

Cwd #1

2015R-267 RESOLUTION of the CITY OF MINNEAPOLIS

By Glidden

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; and
- 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)


Certified as an official action of the City Council: SM

RECORD OF COUNCIL VOTE (X INDICATES VOTE)													
COUNCIL MEMBER	AYE	NAY	ABSTAIN	ABSENT	VOTE TO OVERRIDE	VOTE TO SUSTAIN	COUNCIL MEMBER	AYE	NAY	ABSTAIN	ABSENT	VOTE TO OVERRIDE	VOTE TO SUSTAIN
Reich	X						Glidden	X					
Gordon	X						Cano	X					
Frey	X						Bender	X					
B Johnson	X						Quincy	X					
Yang	X						A Johnson	X					
Warsame	X						Palmisano	X					
Goodman	X												

ADOPTED JUL 10 2015
DATE

APPROVED NOT APPROVED VETOED

ATTEST 
CITY CLERK

 JUL 15 2015
MAYOR HODGES DATE

Results Minneapolis is Minneapolis' performance monitoring system to track performance toward City goals and strategic directions. As the City broadens its measures to better include those most relevant to the community, *Results Minneapolis* is undergoing restructuring. This effort will result in a set of progress conferences focused on community-wide measures with City leaders and the public and a second set of department-level conferences to track progress on their department plans.

New *Results Minneapolis* reports will begin rolling out Fall of 2015.

**The City of Minneapolis Resident Survey is administered biennially and is currently being revamped. New data will be available in early 2016.*

Overall Quality of City Services

	2005	2008	2011	2012
Average Percentage of Residents who answered "Satisfied" or "Very Satisfied" to Individual Services Provided by the City	82.2%	81.4%	81.5%	83.6%

Source: 2012 City of Minneapolis Resident Survey*

*For a complete list of questions, notes and calculations please see page 4.

Change in Taxable Property Market Value

	2011	2012	2013	2014
Percent Change in Taxable Property Market* Value	3.96% ↓	3.25% ↓	1.83% ↑	9.10% ↑

Source: City of Minneapolis Assessor

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

Rating of Overall Appearance of Minneapolis

	2005	2008	2011	2012
Percentage of Residents who answered "Agree" or "Strongly Agree" to the statement: "My neighborhood is clean and well maintained."	85%	84%	83%	82%

Source: 2012 City of Minneapolis Resident Survey

Public Safety

	2008	2011	2012	2013	2014
Part I* Crimes	25,898	23, 114	23,530	23,726	23,496
Part II** Crimes	35,206	29,343	29,524	30,808	38,587
Total Number of Crimes	61,104	52,457	53,054	54,534	52,083

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

	2005	2008	2011	2012
Percentage of Residents who answered "Satisfied" or "Very Satisfied"	97%	97%	97%	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: Fire Protection and emergency medical response."

Parks and Recreation

	2005	2008	2011	2012
Percentage of Residents who answered "Satisfied" or "Very Satisfied"	91%	92%	92%	95%

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 park and recreation services."

Quality of Snowplowing

	2005	2008	2011*	2012
Percentage of Residents who answered "Satisfied" or "Very Satisfied"	NA	NA	66%	79%

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: Snow Removal."

*Please note that this question was added to the Resident Survey in 2011

Quality of Water

	2005	2008	2011	2012
Percentage of Residents who answered "Satisfied" or "Very Satisfied"	86%	87%	88%	93%

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 quality drinking water."

Quality of Sanitary Sewer Services

	2005	2008	2011	2012
Percentage of Residents who answered "Satisfied" or "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."

Pavement Condition Rating

	2011	2012	2013	2014
Average Pavement Condition Index (PCI) for Residential Streets	71	71	70	71

Source: Minneapolis Department of Public Works

**Table 1: City Services Quality Ratings
Compared Over Time**

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.*