City of New Ulm

City Manager
100 North Broadway   Telephone: (507) 359-8233
New Ulm, Minnesota 56073   Fax: (507) 359-9752
Email: chrisd@newulmmn.gov   Website: www.newulmmn.gov

June 9, 2022

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. 2022-50 adopted by the New Ulm City Council at their regular meeting on June 7, 2022.

If you have any questions, please contact our office.

Respectfully submitted,

CITY OF NEW ULM, MINNESOTA

Chris W. Dalton
City Manager

CWD:lap

Enclosures

Item	Description	Percent	Scale	Count
1	Indicate the number of years you lived in New Ulm.	9.63%	1-9 Years	18
		11 23%	10-19 Years	21
		9.09%	20-29 Years	17
		14 44%	30-39 Years	27
		16 58%	40-49 Years	31
		13.37%	50-59 Years	25
		9.09%	60-69 Years	17
		3.74%	70-79 Years	7
		3.21%	80-89 Years	6
		0.53%	90-99 Years	1
2	How would you rate the overall appearance of the city?	0.44%	Poor	1
		2 18%	Fair	5
		8 73%	Satisfactory	20
		58 08%	Good	133
		30 57%	Exellent	70
3	How would you describe your overall feeling of police protection services in the city?	1 73%	Poor	4
		3 03%	Fair	7
		7.36%	Satisfactory	17
		35.50%	Good	82
		52.38%	Exellent	121
4	How would you rate the overall quality of fire protection services in the city?	0 43%	Poor	1
		0 86%	Fair	2
		3 88%	Satisfactory	9
		27.59%	Good	64
		67.24%	Exellent	156
5	How would you rate the overall condition of city streets?	2.16%	Poor	5
		6.47%	Fair	15
		29 31%	Satisfactory	68
		48.71%	Good	113
		13.36%	Exellent	31
6	How would you rate the overall quality of snowploweing on city streets?	1 72%	Poor	4
		7 76%	Fair	18
		18.53%	Satisfactory	43
		42.24%	Good	98
		29.74%	Exellent	69
7	How would you rate the dependability and overall quality of city sanitary sewer services?	0.43%	Poor	1
		1.29%	Fair	3
		13.79%	Satisfactory	32
		40.09%	Good	93
		44 40%	Exellent	103
8	How would you rate the dependability and overall quality of city water services?	0 87%	Poor	2
		2 16%	Fair	5

Item	Description	Percent	Scale	Count
8	How would you rate the dependability and overall quality of city water services?	14 29%	Satisfactory	33
		39 83%	Good	92
		42 86%	Exellent	99
9	How would you rate the dependability and overall quality of city gas services?	0.87%	Poor	2
		1.30%	Fair	3
		12.55%	Satisfactory	29
		34 63%	Good	80
		50.65%	Exellent	117
10	How would you rate the dependability and overall quality of city electricity services?	0 43%	Poor	1
		1 73%	Fair	4
		10.39%	Satisfactory	24
		37.66%	Good	87
		49 78%	Exellent	115
11	How would you rate the overall quality of city recreational programs?	0 44%	Poor	1
		2 64%	Fair	6
		13 22%	Satisfactory	30
		39.21%	Good	89
		44.49%	Exellent	101
12	How would you rate the overall quality of city recreational facilities? (e.g. parks, trails, park facilities, etc.)	1.30%	Poor	3
		0 87%	Fair	2
		10 87%	Satisfactory	25
		30.87%	Good	71
		56.09%	Exellent	129
13	How would you rate the library services in the city?	0 90%	Fair	2
		10 41%	Satisfactory	23
		35 29%	Good	78
		53.39%	Exellent	118
14	How would you rate the quality of licensing, permitting and building inspection services in the city?	1 83%	Poor	4
		3 65%	Fair	8
		23.74%	Satisfactory	52
		44 29%	Good	97
		26 48%	Exellent	58
15	How would you rate the overall programming of the Community Access Channel also known as NUCAT (Comcast channel 14 and NU-Telecom channel 3)?	2.45%	Poor	5
		5 88%	Fair	12
		34.80%	Satisfactory	71
		37.25%	Good	76
		19 61%	Exellent	40
16	How would you rate the utility billing/finance department services?	2.18%	Poor	5
		3.93%	Fair	9
		16.16%	Satisfactory	37
		39 74%	Good	91
		37.99%	Exellent	87

Item	Description	Percent	Scale	Count
17	How would you rate the overall quality of services provided by the city?	0.44%	Poor	1
		1.32%	Fair	3
		11.84%	Satisfactory	27
		52.63%	Good	120
		33 77%	Exellent	77

City Wide Survey of Public Services for 2021
Report to the State Auditor
April 2022

#1 - Indicate the number of years you lived in New Ulm.

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
01-09 yr	23	25	15	27	19	22	18	42	34	32	35
10-19 yr	19	25	17	29	15	23	19	38	24	30	21
20-29 yr	24	18	15	18	20	18	22	23	22	21	17
30-39 yr	23	18	13	13	22	28	13	23	25	22	27
40-49 yr	21	22	27	24	13	19	11	23	29	23	31
50-59 yr	18	17	15	18	10	11	17	24	24	20	25
60-69 yr	10	11	10	12	13	9	7	15	20	20	17
70-79 yr	3	6	2	5	4	10	3	9	5	5	7
80-89 yr	3	0	4	2	1	2	2	5	1	0	8
90-99 yr	0	0	0	1	1	0	0	0	0	0	9
Avg.	32.40	32.09	35.72	32.09	33.07	33.23	31.7	31.91	33.27	31.76	35.88
% change		-0.96%	11.31%	-10.16%	3.05%	0.48%	-4.60%	0.66%	4.26%	-4.54%	12.97%

NOTE: 2011-2017 300 surveys mailed; 2018-2021 500 surveys mailed

---

#2 - How would you rate the overall appearance of the city?

