

RESOLUTION NO. 11059

RESOLUTION IMPLEMENTING A LOCAL PERFORMANCE MEASUREMENTS SYSTEM AS
OUTLINED BY THE MINNESOTA OFFICE OF THE STATE AUDITOR

WHEREAS, the Council on Local Results and Innovation released a model set of ten performance measurements for Cities in 2011; and

WHEREAS, the City of White Bear Lake elected to participate in the model performance measurement program in June, 2011 and established the following benchmarks as recommended by the Council on Local Results and Innovation:

1. Rating of the overall quality of services provided by the City
2. Percent change in the taxable property market value
3. Rating of the overall appearance of the City
4. Rating of the overall safety in the City
5. Rating of the fire protection service quality
6. Rating of the City's pavement management condition
7. Rating of the quality of the City's snowplowing program
8. Rating of the quality and dependability of the City's water supply
9. Rating of the quality and dependability of the City's sanitary sewer system
10. Rating of the quality of the City's recreational facilities

WHEREAS, in order to be eligible for the 2012 reimbursements and levy limit exemption, the City is required to implement a performance measurement system and submit the results to the State Auditor's Office by July 1, 2012; and

WHEREAS, the City of White Bear Lake had already been incorporating performance measurements into its annual budgeting process and has used a community survey to track the outcomes of these goals over the years; and

WHEREAS, the City of White Bear Lake conducted a comprehensive community survey in 2011, the results of which have been published in the City Newsletter and made available on the City's website.

NOW, THEREFORE BE IT RESOLVED that the City Council of the City of White Bear Lake declares it has implemented the local performance measurements system per the 2012 requirements as outlined by the Office of the State Auditor.

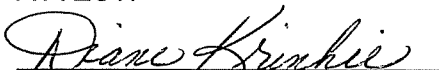
The foregoing resolution offered by Councilmember **Tessier** and supported by Councilmember **Biehn**, was declared carried on the following vote:

Ayes:	Belisle, Biehn, Edberg, Jones, Tessier
Nays:	None
Passed:	June 26, 2012



Jo Emerson, Mayor

ATTEST:


Diane Krinkie, City Clerk

QUESTION	RATINGS	2001	2005	2011
<u>Overall, how would you describe the quality of life in the City of White Bear Lake?</u>	excellent	Percent 32.62%	Percent 30.60%	Percent 38.57%
	very good	63.80%	64.70%	57.51%
	fair	3.58%	4.70%	3.92%
	poor	0.00%	0.00%	0.00%
	Total	100.00%	100.00%	100.00%
	<u>How do you rate the overall quality of you neighborhood?</u>	excellent	Percent 25.37%	Percent 25.40%
very good		63.24%	62.60%	51.40%
fair		10.29%	11.70%	14.88%
poor		1.10%	0.30%	0.93%
Total		100.00%	100.00%	100.00%
<u>How do you rate the City of White Bear Lake as a place to raise children?</u>		excellent	Percent 28.04%	Percent 28.90%
	very good	65.31%	63.10%	56.26%
	fair	6.64%	7.70%	8.75%
	poor	0.00%	0.30%	71.00%
	Total	100.00%	100.00%	170.29%
	<u>Sense of community</u>	excellent	Percent 21.30%	Percent 20.26%
very good		53.07%	60.13%	56.29%
fair		23.83%	17.68%	18.53%
poor		1.81%	1.93%	1.19%
Total		100.00%	100.00%	100.00%
<u>Overall appearance of the City</u>		excellent	Percent 21.66%	Percent 19.56%
	very good	63.90%	69.09%	60.23%
	fair	14.08%	11.36%	15.81%
	poor	0.36%	0.00%	0.23%
	Total	100.00%	100.00%	100.00%
	<u>Opportunities for leisure time activities</u>	excellent	Percent 13.95%	Percent 18.39%
very good		51.55%	56.52%	52.57%
fair		30.23%	23.75%	21.52%
poor		4.26%	1.34%	2.20%
Total		100.00%	100.00%	100.00%
<u>Organized recreation opportunities</u>		excellent	Percent 11.35%	Percent 13.36%
	very good	58.52%	60.73%	55.52%
	fair	25.33%	23.48%	24.36%
	poor	4.80%	2.43%	1.42%
	Total	100.00%	100.00%	100.00%
	<u>Shopping opportunities</u>	excellent	Percent 14.34%	Percent 12.42%
very good		48.16%	45.22%	45.00%
fair		30.88%	35.99%	34.29%
poor		6.62%	6.37%	5.00%
Total		100.00%	100.00%	100.00%

