



Resolution No. 2017R-268

City of Minneapolis

File No. 2017-00786

Author: Glidden

Committee: COW

Public Hearing: NIA

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RECORD OF COUNCIL VOTE				
COUNCIL MEMBER	AYE	NAY	ABSENT	ABSTAIN
REICH	✓			
GORDON	✓			
FREY	✓			
B JOHNSON	✓			
YANG	✓			
WARSAME			✓	
GOODMAN	✓			
GLIDDEN	✓			
CANO	✓			
BENDER	✓			
QUINCY	✓			
A JOHNSON	✓			
PALMISANO	✓			

MAYOR ACTION

APPROVED VETOED

[Signature]
MAYOR HODGES
JUN 21 2017
DATE

Certified an official action of the City Council

ATTEST:

[Signature]
CITY CLERK

Presented to Mayor Date: JUN 16 2017

Received from Mayor Date: JUN 22 2017

Renewing the City's continued commitment to a performance measurement system that collects and reports the performance measures developed by the State of Minnesota Council on Local Results and Innovation.

Be It Resolved that The City Council of The City of Minneapolis:

1. Has adopted and implemented the minimum 10 performance measures developed by the State of Minnesota Council on Local Results and Innovation.
2. Has implemented or is in the process of implementing a local performance measurement system as developed by the State of Minnesota Council on Local Results and Innovation.
3. Has or will report the results of the 10 adopted measures to its residents before the end of the calendar year through publication, direct mailing, posting on the website or through a public hearing.
4. Has or will survey its residents by the end of the calendar year on the services included in the performance benchmarks.

Be It Further Resolved that the ten performance measures identified for Minneapolis are:

1. Rating of the overall quality of services provided by your city (Resident Survey)

2. Percent change in the taxable property market value (Finance and City Assessor)
3. Citizens' rating of the overall appearance of the city (Resident Survey)
4. Part I and II crime rates (Police)
5. Citizens' rating of the quality of fire protection services (Resident Survey)
6. Average city street pavement condition rating (Public Works)
7. Citizens' rating the quality of snowplowing on city streets (Public Works)
8. Citizens' rating of the dependability and quality of city water supply (Resident Survey)
9. Citizens' rating of the dependability and quality of city sanitary sewer service (Resident Survey)
10. Citizens' rating of the quality of city recreational programs and facilities (parks, trails, park buildings) (Resident Survey)

Results Minneapolis is Minneapolis' performance monitoring system to track performance toward City goals and strategic directions. Results Minneapolis is made up of two parts. City Goal Results is a set of reports and roundtables focused on community-wide measures with City leaders and the public. Department Results Minneapolis are department-level reports and meetings to track progress on department plans.

Important Note:

In 2016, the City worked with a new vendor, Wilder Research, to re-vamp the Resident Survey to increase resident representation across demographics and geographies. Question wording has changed from prior years; these changes are documented on page 4.

Overall Quality of City Services

	2008	2011	2012	2016
Percentage of Residents who answered "Satisfied" and "Very Satisfied"	81.4%*	81.5%*	83.6%*	88%

Source: 2016 City of Minneapolis Resident Survey

Question reads "Please indicate how satisfied or dissatisfied you are with: City services overall."

*Prior to 2016, this question was a composite of answers to other questions about City services (see measures on page 6). The Resident Survey question changed in 2016. See page 4 to see the question from previous resident surveys.

Change in Taxable Property Market Value

	2013	2014	2015	2016
Percent Change in Taxable Property Market* Value	1.83%	9.10%	10.97%	9.3%
		↑	↑	↑ ↓

Source: City of Minneapolis Assessor

*Property Market includes Residential, Apartment, Commercial, Industrial and Other

Rating of Overall Appearance of Minneapolis

	2013	2014	2015	2016
Percentage of Residents Who answered "Agree" and "Strongly Agree"	84%*	83%*	82%*	87%

Source: 2016 City of Minneapolis Resident Survey

Question reads "Percentage of Residents who answered 'Agree' or 'Strongly Agree' to the statement: 'My neighborhood is nice to walk around.'"

*The Resident Survey question changed in 2016. See page 4 to see the question from previous resident surveys.

Public Safety

	2012	2013	2014	2015	2016
Part I* Crimes	23,530	23,726	23,496	22,018	22,306
Part II** Crimes	29,524	30,808	38,587	33,140	26,364
Total Number of Crimes	53,054	54,534	52,083	55,158	48,670

Source: Minneapolis Police Department: Uniform Crime Report Summary

Please note previous years numbers for any specific category will change over time due to routine case entry and editing.

*Part I crimes are the eight serious crimes including homicide, rape, aggravated assault, burglary, robbery, auto theft, theft and arson. All major cities report these measures to the Federal Bureau of Investigation (FBI).

**Part II crimes include the following crime categories: simple assault, curfew offenses and loitering, embezzlement, forgery and counterfeiting, disorderly conduct, driving under the influence, drug offenses, fraud, gambling, liquor offenses, offenses against the family, prostitution, public drunkenness, runaways, sex offenses, stolen property, vandalism, vagrancy and weapons offenses.

Quality of Fire Protection Services

	2008	2011	2012	2016
Percentage of Residents who answered "Satisfied" and "Very Satisfied"	97%*	97%*	97%*	72%

Source: 2016 City of Minneapolis Resident Survey

Question reads "Please indicate how satisfied or dissatisfied you are with: Fire protection."

**The Resident Survey question changed in 2016. See page 4 to see the question from previous resident surveys.*

Parks and Recreation

	2008	2011	2012	2016
Percentage of Residents who answered "Yes"	92%*	92%*	95%*	93%

Source: 2016 City of Minneapolis Resident Survey

Question reads "If you visited a park in Minneapolis within the past year, thinking about the Minneapolis park you visit most often, do the programs, activities, and amenities at that park meet your household's needs?"

