

**CITY OF EAGAN**

**RESOLUTION NO. 14-43**

**RESOLUTION APPROVING PERFORMANCE MEASURES**

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

**WHEREAS**, Eagan has implemented a local performance measurement system as developed by the Council on Local Results and Innovation; and

**WHEREAS**, Eagan surveys its residents every other calendar year on services included in the performance benchmarks; and

**WHEREAS**, the Council on Local Results and Innovation released a standard set of performance measures for counties and cities that will aid residents, taxpayers and state and local elected officials in determining the efficacy of counties and cities in providing services and measure residents' opinions of those services; and

**WHEREAS**, cities and counties that choose to participate in the new performance measurement program may be eligible for a reimbursement from Local Government Aid and exemption from levy limits.

**NOW, THEREFORE, BE IT RESOLVED** that the City Council of the City of Eagan does hereby approve the following Performance Measures and will publish the results of the Performance Measures before the end of the calendar year.

**Performance Indicator**

**General**

- Citizen survey - quality of services
- Citizen survey - overall appearance
- Percent change in the taxable property market value

**Police**

- Citizen survey rating safety or ...Part I and II crime rates
- Police response times

**Fire**

- Citizen survey - quality of services or ISO rating
- Fire response times

**Streets**

- Citizen survey - quality of road conditions or...
- Average pavement condition rating.
- Citizen survey - quality of snow plowing

**Water**

- Citizen survey - quality and dependability

Operating cost per million gallons

**Sanitary sewer**

Citizen survey - quality and dependability

Number of sewer blockages

**Parks and Recreation**

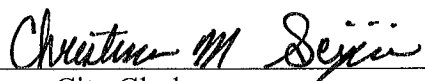
Citizen survey - quality of services

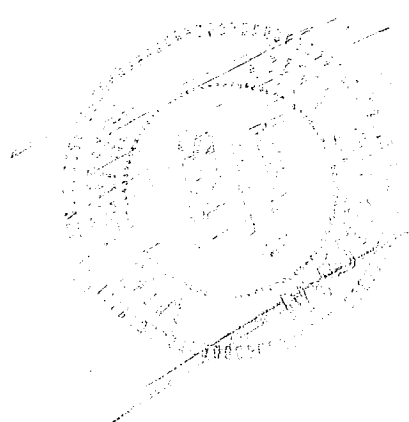
**APPROVED** by the City Council of the City of Eagan, Minnesota, this 3rd day of June 2014.

CITY OF EAGAN

By:   
Mike Maguire, Mayor

ATTEST:

  
City Clerk



Tuesday, December 31, 2013

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## City Performance Indicators 2013

*Created on Friday, 20 December 2013 11:00*

The Council on Local Results and Innovation, in concert with the Minnesota Legislature and the Office of the State Audit performance indicators residents can use to monitor city performance. The Eagan City Council has embraced these indicators regarding the performance indicators to be measured. A survey was released to the public in 2013.

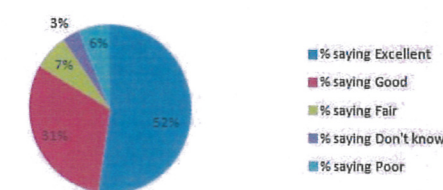
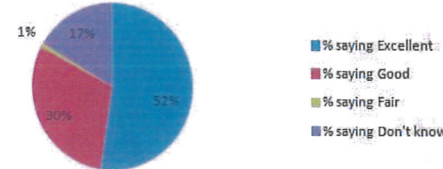

So how are we doing?

Below are the results of that survey reflecting the most recent specific performance indicators established in the voluntary

