

RESOLUTION NO. 3165

RESOLUTION REGARDING THE MONTEVIDEO PERFORMANCE
MEASUREMENT PROGRAM

WHEREAS, the Legislative Council on Local Results and Innovation has created and released a standard set of ten (10) performance measures for cities; and,

WHEREAS, the City of Montevideo has chosen to participate in the performance measurement program; and,

WHEREAS, the City of Montevideo has adopted and implemented the minimum 10 performance measures developed by the Council on Local Results and Innovation; and,

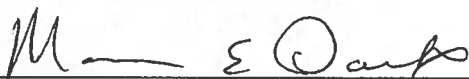
WHEREAS, the City of Montevideo has implemented a local performance measurement system as developed by the Council on Local Results and Innovation, and;

WHEREAS, the City of Montevideo has reported the results of the 10 adopted measures to its residents before the end of the year through publication on the city's website and at a city council meeting in which results were discussed; and,

WHEREAS, the city will continue to survey its residents each year on the services included in the performance.


NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF MONTEVIDEO, MINNESOTA THAT the Montevideo City Council will survey its residents by the end of each calendar year on the services included in the performance benchmarks.

Passed and adopted this 15th day of April, 2013.



President-City Council

ATTEST:



City Clerk

CITY OF



MUST return this survey to be eligible for drawing!

★ All-America City ★

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2012 PERFORMANCE MEASUREMENT PROGRAM - CITIZEN SURVEY REQUIREMENT. *In 2010, the MN Legislature created the Council on Local Results & Innovation and charged it with developing ten (10) performance measures for cities. The legislation also directed the State Auditor to administer the Performance Measurement Program by which cities meeting the eligibility requirements would receive funding of 14 cents per capita, up to \$25,000. By completing the survey below, the city will meet this state requirement, the results of which must be submitted to the auditor. Survey results will also be made available to the public.*

1. How many years have you lived in Montevideo?

- a) 0-5
- b) 6-10
- c) 10-20
- d) 21-30
- e) over 30

2. How would you rate the overall appearance of the city?

- a) Excellent
- b) Good
- c) Fair
- d) Poor
- e) Don't know

3. How would you describe your overall feeling of safety in the city?

- a) Very safe
- b) Somewhat safe
- c) Somewhat unsafe
- d) Very unsafe
- e) Don't know

4. How would you rate the overall quality of fire protection services in the city?

- a) Excellent
- b) Good
- c) Fair
- d) Poor
- e) Don't know

5. How would you rate the overall condition of city streets?

- a) Excellent
- b) Good
- c) Fair
- d) Poor
- e) Don't know

Equal Opportunity Provider & Employer



6. How would you rate the overall quality of snowplowing on city streets?
- a) Excellent
 - b) Good
 - c) Fair
 - d) Poor
 - e) Don't know
7. How would you rate the dependability and overall quality of city sanitary sewer service?
- a) Excellent
 - b) Good
 - c) Fair
 - d) Poor
 - e) Don't know
8. How would you rate the dependability and overall quality of the city water supply?
- a) Excellent
 - b) Good
 - c) Fair
 - d) Poor
 - e) Don't know
9. How would you rate the overall quality of city recreational programs and facilities? (e.g., parks, trails, park facilities, etc.)
- a) Excellent
 - b) Good
 - c) Fair
 - d) Poor
 - e) Don't know
10. How would you rate the overall quality of services provided by the city?
- a) Excellent
 - b) Good
 - c) Fair
 - d) Poor
 - e) Don't know

SURVEY RESULTS

2012 PERFORMANCE MEASUREMENT PROGRAM - CITIZEN SURVEY REQUIREMENT. *In 2010, the MN Legislature created the Council on Local Results & Innovation and charged it with developing ten (10) performance measures for cities. The legislation also directed the State Auditor to administer the Performance Measurement Program by which cities meeting the eligibility requirements would receive funding of 14 cents per capita, up to \$25,000. By completing the survey below, the city will meet this state requirement, the results of which must be submitted to the auditor. Survey results will also be made available to the public.*

1. How many years have you lived in Montevideo?

a)	0-5	35	(9%)
b)	6-10	25	(6%)
c)	10-20	66	(16%)
d)	21-30	55	(13%)
e)	over 30	227	(56%)

2. How would you rate the overall appearance of the city?

a)	Excellent	57	(14%)
b)	Good	287	(70%)
c)	Fair	60	(15%)
d)	Poor	3	(<1%)
e)	Don't know	1	(<1%)