QUESTION	RATINGS	2001	2005	2011
<u>Job opportunities</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	4.42%	1.89%	3.67%
	very good	23.20%	27.83%	16.33%
	fair	58.56%	54.72%	58.33%
	poor	13.81%	15.57%	21.67%
	Total	100.00%	100.00%	100.00%
<u>Range of housing opportunities</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	8.71%	7.59%	10.86%
	very good	44.40%	55.17%	52.09%
	fair	38.17%	33.79%	34.54%
	poor	8.71%	3.45%	2.51%
	Total	100.00%	100.00%	100.00%
<u>In your home</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	very safe	66.55%	63.00%	68.20%
	somewhat safe	29.54%	32.60%	27.19%
	neither safe nor unsafe	3.20%	3.20%	3.46%
	somewhat unsafe	0.36%	0.60%	1.15%
	<u>very unsafe</u>	0.36%	0.60%	0.00%
Total	100.00%	100.00%	100.00%	
<u>In your neighborhood</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	very safe	52.14%	50.30%	51.27%
	somewhat safe	39.64%	43.10%	38.11%
	neither safe nor unsafe	6.07%	3.80%	8.31%
	somewhat unsafe	1.43%	2.50%	2.31%
	<u>very unsafe</u>	0.71%	0.30%	0.00%
Total	100.00%	100.00%	100.00%	
<u>In city parks</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	very safe	28.06%	27.20%	25.75%
	somewhat safe	49.28%	53.50%	51.05%
	neither safe nor unsafe	19.42%	15.40%	18.79%
	somewhat unsafe	2.88%	2.60%	3.25%
	<u>very unsafe</u>	0.36%	1.30%	1.16%
Total	100.00%	100.00%	100.00%	
<u>On streets or sidewalks after dark</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	very safe	22.58%	22.00%	19.39%
	somewhat safe	45.88%	47.50%	48.13%
	neither safe nor unsafe	24.01%	21.00%	22.20%
	somewhat unsafe	6.45%	7.60%	8.88%
	<u>very unsafe</u>	1.08%	1.90%	1.40%
Total	100.00%	100.00%	100.00%	
<u>Loitering</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	not a concern	42.55%	42.90%	49.27%
	minor concern	42.55%	37.80%	34.47%
	important concern	12.00%	14.60%	13.59%
	<u>major concern</u>	2.91%	4.70%	2.67%
	Total	100.00%	100.00%	100.00%

QUESTION	RATINGS	2001	2005	2011
<u>Illegal drugs</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	not a concern	13.00%	14.90%	22.91%
	minor concern	32.85%	32.30%	22.67%
	important concern	35.38%	32.00%	36.04%
	<u>major concern</u>	18.77%	20.80%	18.38%
	Total	100.00%	100.00%	100.00%
<u>Overall crime</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	not a concern	11.96%	12.70%	15.48%
	minor concern	42.75%	48.40%	31.90%
	important concern	35.87%	28.80%	35.72%
	<u>major concern</u>	9.42%	10.10%	16.90%
	Total	100.00%	100.00%	100.00%
<u>Traffic congestion</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	not a concern	15.33%	17.50%	26.20%
	minor concern	47.45%	42.50%	46.88%
	important concern	27.74%	28.60%	21.63%
	<u>major concern</u>	9.49%	11.40%	5.29%
	Total	100.00%	100.00%	100.00%
<u>Traffic speed</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	not a concern	15.52%	16.90%	28.98%
	minor concern	36.46%	34.40%	38.48%
	important concern	32.13%	33.40%	24.46%
	<u>major concern</u>	15.88%	14.80%	8.08%
	Total	100.00%	100.00%	100.00%
<u>Quality residential neighborhoods</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	not a concern	29.71%	35.00%	32.06%
	minor concern	26.81%	24.00%	21.77%
	important concern	27.90%	32.00%	32.06%
	<u>major concern</u>	15.58%	9.00%	14.11%
	Total	100.00%	100.00%	100.00%
<u>Quality commercial and industrial areas & development</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	not a concern	27.17%	29.00%	33.33%
	minor concern	34.78%	33.80%	30.72%
	important concern	30.07%	29.30%	27.38%
	<u>major concern</u>	7.97%	7.90%	8.57%
	Total	100.00%	100.00%	100.00%
<u>Condition of parks</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	not a concern	28.06%	33.70%	35.85%
	minor concern	31.65%	25.70%	23.66%
	important concern	29.86%	30.80%	33.42%
	<u>major concern</u>	10.43%	9.80%	7.07%
	Total	100.00%	100.00%	100.00%
<u>In general, do you think the City is doing too much, too little, or about the right amount in protecting the environment?</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	too much		2.20%	3.30%
	too little		16.20%	18.40%
	<u>right amount</u>		81.60%	78.30%
	Total		100.00%	100.00%