**The Resident Survey question changed in 2016. See page 4 to see the question from previous resident surveys.*

Quality of Snowplowing

	2008	2011	2012	2016
Percentage of Residents who answered "Satisfied" and "Very Satisfied"	NA	66%*	79%*	78%

Source: 2016 City of Minneapolis Resident Survey

Question reads "Please indicate how satisfied or dissatisfied you are with: Street and alley snow plowing."

**The Resident Survey question changed in 2016. See page 4 to see the question from previous resident surveys.*

Quality of Water

	2008	2011	2012	2016
Percentage of Residents who answered "Satisfied" and "Very Satisfied"	87%*	88%*	93%*	88%

Source: 2016 City of Minneapolis Resident Survey

Question reads "Please indicate how satisfied or dissatisfied you are with: Providing quality drinking water from the tap."

**The Resident Survey question changed in 2016. See page 4 to see the question from previous resident*

Quality of Sanitary Sewer Services

	2016
Number of sewer blockages on the city system per 100 connections	<1*

Source: Minneapolis Department of Public Works

**This question was not included in the 2016 Resident Survey. See page. 5 to see survey responses from prior years.*

Pavement Condition Rating

	2013	2014	2015	2016
Average Pavement Condition Index (PCI) for Residential Streets	70	71	70	70

Source: Minneapolis Department of Public Works

Table 2: 2016 Measures Equivalent to Resident Surveys (2008-2012)

Resident Survey Measure (2008 –2012)	Resident Survey Measure (2016)
<p>Overall Quality of City Services: Average Percentage of Residents who answered “Satisfied” or “Very Satisfied” to individual services provided by the City.</p>	<p>Overall Quality of City Services: Please indicate how satisfied or dissatisfied you are with: City services overall.</p>
<p>Rating of Overall Appearance of Minneapolis: Percentage of Residents who answered “Agree” or “Strongly Agree” to the statement: “My neighborhood is clean and well maintained.”</p>	<p>Rating of Overall Appearance of Minneapolis: Percentage of Residents who answered “Agree” or “Strongly Agree” to the statement: “My neighborhood is nice to walk around.”</p>
<p>Quality of Fire Protection Services:</p> <p>Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Fire Protection and emergency medical response.</p>	<p>Quality of Fire Protection Services:</p> <p>Please indicate how satisfied or dissatisfied you are with: Fire protection</p>
<p>Parks and Recreation:</p> <p>Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Providing park and recreation services.</p>	<p>Parks and Recreation:</p> <p>If you visited a park in Minneapolis within the past year, thinking about the Minneapolis park you visit most often, do the programs, activities, and amenities at that park meet your household's needs?</p>
<p>Quality of Snowplowing:</p> <p>Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Snow Removal.</p>	<p>Quality of Snowplowing:</p> <p>Please indicate how satisfied or dissatisfied you are with: Street and alley snow plowing</p>
<p>Quality of Water:</p> <p>Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Providing quality drinking water.</p>	<p>Quality of Water:</p> <p>Please indicate how satisfied or dissatisfied you are with: Providing quality drinking water from the tap</p>

Table 3: Past Resident Survey Reporting on Quality of Sanitary Sewer Services

	2005	2008	2011	2012
Percentage of Residents who answered “Satisfied” and “Very Satisfied”	94%	94%	96%	97%

Source: 2012 City of Minneapolis Resident Survey

Question reads “Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Providing sewer services.”

Table 3: Complete List of Individual Services that Composite for the City Services Quality Rating in Resident Surveys Prior to 2016

Please tell me how satisfied or dissatisfied you are with the way the City provides the service.	Year of Survey						
	2012	2011	2008	2005	2003	2001	
Fire protection and emergency medical response	97%	97%	97%	97%	96%	99%	
Providing sewer services	97%	96%	94%	94%	NA	NA	
Providing park and recreation services	95%	92%	92%	91%	NA	91%	
Animal control service	92%	91%	88%	92%	NA	92%	
Garbage collection and recycling programs	88%	90%	91%	92%	93%	94%	
Protecting health and well-being of residents	91%	90%	88%	84%	NA	NA	
Preparing for disasters	90%	88%	87%	78%	NA	89%	
Providing quality drinking water	93%	88%	87%	86%	84%	NA	
Police Services	90%	88%	86%	81%	84%	89%	
Keeping streets clean	89%	85%	87%	89%	86%	83%	
Revitalizing Downtown	81%	84%	80%	83%	NA	79%	
Protecting the environment, including air, water and land	87%	83%	81%	77%	79%	77%	
Cleaning up graffiti	80%	80%	77%	74%	NA	79%	
Revitalizing neighborhoods	80%	77%	76%	81%	76%	74%	
Dealing with problem businesses and unkempt properties	71%	71%	68%	73%	67%	69%	
Affordable housing development	70%	69%	66%	55%	51%	40%	
Snow removal	79%	66%	NA	NA	NA	NA	
Mortgage foreclosure assistance	60%	61%	64%	NA	NA	NA	
Repairing alleys*	71%	64%	56%	70%	83%	68%	
Repairing streets*	70%	40%					

Percent reporting "satisfied" or "very satisfied"

Question wording differed between survey years. In 2003 and 2001, residents were asked how satisfied they were with the City's efforts at providing the service. Also, "affordable housing development" was worded as "preserving and providing affordable housing for low-income residents" in 2001 and 2003 and "Revitalizing neighborhoods" was worded as "revitalizing neighborhood commercial areas" in 2001 and 2003.

*"Repairing streets" and "Repairing alleys" were combined in survey years previous to 2011 and *averaged prior to calculating overall quality average; "snow removal" was added in 2011.*