

RESOLUTION NO. 14276

**A RESOLUTION AFFIRMING THE CITY'S PARTICIPATION IN THE OFFICE OF THE STATE
AUDITOR'S VOLUNTARY 2012 PERFORMANCE MEASUREMENTS PROGRAM**

WHEREAS, the City of Austin is a municipal corporation organized and existing under the laws of the State of Minnesota; and

WHEREAS, the 2010 State Legislature enacted legislation calling for the Council on Results and Innovation to establish a standard set of performance measures for cities; and

WHEREAS, such performance measures are intended to aid residents, taxpayers, and state and local elected officials in determining the efficacy of cities in providing services; and

WHEREAS, the Council on Results and Innovation has established performance measurements and solicited through the Office of the State Auditor voluntary participation in 2011; and

WHEREAS, in addition to the results generated from participation, benefits to participating cities include remuneration of \$0.14 per capita and exemption from levy limits for the participating year; and

WHEREAS, in 2011, the City of Austin adopted and implemented 12 performance measurements; and

WHEREAS, in the fall of 2011, the City of Austin, Minnesota surveyed its residents on the services included in the performance measurements; and

WHEREAS, the City has posted the results of the adopted performance measurements to its residents on the City's website; and

WHEREAS, the City will survey its residents again in 2012 with a minimum of 10 adopted performance measurements on the services included in the performance benchmarks; and

WHEREAS, the Austin City Council has set a goal of increasing survey participation from 110 to 300 for its 2012 survey; and

WHEREAS, the Austin City Council has set a goal of increasing or maintaining the percentages of excellent and good ratings as shown on the attached exhibit.


NOW, THEREFORE, be it resolved by the City Council of the City of Austin that the City does hereby affirm its intention to participate in the Office of the State Auditor's Voluntary 2012 Performance Measurement Program and adopts the performance measures developed by the Council on Results and Innovation.

Passed by a vote of yeas and nays this 4th day of June, 2012.

YEAS 6

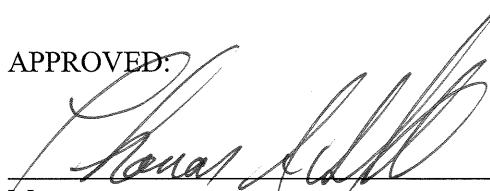
NAYS 1

ATTEST:



City Recorder

APPROVED:



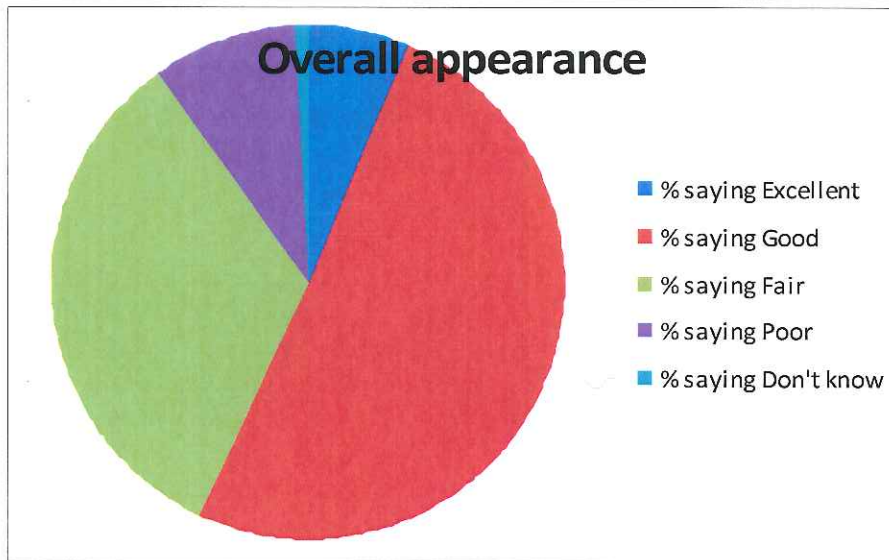
Mayor

EXHIBIT
2011 Performance Measurements

	<u>2011</u>
	<u>% Rating excellent or good</u>
1. Appearance of city	56
2. Feeling of safety	73
3. Quality of fire protection service	77
4. Condition of city streets	56
5. Quality of snowplowing	64
6. Quality of sanitary sewer service	78
7. Austin Utilities gas service	86
8. Austin Utilities electric service	87
9. Austin Utilities water service	87
10. Library program and facility	85
11. Parks, rec programs, and trails	65
12. Overall quality of city services	70