QUESTION	RATINGS	2001	2005	2011
<u>Based on the amount of property taxes paid to the City for your home, do you think...</u>	property taxes are too high	Percent 27.00%	Percent 24.50%	Percent 32.94%
	property taxes are reasonable	59.00%	61.10%	55.13%
	<u>a small increase may be reasonable</u>	13.30%	14.40%	11.93%
	Total	100.00%	100.00%	100.00%
<u>Visited a neighborhood or city park</u>		Percent	Percent	Percent
	never	10.43%	15.60%	11.08%
	once/twice	20.14%	17.50%	21.23%
	3 to 12 times	44.24%	30.60%	34.91%
	13 to 26 times	12.59%	17.20%	16.98%
	<u>more than 26 times</u>	12.59%	19.10%	15.80%
Total	100.00%	100.00%	100.00%	
<u>Attended a City Council or other public mtg</u>		Percent	Percent	Percent
	never			65.89%
	once/twice			24.06%
	3 to 12 times			8.18%
	13 to 26 times			1.64%
	<u>more than 26 times</u>			0.23%
Total	0.00%	0.00%	100.00%	
<u>Watched a City Council meeting on Cable Channel 16</u>		Percent	Percent	Percent
	never	55.20%	60.90%	64.10%
	once/twice	21.15%	20.50%	18.65%
	3 to 12 times	18.28%	15.60%	14.92%
	13 to 26 times	3.58%	1.50%	1.86%
	<u>more than 26 times</u>	1.79%	1.50%	0.47%
Total	100.00%	100.00%	100.00%	
<u>Volunteered time to some group or activity in the city</u>		Percent	Percent	Percent
	never	58.99%	62.50%	56.91%
	once/twice	18.71%	15.90%	18.50%
	3 to 12 times	9.71%	11.60%	10.77%
	13 to 26 times	6.12%	3.10%	6.33%
	<u>more than 26 times</u>	6.47%	6.90%	7.49%
Total	100.00%	100.00%	100.00%	
<u>Viewed the City's website</u>		Percent	Percent	Percent
	never	82.37%	61.30%	44.73%
	once/twice	12.23%	18.80%	20.84%
	3 to 12 times	4.32%	15.30%	28.34%
	13 to 26 times	1.08%	2.50%	4.92%
	<u>more than 26 times</u>	0.00%	2.10%	1.17%
Total	100.00%	100.00%	100.00%	
<u>Read a city newsletter</u>		Percent	Percent	Percent
	never	6.43%	6.40%	9.35%
	once/twice	21.07%	19.40%	20.33%
	3 to 12 times	50.71%	46.50%	49.29%
	13 to 26 times	9.29%	12.70%	10.98%
	<u>more than 26 times</u>	12.50%	15.00%	10.05%
Total	100.00%	100.00%	100.00%	

QUESTION	RATINGS	2001	2005	2011
<u>Attended Marketfest</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	never	19.29%	20.80%	22.51%
	once/twice	36.43%	37.70%	32.71%
	3 to 12 times	39.29%	36.20%	37.35%
	13 to 26 times	3.93%	3.10%	5.57%
	<u>more than 26 times</u>	1.07%	2.20%	1.86%
	Total	100.00%	100.00%	100.00%
<u>Visited the White Bear Lake Library</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	never	21.22%	29.20%	26.29%
	once/twice	21.94%	22.30%	22.30%
	3 to 12 times	32.73%	28.00%	29.11%
	13 to 26 times	14.39%	10.20%	11.74%
	<u>more than 26 times</u>	9.71%	10.30%	10.56%
	Total	100.00%	100.00%	100.00%
<u>Used a lake in the city to fish, swim, or go boating</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	never	30.36%	36.80%	42.23%
	once/twice	19.64%	16.20%	18.33%
	3 to 12 times	28.21%	26.30%	23.43%
	13 to 26 times	10.36%	11.70%	8.82%
	<u>more than 26 times</u>	11.43%	9.00%	7.19%
	Total	100.00%	100.00%	100.00%
<u>Attended a meeting of a local, civic, athletic, service, youth or business organization</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	never		62.30%	61.56%
	once/twice		14.60%	15.57%
	3 to 12 times		14.30%	16.27%
	13 to 26 times		2.50%	4.01%
	<u>more than 26 times</u>		6.30%	2.59%
	Total		100.00%	100.00%
<u>Police department services</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	29.59%	29.61%	33.67%
	very good	58.05%	61.51%	55.19%
	fair	10.49%	7.89%	9.62%
	poor	1.87%	0.99%	1.52%
	Total	100.00%	100.00%	100.00%
<u>Fire services</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	40.00%	35.61%	42.20%
	very good	54.89%	59.71%	53.23%
	fair	4.68%	4.32%	4.57%
	poor	0.43%	0.36%	0.00%
	Total	100.00%	100.00%	100.00%
<u>Emergency medical services and ambulances</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	45.50%	42.48%	45.13%
	very good	49.10%	53.01%	49.86%
	fair	4.50%	4.51%	4.46%
	poor	0.90%	0.00%	0.56%
	Total	100.00%	100.00%	100.00%

