



# City of New Ulm

City Manager

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May 15, 2014

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. 14-38 adopted by the New Ulm City Council at their regular meeting on May 6, 2014.

If you have any questions, please contact our office.

Respectfully submitted,

CITY OF NEW ULM, MINNESOTA

Brian D. Gramentz  
City Manager

BDG:lap

Enclosures

# State Report City Wide Totals

05/15/2014

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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.  | 8.47%          | 1-9 Years    | 10           |
|             |   | 21.19%         | 10-19 Years  | 25           |
|             |   | 15.25%         | 20-29 Years  | 18           |
|             |   | 15.25%         | 30-39 Years  | 18           |
|             |   | 18.64%         | 40-49 Years  | 22           |
|             |   | 14.41%         | 50-59 Years  | 17           |
|             |   | 9.32%          | 60-69 Years  | 11           |
|             |   | 5.08%          | 70-79 Years  | 6            |
| 2           | How would you rate the overall appearance of the city?                                    | 3.92%          | Fair         | 6            |
|             |   | 15.69%         | Satisfactory | 24           |
|             |   | 71.90%         | Good         | 110          |
|             |   | 26.14%         | Excellent    | 40           |
| 3           | How would you describe your overall feeling of police protection services in the city?    | 0.65%          | Poor         | 1            |
|             |   | 5.16%          | Fair         | 8            |
|             |   | 12.26%         | Satisfactory | 19           |
|             |   | 50.97%         | Good         | 79           |
|             |   | 45.81%         | Excellent    | 71           |
| 4           | How would you rate the overall quality of fire protection services in the city?           | 0.65%          | Fair         | 1            |
|             |   | 8.39%          | Satisfactory | 13           |
|             |   | 42.58%         | Good         | 66           |
|             |   | 61.94%         | Excellent    | 96           |
| 5           | How would you rate the overall condition of city streets?                                 | 5.13%          | Poor         | 8            |
|             |   | 12.82%         | Fair         | 20           |
|             |   | 46.15%         | Satisfactory | 72           |
|             |   | 40.38%         | Good         | 63           |
|             |   | 10.26%         | Excellent    | 16           |
| 6           | How would you rate the overall quality of snowplowing on city streets?                    | 5.16%          | Poor         | 8            |
|             |   | 10.32%         | Fair         | 16           |
|             |   | 28.39%         | Satisfactory | 44           |
|             |   | 46.45%         | Good         | 72           |
|             |   | 24.52%         | Excellent    | 38           |
| 7           | How would you rate the dependability and overall quality of city sanitary sewer services? | 1.31%          | Fair         | 2            |
|             |   | 17.65%         | Satisfactory | 27           |
|             |   | 55.56%         | Good         | 85           |
|             |   | 41.18%         | Excellent    | 63           |
| 8           | How would you rate the dependability and overall quality of city water services?          | 7.79%          | Fair         | 12           |
|             |   | 17.53%         | Satisfactory | 27           |
|             |   | 46.10%         | Good         | 71           |
|             |   | 44.81%         | Excellent    | 69           |
| 9           | How would you rate the dependability and overall quality of city gas services?            | 0.65%          | Poor         | 1            |
|             |   | 1.31%          | Fair         | 2            |
|             |   | 15.03%         | Satisfactory | 23           |
|             |   | 49.02%         | Good         | 75           |