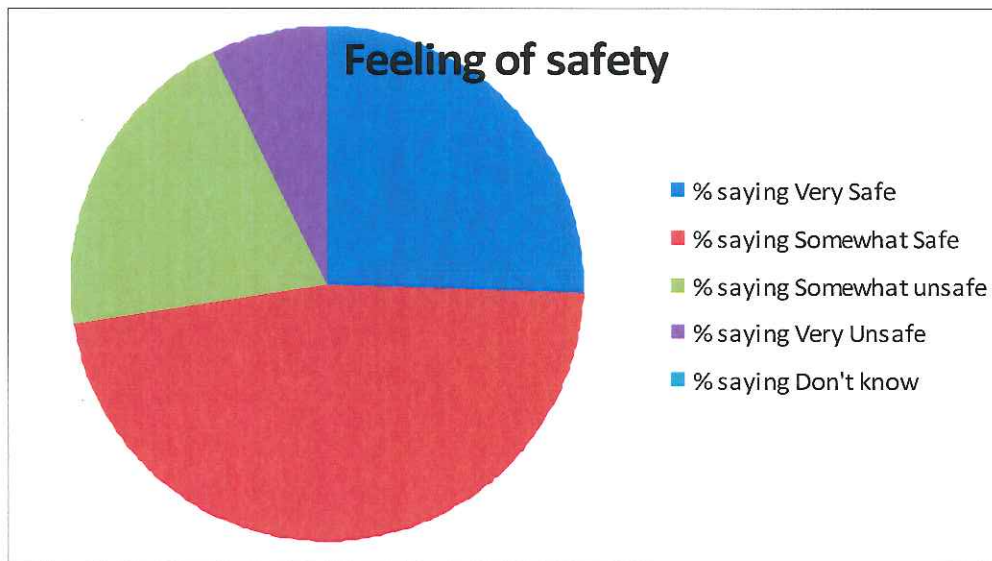
October 2011 Performance Measurements Survey Summaries & Pie Charts

	How would you rate the overall appearance of the city?
# saying Excellent	7
# saying Good	55
# saying Fair	36
# saying Poor	10
# saying Don't know	1
Total Responses	109
% saying Excellent	6%
% saying Good	50%
% saying Fair	33%
% saying Poor	9%
% saying Don't know	1%



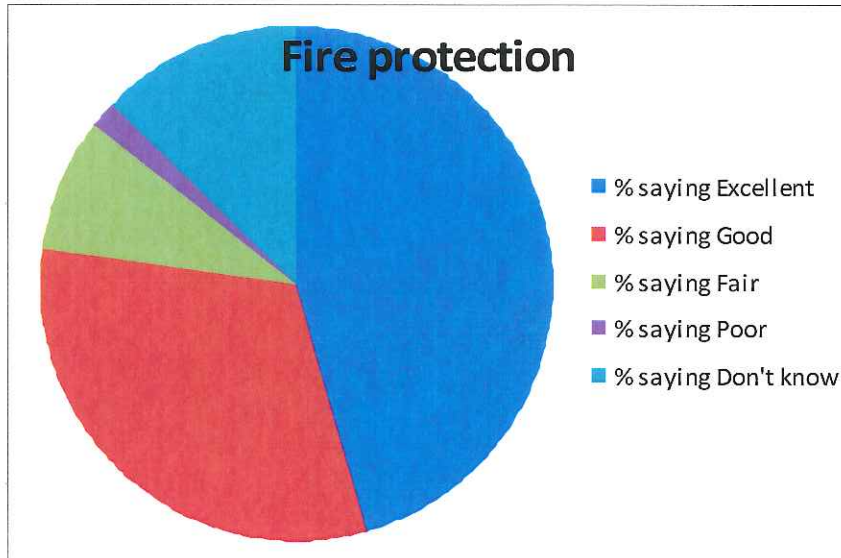
October 2011 Performance Measurements Survey Summaries & Pie Charts