3. How would you describe your overall feeling of safety in the city?

a)	Very safe	190	(47%)
b)	Somewhat safe	189	(46%)
c)	Somewhat unsafe	22	(5%)
d)	Very unsafe	1	(<1%)
e)	Don't know	6	(1%)

4. How would you rate the overall quality of fire protection services in the city?

a)	Excellent	238	(58%)
b)	Good	141	(35%)
c)	Fair	7	(2%)
d)	Poor	0	(0%)
e)	Don't know	19	(5%)

5. How would you rate the overall condition of city streets?

a)	Excellent	19	(5%)
b)	Good	189	(46%)
c)	Fair	163	(40%)
d)	Poor	35	(9%)
e)	Don't know	2	(<1%)

6.	<u>How would you rate the overall quality of snowplowing on city streets?</u>		
	a) Excellent	114	(28%)
	b) Good	198	(49%)
	c) Fair	65	(16%)
	d) Poor	25	(6%)
	e) Don't know	4	(<1%)
7.	<u>How would you rate the dependability and overall quality of city sanitary sewer service?</u>		
	a) Excellent	160	(39%)
	b) Good	206	(50%)
	c) Fair	22	(5%)
	d) Poor	0	(0%)
	e) Don't know	18	(4%)
8.	<u>How would you rate the dependability and overall quality of the city water supply?</u>		
	a) Excellent	168	(41%)
	b) Good	176	(43%)
	c) Fair	36	(9%)
	d) Poor	12	(3%)
	e) Don't know	11	(3%)
9.	<u>How would you rate the overall quality of city recreational programs and facilities? (e.g., parks, trails, park facilities, etc.)</u>		
	a) Excellent	152	(37%)
	b) Good	199	(49%)
	c) Fair	28	(7%)
	d) Poor	7	(2%)
	e) Don't know	20	(5%)
10.	<u>How would you rate the overall quality of services provided by the city?</u>		
	a) Excellent	101	(25%)
	b) Good	242	(59%)
	c) Fair	48	(12%)
	d) Poor	3	(<1%)
	e) Don't know	11	(3%)

COMMENTS - 2012 PERFORMANCE MEASUREMENT PROGRAM - CITIZEN SURVEY.

1. How many years have you lived in Montevideo?

2. How would you rate the overall **appearance** of the city?

- ▶ Clean up weeds on 2nd Street, behind Main Street
- ▶ Lots of weeds behind main street this summer lots of weeds everywhere!
- ▶ I wish the city council would impose a fine on anyone who leaves their garage sale signs up weeks after the event - looks trashy!
- ▶ The weeds growing over a foot tall on William Avenue street itself looks terrible.
- ▶ I like the hanging flower baskets. Would like to see the large concrete pots kept up and filled.
- ▶ Coming in from the west on 212 is beautiful. County Road 15 is a nice entrance until you see Smith Addition. Highway 7 in either direction looks okay.
- ▶ Street light lenses have too much dirt collected inside, reducing light output by at least 30%.
- ▶ Street improvements good, except in front of Sanford School - terrible road. Love the flowers hanging on main street.
- ▶ Good - If some of the dilapidated houses were removed, I could say "excellent."
- ▶ There are way too many rentals that are shamefully shabby. There should be an ordinance that these places be better kept up. Also, the renters shouldn't be able to have 2-3 families in a small house and have 3-4 cars parked all over.
- ▶ Alleys the back side of main street (above main and below main) need to be cleaned up - weeds and junky appearance! This goes for back of Southtown and all businesses. They tend to let them go to weeds and junk!! They need to clean it up!! All over town.
- ▶ Jerry Pauling buildings/Keith Hein buildings - weeds on main street.

3. How would you describe your overall **feeling of safety** in the city?

- ▶ Too many street lights out. Someone should go around town and then report them to Xcel Energy. It's too hard to go online and report a street light out, and they are slow to respond.
- ▶ I don't go downtown alone after 11:00 P.M. I don't walk the sidewalks after dark. We have some unsavory characters in town. I don't know if I would be harmed, but I'm not trying it out!
- ▶ Keep up the visibility of police patrols around the community.
- ▶ Would like to see more/better lighting for early morning walking in the dark - street lights are not always working or very dim.

4. How would you rate the overall **quality of fire protection services** in the city?

- ▶ I'm guessing is very good but no experience with it.