Scale	2011	%	2012	%	2013	%	2014	%	2015	%	2016	%	2017	%	2018	%	2019	%	2020	%	2021	%
1 Poor	2	1.14	0	1.14	0	0.00	1	0.45	2	0.87	1	0.45	1	0.44	1	0.44	1	0.44	0	0.00	1	0.44
2 Fair	2	1.14	6	1.14	2	0.90	1	0.45	0	0.00	0	0.00	0	0.00	2	0.87	1	0.44	4	1.75	5	2.18
3 Satisfactory	15	8.57	24	8.57	15	6.76	20	9.01	13	5.68	22	9.91	8	3.49	29	12.66	34	14.85	36	15.72	20	8.73
4 Good	89	53.71	110	53.71	76	34.23	101	45.50	77	33.62	98	44.14	85	37.12	150	65.50	127	55.46	126	55.02	133	58.08
5 Excellent	67	35.43	40	35.43	60	27.03	55	24.77	51	22.27	50	22.52	44	19.21	65	28.38	66	28.82	56	24.45	70	30.57
Avg. rating	4.21		4.02		4.27		4.17		4.22		4.15		4.24		4.12		4.12		4.05		4.16	
% change	-		-4.51%		6.22%		-2.34%		1.20%		-1.66%		2.17%		-2.83%		0.00%		-1.70%		2.72%	

#3 - How would you describe your overall feeling of police protection services in the city?

Scale	2011	%	2012	%	2013	%	2014	%	2015	%	2016	%	2017	%	2018	%	2019	%	2020	%	2021	%
1 Poor	1	0.57	1	0.57	2	0.88	3	1.33	2	0.87	1	0.44	2	0.87	3	1.30	0	0.00	0	0.00	4	1.75
2 Fair	5	2.84	8	2.84	7	3.10	4	1.77	4	1.75	2	0.88	0	0.00	5	2.16	3	1.30	6	2.60	7	3.06
3 Satisfactory	14	7.95	19	7.95	22	9.73	16	7.08	21	9.17	18	7.96	15	6.49	29	12.55	22	9.52	17	7.36	17	7.42
4 Good	89	50.57	79	50.57	65	28.76	81	35.84	52	22.71	72	31.86	47	20.35	108	46.75	103	44.59	102	44.16	82	35.81
5 Excellent	67	38.07	71	38.07	59	26.11	72	31.86	65	28.38	77	34.07	74	32.03	104	45.02	102	44.16	101	43.72	121	52.84
Avg. rating	4.23		4.19		4.11		4.22		4.21		4.31		4.38		4.22		4.32		4.32		4.34	
% change	-		-0.95%		-1.91%		2.68%		-0.24%		2.38%		1.62%		-3.65%		2.37%		0.00%		0.46%	

Part I Crime statistics:	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Homicide	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Rape	3	2	1	0	2	4	5	0	6	10	4	2	1	2
Robbery	0	0	1	0	0	0	1	0	0	2	0	0	0	0
Agg Assault	3	9	6	3	4	11	4	6	9	11	5	6	8	4
Burglary	52	82	67	89	61	41	58	29	25	43	13	12	11	15
Theft	199	175	153	176	171	131	194	135	98	121	144	97	97	102
Auto Theft	9	9	7	2	3	13	11	7	5	10	5	7	7	10
Arson	1	0	0	0	0	0	1	0	0	1	2	14	0	0
Human Trafficking	0	0	0	0	0	0	0	0	6	12	1	0	0	0
Total	267	277	235	270	241	200	275	177	149	210	174	138	124	133

Part II Crime Statistics:														
Other Assault	67	84	85	88	61	79	65	64	74	67	52	56	108	62
Forgery	2	7	4	7	6	10	7	6	4	7	9	6	10	6
Fraud	42	39	38	34	34	27	23	44	28	57	32	35	45	36
Embezzlement	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Stolen Property	3	1	2	3	2	2	4	1	2	1	4	1	3	5
Vandalism	145	150	107	113	102	91	85	87	94	66	75	51	67	60
Weapons	6	0	4	0	5	7	4	4	1	1	3	9	9	5
Prostitution	0	0	0	0	0	0	0	2	4	1	0	0	0	0
Sex Offenses	13	7	4	14	11	8	7	14	18	15	10	7	7	7
Narcotics	48	33	43	32	46	37	47	31	56	48	28	44	35	74
Gambling	0	1	0	0	1	0	1	0	0	0	0	0	0	0
Family & Chlidren	24	16	8	3	1	5	6	12	6	11	4	0	1	0
DUI	66	78	71	61	62	64	41	44	55	36	30	38	39	32

Liquor Laws	46	45	46	38	25	23	21	15	11	10	8	13	27	21
Drunkeness	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Disorderly Conduct	137	142	106	95	140	96	88	76	65	70	28	25	7	13
Vagrancy	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Ex-Traffic	258	105	100	92	119	180	216	253	268	319	154	63	51	62
Total	857	708	618	580	615	629	615	653	686	709	437	348	409	384