# State Report City Wide Totals

05/15/2014

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| <i>Item</i> | <i>Description</i>   | <i>Percent</i> | <i>Scale</i> | <i>Count</i> |
|-------------|--|----------------|--------------|--------------|
| 9           | How would you rate the dependability and overall quality of city gas services?                       | 50.98%         | Excellent    | 78           |
| 10          | How would you rate the dependability and overall quality of city electricity services?               | 0.65%          | Poor         | 1            |
|             |  | 3.23%          | Fair         | 5            |
|             |  | 16.77%         | Satisfactory | 26           |
|             |  | 48.39%         | Good         | 75           |
|             |  | 45.16%         | Excellent    | 70           |
| 11          | How would you rate the overall quality of city recreational programs and facilities?                 | 1.28%          | Poor         | 2            |
|             |  | 5.13%          | Fair         | 8            |
|             |  | 16.67%         | Satisfactory | 26           |
|             |  | 48.72%         | Good         | 76           |
|             |  | 42.95%         | Excellent    | 67           |
| 12          | How would you rate the library services in the city?   | 0.66%          | Poor         | 1            |
|             |  | 1.32%          | Fair         | 2            |
|             |  | 18.42%         | Satisfactory | 28           |
|             |  | 44.08%         | Good         | 67           |
|             |  | 47.37%         | Excellent    | 72           |
| 13          | How would you rate the quality of licensing permitting and building inspection services in the city? | 5.26%          | Poor         | 8            |
|             |  | 7.89%          | Fair         | 12           |
|             |  | 30.92%         | Satisfactory | 47           |
|             |  | 43.42%         | Good         | 66           |
|             |  | 23.03%         | Excellent    | 35           |
| 14          | How would you rate the quality and programming of the Community Access Channel?                      | 4.17%          | Poor         | 6            |
|             |  | 11.11%         | Fair         | 16           |
|             |  | 41.67%         | Satisfactory | 60           |
|             |  | 37.50%         | Good         | 54           |
|             |  | 22.22%         | Excellent    | 32           |
| 15          | How would you rate the utility billing/finance department services in the city?                      | 3.23%          | Poor         | 5            |
|             |  | 11.61%         | Fair         | 18           |
|             |  | 25.81%         | Satisfactory | 40           |
|             |  | 41.29%         | Good         | 64           |
|             |  | 30.97%         | Excellent    | 48           |
| 16          | How would you rate the overall quality of services provided by the city?                             | 0.64%          | Poor         | 1            |
|             |  | 4.49%          | Fair         | 7            |
|             |  | 20.51%         | Satisfactory | 32           |
|             |  | 57.05%         | Good         | 89           |
|             |  | 28.85%         | Excellent    | 45           |

**RESOLUTION NO. 14 - 38**

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 Webster and, the roll being called, the following vote was recorded:

Voting Aye: Councilors RockVam, Schultz, Webster and President Schmitz.

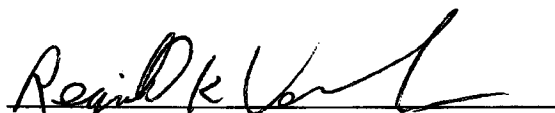
Voting Nay: None.

Not Voting: Councilor Fischer, *Absent*.


Whereupon said resolution was declared to have been duly adopted this 6<sup>th</sup> day of May 2014.

  
\_\_\_\_\_  
President of the City Council

Attest:

  
\_\_\_\_\_  
Finance Director

The above resolution approved May 6, 2014.

  
\_\_\_\_\_  
Mayor

# PERFORMANCE MEASUREMENT PROGRAM CITY OF NEW ULM CITIZEN SURVEY



|  |       |
|--|-------|
| 1. Please indicate the number of years you have lived in New Ulm | years |
|--|-------|

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<br>o<br>o<br>r |   |   |   | E<br>x<br>c<br>e<br>l<br>l<br>e<br>n<br>t |
| 2. How would you rate the overall <b>appearance</b> of the city?   | 1                | 2 | 3 | 4 | 5   |
| 3. How would you describe your overall <b>feeling of police protection services</b> in the city?   | 1                | 2 | 3 | 4 | 5   |
| 4. How would you rate the overall <b>quality of fire protection services</b> in the city?  | 1                | 2 | 3 | 4 | 5   |
| 5. How would you rate the overall <b>condition of city streets?</b>  | 1                | 2 | 3 | 4 | 5   |
| 6. How would you rate the overall <b>quality of snowplowing on city streets?</b>   | 1                | 2 | 3 | 4 | 5   |
| 7. How would you rate the <b>dependability and overall quality of city sanitary sewer service?</b>   | 1                | 2 | 3 | 4 | 5   |
| 8. How would you rate the <b>dependability and overall quality of the city water service?</b>  | 1                | 2 | 3 | 4 | 5   |
| 9. How would you rate the <b>dependability and overall quality of the city gas service?</b>  | 1                | 2 | 3 | 4 | 5   |
| 10. How would you rate the <b>dependability and overall quality of city electricity service?</b>   | 1                | 2 | 3 | 4 | 5   |
| 11. How would you rate the overall <b>quality of city recreational programs and facilities</b> (e.g. parks, trails, park facilities, etc.) | 1                | 2 | 3 | 4 | 5   |
| 12. How would you rate the <b>library services</b> in the city?  | 1                | 2 | 3 | 4 | 5   |
| 13. How would you rate the <b>quality of licensing, permitting and building inspection services</b> in the city?                           | 1                | 2 | 3 | 4 | 5   |
| 14. How would you rate the overall <b>quality and programming of the Community Access Channel?</b>   | 1                | 2 | 3 | 4 | 5   |
| 15. How would you rate the <b>utility billing/finance department services?</b>   | 1                | 2 | 3 | 4 | 5   |
| 16. How would you rate the <b>overall</b> 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, March 3, 2014

**Thank you for your time and consideration in completing this survey**