5. How would you rate the overall condition of city streets?

- ▶ Most streets excellent (2).
- ▶ Some are taken care of better than others (Smith Addition not included.)
- ▶ Excellent - except for in front of my driveway.
- ▶ Good - but depends - some in need; bad!
- ▶ Many streets need repair!
- ▶ Poor - though there has been a great deal of work being done this summer, which will be very helpful.
- ▶ Good - except road in front of Sanford School (2)
- ▶ Fairgrounds and Gravel Road not good.
- ▶ Excellent now because of all the work done this summer.
- ▶ Street and alley lights better placed on streets for equal lighting. Several streets should be redone - not just bandaids.
- ▶ Poor - check Park Avenue to 17th Street.
- ▶ Fair-Good - Still some bad pothole patched areas.
- ▶ Wolfe is and has been bad all my 21 years living on North 4th!

6. How would you rate the overall quality of snowplowing on city streets?

- ▶ Many intersections left rutted - even on warm days - do not get scraped off.
- ▶ Better snow removal on main street is needed, especially when the snow melts - hard to get in/out of vehicles without getting soaking wet.
- ▶ Should have a parking rule - too many cars on streets all year round, but especially in winter.
- ▶ Good - except at intersections!
- ▶ More work on intersections needed; otherwise, snow piles up and the result is "speed bumps."
- ▶ Too narrow and corners are dangerous.
- ▶ Needs to get closer to curbs.
- ▶ Plowing is excellent, but ice and compacted snow are treacherous. I believe a light scattering of sand and salt is required.
- ▶ I get up early and sometimes the intersections are worse than the roads trying to get through them.
- ▶ Could clean up street corners and not leave it to become mounds of ice and damage tire sensors on any vehicle.
- ▶ 5-star quality!
- ▶ Wished we'd have had such service where we lived before. Only complaint - wait til snow stops and then plow.

7. How would you rate the dependability and overall quality of city sanitary sewer service?

- ▶ Have had city sewer back up twice.

8. How would you rate the dependability and overall quality of the city water supply?

- ▶ Very hard.
- ▶ Unable to shut off water @ street.
- ▶ Too much chloride and fluoride - tastes very strong at times and leaves a greenish/yellow in stools.
- ▶ Doesn't taste good.
- ▶ It's terrible.
- ▶ It would be appreciated to be notified if water is to be shut off.
- ▶ Tastes and smells heavy on the chloride sometimes.
- ▶ I don't drink it as it still leaves an oily film and contains too much lime for cooking or coffee makers.
- ▶ Fees seem a bit too high, when city water is only used for laundry, garden, plants, dishes or animals.

9. How would you rate the overall quality of city recreational programs and facilities? (e.g., parks, trails, park facilities, etc.)

- ▶ Don't know as am not able to participate (2)
- ▶ Parks are beautiful!
- ▶ Bike trail needs resurfacing - very poor condition.
- ▶ The city tennis courts are in very poor condition - need resurfacing.
- ▶ Good - but can be improved - trails in particular.
- ▶ Some areas are better than others.
- ▶ Excellent - good to have added disc golf!
- ▶ Would be nice to have porta potties in some of the parks (Sheridan, Larson).
- ▶ Good - but could use other sources of family fun which do not serve alcohol (games of pool, pinball, arcade equipment and regular roller rink.)
- ▶ Trails poor - too limited - services good.

10. How would you rate the overall quality of services provided by the city?

- ▶ Not sure what kind of services you mean (2).
- ▶ For the limited staff, I think the service is very good.
- ▶ You all do a great job!
- ▶ Fair - when plowing or grading dirt alleys, dirt is pushed into drain areas. Who knows what kind of problems that is creating for sewer system? The drain hole by our garage sits about 3-4" below alley surface and every time they put down Class 5, I know there is dirt going into it. Also, since we moved here our back yard has been like a huge puddle that can't drain unless we make a drainage track to the sewer in the alley, as 8 years of putting down Class 5 has built alley up higher to prevent property from draining. If residents are to keep leaves and stocks from blocking drains, some should be for dirt (Class 5) which the city is putting down our drains.

Other comments:

- ▶ Not good survey design and implementation. Pay for lights but not lights on streets. Mosquito control late in season. Police regularly break speed limit.
- ▶ Good job on mosquito control.
- ▶ Appreciate the street light at intersection of William Avenue & County Road 15. Some streets in interior of town (residential) could use better lighting.
- ▶ I would like to know why garbage pickup don't go out on bids like everything else in this town does. Why do we just pay whatever Tostenson wants. Maybe it's time for a new city manager, or is he on Tostenson's payroll too?
- ▶ I feel it is time to have a tighter set of rules for home quality. The city has gone downhill the last 20 years.