Priority Police average response time:

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Domestics	2 minutes	2 m 21 s	2 min 20 sec	3 minutes	6 min 31 sec	5 min 11 sec	3 min 2 sec	2 min 41 sec	4 min 23 sec	4 min 46 sec	4 min 14 sec
Medical Assists	3 min. 30 sec.	2 m 27 s	3 min 20 sec	2 min 42 sec	2 min 51 sec	1 min 23 sec	3 min 24 sec	2 min 46 sec	3 min 35 sec	3 min 25 sec	3 min 09 sec
Personal Injury Acc.	2 min. 30 sec.	2 m 30 s	2 min 30 sec	1 min 38 sec	3 min 6 sec	2 min 5 sec	3 min 23 sec	3 min 50 sec	5 min 31 sec	5 min 4 sec	3 min 41 sec

Calls for Service:	9,799	9,803	9,753	9,521	11,013	N/A	11,178	10,048	10,532	8,803	9,690

Criminal Investigation clearance rate:	68.80%	64.21%	67.00%	67.00%	70.00%	74.00%	72.00%	62.00%	51.00%	51.00%	53.00%

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

Scale	2011	%	2012	%	2013	%	2014	%	2015	%	2016	%	2017	%	2018	%	2019	%	2020	%	2021	%
1 Poor	3	1.73	0	1.73	1	0.44	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	1	0.44
2 Fair	3	1.73	1	1.73	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	1	0.43	4	1.72	1	0.43	2	0.87
3 Satisfactory	5	2.89	13	2.89	7	3.10	7	3.10	8	3.49	8	3.54	5	2.16	16	6.90	11	4.74	9	3.88	9	3.93
4 Good	56	32.37	66	32.37	54	23.89	81	35.84	46	20.09	66	29.20	45	19.40	89	38.36	78	33.62	84	36.21	64	27.95
5 Excellent	106	61.27	96	61.27	93	41.15	89	39.38	89	38.86	94	41.59	88	37.93	142	61.21	134	57.76	132	56.90	156	68.12
Avg. rating	4.5		4.46		4.54		4.46		4.57	2.00	4.51		4.60		4.50		4.51		4.54		4.60	
% change	-		-0.89%		1.79%		-1.76%		2.47%		-1.31%		2.00%		-2.17%		0.22%		0.67%		1.32%	

Insurance Service Office (ISO) Fire rating: 3 in town
9 rural

Average response time (dispatch to scene) in-town:

	Goal	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
	≤7 min.	7.85	6.57	5.44	5.42	5.51	5.73	5.17	4.73	4.91	4.36	5.14	5.39	5.16

Number of fire calls per population - (# of calls/population)x1,000=calls per 1,000 population:

			2019	2020	2021
Number of fire calls			116	106	129
Population (2018 State Demographer)			13,645	13,242	14120
Fire calls/population			9	8	9

Rental Inspections	607	N/A	N/A	832	748	647	550	889	647	924	659	884	183 (COVID)	966

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

Scale	2011	%	2012	%	2013	%	2014	%	2015	%	2016	%	2017	%	2018	%	2019	%	2020	%	2021	%
1 Poor	6	3.43	8	3.43	3	1.33	4	1.78	3	1.31	4	1.78	2	0.86	10	4.31	9	3.88	8	3.45	5	2.18
2 fair	14	8	20	8	16	7.11	18	8.00	15	6.55	27	12.00	10	4.31	31	13.36	29	12.50	24	10.34	15	6.55
3 Satisfactory	74	42.29	72	42.29	60	26.67	79	35.11	55	24.02	62	27.56	39	16.81	94	40.52	91	39.22	76	32.76	68	29.69
4 Good	63	36	63	36	60	26.67	60	26.67	58	25.33	62	27.56	71	30.60	100	43.10	90	38.79	99	42.67	113	49.34
5 Excellent	18	10.29	16	10.29	17	7.56	17	7.56	13	5.68	16	7.11	16	6.90	14	6.03	11	4.74	18	7.76	31	13.54
Avg. rating	3.42		3.33		3.46		3.38		3.44		3.35		3.64		3.31		3.28		3.42		3.65	
% change	-		-2.63%		3.90%		-2.31%		1.78%		-2.62%		8.66%		-9.07%		-0.91%		4.27%		6.73%	

Pavement Condition Index in miles of street:

Rating:	Score:	2011		2012		2013		2014		2015		2016		2017		2018		2019		2020		2021	
Adequate	66-100 pts	43.52	53.31%	45.38	55.42%	43.81	53.51%	45.98	55.96%	48.29	58.15%	47.65	57.04%	50.07	59.45%	52.16	61.58%	0.5162	60.52%	51.96	59.36%	51.85	59.82%
Marginal	28-66 pts	9.53	11.67%	10.22	12.48%	10.54	12.87%	10.54	12.83%	14.56	17.53%	16.47	19.72%	18.44	21.89%	18.19	21.48%	0.1915	22.45%	25.28	28.88%	20.88	24.09%
Failed	0-28 pts	28.70	35.15%	26.04	31.80%	27.53	33.62%	25.65	31.22%	20.20	24.32%	19.41	23.24%	15.72	18.66%	14.35	16.94%	0.1453	17.03%	10.29	11.76%	13.94	16.08%
Total miles		81.75		81.64		81.88		82.17		83.05		83.53		84.23		84.7		85.3		87.53		86.67	