QUESTION	RATINGS	2001	2005	2011
<u>Sewer services</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	22.48%	25.54%	24.79%
	very good	59.69%	62.23%	56.75%
	fair	15.89%	11.87%	16.25%
	poor	1.94%	0.36%	2.20%
	Total	100.00%	100.00%	100.00%
<u>Water services</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	28.03%	27.93%	27.39%
	very good	57.58%	61.72%	57.71%
	fair	13.64%	9.31%	13.03%
	poor	0.76%	1.03%	1.86%
	Total	100.00%	100.00%	100.00%
<u>License Bureau services</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	33.70%	37.30%	46.00%
	very good	54.21%	54.34%	45.04%
	fair	11.36%	7.40%	7.99%
	poor	0.73%	0.96%	0.97%
	Total	100.00%	100.00%	100.00%
<u>Community Counseling services</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	18.06%	21.95%	18.46%
	very good	50.00%	56.10%	52.31%
	fair	19.44%	20.73%	25.38%
	poor	12.50%	1.22%	3.85%
	Total	100.00%	100.00%	100.00%
<u>Sports Center services</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	17.27%	12.80%	12.92%
	very good	55.45%	60.00%	55.62%
	fair	25.45%	23.20%	27.53%
	poor	1.82%	4.00%	3.93%
	Total	100.00%	100.00%	100.00%
<u>City parks</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	14.61%	23.05%	15.36%
	very good	62.92%	59.57%	59.84%
	fair	21.72%	17.38%	23.99%
	poor	0.75%	0.00%	0.81%
	Total	100.00%	100.00%	100.00%
<u>City flower gardens</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	29.67%	29.93%	25.73%
	very good	55.69%	55.84%	54.39%
	fair	14.63%	13.14%	18.71%
	poor	0.00%	1.09%	1.17%
	Total	100.00%	100.00%	100.00%
<u>Street maintenance</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	14.13%	11.22%	14.66%
	very good	46.64%	53.53%	47.28%
	fair	31.10%	29.81%	32.62%
	poor	8.13%	5.45%	5.44%
	Total	100.00%	100.00%	100.00%

QUESTION	RATINGS	2001	2005	2011
<u>Cleanliness of streets</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	16.20%	13.40%	17.37%
	very good	54.93%	60.44%	50.47%
	fair	25.35%	23.36%	28.40%
	poor	3.52%	2.80%	3.76%
	Total	100.00%	100.00%	100.00%
<u>Snow removal from streets</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	19.01%	15.92%	18.88%
	very good	49.65%	59.87%	43.12%
	fair	22.54%	17.83%	29.14%
	poor	8.80%	6.37%	8.86%
	Total	100.00%	100.00%	100.00%
<u>Snow removal from public sidewalks</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	10.13%	12.99%	10.53%
	very good	42.19%	44.88%	33.52%
	fair	33.33%	29.53%	38.23%
	poor	14.35%	12.60%	17.73%
	Total	100.00%	100.00%	100.00%
<u>Street lighting</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	9.89%	13.23%	12.41%
	very good	48.06%	49.35%	41.53%
	fair	33.92%	31.94%	38.42%
	poor	8.13%	5.48%	7.64%
	Total	100.00%	100.00%	100.00%
<u>Ease of automobile travel in City</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	12.89%	12.26%	16.71%
	very good	56.10%	54.72%	57.52%
	fair	27.18%	29.25%	22.20%
	poor	3.83%	3.77%	3.58%
	Total	100.00%	100.00%	100.00%
<u>Ease of pedestrian travel in City</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	10.62%	11.26%	13.93%
	very good	52.38%	51.19%	47.26%
	fair	30.04%	32.76%	32.59%
	poor	6.96%	4.78%	6.22%
	Total	100.00%	100.00%	100.00%
<u>Animal control</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	9.91%	13.47%	11.15%
	very good	47.64%	52.65%	51.80%
	fair	31.13%	23.67%	27.87%
	poor	11.32%	10.20%	9.18%
	Total	100.00%	100.00%	100.00%
<u>Enforcement of traffic laws</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	11.11%	12.77%	14.85%
	very good	46.50%	56.20%	57.42%
	fair	29.63%	22.99%	22.97%
	poor	12.76%	8.03%	4.76%
	Total	100.00%	100.00%	100.00%

