

**CITY OF EAGAN**

**RESOLUTION NO. 16-58**

**RESOLUTION APPROVING PERFORMANCE MEASURES**

**WHEREAS**, the State Legislature created the Council on Local Results and Innovation; and

**WHEREAS**, Eagan has implemented a local performance measurement system as developed by the Council on Local Results and Innovation; and

**WHEREAS**, Eagan surveys its residents every other calendar year on services included in the performance benchmarks; and

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

**WHEREAS**, cities and counties that choose to participate in the new performance measurement program may be eligible for a reimbursement from Local Government Aid and exemption from levy limits.

**NOW, THEREFORE, BE IT RESOLVED** that the City Council of the City of Eagan does hereby approve the following Performance Measures and will publish the results of the Performance Measures before the end of the calendar year.

**Performance Indicator**

**General**

- Citizen survey - quality of services
- Citizen survey - overall appearance
- Percent change in the taxable property market value

**Police**

- Citizen survey rating safety or ...Part I and II crime rates
- Police response times

**Fire**

- Citizen survey - quality of services or ISO rating
- Fire response times

**Streets**

- Citizen survey - quality of road conditions or...
- Average pavement condition rating.
- Citizen survey - quality of snow plowing

**Water**

- Citizen survey - quality and dependability

Operating cost per million gallons  
**Sanitary sewer**  
Citizen survey - quality and dependability  
Number of sewer blockages  
**Parks and Recreation**  
Citizen survey - quality of services

**APPROVED** by the City Council of the City of Eagan, Minnesota, this 7th day of June 2016.

CITY OF EAGAN

By:   
Mike Maguire, Mayor

ATTEST:

  
City Clerk

# City Performance Indicators 2015

Created on Wednesday, 23 December 2015 11:00

The Council on Local Results and Innovation, in concert with the Minnesota Legislature and the Office of the State Auditor has created a series of local performance indicators residents can use to monitor city performance. The Eagan City Council has embraced these indicators and adopted a resolution regarding the performance indicators to be measured and posted for the public each year.

So how are we doing?

Below are some of the results of the survey reflecting the most recent specific performance indicators established in the voluntary statewide program:

<b>General</b>													
Percent change in taxable property market value	Increase of 5.13% in 2015												
How would you rate the overall appearance of the city?	<table border="1"> <caption>Rating Distribution for Overall Appearance of the City</caption> <thead> <tr> <th>Rating</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Excellent</td> <td>41.60%</td> </tr> <tr> <td>Good</td> <td>54.96%</td> </tr> <tr> <td>Fair</td> <td>3.05%</td> </tr> <tr> <td>Poor</td> <td>0.38%</td> </tr> </tbody> </table>	Rating	Percentage	Excellent	41.60%	Good	54.96%	Fair	3.05%	Poor	0.38%		
Rating	Percentage												
Excellent	41.60%												
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Fair	3.05%												
Poor	0.38%												
How would you rate the overall quality of services provided by the city?	<table border="1"> <caption>Rating Distribution for Overall Quality of Services Provided by the City</caption> <thead> <tr> <th>Rating</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Excellent</td> <td>48.08%</td> </tr> <tr> <td>Good</td> <td>43.46%</td> </tr> <tr> <td>Fair</td> <td>5.00%</td> </tr> <tr> <td>Don't Know</td> <td>2.69%</td> </tr> <tr> <td>Poor</td> <td>0.77%</td> </tr> </tbody> </table>	Rating	Percentage	Excellent	48.08%	Good	43.46%	Fair	5.00%	Don't Know	2.69%	Poor	0.77%
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**Public Safety Services**

Police Response Times  
 Response time to priority 1, emergency calls: 5.92 minutes in 2014  
 Response time to priority 2, non-emergency calls: 8.03 minutes in 2014  
 Response time to priority 3, routine calls, 11.67 minutes in 2014  
*The information entails calls for service managed by through the Dakota Communications Center. The times do not reflect calls for service initiated by staff in the field.*