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

Scale	2011	%	2012	%	2013	%	2014	%	2015	%	2016	%	2017	%	2018	%	2019	%	2020	%	2021	%
1 Poor	8	4.6	8	4.6	10	4.44	6	2.67	5	2.18	6	2.67	7	3.02	18	7.76	10	4.31	6	2.59	4	1.75
2 Fair	12	6.9	16	6.9	18	8.00	13	5.78	5	2.18	12	5.33	11	4.74	29	12.50	20	8.62	13	5.60	18	7.86
3 Satisfactory	56	32.18	44	32.18	35	15.56	41	18.22	33	14.41	51	22.67	27	11.64	58	25.00	49	21.12	51	21.98	43	18.78
4 Good	70	40.23	72	40.23	63	28.00	79	35.11	67	29.26	68	30.22	59	25.43	100	43.10	109	46.98	101	43.53	98	42.79
5 Excellent	28	16.09	38	16.09	29	12.89	39	17.33	33	14.41	34	15.11	33	14.22	45	19.40	41	17.67	54	23.28	69	30.13
Avg. rating	3.56		3.65		3.54		3.74		3.83		3.65		3.73		3.50		3.66		3.82		3.91	
% change	-		2.53%		-3.01%		5.65%		2.41%		-4.70%		2.19%		-6.17%		4.57%		4.37%		2.36%	

# of miles of city streets:	81.75		83.21		83.48		85.52		88.8		88.8		88.8		89.08		89.08		89.40		89.40	
Snow removal equipment:			13 units		14 units		14 units		14 units		14 units		14 units		14 units		14 units		14 units		14 units	

#7 - How would you rate the dependability and overall quality of city sanitary sewer services?

Scale	2011	%	2012	%	2013	%	2014	%	2015	%	2016	%	2017	%	2018	%	2019	%	2020	%	2021	%
1 Poor	2	1.14	0	1.14	1	0.45	0	0.00	1	0.44	0	0.00	2	0.86	2	0.86	1	0.43	1	0.43	1	0.44
2 Fair	1	0.57	2	0.57	0	0.00	2	0.89	1	0.44	2	0.89	3	1.29	3	1.29	0	0.00	2	0.86	3	1.31
3 Satisfactory	19	10.8	27	10.8	16	7.14	25	11.16	17	7.42	20	8.93	8	3.45	30	12.93	23	9.91	24	10.34	32	13.97
4 Good	81	46.02	85	46.02	68	30.36	94	41.96	68	29.69	85	37.95	70	30.17	117	50.43	106	45.69	104	44.83	93	40.61
5 Excellent	73	41.48	63	41.48	68	30.36	56	25.00	55	24.02	63	28.13	56	24.14	95	40.95	96	41.38	93	40.09	103	44.98
Avg. rating	4.26		4.18		4.32		4.15		4.23		4.23		4.26		4.21		4.31		4.28		3.91	
% change	-		-1.88%		3.35%		-3.94%		1.93%		0.00%		0.71%		-1.17%		2.38%		-0.70%		-8.64%	

Number of sewage blockages per 100 connections:

		2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Goal: 0	ratio	0	0.0192	0	0.0192	0	0	0	0	0	0	0	0	0	0
Goal: 0	actual #	0 per 5189	1 per 5199	0 per 5197	1 per 5220	0 per 5247	0 per 5252	0 per 5252	0 per 5297	0 per 5300	0 per 5358	0 per 5364	0 per 5412	0 per 5433	0 per 5454

$ Cost /Million Gallons treated:		$3,557	$3,800	$4,061	$3,958	$4,721	$4,406	$4,196	$4,249	$4,318	$4,342	$4,358	$4,452	$4,589	$4,711

Note: Increase in cost to treat; flows were significantly lower (drougt; less I & I) in 2012 and 2013 than previous years

Water Quality MPCA violations (764 parameters tested annually)

Goal: 0		0	0	1*	0	0	0	0	0	0	0	0	0	0	0

* minor chlorine residue

#8 How woud you rate the dependability and overall quality of city water services?

Scale	2011	%	2012	%	2013	%	2014	%	2015	%	2016	%	2017	%	2018	%	2019	%	2020	%	2021	%
1 Poor	3	1.7	0	1.7	3	1.33	3	1.33	1	0.44	2	0.89	3	1.30	1	0.43	3	1.30	4	1.73	2	0.87
2 Fair	2	1.14	12	1.14	1	0.44	4	1.78	4	1.75	7	3.11	4	1.73	5	2.16	5	2.16	3	1.30	5	2.18
3 Satisfactory	22	12.5	27	12.5	17	7.56	25	11.11	16	6.99	22	9.78	10	4.33	36	15.58	28	12.12	36	15.58	33	14.41
4 Good	76	43.18	71	43.18	65	28.89	86	38.22	59	25.76	72	32.00	65	28.14	117	50.65	103	44.59	95	41.13	92	40.17
5 Excellent	73	41.48	69	41.48	68	30.22	60	26.67	63	27.51	67	29.78	56	24.24	90	38.96	90	38.96	87	37.66	99	43.23
Avg. rating	4.22		4.22		4.26		4.10		4.25		4.15		4.21		4.16		4.19		4.15		4.22	
% change	-		0.00%		0.95%		-3.76%		3.66%		-2.35%		1.45%		-1.19%		0.72%		-0.95%		1.69%	

Storage capacity: 8.5 million gallons in four facilities

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
$ cost per 1,000,000 of water produced:	$3,333	$3,274	$4,090	$4,065	$3,491	$3,730	$3,539	$4,128	$3,629	$3,860	$4,570	$4,860	$4,487	$3,723
Gallons produced (in millions):	785.1	756.9	632.7	655.3	765.3	729.0	772.7	720.9	726.5	750.7	626	625.3	633.4	775.8

Water Quality: No contaminants were detected at levels that violated federal drinking water standards for the five year review period 2010-2015
* Preliminary figures

#9 How would you rate the dependability and overall quality of city gas services?