QUESTION	RATINGS	2001	2005	2011
<u>Planning/Zoning/Community Development</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	5.49%	11.56%	11.70%
	very good	40.11%	48.24%	39.25%
	fair	42.86%	30.65%	39.62%
	poor	11.54%	9.55%	9.43%
	Total	100.00%	100.00%	100.00%
<u>Nuisance code enforcement</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	6.63%	8.33%	10.00%
	very good	36.75%	36.98%	40.42%
	fair	37.35%	33.85%	33.75%
	poor	19.28%	20.83%	15.83%
	Total	100.00%	100.00%	100.00%
<u>Refuse collection</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	21.74%	23.05%	24.58%
	very good	57.25%	60.06%	54.94%
	fair	17.03%	14.94%	19.04%
	poor	3.99%	1.95%	1.45%
	Total	100.00%	100.00%	100.00%
<u>Recycling service</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	24.37%	25.57%	24.88%
	very good	56.99%	56.72%	52.20%
	fair	17.20%	14.43%	20.24%
	poor	1.43%	3.28%	2.68%
	Total	100.00%	100.00%	100.00%
When considering the property taxes you pay and the quality of city services you receive, how would you rate the general value of city services?		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent		11.07%	15.68%
	very good		66.45%	52.49%
	fair		21.17%	27.79%
	poor		1.30%	4.04%
	Total		100.00%	100.00%
<u>Overall, how would you rate the quality of services in White Bear Lake?</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	16.78%	13.69%	21.73%
	very good	69.23%	71.97%	60.51%
	fair	13.99%	14.01%	16.59%
	poor	0.00%	0.32%	1.17%
	Total	100.00%	100.00%	100.00%
Have you had telephone or in-person contact with a City of White Bear Lake employee within the last 12 months?		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	no	13.90%	23.90%	19.48%
	yes	86.10%	76.10%	80.52%
	Total	100.00%	100.00%	100.00%
<u>Knowledgeable</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	38.17%	35.39%	47.67%
	very good	51.04%	53.91%	42.44%
	fair	10.79%	8.23%	7.27%
	poor	0.00%	2.47%	2.62%
	Total	100.00%	100.00%	100.00%

QUESTION	RATINGS	2001	2005	2011
<u>Responsive</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	39.42%	38.02%	47.38%
	very good	46.89%	47.93%	40.99%
	fair	11.20%	9.50%	7.56%
	poor	2.49%	4.55%	4.07%
	Total	100.00%	100.00%	100.00%
<u>Courteous/friendly</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	44.40%	40.74%	48.69%
	very good	42.74%	45.27%	38.78%
	fair	10.79%	7.82%	8.75%
	poor	2.07%	6.17%	3.79%
	Total	100.00%	100.00%	100.00%
<u>Overall satisfaction</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	excellent	40.66%	37.50%	46.49%
	very good	46.06%	48.33%	41.52%
	fair	12.03%	8.75%	7.31%
	poor	1.24%	5.42%	4.68%
	Total	100.00%	100.00%	100.00%
<u>I am pleased with the overall direction the City is taking</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	strongly agree	9.09%	13.47%	9.39%
	agree	60.23%	61.62%	57.11%
	neither agree or disagree	25.00%	20.54%	28.93%
	strongly disagree	4.17%	2.02%	1.52%
	disagree	1.52%	2.36%	3.05%
	Total	100.00%	100.00%	100.00%
<u>I feel reasonably informed on major issues in the City of White Bear Lake</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	strongly agree	7.06%	8.31%	6.78%
	agree	52.79%	55.81%	61.56%
	neither agree or disagree	25.65%	27.57%	21.86%
	strongly disagree	8.18%	3.32%	3.77%
	disagree	6.32%	4.98%	6.03%
	Total	100.00%	100.00%	100.00%
<u>City of White Bear Lake's government seems to welcome citizen involvement</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	strongly agree	8.09%	8.78%	9.41%
	agree	45.96%	54.20%	52.69%
	neither agree or disagree	32.34%	30.15%	31.45%
	strongly disagree	6.38%	1.91%	3.23%
	disagree	7.23%	4.96%	3.23%
	Total	100.00%	100.00%	100.00%
<u>City of White Bear Lake government seems to run for the benefit of all</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	strongly agree	6.25%	7.09%	8.12%
	agree	45.70%	52.13%	52.09%
	neither agree or disagree	30.08%	32.27%	29.58%
	strongly disagree	10.94%	3.55%	5.76%
	disagree	7.03%	4.96%	4.45%
	Total	100.00%	100.00%	100.00%