Fire Response Times  
 Average 6.12 minutes in 2014

Insurance Service Organization (ISO) Rating  
 3 in 2015

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

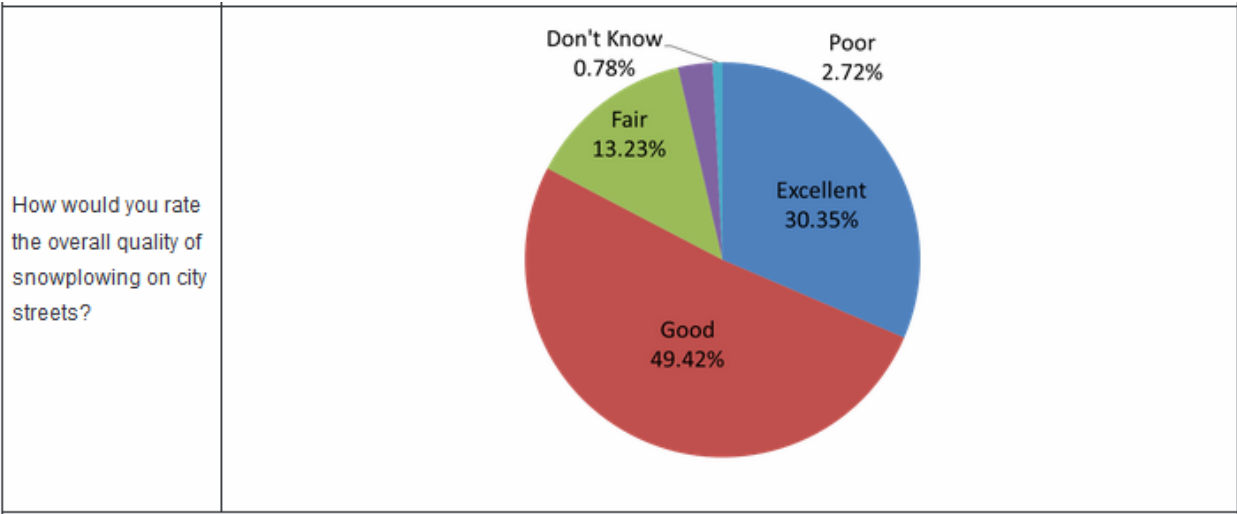


**Pavement & Streets Condition**

Average Pavement Condition Rating  
 82.63 (on scale of 100) in 2015

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

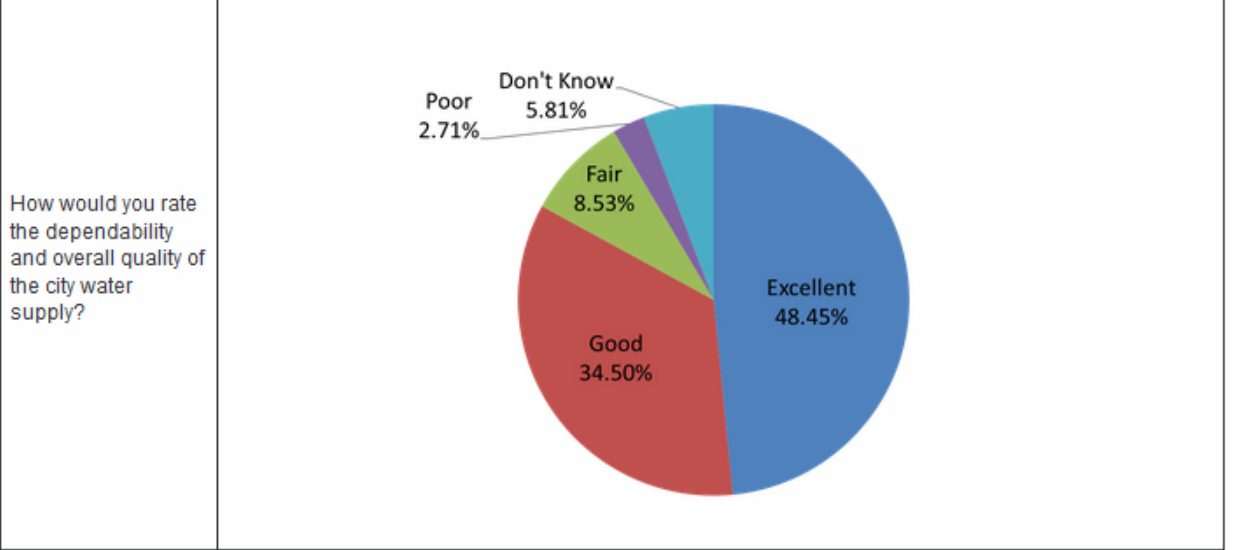




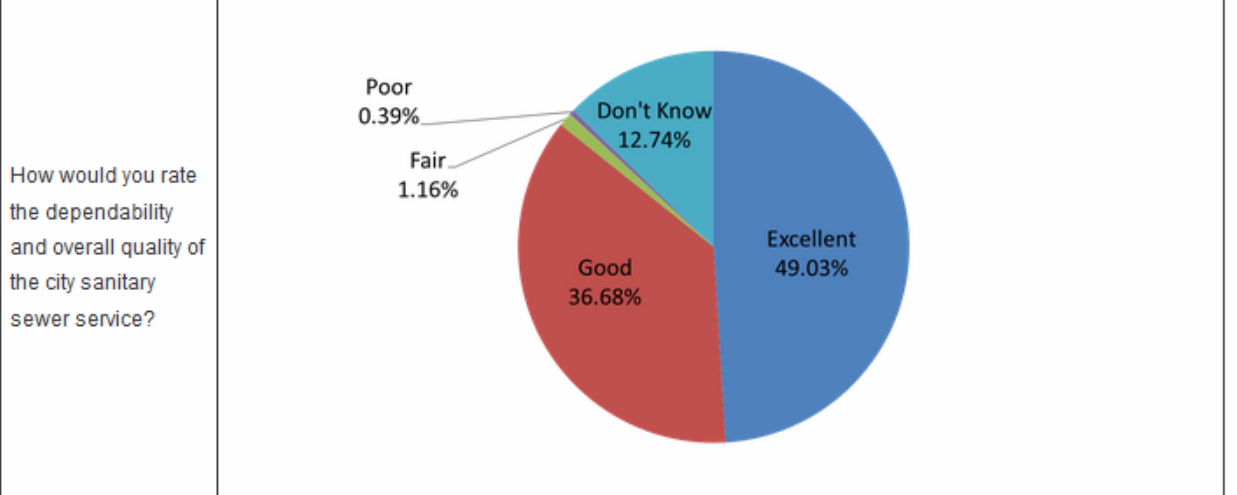
**Water Utilities & Sanitary Sewer**

Water quality: No contaminants were detected at levels that violated federal drinking water standards. However, some contaminants were detected in trace amounts that were below legal limits. See: [Water Quality Report](#)

Water Operating Cost Per Thousand Gallons: \$1.48 in 2014



Dependability: 1 main line (City) sewer backups and 17 service line (private) sewer backups in 2014



**Parks & Recreation**

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