Scale	2011	%	2012	%	2013	%	2014	%	2015	%	2016	%	2017	%	2018	%	2019	%	2020	%	2021	%
1 Poor	3	1.71	1	1.71	1	0.45	0	0.00	1	0.44	0	0.00	2	0.87	1	0.43	1	0.43	4	1.73	2	0.87
2 Fair	1	0.57	2	0.57	1	0.45	3	1.36	4	1.75	2	0.90	4	1.73	2	0.87	0	0.00	5	2.16	3	1.31
3 Satisfactory	14	8	23	8	13	5.88	17	7.69	13	5.68	15	6.79	7	3.03	26	11.26	19	8.23	32	13.85	29	12.66
4 Good	72	41.14	75	41.14	69	31.22	83	37.56	53	23.14	77	34.84	55	23.81	110	47.62	105	45.45	82	35.50	80	34.93
5 Excellent	85	48.57	78	48.57	69	31.22	73	33.03	72	31.44	75	33.94	67	29.00	107	46.32	103	44.59	98	42.42	117	51.09
Avg. rating	4.34		4.27		4.33		4.28		4.34		4.33		4.34		4.30		4.36		4.20		4.33	
% change	-		-1.61%		1.41%		-1.15%		1.40%		-0.23%		0.23%		-0.92%		1.40%		-3.67%		3.10%	

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Dist. Syst. Gas Leaks	0	0	0	0	0	1	1	0	0	2	0	0	0
Supply Gas Interruption	0	0	0	0	0	0	0	0	0	0	0	0	0
Volume of Gas sold (millions):	1.540 Mcf	1.192 Mcf	1.259 Mcf	1.160 Mcf	1.348 Mcf	1.335 MCF	1.172 MCF	1.21 MCF	1.246 MCF	1.33 MCF	1.38 MCF	1.21 MCF	1.24 MCF

#10 How would you rate the dependability and overall quality of city electricity services?

Scale	2011	%	2012	%	2013	%	2014	%	2015	%	2016	%	2017	%	2018	%	2019	%	2020	%	2021	%
1 Poor	3	1.17	1	1.17	2	0.89	0	0.00	3	1.31	1	0.45	0	0.00	2	0.87	1	0.43	2	0.87	1	0.44
2 Fair	2	1.14	5	1.14	4	1.79	2	0.89	4	1.75	3	1.34	5	2.16	8	3.46	1	0.43	4	1.73	4	1.75
3 Satisfactory	17	9.66	26	9.66	17	7.59	20	8.93	12	5.24	15	6.70	8	3.46	26	11.26	22	9.52	20	8.66	24	10.48
4 Good	82	46.59	75	46.59	64	28.57	84	37.50	61	26.64	81	36.16	65	28.14	115	49.78	103	44.59	92	39.83	87	37.99
5 Excellent	72	40.91	70	40.91	68	30.36	72	32.14	62	27.07	71	31.70	60	25.97	97	41.99	102	44.16	106	45.89	115	50.22
Avg. rating	4.24		4.18		4.24		4.27		4.23		4.27		4.30		4.20		4.33		4.32		4.35	
% change	-		-1.42%		1.44%		0.71%		-0.94%		0.95%		0.70%		-2.33%		3.10%		-0.23%		0.69%	

	2006 US Average	Goal	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
SAIFI	1.49 interruptions/cust.	0	0.18	2.13	0.18	0.32	0.52	0.65	0.066	0.09	0.2632	0.0304	0.7	0.14	0.06
SAIDI	244 minutes	0	1.73	78.6	9.7	2.84	14.95	64.39	3.38	8.04	11.22	3.186	68.37	23.99	4.44
CAIDI	164 minutes	0	9.42	36.94	53.8	88.62	28.75	99.67	51.2	88.65	42.61	104.913	96.84	171.8	70.25

SAIFI = Total number of interruptions divided by total number of customers
SAIDI= Sum of total interruption durations in minutes divided by total number of customers
CAIDI= Sum of total interruption durations divided by total number of interruptions

---

#11 How would you rate the overall quality of city recreational programs?

