9. Citizens' rating of dependability and quality of city sanitary sewer service.
Output: Number of sewer blockages on city system per 100 connections.

Parks and Recreation:

10. Citizens' rating of the quality of city parks and park buildings.

The City will survey its residents by the end of the calendar year. The City will report the results of the 10 adopted measures to its residents before the end of the calendar year during the budget and levy meeting that is open to the public and public input is allowed.

Signed:

Mayor  Council _____

Council  Council _____

Council Vickie Whitehouse clerk 

**City of Willow River
Performance Survey**

PLEASE RETURN THIS SURVEY BY JUNE 11th TO BE INCLUDED IN THE RESULT REPORT

Circle answer - If unacceptable, please write in your reasoning.

1. Safety issues in the community - Acceptable Unacceptable
2. Overall quality of services provided by the city - Acceptable Unacceptable
3. Percent change in the taxable property market value - Acceptable Unacceptable
4. Quality of Fire Protection services - Acceptable Unacceptable
5. City streets and maintenance - Acceptable Unacceptable
6. Snowplowing - Acceptable Unacceptable
7. Dependability and quality of city water supply - Acceptable Unacceptable
8. Dependability and quality of city sewer service - Acceptable Unacceptable
9. Overall appearance of the city - Acceptable Unacceptable
10. Appearance and maintenance of city parks and buildings - Acceptable Unacceptable

THANK YOU FOR YOUR TIME IN TAKING THIS SURVEY. PLEASE DROP OFF THIS SURVEY AT CITY HALL, THE DROP BOX AT CITY HALL ON THE SOUTH SIDE OF THE BUILDING OR AT THE MERCANTILE

DUE JUNE 11, 2012

Performance Program Results July 1, 2012
31 Responses

Questions	Acceptable	Unacceptable	Unanswered
Safety 1	23	6	2
Services 2	29	1	1
Taxes 3	24	5	2
Fire 4	29	2	0
Streets 5	21	10	0
Sn Plow 6	18	11	2
Water 7	23	7	1
Sewer 8	31	0	0
Appear 9	29	2	0
Parks/blds 10	30	1	0

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