	How would you describe your overall feeling of safety in the city?
# saying Very Safe	28
# saying Somewhat Safe	51
# saying Somewhat unsafe	22
# saying Very Unsafe	8
# saying Don't know	0
Total Responses	109
% saying Very Safe	26%
% saying Somewhat Safe	47%
% saying Somewhat unsafe	20%
% saying Very Unsafe	7%
% saying Don't know	0%



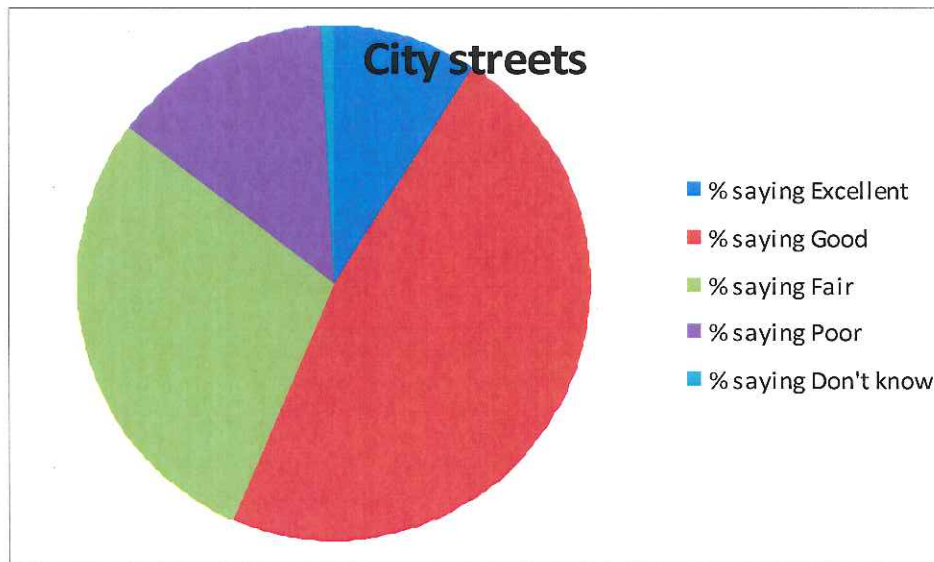
October 2011 Performance Measurements Survey Summaries & Pie Charts

	How would you rate the overall quality of fire protection services in the city?
# saying Excellent	50
# saying Good	35
# saying Fair	9
# saying Poor	2
# saying Don't know	14
Total Responses	110
% saying Excellent	45%
% saying Good	32%
% saying Fair	8%
% saying Poor	2%
% saying Don't know	13%



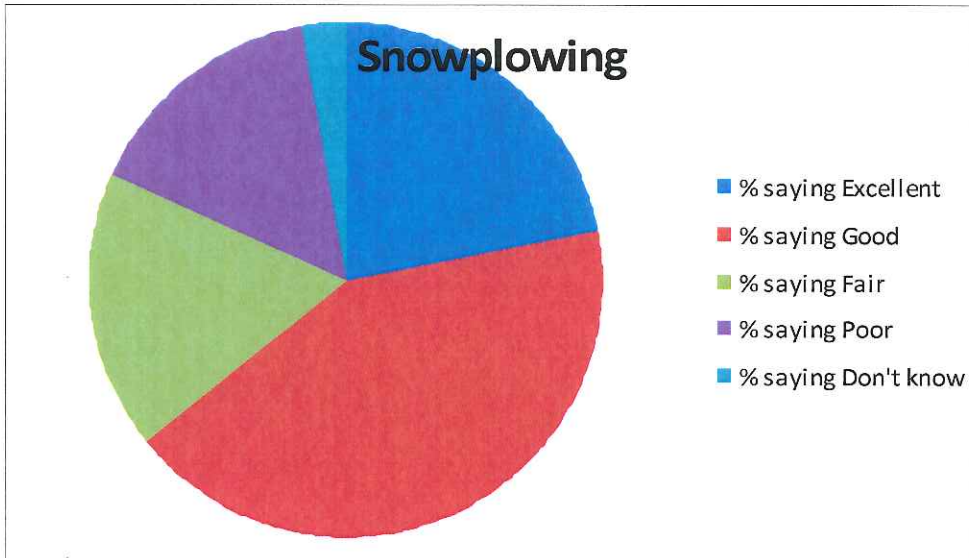
October 2011 Performance Measurements Survey Summaries & Pie Charts

