



City
of
Frazee

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June 27, 2012

Minnesota Office of the State Auditor
Council on Local Results and Innovation
525 Park Street - Suite 500
St. Paul, MN 55103

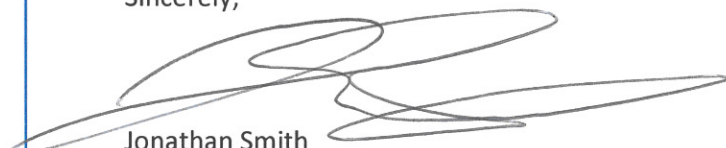
To Whom It May Concern:

The City of Frazee has completed its first year of the Performance Measures Program concluding with a resolution for the upcoming year and results from a survey of 10 performance measures. The City of Frazee is excited to continue this program, hopefully realizing great benefits to our residents by improving services and generating efficiencies.

The City of Frazee recently conducted a survey of the 10 performance measures that were recommended by the Council on Local Results and Innovation. We distributed these surveys three different ways: attached to the utility bills, reaching 548 end users; the city website, reaching all 1363 residents; paper distribution at 3 locations, also reaching all residents. The participation rate was lower than expected, only 3.7% of all residents, or 9.3% of all households that received a utility bill. This has helped us realize better ways of implementing the survey for better response next year. Out of the 51 responses 10 were done on location, 8 were done on the website, and 33 were returned with utility bills. Attached to this letter, please find the results of the survey.

The City of Frazee has also adopted a resolution to continue with the Performance Measures Program and will strive for better results and more effective methods of providing services. Attached please find the resolution adopted by the Frazee City Council.

Sincerely,



Jonathan Smith
City Administrator/Clerk/Treasurer
City of Frazee

Questionnaire Response Totals

1 How do you rate the overall quality of Services provided by the City of Frazee?

Excellent	22	Good	22	Fair	7	Poor	1
	42.31%		42.31%		13.46%		1.92%

2 Rate the overall appearance of the City of Frazee

Excellent	4	Good	29	Fair	15	Poor	4
	7.69%		55.77%		28.85%		7.69%

3 What is the percent change of your taxable property Market Value? **5-16%**

4 How do you rate the safety of this community?

Excellent	12	Good	32	Fair	8	Poor	0.00%
	23.08%		61.54%		15.38%		0.00%

5 How do you rate the quality of fire protection services for Frazee?

Excellent	29	Good	23	Fair	0	Poor	0.00%
	55.77%		44.23%		0.00%		0.00%

6 How do you rate the OVERALL condition of streets within the City Limits?

Excellent	3	Good	42	Fair	4	Poor	2
	5.88%		82.35%		7.84%		3.92%

7 How do you rate the quality of snow removal on our city streets?

Excellent	13	Good	29	Fair	4	Poor	6
	25.00%		55.77%		7.69%		11.54%

8 Do do you rate the dependability or quality of the City Water Supply?

Excellent	22	Good	26	Fair	2	Poor	0.00%
	44.00%		52.00%		4.00%		0.00%

9 Do do you rate the dependability or quality of the sewer services within the City Limits?

Excellent	21	Good	27	Fair	1	Poor	0.00%
	42.86%		55.10%		2.04%		0.00%

10 How do you rate the quality of Parks, recreational programs and Parks buildings?

Excellent	13	Good	33	Fair	3	Poor	1
	26.00%		66.00%		6.00%		2.00%

Responses	Excellent	Good	Fair	Poor
51	139	263	44	14



RESOLUTION NO. 0611-12A
Authorizing the City of Frazee to Participate in the Standard Measures Program

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

WHEREAS, the Council of Local Results and Innovation released a standard set of ten performance measures for cities;

WHEREAS, the City of Frazee has adopted and implemented the ten performance measures; and

WHEREAS, the City of Frazee will survey the residents annually, reporting the results to the Residents of Frazee and the Council on Local Results and Innovation; and

WHEREAS, the City of Frazee is in the process of implementing the performance measures and benchmarks as a best practice in the City's budget and planning process.

BE IT RESOLVED that the Frazee City Council hereby continue to implement the 10 performance benchmarks developed by the Council on Local Results and Innovation;


BE IT RESOLVED by the City Council of the City of Frazee, Minnesota that elects to participate in and develop the standard measures program for 2012 and will file a report with the Office of the State Auditor by July 1, 2012;

BE IT FURTHER RESOLVED that the City Council will provide annual reporting by July 1, 2013 to the Office of the State Auditor.

Resolution 0611-12A Motioned by Councilmember Jopp, seconded by Councilmember Miosek. All present in favor, motion carried and Resolution adopted.

Passed: June 11, 2012

Attest:



City Administrator/Clerk-Treasurer



Mayor