

City of New Ulm

City Manager

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May 29, 2015

Office of the State Auditor
525 Park Street - Suite 500
St. Paul, MN 55103

Re: Performance Measurement Program Survey

To Whom It May Concern:

Enclosed please find the results of the Performance Measurement Program survey. A copy of the survey is included as well as Resolution No. 15-31 adopted by the New Ulm City Council at their regular meeting on May 5, 2015.

If you have any questions, please contact our office.

Respectfully submitted,

CITY OF NEW ULM, MINNESOTA

Brian D. Gramentz
City Manager

BDG:lap

Enclosures

RESOLUTION NO. 15 - 41

Councilor Webster offered the following resolution and moved its adoption:

WHEREAS, Benefits to the City of New Ulm for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, Any city participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, The City Council of New Ulm has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

NOW THEREFORE, BE IT RESOLVED, The City Council of New Ulm will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, The City Council of New Ulm will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

The motion for the adoption of the foregoing resolution was duly seconded by Councilor Mack and, the roll being called, the following vote was recorded:

Voting Aye: Councilors Fischer, Mack, Schultz, Webster and President Schmitz.

Voting Nay: None.

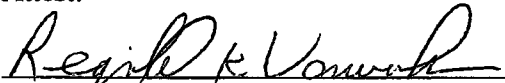
Not Voting: None.

Whereupon said resolution was declared to have been duly adopted this 5th day of May 2015.



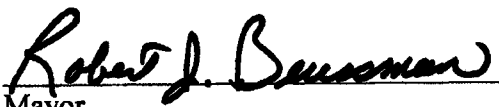
President of the City Council

Attest:



Finance Director

The above resolution approved May 5, 2015.



Mayor

State Report City Wide Totals

05/01/2015

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<i>Item</i>	<i>Description</i>	<i>Percent</i>	<i>Scale</i>	<i>Count</i>
1	Indicate the number of years you lived in New Ulm.	6.71%	1-9 Years	10
		16.78%	10-19 Years	25
		12.08%	20-29 Years	18
		12.08%	30-39 Years	18
		14.77%	40-49 Years	22
		11.41%	50-59 Years	17
		7.38%	60-69 Years	11
		4.03%	70-79 Years	6
2	How would you rate the overall appearance of the city?	3.37%	Fair	6
		13.48%	Satisfactory	24
		61.80%	Good	110
		22.47%	Excellent	40
3	How would you describe your overall feeling of police protection services in the city?	0.57%	Poor	1
		4.55%	Fair	8
		10.80%	Satisfactory	19
		44.89%	Good	79
		40.34%	Excellent	71
4	How would you rate the overall quality of fire protection services in the city?	0.56%	Fair	1
		7.34%	Satisfactory	13
		37.29%	Good	66
		54.24%	Excellent	96
5	How would you rate the overall condition of city streets?	4.49%	Poor	8
		11.24%	Fair	20
		40.45%	Satisfactory	72
		35.39%	Good	63
		8.99%	Excellent	16
6	How would you rate the overall quality of snowplowing on city streets?	4.49%	Poor	8
		8.99%	Fair	16
		24.72%	Satisfactory	44
		40.45%	Good	72
		21.35%	Excellent	38
7	How would you rate the dependability and overall quality of city sanitary sewer services?	1.13%	Fair	2
		15.25%	Satisfactory	27
		48.02%	Good	85
		35.59%	Excellent	63
8	How would you rate the dependability and overall quality of city water services?	6.74%	Fair	12
		15.17%	Satisfactory	27
		39.89%	Good	71
		38.76%	Excellent	69
9	How would you rate the dependability and overall quality of city gas services?	0.57%	Poor	1
		1.14%	Fair	2
		13.07%	Satisfactory	23
		42.61%	Good	75

State Report City Wide Totals

05/01/2015

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<i>Item</i>	<i>Description</i>	<i>Percent</i>	<i>Scale</i>	<i>Count</i>
9	How would you rate the dependability and overall quality of city gas services?	44.32%	Excellent	78
10	How would you rate the dependability and overall quality of city electricity services?	0.56%	Poor	1
		2.81%	Fair	5
		14.61%	Satisfactory	26
		42.13%	Good	75
		39.33%	Excellent	70
11	How would you rate the overall quality of city recreational programs and facilities?	1.15%	Poor	2
		4.60%	Fair	8
		14.94%	Satisfactory	26
		43.68%	Good	76
		38.51%	Excellent	67
12	How would you rate the library services in the city?	0.58%	Poor	1
		1.17%	Fair	2
		16.37%	Satisfactory	28
		39.18%	Good	67
		42.11%	Excellent	72
13	How would you rate the quality of licensing permitting and building inspection services in the city?	4.71%	Poor	8
		7.06%	Fair	12
		27.65%	Satisfactory	47
		38.82%	Good	66
		20.59%	Excellent	35
14	How would you rate the quality and programming of the Community Access Channel?	3.73%	Poor	6
		9.94%	Fair	16
		37.27%	Satisfactory	60
		33.54%	Good	54
		19.88%	Excellent	32
15	How would you rate the utility billing/finance department services in the city?	2.81%	Poor	5
		10.11%	Fair	18
		22.47%	Satisfactory	40
		35.96%	Good	64
		26.97%	Excellent	48
16	How would you rate the overall quality of services provided by the city?	0.57%	Poor	1
		4.00%	Fair	7
		18.29%	Satisfactory	32
		50.86%	Good	89
		25.71%	Excellent	45

PERFORMANCE MEASUREMENT PROGRAM CITY OF NEW ULM CITIZEN SURVEY



1. Please indicate the number of years you have lived in New Ulm	years
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For each item identified below, circle the number to the right that best fits your judgment of its quality. Use the scale to select the quality number.

Description/Identification of Survey Item	Scale				
	P o o r				E x c e l l e n t
2. How would you rate the overall appearance of the city?	1	2	3	4	5
3. How would you describe your overall feeling of police protection services in the city?	1	2	3	4	5
4. How would you rate the overall quality of fire protection services in the city?	1	2	3	4	5
5. How would you rate the overall condition of city streets?	1	2	3	4	5
6. How would you rate the overall quality of snowplowing on city streets?	1	2	3	4	5
7. How would you rate the dependability and overall quality of city sanitary sewer service?	1	2	3	4	5
8. How would you rate the dependability and overall quality of the city water service?	1	2	3	4	5
9. How would you rate the dependability and overall quality of the city gas service?	1	2	3	4	5
10. How would you rate the dependability and overall quality of city electricity service?	1	2	3	4	5
11. How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)	1	2	3	4	5
12. How would you rate the library services in the city?	1	2	3	4	5
13. How would you rate the quality of licensing, permitting and building inspection services in the city?	1	2	3	4	5
14. How would you rate the overall quality and programming of the Community Access Channel?	1	2	3	4	5
15. How would you rate the utility billing/finance department services?	1	2	3	4	5
16. How would you rate the overall quality of services provided by the city?	1	2	3	4	5

Comments: _____

Please use the enclosed self-addressed, postage paid envelope to return the survey to City Hall by
Monday, March 2, 2015

Thank you for your time and consideration in completing this survey