Scale	2011	%	2012	%	2013	%	2014	%	2015	%	2016	%	2017	%	2018	%	2019	%	2020	%	2021	%
1 Poor	4	2.33	2	2.33	1	0.46	0	0.00	1	0.44	2	0.91	0	0.00	2	0.88	2	0.88	5	2.20	1	0.44
2 Fair	7	4.07	8	4.07	5	2.28	4	1.83	2	0.87	5	2.28	0	0.00	6	2.64	2	0.88	10	4.41	6	2.62
3 Satisfactory	17	9.88	26	9.88	21	9.59	29	13.24	22	9.61	15	6.85	12	5.29	41	18.06	39	17.18	42	18.50	30	13.10
4 Good	78	45.35	76	45.35	70	31.96	73	33.33	64	27.95	80	36.53	60	26.43	99	43.61	104	45.81	91	40.09	89	38.86
5 Excellent	66	38.37	67	38.37	59	26.94	68	31.05	54	23.58	65	29.68	67	29.52	95	41.85	79	34.80	71	31.28	101	44.10
Avg. rating	4.13		4.11		4.16		4.18		4.17		4.20		4.40		4.15		4.13		3.97		4.25	
% change	-		-0.48%		1.22%		0.48%		-0.24%		0.72%		4.76%		-5.68%		-0.48%		-3.87%		7.05%	

Recreation Program Participants	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2020
Swim Lessons							1,346	1108	1143	131	214
Youth Athletics							906	700	600	228	470
Camps							791	560	545	18	446
Youth Athletics, Swim Lessons/Camps	1,772	1,965	2,002	2,753	2,067	2,858	3,043	2368	2288	377	1130
Youth Special Events (No Registration Required)					2,525	2,730	3,268	4600	5055	450	2350
Adult Athletics	723	863	864	1,349	1,400	1,122	1,083	850	870	183	146
Adult Fitness Class Participants	11,932	12,602	17,112	12,813	11,333	13,922	15,652	16158	15982	6303	8784
Totals	14,427	15,430	19,978	16,915	17,325	20,632	26,089	26,344	26,483	7,690	13,540

NOTE: 2011-2017 totals reflect overall quality of city recreational programs and facilities combined. In 2018, question was divided into two separate questions by program and facilities.
NOTE: 2020 totals reflect lower attendance due to the COVID-19 pandemic and Recreation Center RENU construction project

#12 How would you rate the overall quality of city recreational facilities (i.e. parks, trails, park facilities, etc.)?

Scale	2011	%	2012	%	2013	%	2014	%	2015	%	2016	%	2017	%	2018	%	2019	%	2020	%	2021	%
1 Poor	4	2.33	2	2.33	1	0.46	0	0.00	1	0.44	2	0.91	0	0.00	3	1.32	1	0.44	0	0.00	3	1.31
2 Fair	7	4.07	8	4.07	5	2.28	4	1.83	2	0.87	5	2.28	0	0.00	6	2.64	4	1.76	12	5.29	2	0.87
3 Satisfactory	17	9.88	26	9.88	21	9.59	29	13.24	22	9.61	15	6.85	12	5.29	36	15.86	28	12.33	21	9.25	25	10.92
4 Good	78	45.35	76	45.35	70	31.96	73	33.33	64	27.95	80	36.53	60	26.43	100	44.05	103	45.37	102	44.93	71	31.00
5 Excellent	66	38.37	67	38.37	59	26.94	68	31.05	54	23.58	65	29.68	67	29.52	101	44.49	92	40.53	87	38.33	129	56.33
Avg. rating	4.13		4.11		4.16		4.18		4.17		4.20		4.40		4.18		4.23		4.19		4.40	
% change	-		-0.48%		1.22%		0.48%		-0.24%		0.72%		4.76%		-5.00%		1.20%		-0.95%		5.01%	

	2011		2012		2013		2014		2015		2016		2017		2018		2019		2020		2021	
# of Facilities/Parks:	41		42		42		42		43		43		43		43		43		43		43	
Recreational facilities:	177,343 sq ft		177,343 sq ft		177,343 sq ft		177,343 sq ft		177,343 sq ft		177,343		177,343 sq ft		177,343 sq ft		177,343 sq ft		177,343 sq ft		193,047 sq ft	
Park Area in acres:	319		319		319		319		319		319		319		319		319		319		319	
Park Area mowed:	143		143		143		143		143		143		143		143		143		143		143	
Trail miles:	6.3		6.3		6.3		6.3		6.3		6.3		6.3		6.3		6.3		6.3		6.3	

NOTE: 2011-2017 totals reflect overall quality of city recreational programs and facilities combined. In 2018, question was divided into two separate questions by program and facilities.

#13 How would you rate the library services in the city?

Scale	2011	%	2012	%	2013	%	2014	%	2015	%	2016	%	2017	%	2018	%	2019	%	2020	%	2021	%
1 Poor	3	1.79	1	1.79	1	0.47	0	0.00	1	0.44	0	0.00	0	0.00	0	0.00	1	0.45	1	0.45	0	0.00
2 Fair	2	1.19	2	1.19	1	0.47	0	0.00	1	0.44	0	0.00	1	0.45	3	1.36	0	0.00	4	1.81	2	0.87
3 Satisfactory	15	8.93	28	8.93	17	8.02	24	11.32	15	6.55	13	6.13	8	3.62	29	13.12	30	13.57	29	13.12	23	10.04
4 Good	74	44.05	67	44.05	65	30.66	72	33.96	58	25.33	66	31.13	55	24.89	92	41.63	86	38.91	80	36.20	78	34.06
5 Excellent	74	44.05	72	44.05	68	32.08	75	35.38	63	27.51	86	40.57	72	32.58	116	52.49	102	46.15	98	44.34	118	51.53
Avg. rating	4.27		4.22		4.30		4.30		4.31		4.44		4.46		4.34		4.32		4.27		4.41	
% change	-		-1.17%		1.90%		0.00%		0.23%		3.02%		0.45%		-2.69%		-0.46%		-1.16%		3.28%	

