

City of New Ulm

City Manager

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June 8, 2017

Office of the State Auditor
525 Park Street - Suite 500
St. Paul, MN 55103

Re: Performance Measurement Program Survey

To Whom It May Concern:

Enclosed please find the results of the Performance Measurement Program survey. A copy of the survey is included as well as Resolution No. 17-55 adopted by the New Ulm City Council at their regular meeting on June 6, 2017.

If you have any questions, please contact our office.

Respectfully submitted,

CITY OF NEW ULM, MINNESOTA

Brian D. Gramentz
City Manager

BDG:lap

Enclosures

RESOLUTION NO. 17 - 55

Councilor Schultz offered the following resolution and moved its adoption:

WHEREAS, Benefits to the City of New Ulm 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 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 New Ulm has adopted and implemented at least 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; and

NOW THEREFORE, BE IT RESOLVED, The City Council of New Ulm will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, The City Council of New Ulm will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

The motion for the adoption of the foregoing resolution was duly seconded by Councilor Christian and, the roll being called, the following vote was recorded:

Voting Aye: Councilors Christian, Fischer, Mack, Schultz and President Schmitz.

Voting Nay: None.


Not Voting: None.

Whereupon said resolution was declared to have been duly adopted this 6th day of June 2017.



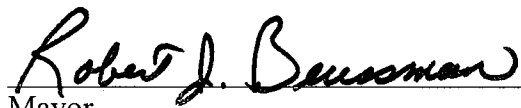
President of the City Council

Attest:



Finance Director

The above resolution approved June 6, 2017.



Mayor

State Report City Wide Totals

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<i>Item</i>	<i>Description</i>	<i>Percent</i>	<i>Scale</i>	<i>Count</i>
1	Indicate the number of years you lived in New Ulm.	7.04%	1-9 Years	10
		17.61%	10-19 Years	25
		12.68%	20-29 Years	18
		12.68%	30-39 Years	18
		15.49%	40-49 Years	22
		11.97%	50-59 Years	17
		7.75%	60-69 Years	11
		4.23%	70-79 Years	6
2	How would you rate the overall appearance of the city?	0.58%	Poor	1
		12.87%	Satisfactory	22
		57.31%	Good	98
		29.24%	Excellent	50
3	How would you describe your overall feeling of police protection services in the city?	0.59%	Poor	1
		1.18%	Fair	2
		10.59%	Satisfactory	18
		42.35%	Good	72
		45.29%	Excellent	77
4	How would you rate the overall quality of fire protection services in the city?	4.76%	Satisfactory	8
		39.29%	Good	66
		55.95%	Excellent	94
5	How would you rate the overall condition of city streets?	2.34%	Poor	4
		15.79%	Fair	27
		36.26%	Satisfactory	62
		36.26%	Good	62
		9.36%	Excellent	16
6	How would you rate the overall quality of snowplowing on city streets?	3.51%	Poor	6
		7.02%	Fair	12
		29.82%	Satisfactory	51
		39.77%	Good	68
		19.88%	Excellent	34
7	How would you rate the dependability and overall quality of city sanitary sewer services?	1.18%	Fair	2
		11.76%	Satisfactory	20
		50.00%	Good	85
		37.06%	Excellent	63
8	How would you rate the dependability and overall quality of city water services?	1.18%	Poor	2
		4.12%	Fair	7
		12.94%	Satisfactory	22
		42.35%	Good	72
		39.41%	Excellent	67
9	How would you rate the dependability and overall quality of city gas services?	1.18%	Fair	2
		8.88%	Satisfactory	15
		45.56%	Good	77
		44.38%	Excellent	75

State Report City Wide Totals

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<i>Item</i>	<i>Description</i>	<i>Percent</i>	<i>Scale</i>	<i>Count</i>
10	How would you rate the dependability and overall quality of city electricity services?	0.58%	Poor	1
		1.75%	Fair	3
		8.77%	Satisfactory	15
		47.37%	Good	81
		41.52%	Excellent	71
11	How would you rate the overall quality of city recreational programs and facilities?	1.20%	Poor	2
		2.99%	Fair	5
		8.98%	Satisfactory	15
		47.90%	Good	80
		38.92%	Excellent	65
12	How would you rate the library services in the city?	7.88%	Satisfactory	13
		40.00%	Good	66
		52.12%	Excellent	86
13	How would you rate the quality of licensing permitting and building inspection services in the city?	4.85%	Fair	8
		27.27%	Satisfactory	45
		46.06%	Good	76
		21.82%	Excellent	36
14	How would you rate the quality and programming of the Community Access Channel?	1.30%	Poor	2
		7.14%	Fair	11
		37.01%	Satisfactory	57
		34.42%	Good	53
		20.13%	Excellent	31
15	How would you rate the utility billing/finance department services in the city?	2.37%	Poor	4
		4.14%	Fair	7
		17.75%	Satisfactory	30
		47.34%	Good	80
		28.40%	Excellent	48
16	How would you rate the overall quality of services provided by the city?	0.61%	Fair	1
		14.55%	Satisfactory	24
		56.36%	Good	93
		28.48%	Excellent	47

PERFORMANCE MEASUREMENT PROGRAM CITY OF NEW ULM CITIZEN SURVEY



1. Please indicate the number of years you have lived in New Ulm	years
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For each item identified below, circle the number to the right that best fits your judgment of its quality.
Use the scale to select the quality number.

Description/Identification of Survey Item	Scale				
	P o o r				E x c e l l e n t
2. How would you rate the overall appearance of the city?	1	2	3	4	5
3. How would you rate the overall feeling of police protection services in the city?	1	2	3	4	5
4. How would you rate the overall quality of fire protection services in the city?	1	2	3	4	5
5. How would you rate the overall condition of city streets ?	1	2	3	4	5
6. How would you rate the overall quality of snowplowing on city streets ?	1	2	3	4	5
7. How would you rate the dependability and overall quality of city sanitary sewer service ?	1	2	3	4	5
8. How would you rate the dependability and overall quality of the city water service ?	1	2	3	4	5
9. How would you rate the dependability and overall quality of the city gas service ?	1	2	3	4	5
10. How would you rate the dependability and overall quality of city electricity service ?	1	2	3	4	5
11. How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)	1	2	3	4	5
12. How would you rate the library services in the city?	1	2	3	4	5
13. How would you rate the quality of licensing, permitting and building inspection services in the city?	1	2	3	4	5
14. How would you rate the overall quality and programming of the Community Access Channel also known as NUCAT; Comcast channel 14 and NU-Telecom channel 3?	1	2	3	4	5
15. How would you rate the utility billing/finance department services ?	1	2	3	4	5
16. How would you rate the overall quality of services provided by the city?	1	2	3	4	5

Comments: _____

Please use the enclosed self-addressed, postage paid envelope to return the survey to City Hall by
Monday, February 27, 2017

Thank you for your time and consideration in completing this survey