QUESTION	RATINGS	2001	2005	2011
Most local elected officials care what people like me think		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	strongly agree	8.06%	7.27%	7.53%
	agree	42.74%	48.73%	47.85%
	neither agree or disagree	27.42%	31.64%	31.45%
	strongly disagree	13.71%	4.00%	5.11%
	disagree	8.06%	8.36%	8.06%
	Total	100.00%	100.00%	100.00%
<u>Expanded library</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	strongly agree	12.45%	12.90%	19.81%
	agree	31.14%	26.70%	24.48%
	neither agree or disagree	29.30%	29.00%	27.74%
	strongly disagree	10.26%	5.00%	4.43%
	disagree	1.83%	8.80%	9.09%
	<u>no opinion</u>	15.02%	17.60%	14.45%
Total	100.00%	100.00%	100.00%	
<u>Additional soccer fields</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	strongly agree	2.91%	1.30%	1.88%
	agree	11.27%	9.60%	4.93%
	neither agree or disagree	31.27%	38.10%	39.20%
	strongly disagree	16.73%	8.00%	9.39%
	disagree	6.91%	12.50%	14.08%
	<u>no opinion</u>	30.91%	30.50%	30.52%
Total	100.00%	100.00%	100.00%	
<u>Additional softball fields</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	strongly agree	1.09%	2.60%	0.47%
	agree	10.51%	8.90%	7.49%
	neither agree or disagree	33.33%	38.30%	37.95%
	strongly disagree	17.03%	7.40%	9.60%
	disagree	6.16%	12.80%	16.39%
	<u>no opinion</u>	31.88%	30.00%	28.10%
Total	100.00%	100.00%	100.00%	
<u>Additional football fields</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	strongly agree	1.09%	0.90%	0.23%
	agree	10.87%	7.00%	5.62%
	neither agree or disagree	34.78%	40.30%	38.88%
	strongly disagree	14.49%	7.90%	10.07%
	disagree	7.97%	12.40%	15.69%
	<u>no opinion</u>	30.80%	31.50%	29.51%
Total	100.00%	100.00%	100.00%	
<u>Additional baseball fields</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	strongly agree	2.18%	2.20%	0.47%
	agree	10.55%	8.60%	6.56%
	neither agree or disagree	33.09%	39.40%	38.63%
	strongly disagree	16.00%	7.90%	9.37%
	disagree	7.27%	11.70%	16.16%
	<u>no opinion</u>	30.91%	30.20%	28.81%
Total	100.00%	100.00%	100.00%	

QUESTION	RATINGS	2001	2005	2011
		Percent	Percent	Percent
<u>Additional lacrosse fields</u>	strongly agree			1.64%
	agree			5.16%
	neither agree or disagree			36.63%
	strongly disagree			11.03%
	disagree			14.55%
	<u>no opinion</u>			30.99%
	Total	0.00%	0.00%	100.00%
<u>Additional indoor basketball courts</u>	strongly agree			1.41%
	agree			11.29%
	neither agree or disagree			35.06%
	strongly disagree			9.65%
	disagree			14.35%
	<u>no opinion</u>			28.24%
	Total	0.00%	0.00%	100.00%
<u>Additional indoor volleyball courts</u>	strongly agree			2.60%
	agree			7.80%
	neither agree or disagree			36.64%
	strongly disagree			9.46%
	disagree			14.42%
	<u>no opinion</u>			29.08%
	Total	0.00%	0.00%	100.00%
<u>Additional disc golf courses</u>	strongly agree			1.17%
	agree			9.13%
	neither agree or disagree			33.49%
	strongly disagree			12.65%
	disagree			15.46%
	<u>no opinion</u>			28.10%
	Total	0.00%	0.00%	100.00%
<u>Enhanced skateboarding/wheel park facilities</u>	strongly agree			2.35%
	agree			10.82%
	neither agree or disagree			29.65%
	strongly disagree			14.12%
	disagree			17.18%
	<u>no opinion</u>			25.88%
	Total	0.00%	0.00%	100.00%
<u>An additional indoor ice rink</u>	strongly agree	5.49%	4.80%	3.29%
	agree	17.22%	11.20%	12.24%
	neither agree or disagree	23.08%	32.90%	27.76%
	strongly disagree	19.78%	11.20%	20.00%
	disagree	9.52%	13.70%	18.59%
	<u>no opinion</u>	24.91%	26.20%	18.12%
	Total	100.00%	100.00%	100.00%

QUESTION	RATINGS	2001	2005	2011
<u>An expanded senior citizen center</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	strongly agree	7.22%	6.90%	9.98%
	agree	30.32%	27.40%	29.70%
	neither agree or disagree	29.96%	29.60%	32.48%
	strongly disagree	7.58%	4.40%	3.94%
	disagree	1.81%	6.60%	6.03%
	<u>no opinion</u>	23.10%	25.10%	17.87%
Total	100.00%	100.00%	100.00%	
<u>More open space/passive parkland</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	strongly agree	13.14%	16.40%	10.56%
	agree	36.13%	29.00%	26.76%
	neither agree or disagree	24.09%	27.80%	33.10%
	strongly disagree	7.66%	4.10%	7.04%
	disagree	2.92%	6.00%	10.33%
	<u>no opinion</u>	16.06%	16.70%	12.21%
Total	100.00%	100.00%	100.00%	
<u>An indoor municipal swimming pool</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	strongly agree	23.83%	24.00%	8.67%
	agree	28.88%	26.60%	18.27%
	neither agree or disagree	14.44%	18.00%	24.35%
	strongly disagree	12.27%	8.60%	13.11%
	disagree	7.58%	8.40%	18.97%
	<u>no opinion</u>	13.00%	14.40%	16.63%
Total	100.00%	100.00%	100.00%	
<u>An outdoor municipal swimming pool</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	strongly agree	16.00%	16.30%	6.07%
	agree	21.09%	19.60%	17.76%
	neither agree or disagree	21.09%	22.90%	27.57%
	strongly disagree	17.82%	11.80%	14.72%
	disagree	9.45%	13.10%	18.93%
	<u>no opinion</u>	14.55%	16.30%	14.95%
Total	100.00%	100.00%	100.00%	
<u>Many of the above facilities in a community center</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	strongly agree	26.16%	27.40%	12.91%
	agree	29.03%	28.10%	27.70%
	neither agree or disagree	17.20%	18.70%	23.95%
	strongly disagree	7.89%	6.10%	10.56%
	disagree	7.53%	6.10%	11.50%
	<u>no opinion</u>	12.19%	13.60%	13.38%
Total	100.00%	100.00%	100.00%	
<u>Additional opportunities for performing arts</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	strongly agree			7.69%
	agree			24.01%
	neither agree or disagree			31.93%
	strongly disagree			7.46%
	disagree			10.26%
	<u>no opinion</u>			18.65%
Total	0.00%	0.00%	100.00%	