How would you rate the overall condition of city streets?	
	10
	51
	31
	15
	1
	108
	9%
	47%
	29%
	14%
	1%



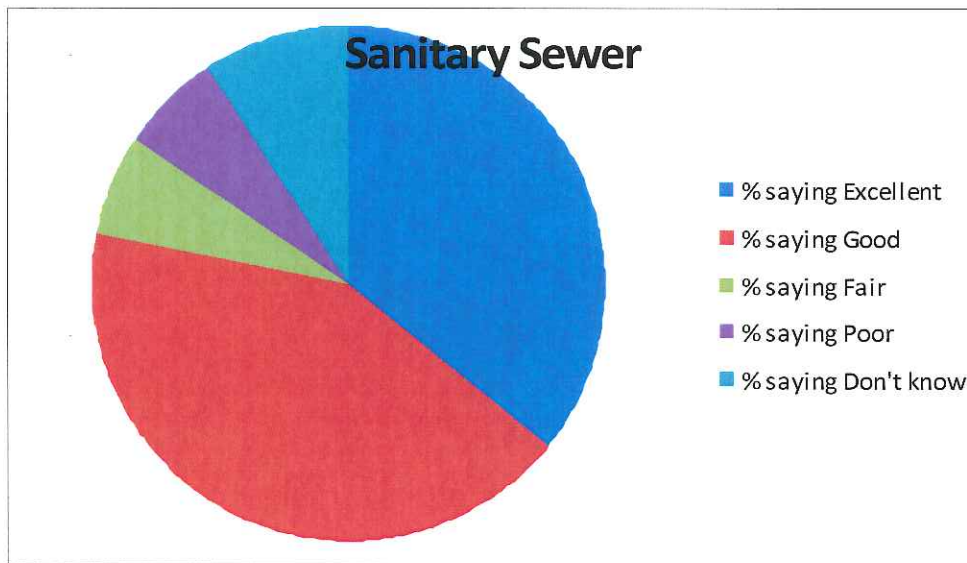
October 2011 Performance Measurements Survey Summaries & Pie Charts

How would you rate the overall quality of snowplowing on city streets?	
	24
	46
	19
	17
	3
	109
	22%
	42%
	17%
	16%
	3%



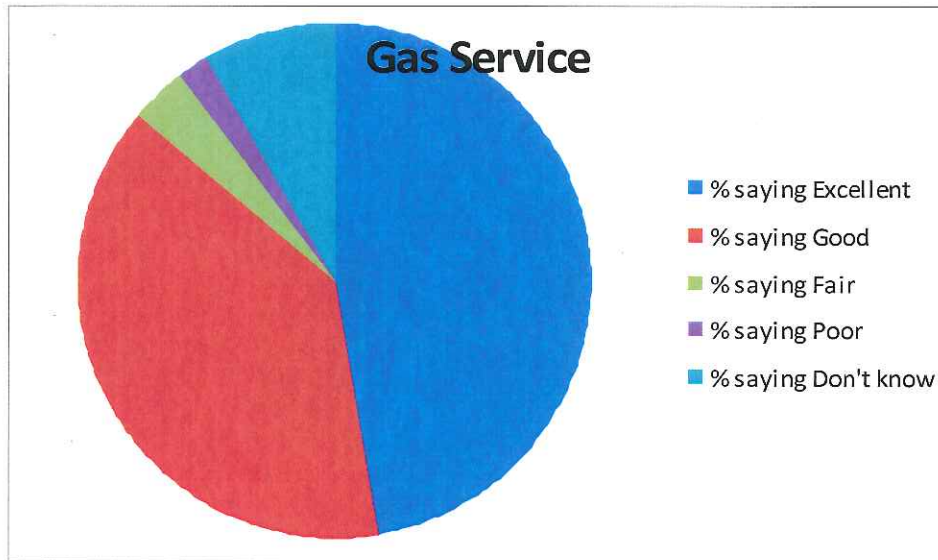
October 2011 Performance Measurements Survey Summaries & Pie Charts

