

RESOLUTION NUMBER 4035, SECOND SERIES

**A Resolution Declaring Implementation of Ten Performance Measures and a Performance Measurement System**

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

**WHEREAS**, there are financial incentives for cities to participate in the program adopted by the Council; and

**WHEREAS**, participation in the program furthers the City of Marshall's goals of improving service delivery and enhancing communication with residents; and

**WHEREAS**, the City of Marshall participated in the program in 2014; and

**WHEREAS**, the City of Marshall desires to continue participation in the program;

**NOW THEREFORE, BE IT RESOLVED**, that the City of Marshall does hereby declare that it has adopted and implemented the ten performance measures developed by the Council on Local Results and Innovation.

**BE IT FURTHER RESOLVED**, that the City of Marshall does hereby declare that it has surveyed its residents on the services included in the performance benchmarks.

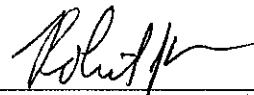
**BE IT FURTHER RESOLVED**, that the City of Marshall will report the results of the ten adopted measures to its residents by the end of the calendar year through a posting on the City's website.

**BE IT FURTHER RESOLVED**, that the City of Marshall is in the process of implementing a local performance measurement system as developed by the Council on Local Results and Innovation.

**BE IT FURTHER RESOLVED**, that city staff is directed to perform all necessary tasks to participate in the program for 2014.

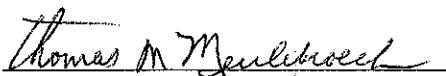
Passed and adopted by the Mayor and City Council this 24<sup>th</sup> day of June 2014.

THE COMMON COUNCIL



Mayor Robert J. Byrnes

ATTEST:



Thomas M. Meulebroeck  
Finance Director-City Clerk

## City of Marshall Performance Measurers Program Report

### Introduction:

On May 18, 2014 the Marshall City Council adopted a set of performance measures recommended by the Council on Local Results and Innovation and directed city staff to perform all necessary tasks to participate in the Performance Measurers Program. In order to continue participating in the program, Marshall must report the actual results of the performance measurers by July 1, 2014. To collect the results, Marshall surveyed its residents from May 20, 2014 to June 20, 2014 on the quality of 10 services Marshall provides. The results of the survey are included below.

### Results:

#### **In which city do you live?**

- \* Answered: 89
- \* Skipped: 0

<b>Answer Choices</b>	<b>Responses</b>
Marshall	98.88% 88
Lynd	1.12% 1
Ghent	0.00% 0
Minneota	0.00% 0
Tracy	0.00% 0
Balaton	0.00% 0
Total	89

#### **How long have you lived in the city of Marshall?**

- \* Answered: 89
- \* Skipped: 0

<b>Answer Choices</b>	<b>Responses</b>
0-5 Years	21.35% 19
5-10 Years	23.60% 21
10-20 Years	19.10% 17

Answer Choices	Responses
20+ Years	35.96% 32
Total	89

## How would you rate the overall appearance of the City of Marshall?

- Answered: 88
- Skipped: 1

Answer Choices	Responses
Excellent	14.77% 13
Good	68.18% 60
Fair	14.77% 13
Poor	1.14% 1
No opinion	1.14% 1
Total	88

## How would you rate police response times in Marshall?

- Answered: 89
- Skipped: 0

Answer Choices	Responses
Excellent	16.85% 15
Good	43.82% 39
Fair	10.11% 9
Poor	3.37% 3
No opinion	25.84% 23
Total	89

## Resident rating of quality of Marshall's fire protection services?

• Answered: 88  
 \* Skipped: 1

Answer Choices	Responses
Excellent	35.23% 31
Good	42.05% 37
Fair	2.27% 2
Poor	0.00% 0
No opinion	20.45% 18
Total	88

## How would you rate the overall condition of residential streets in the City of Marshall (excluding construction zones)?

\* Answered: 88  
 • Skipped: 1

Answer Choices	Responses
Excellent	0.00% 0
Good	23.86% 21
Fair	48.86% 43
Poor	27.27% 24
No opinion	0.00% 0
Total	88

## How would you rate the overall condition of State Hwy 19 (College Dr.), State Hwy 68 (Main St.), and U.S. Hwy 59?

- Answered: 88
- Skipped: 1

Answer Choices	Responses
Excellent	1.14% 1
Good	17.05% 15
Fair	37.50% 33
Poor	43.18% 38
No opinion	1.14% 1
Total	88

## How would you rate the overall quality of snowplowing of the City of Marshall's streets?

- Answered: 88
- Skipped: 1

Answer Choices	Responses
Excellent	4.55% 4
Good	47.73% 42
Fair	31.82% 28
Poor	15.91% 14
No opinion	0.00% 0
Total	88

## How would you rate the dependability and overall quality of the City of Marshall sanitary sewer service?

- \* Answered: 88
- \* Skipped: 1

Answer Choices	Responses
Excellent	20.45% 18
Good	57.95% 51
Fair	4.55% 4
Poor	1.14% 1
No opinion	15.91% 14
Total	88

## How would you rate the dependability and overall quality of the City of Marshall water supply?

- \* Answered: 88
- \* Skipped: 1

Answer Choices	Responses
Excellent	26.14% 23
Good	45.45% 40
Fair	14.77% 13
Poor	7.95% 7
No opinion	5.68% 5
Total	88

## How would you rate the overall quality of the City of Marshall recreational programs and facilities?

- \* Answered: 88
- \* Skipped: 1

Answer Choices	Responses
Excellent	25.00% 22
Good	47.73% 42
Fair	19.32% 17
Poor	6.82% 6
No opinion	1.14% 1
Total	88

## How would you rate quality of permitting, and building inspection services in Marshall?

- \* Answered: 88
- \* Skipped: 1

Answer Choices	Responses
Excellent	6.82% 6
Good	30.68% 27
Fair	22.73% 20
Poor	14.77% 13
No opinion	25.00% 22
Total	88