QUESTION	RATINGS	2001	2005	2011
		Percent	Percent	Percent
<u>Additional opportunities for art instruction</u>	strongly agree			5.18%
	agree			19.29%
	neither agree or disagree			37.65%
	strongly disagree			8.24%
	disagree			10.35%
	<u>no opinion</u>			19.29%
	Total	0.00%	0.00%	100.00%
<u>Expanded youth recreation programs</u>		Percent	Percent	Percent
	strongly agree	11.36%	13.50%	9.39%
	agree	30.40%	30.40%	28.87%
	neither agree or disagree	28.57%	26.90%	29.11%
	strongly disagree	8.06%	4.20%	3.99%
	disagree	2.93%	5.10%	7.51%
	<u>no opinion</u>	18.68%	19.90%	21.13%
Total	100.00%	100.00%	100.00%	
<u>Expanded adult recreation programs</u>		Percent	Percent	Percent
	strongly agree	9.35%	11.40%	7.04%
	agree	29.50%	27.50%	26.53%
	neither agree or disagree	31.29%	34.00%	37.55%
	strongly disagree	6.47%	3.90%	3.52%
	disagree	3.96%	5.20%	8.22%
	<u>no opinion</u>	19.42%	18.00%	17.14%
Total	100.00%	100.00%	100.00%	
<u>Pedestrian/bicycle trails</u>		Percent	Percent	Percent
	strongly agree	25.80%	26.80%	22.84%
	agree	33.92%	34.20%	35.43%
	neither agree or disagree	21.91%	17.10%	20.99%
	strongly disagree	5.30%	5.50%	5.59%
	disagree	4.24%	4.80%	5.59%
	<u>no opinion</u>	8.83%	11.60%	9.56%
Total	100.00%	100.00%	100.00%	
<u>Greater access to White Bear Lake</u>		Percent	Percent	Percent
	strongly agree	21.63%	21.40%	13.85%
	agree	31.91%	26.00%	29.34%
	neither agree or disagree	21.99%	27.60%	29.58%
	strongly disagree	8.16%	4.90%	4.69%
	disagree	6.74%	6.80%	9.39%
	<u>no opinion</u>	9.57%	13.30%	13.15%
Total	100.00%	100.00%	100.00%	
<u>How long have you lived in White Bear Lake?</u>		Percent	Percent	Percent
	less than yr	2.43%	2.50%	3.46%
	1 to 5 yrs	17.01%	18.10%	11.06%
	6 to 15 yrs	21.88%	21.30%	24.88%
	16 to 25 yrs	16.32%	15.90%	15.67%
	<u>over 25 yrs</u>	42.36%	42.20%	44.93%
	Total	100.00%	100.00%	100.00%

QUESTION	RATINGS	2001	2005	2011
<u>How much longer to you plan to live in White Bear Lake?</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	0 to 3 yrs	6.64%	7.30%	4.16%
	3 to 5 yrs	9.09%	3.80%	5.77%
	5 to 10 yrs	10.84%	7.90%	8.54%
	over 10 yrs	10.49%	10.80%	8.78%
	<u>don't plan to move until I must</u>	62.94%	70.20%	72.75%
	<u>Total</u>	100.00%	100.00%	100.00%
<u>Which best describes your ethnic background</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	White			97.47%
	Hispanic			0.92%
	American Indian or Alaskan Native			0.00%
	African American/Black			0.46%
	Asian or Pacific Islander			0.46%
	<u>Other</u>			0.69%
	<u>Total</u>	0.00%	0.00%	100.00%
<u>What year were you born?</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	Over 75			16.03%
	66-75			17.46%
	56-65			22.01%
	46-55			21.06%
	36-45			11.48%
	26-35			11.24%
	25 or younger			0.72%
		<u>Total</u>	0.00%	0.00%
<u>Total number of members in household</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	1			25.12%
	2			42.17%
	3			14.52%
	4			10.14%
	5			5.76%
	6			1.83%
	7			0.23%
	8			0.23%
		<u>Total</u>	0.00%	0.00%
<u>How many people between the ages of 0 to 5 yrs?</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	1	8.39%	7.60%	5.29%
	2	2.80%	5.40%	3.45%
	3	0.35%	0.30%	0.00%
	4 or more	0.00%	0.00%	0.00%
	<u>none</u>	88.46%	86.70%	91.26%
	<u>Total</u>	100.00%	100.00%	100.00%
<u>6 to 10 yrs</u>		<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
	1	9.56%	9.20%	5.52%
	2	3.19%	4.10%	1.84%
	3	0.40%	0.40%	0.00%
	4 or more	0.00%	0.00%	0.00%
	<u>none</u>	86.85%	86.30%	92.64%
		<u>Total</u>	100.00%	100.00%