### Quality of City Services

<b>General</b>											
Percent change in taxable property market value	1.9% increase in 2013										
	<p><b>How would you rate the overall appearance of the city?</b></p> <table border="1"> <caption>City Appearance Ratings</caption> <thead> <tr> <th>Rating</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Excellent</td> <td>53%</td> </tr> <tr> <td>Good</td> <td>43%</td> </tr> <tr> <td>Fair</td> <td>4%</td> </tr> </tbody> </table>	Rating	Percentage	Excellent	53%	Good	43%	Fair	4%		
Rating	Percentage										
Excellent	53%										
Good	43%										
Fair	4%										
	<p><b>How would you rate the overall quality of services provided by the city?</b></p> <table border="1"> <caption>Service Quality Ratings</caption> <thead> <tr> <th>Rating</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Excellent</td> <td>52%</td> </tr> <tr> <td>Good</td> <td>40%</td> </tr> <tr> <td>Fair</td> <td>5%</td> </tr> <tr> <td>Don't know</td> <td>3%</td> </tr> </tbody> </table>	Rating	Percentage	Excellent	52%	Good	40%	Fair	5%	Don't know	3%
Rating	Percentage										
Excellent	52%										
Good	40%										
Fair	5%										
Don't know	3%										
<b>Public Safety Services:</b>											
Police Response Times	Average: 8.25 minutes in 2012										
	<p><b>How would you describe your overall feeling of safety in the city?</b></p>										

	<p>■ % saying Very Safe ■ % saying Somewhat Safe</p>
Fire Response Times	Average: 6.27 minutes in 2012
Insurance Service Organization (ISO) Rating	3 (2012 Citywide)
	<p><b>How would you rate the overall quality of fire protection services in the city?</b></p> <p>■ % saying Excellent ■ % saying Good ■ % saying Fair ■ % saying Don't know</p>
Pavement & Streets Condition:	
Average Pavement Condition Rating	Average: 83 on scale of 100 in 2012
	<p><b>How would you rate the overall condition of city streets?</b></p> <p>■ % saying Excellent ■ % saying Good ■ % saying Fair</p>
	<p><b>How would you rate the overall quality of snowplowing on city streets?</b></p> <p>■ % saying Excellent ■ % saying Good ■ % saying Fair ■ % saying Poor</p>
Water Utilities & Sanitary Sewer:	
Water quality	No contaminants were detected at levels that violated federal drinking water standards. However, some contaminants were detected in trace amounts that were below legal limits. See: <a href="#">Water Quality Report</a>
Water Operating	\$1.06 in 2012

Cost Per Million Gallons													
	<p style="text-align: center;"><b>How would you rate the dependability and overall quality of the city water supply?</b></p>  <table border="1"> <caption>Water Supply Quality Ratings</caption> <thead> <tr> <th>Rating</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Excellent</td> <td>52%</td> </tr> <tr> <td>Good</td> <td>31%</td> </tr> <tr> <td>Fair</td> <td>7%</td> </tr> <tr> <td>Don't know</td> <td>6%</td> </tr> <tr> <td>Poor</td> <td>3%</td> </tr> </tbody> </table>	Rating	Percentage	Excellent	52%	Good	31%	Fair	7%	Don't know	6%	Poor	3%
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Don't know	6%												
Poor	3%												
Dependability	2 mainline (City) sanitary sewer backups and 14 service (private) sanitary sewer backups in 2012.												
	<p style="text-align: center;"><b>How would you rate the dependability and overall quality of city sanitary sewer service?</b></p>  <table border="1"> <caption>Sanitary Sewer Service Quality Ratings</caption> <thead> <tr> <th>Rating</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Excellent</td> <td>52%</td> </tr> <tr> <td>Good</td> <td>30%</td> </tr> <tr> <td>Don't know</td> <td>17%</td> </tr> <tr> <td>Fair</td> <td>1%</td> </tr> <tr> <td>Poor</td> <td>1%</td> </tr> </tbody> </table>	Rating	Percentage	Excellent	52%	Good	30%	Don't know	17%	Fair	1%	Poor	1%
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Good	30%												
Don't know	17%												
Fair	1%												
Poor	1%												
Parks & Recreation													
	<p style="text-align: center;"><b>How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?</b></p>  <table border="1"> <caption>Recreational Programs Quality Ratings</caption> <thead> <tr> <th>Rating</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Excellent</td> <td>60%</td> </tr> <tr> <td>Good</td> <td>25%</td> </tr> <tr> <td>Don't know</td> <td>4%</td> </tr> <tr> <td>Fair</td> <td>1%</td> </tr> <tr> <td>Poor</td> <td>2%</td> </tr> </tbody> </table>	Rating	Percentage	Excellent	60%	Good	25%	Don't know	4%	Fair	1%	Poor	2%
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Text Size

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