How would you rate the dependability and overall quality of city sanitary sewer service?	
	39
	46
	7
	7
	10
	109
	36%
	42%
	6%
	6%
	9%



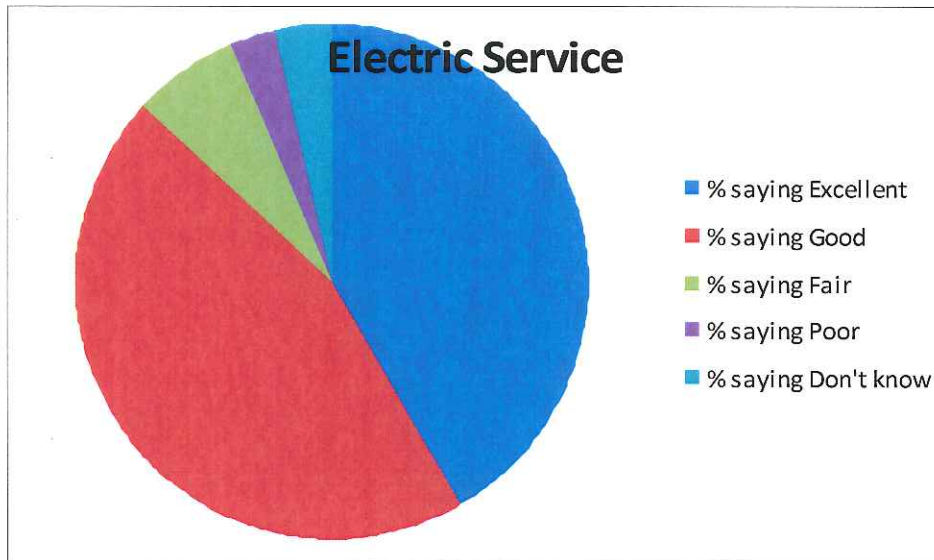
October 2011 Performance Measurements Survey Summaries & Pie Charts

How would you rate the quality of Austin Utilities' gas service in the city?	
	51
	42
	4
	2
	9
	108
	47%
	39%
	4%
	2%
	8%



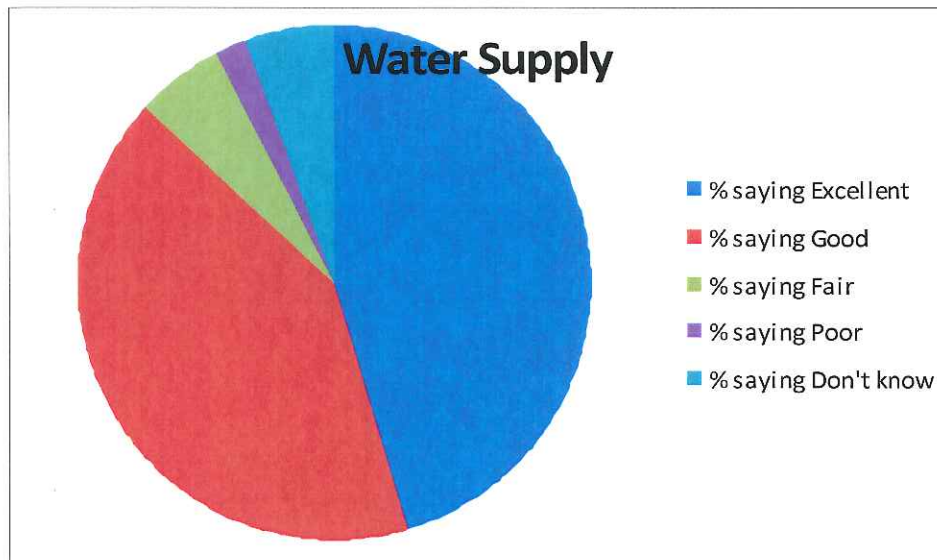
October 2011 Performance Measurements Survey Summaries & Pie Charts

How would you rate the reliability of Austin Utilities' electric service in the city?	
	45
	49
	7
	3
	4
	108
	42%
	45%
	6%
	3%
	4%