QUESTION	RATINGS	2001	2005	2011
		Percent	Percent	Percent
<u>11 to 17 yrs</u>	1	7.32%	11.40%	7.35%
	2	4.53%	4.40%	8.97%
	3	0.70%	1.00%	0.92%
	4 or more	0.35%	0.00%	0.00%
	<u>none</u>	87.11%	83.20%	82.76%
	Total	100.00%	100.00%	100.00%
	<u>18 to 25 yrs</u>	1	11.15%	10.50%
2		5.23%	4.80%	3.68%
3		0.70%	1.30%	0.00%
4 or more		0.00%	0.00%	0.00%
<u>none</u>		82.93%	83.40%	85.06%
Total		100.00%	100.00%	100.00%
<u>26 to 40 yrs</u>		1	12.89%	8.50%
	2	16.72%	15.10%	10.57%
	3	0.00%	0.30%	0.27%
	4 or more	0.00%	0.30%	0.00%
	<u>none</u>	70.38%	75.80%	78.36%
	Total	100.00%	100.00%	100.00%
	<u>41 to 55 yrs</u>	Number	Percent	Percent
1		16.38%	18.70%	20.00%
2		23.00%	18.70%	15.86%
3		0.35%	0.00%	0.00%
4 or more		0.00%	0.00%	0.00%
<u>none</u>		60.28%	62.60%	64.14%
Total		100.00%	100.00%	100.00%
<u>56 to 65 yrs</u>	1	9.44%	15.20%	15.40%
	2	8.74%	7.90%	10.57%
	3	0.00%	0.00%	0.23%
	4 or more	0.00%	0.00%	0.00%
	<u>none</u>	81.82%	76.90%	73.80%
	Total	100.00%	100.00%	100.00%
	<u>66 or older</u>	1	12.89%	19.00%
2		16.38%	11.10%	15.63%
3		0.00%	0.00%	0.00%
4 or more		0.00%	0.00%	0.00%
<u>none</u>		70.73%	69.90%	63.45%
Total		100.00%	100.00%	100.00%
<u>Are you female or male?</u>		female	54.00%	59.00%
	<u>male</u>	46.00%	41.00%	46.98%
	Total	100.00%	100.00%	100.00%

City of White Bear Lake

2011 Survey Results

*Results selected are those related to the
10 Performance Outcome Goals*

1. How would you rate the overall quality of life in White Bear Lake?
 - a. Excellent 39%
 - b. Very Good 57%
 - c. Fair 4%
 - d. Poor 0%

2. How would you rate the overall appearance of the city?
 - a. Excellent 24%
 - b. Very good 60%
 - c. Fair 16%
 - d. Poor 0%

3. How would you describe your overall feeling of safety in your home?
 - a. Very safe 68%
 - b. Somewhat safe 27%
 - c. Somewhat unsafe 5%
 - d. Very unsafe 0%

4. How would you rate the overall quality of fire protection services in the city?
 - a. Excellent 42%
 - b. Very good 53%
 - c. Fair 5%
 - d. Poor 0%

5. How would you rate the quality of emergency medical services?
 - a. Excellent 45%
 - b. Very good 50%
 - c. Fair 4%
 - d. Poor 0%

6. How would you rate the overall quality of city sanitary sewer service?

- a. Excellent 25%
- b. Very good 57%
- c. Fair 16%
- d. Poor 2%

7. How would you rate the overall quality of the city water supply?

- a. Excellent 27%
- b. Very good 58%
- c. Fair 13%
- d. Poor 2%

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

- a. Excellent 15%
- b. Very good 47%
- c. Fair 33%
- d. Poor 5%

9. How would you rate the overall quality of snowplowing on city streets?

- a. Excellent 19%
- b. Very good 43%
- c. Fair 29%
- d. Poor 9%

10. When considering the property taxes you pay and the quality of city services you receive, how would you rate the general value of city services?

- a. Excellent 16%
- b. Very good 52%
- c. Fair 28%
- d. Poor 4%