

RESOLUTION NUMBER 3899 , 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 2012 ; 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.

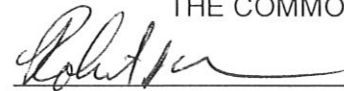
BE IT FURTHER RESOLVED, that the City of Marshall will report the results of the ten adopted measures to its residents by the end of the calendar year through a posting on the City's website.

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 2013.

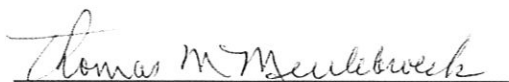
Passed and adopted by the Mayor and City Council this 25th day of June 2013.

THE COMMON COUNCIL



Mayor Robert J. Byrnes

ATTEST:



Thomas M. Meulebroeck
Finance Director-City Clerk

City of Marshall Performance Measures Program Report

Introduction:

On May 28, 2013 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 Measures Program. In order to continue participating in the program, Marshall must report the actual results of the performance measures by July 1, 2013. To collect the results, Marshall surveyed its residents from June 3, 2013 through June 20, 2013 on the quality of 10 services Marshall provides. The results of the survey are included below.

Results:

1,

Performance Measurement Survey 2013

1. In which city do you live?		
Answer Options	Response Percent	Response Count
Marshall	94.9%	149
Lynd	0.6%	1
Ghent	1.3%	2
Minneota	0.6%	1
Tracy	1.3%	2
Balaton	1.3%	2
	<i>answered question</i>	157
	<i>skipped question</i>	1

2. How many years have you lived in said city?		
Answer Options	Response Percent	Response Count
1-5	16.0%	25
5-10	14.7%	23
10-20	24.4%	38
20+	44.9%	70
	<i>answered question</i>	156
	<i>skipped question</i>	2

3. How would you rate the overall appearance of the City of Marshall?

Answer Options	Response Percent	Response Count
Excellent	13.5%	21
Good	63.5%	99
Fair	21.8%	34
Poor	1.3%	2
No opinion	0.0%	0
	<i>answered question</i>	156
	<i>skipped question</i>	2

4. How would you describe your overall feeling of safety in the City of Marshall?

Answer Options	Response Percent	Response Count
Very safe	19.0%	30
Safe	76.6%	121
Unsafe	3.2%	5
Very unsafe	0.6%	1
No opinion	0.6%	1
	<i>answered question</i>	158
	<i>skipped question</i>	0

5. How would you rate the overall quality of fire protection services in the City of Marshall?

Answer Options	Response Percent	Response Count
Excellent	51.9%	82
Good	39.2%	62
Fair	1.9%	3
Poor	0.0%	0
No opinion	7.0%	11
	<i>answered question</i>	158
	<i>skipped question</i>	0

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

Answer Options	Response Percent	Response Count
Excellent	0.0%	0
Good	12.8%	20
Fair	33.3%	52
Poor	53.8%	84
No opinion	0.0%	0
<i>answered question</i>		156
<i>skipped question</i>		2

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

Answer Options	Response Percent	Response Count
Excellent	1.9%	3
Good	34.6%	54
Fair	44.9%	70
Poor	18.6%	29
No opinion	0.0%	0
<i>answered question</i>		156
<i>skipped question</i>		2

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

Answer Options	Response Percent	Response Count
Excellent	7.0%	11
Good	39.2%	62
Fair	35.4%	56
Poor	17.7%	28
No opinion	0.6%	1
<i>answered question</i>		158
<i>skipped question</i>		0

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

Answer Options	Response Percent	Response Count
Excellent	28.5%	45
Good	58.9%	93
Fair	5.1%	8
Poor	0.0%	0
No opinion	7.6%	12
<i>answered question</i>		158
<i>skipped question</i>		0

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

Answer Options	Response Percent	Response Count
Excellent	30.6%	48
Good	47.8%	75
Fair	14.6%	23
Poor	3.8%	6
No opinion	3.2%	5
<i>answered question</i>		157
<i>skipped question</i>		1

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

Answer Options	Response Percent	Response Count
Excellent	29.7%	47
Good	51.3%	81
Fair	13.9%	22
Poor	2.5%	4
No opinion	2.5%	4
<i>answered question</i>		158
<i>skipped question</i>		0

12. How would you rate the overall quality of community services provided by the City of Marshall?

Answer Options	Response Percent	Response Count
Excellent	23.6%	37
Good	52.2%	82
Fair	18.5%	29
Poor	2.5%	4
No opinion	3.2%	5
	<i>answered question</i>	157
	<i>skipped question</i>	1