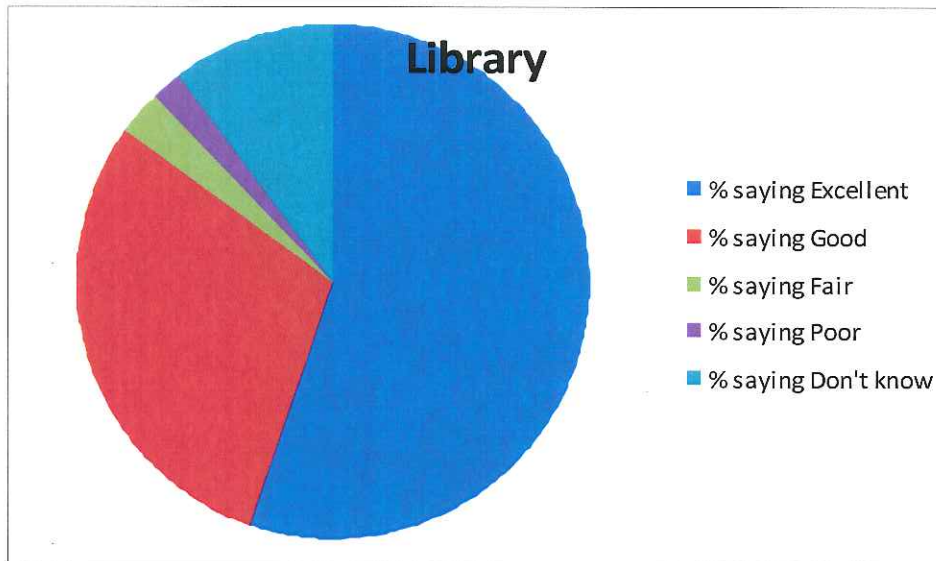
October 2011 Performance Measurements Survey Summaries & Pie Charts

How would you rate the dependability and overall quality of Austin Utilities' water supply?	
	49
	45
	6
	2
	6
	108
	45%
	42%
	6%
	2%
	6%



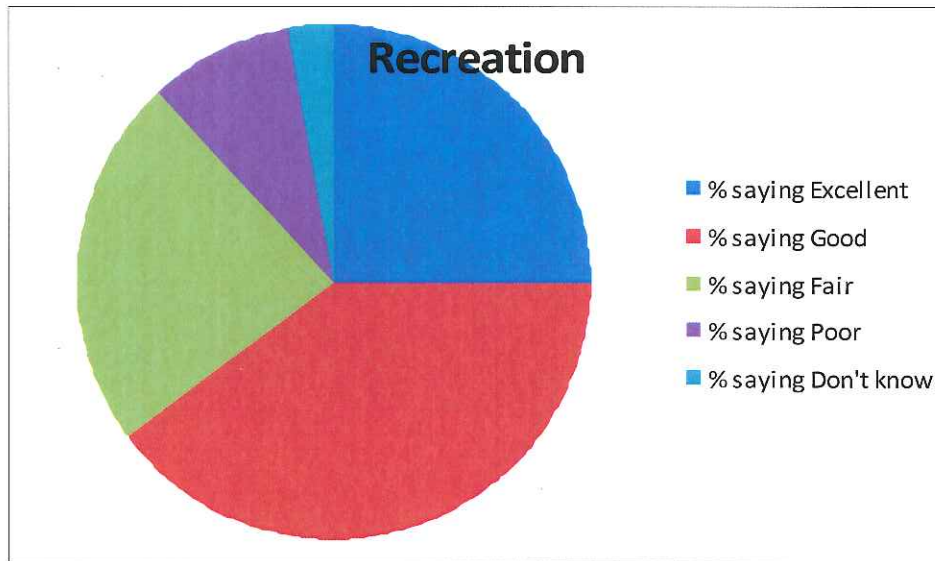
October 2011 Performance Measurements Survey Summaries & Pie Charts

How would you rate the quality of City Library programs and facilities?	
	59
	32
	3
	2
	11
	107
	55%
	30%
	3%
	2%
	10%



October 2011 Performance Measurements Survey Summaries & Pie Charts

How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?	
	27
	43
	25
	10
	3
	108
	25%
	40%
	23%
	9%
	3%



October 2011 Performance Measurements Survey Summaries & Pie Charts

How would you rate the overall quality of services provided by the city?	
	20
	55
	20
	12
	0
	107
	19%
	51%
	19%
	11%
	0%