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Circulation Children:	72,327	66,640	71,630	76,853	72,653	71,546	55,856	61,438	62,652	70,568	72,105	39,611	56,143
Circulation Adult:	95,839	79,399	80,213	71,208	69,899	67,295	59,640	64,849	67,359	70,312	71,166	55,574	60,091
Public Computer Use:	16,259	17,173	15,826	15,939	18,352	25,956	20,640	19,383	18,593	14,966	13,818	5,179	6,911
Estimated Visits:	76,830	82,433	79,031	85,723	75,414	80,717	70,637	65,738	78,414	116,745	114,286	65,216	78,325
# of Cardholders:	6,929	6,367	6,374	6,443	6,302	5,594	6,391	6,486	6,424	7,452	7,863	8,203	6,280

NOTE: 2015 totals are lower due to migration of automataion system in February. Total for January/February 2015 not accounted for.
2016 will be more accurate.
2020 totals are lower due to the COVID-19 pandemic

#14 How would you rate the quality of licensing, permitting and building inspection services in the city?

Scale	2011	%	2012	%	2013	%	2014	%	2015	%	2016	%	2017	%	2018	%	2019	%	2020	%	2021	%
1 Poor	4	2.42	8	2.42	4	1.88	2	0.94	4	1.75	0	0.00	2	0.91	4	1.83	2	0.91	4	1.83	4	1.75
2 Fair	10	6.06	12	6.06	5	2.35	8	3.76	8	3.49	8	3.76	4	1.83	15	6.85	9	4.11	8	3.65	8	3.49
3 Satisfactory	41	24.85	47	24.85	50	23.47	46	21.60	39	17.03	45	21.13	26	11.87	68	31.05	62	28.31	59	26.94	52	22.71
4 Good	78	47.27	66	47.27	61	28.64	79	37.09	59	25.76	76	35.68	67	30.59	98	44.75	98	44.75	91	41.55	97	42.36
5 Excellent	32	19.39	35	19.39	32	15.02	35	16.43	30	13.10	36	16.90	35	15.98	47	21.46	48	21.92	51	23.29	58	25.33
Avg. rating	3.75		3.64		3.74		3.81		3.74		3.85		3.96		3.73		3.83		3.83		3.90	
% change	-		-2.93%		2.75%		1.87%		-1.84%		2.94%		2.86%		-5.81%		2.68%		0.00%		1.83%	

	Goal	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Total Building Permits:	N/A	546	2,051	1,213	528	410	431	370	375	339	269	303	334	316

#15 How would you rate the quality and programming of the Community Access Channel also known as NUCAT?

Scale	2011	%	2012	%	2013	%	2014	%	2015	%	2016	%	2017	%	2018	%	2019	%	2020	%	2021	%
1 Poor	0	0	6	0	5	2.54	3	1.52	2	0.87	2	1.02	2	0.98	3	1.47	4	1.96	6	2.94	5	2.18
2 Fair	0	0	16	0	10	5.08	14	7.11	7	3.06	11	5.58	5	2.45	18	8.82	13	6.37	12	5.88	12	5.24
3 Satisfactory	0	0	60	0	49	24.87	55	27.92	49	21.40	57	28.93	32	15.69	92	45.10	77	37.75	72	35.29	71	31.00
4 Good	0	0	54	0	54	27.41	61	30.96	46	20.09	53	26.90	54	26.47	76	37.25	71	34.80	76	37.25	76	33.19
5 Excellent	0	0	32	0	26	13.20	28	14.21	22	9.61	31	15.74	32	15.69	25	12.25	39	19.12	31	15.20	40	17.47
Avg. rating	0		3.54		3.60		3.60		3.63		3.65		3.87		3.48		3.63		3.58		3.66	
% change	-		100.00%		1.69%		0.00%		0.83%		0.55%		6.03%		-10.08%		4.31%		-1.38%		2.23%	

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Edit Suite use (hours):	2,239	3,247	4,092	3713 est	3,120	3,312	4,016	3,500	3,200	3400	3222	2700	2900
Studio use (hours):	125	156	271	268 est	144	192	340	47	38	60	151	120	140
City meetings produced:	154	147	145	145 est	175	240	245	165	159	160	146	155	154
County meetings produced:	0	0	30	36 est	36	36	36	28	10	36	36	35	36
Live production events:	45	66	67	61 est	63	58	60	47	84	90	40	62	104
MACTA PEG Award:	no entries	YES	no entries	YES	N/A	N/A	N/A	N/A	no entries	no entries	no entries	no entries	no entries

#16 How would you rate the utility billing/finance department services in the city?

Scale	2011	%	2012	%	2013	%	2014	%	2015	%	2016	%	2017	%	2018	%	2019	%	2020	%	2021	%
1 Poor	0	0	5	0	5	2.24	4	1.79	8	3.49	4	1.79	8	3.49	5	2.18	3	1.31	7	3.06	5	2.18
2 Fair	0	0	18	0	10	4.48	10	4.48	6	2.62	7	3.14	7	3.06	8	3.49	8	3.49	9	3.93	9	3.93
3 Satisfactory	0	0	40	0	35	15.70	40	17.94	22	9.61	30	13.45	23	10.04	55	24.02	42	18.34	40	17.47	37	16.16
4 Good	0	0	64	0	64	28.70	76	34.08	71	31.00	80	35.87	64	27.95	115	50.22	104	45.41	99	43.23	91	39.74
5 Excellent	0	0	48	0	41	18.39	48	21.52	37	16.16	48	21.52	35	15.28	63	27.51	70	30.57	68	29.69	87	37.99
Avg. rating	0		3.75		3.81		3.87		3.85		3.95		3.81		3.91		4.01		3.95		4.07	
% change	-		100.00%		1.60%		1.57%		-0.52%		2.60%		-3.54%		2.62%		2.56%		-1.50%		3.04%	

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2020
Bond Rating (* upgraded):	A1	Aa2*	Aa2	Aa2	Aa2	Aa2	Aa2	Aa2	Aa2	Aa2	Aa2	Aa2	Aa2
Annual Audit (unqualified opinion) :	yes	yes	yes	yes	yes	yes	N/A	N/A	N/A	N/A	N/A	N/A	N/A

#17 How would you rate the overall quality of services provided by the city?

Scale	2011	%	2012	%	2013	%	2014	%	2015	%	2016	%	2017	%	2018	%	2019	%	2020	%	2021	%
1 Poor	1	0.58	1	0.58	1	0.45	0	0.00	3	1.31	0	0.00	3	1.32	2	0.88	1	0.44	1	0.44	1	0.44
2 Fair	3	1.75	7	1.75	1	0.45	1	0.45	0	0.00	1	0.45	2	0.88	2	0.88	0	0.00	1	0.44	3	1.31
3 Satisfactory	26	15.2	32	15.2	27	12.22	29	13.12	17	7.42	24	10.86	14	6.14	36	15.79	30	13.16	41	17.98	27	11.79
4 Good	98	57.31	89	57.31	84	38.01	98	44.34	81	35.37	93	42.08	81	35.53	151	66.23	138	60.53	116	50.88	120	52.40
5 Excellent	43	25.15	45	25.15	43	19.46	47	21.27	40	17.47	47	21.27	38	16.67	53	23.25	59	25.88	62	27.19	77	33.62
Avg. rating	4.05		3.98		4.07		4.09		4.1		4.13		4.08		4.03		4.11		4.07		4.18	
% change	-				2.26%		0.49%		0.24%		0.73%		-1.21%		-1.23%		1.99%		-0.97%		2.70%	

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Tax Levy:	$5,363,923	$5,401,056	$5,629,543	$5,682,219	$5,924,827	$6,102,572	$6,596,406	$6,897,246	$7,104,578	$7,223,672	$7,693,527	$7,896,725	$8,288,283	$8,750,205
Taxable Market Value (millions):	$763.20	$769.30	$742.60	$653.80	$649.60	$662.10	$679.40	$703.03	$721.24	$746.01	$808.25	$828.24	$830.88	$900.21
Taxable Market Value Percentage Change:		0.79%	-3.60%	-13.58%	-0.65%	1.89%	2.55%	3.36%	2.52%	3.32%	7.70%	2.41%	0.32%	1.89%

MVC to MVE state law change

RESOLUTION NO. 2022 - 50

CITY OF NEW ULM CITY COUNCIL
New Ulm, Minnesota

Councilor Christian offered the following resolution and moved its adoption:

WHEREAS, benefits to the City of New Ulm, Brown County, Minnesota 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/county 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 the City of New Ulm has adopted and implemented at least10 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 the City 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/county'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 the City 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 Warmka and, the roll being called, the following vote was recorded:

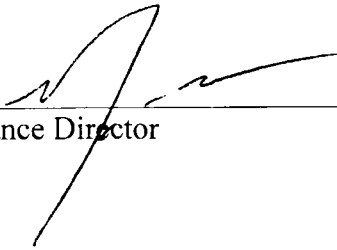Voting Aye: Councilors Christian, Mack, Schultz, Warmka and President Boettger.
Voting Nay: None.
Not Voting: None.

Whereupon said resolution was declared to have been duly adopted this 7th day of June 2022.

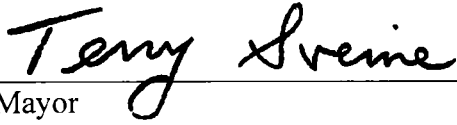Andrea S. Boettger
President of the City Council

Attest:

_____
Finance Director

The above resolution approved June 7, 2022.

_____
Mayor

PERFORMANCE MEASUREMENT PROGRAM
CITY OF NEW ULM CITIZEN SURVEY

1. Please indicate the **number of years** you have lived in New Ulm   years

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.

Scale

Description/Identification of Survey Item	Poor				Excellent
2. How would you rate the overall **appearance** of the city?	1	2	3	4	5
3. How would you rate the 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**?	1	2	3	4	5
12. How would you rate the overall **quality of city recreational facilities**? (e.g. parks, trails, park facilities, etc.)	1	2	3	4	5
13. How would you rate the **library services** in the city?	1	2	3	4	5
14. How would you rate the **quality of licensing, permitting and building inspection services** in the city?	1	2	3	4	5
15. How would you rate the overall **programming of the Community Access Channel** also known as NUCAT (Comcast channel 14 and NU-Telecom channel 3)?	1	2	3	4	5
16. How would you rate the **utility billing/finance department services**?	1	2	3	4	5
17. 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 Friday, March 18, 2022

Thank you for your time and consideration in completing this survey

W4 -- (must be on form to include in results)