City of New Ulm

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June 9, 2021

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. 2021-55 adopted by the New Ulm City Council at their regular meeting on June 1, 2021.

If you have any questions, please contact our office.

Respectfully submitted,

CITY OF NEW ULM, MINNESOTA

Chris W. Dalton
City Manager

CWD:lap

Enclosures

RESOLUTION NO. 2021 - 55

CITY OF NEW ULM CITY COUNCIL
New Ulm, Minnesota

Councilor Schultz 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 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 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 Christian and, the roll being called, the following vote was recorded:

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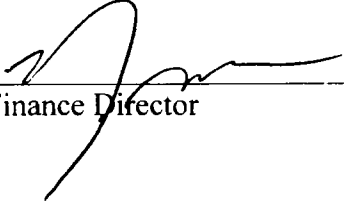Not Voting: None.

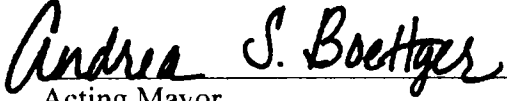Whereupon said resolution was declared to have been duly adopted this 1st day of June 2021.

_____
President of the City Council

Attest:

_____
Finance Director

The above resolution approved June 1, 2021.

_____
Acting Mayor

Item	Description	Percent	Scale	Count
1	Indicate the number of years you lived in New Ulm.	5.78%	1-9 Years	10
		17.34%	10-19 Years	30
		12.14%	20-29 Years	21
		12.72%	30-39 Years	22
		13.29%	40-49 Years	23
		11.56%	50-59 Years	20
		11.56%	60-69 Years	20
		2.89%	70-79 Years	5
2	How would you rate the overall appearance of the city?	1.80%	Fair	4
		16.22%	Satisfactory	36
		56.76%	Good	126
		25.23%	Exellent	56
3	How would you describe your overall feeling of police protection services in the city?	2.65%	Fair	6
		7.52%	Satisfactory	17
		45.13%	Good	102
		44.69%	Exellent	101
4	How would you rate the overall quality of fire protection services in the city?	0.44%	Fair	1
		3.98%	Satisfactory	9
		37.17%	Good	84
		58.41%	Exellent	132
5	How would you rate the overall condition of city streets?	3.56%	Poor	8
		10.67%	Fair	24
		33.78%	Satisfactory	76
		44.00%	Good	99
		8.00%	Exellent	18
6	How would you rate the overall quality of snowploweing on city streets?	2.67%	Poor	6
		5.78%	Fair	13
		22.67%	Satisfactory	51
		44.89%	Good	101
		24.00%	Exellent	54
7	How would you rate the dependability and overall quality of city sanitary sewer services?	0.45%	Poor	1
		0.89%	Fair	2
		10.71%	Satisfactory	24
		46.43%	Good	104
		41.52%	Exellent	93
8	How would you rate the dependability and overall quality of city water services?	1.78%	Poor	4
		1.33%	Fair	3
		16.00%	Satisfactory	36
		42.22%	Good	95
		38.67%	Exellent	87
9	How would you rate the dependability and overall quality of city gas services?	1.81%	Poor	4
		2.26%	Fair	5

Item	Description	Percent	Scale	Count
9	How would you rate the dependability and overall quality of city gas services?	14.48%	Satisfactory	32
		37.10%	Good	82
		44.34%	Exellent	98
10	How would you rate the dependability and overall quality of city electricity services?	0.89%	Poor	2
		1.79%	Fair	4
		8.93%	Satisfactory	20
		41.07%	Good	92
		47.32%	Exellent	106
11	How would you rate the overall quality of city recreational programs?	2.28%	Poor	5
		4.57%	Fair	10
		19.18%	Satisfactory	42
		41.55%	Good	91
		32.42%	Exellent	71
12	How would you rate the overall quality of city recreational facilities? (e.g. parks, trails, park facilities, etc.)	5.41%	Fair	12
		9.46%	Satisfactory	21
		45.95%	Good	102
		39.19%	Exellent	87
13	How would you rate the library services in the city?	0.47%	Poor	1
		1.89%	Fair	4
		13.68%	Satisfactory	29
		37.74%	Good	80
		46.23%	Exellent	98
14	How would you rate the quality of licensing, permitting and building inspection services in the city?	1.88%	Poor	4
		3.76%	Fair	8
		27.70%	Satisfactory	59
		42.72%	Good	91
		23.94%	Exellent	51
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)?	3.05%	Poor	6
		6.09%	Fair	12
		36.55%	Satisfactory	72
		38.58%	Good	76
		15.74%	Exellent	31
16	How would you rate the utility billing/finance department services?	3.14%	Poor	7
		4.04%	Fair	9
		17.94%	Satisfactory	40
		44.39%	Good	99
		30.49%	Exellent	68
17	How would you rate the overall quality of services provided by the city?	0.45%	Poor	1
		0.45%	Fair	1
		18.55%	Satisfactory	41
		52.49%	Good	116
		28.05%	Exellent	62

City Wide Survey of Public Services for 2020
Report to the State Auditor
April 2021

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

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

NOTE: 2011-2017 300 surveys mailed; 2018-2020 500 surveys mailed

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

Scale	2011	%	2012	%	2013	%	2014	%	2015	%	2016	%	2017	%	2018	%	2019	%	2020	%
1 Poor	2	1.14	0	1.14	0	0.00	1	0.44	2	0.90	1	0.44	1	0.45	1	0.45	1	0.45	0	0.00
2 Fair	2	1.14	6	1.14	2	0.87	1	0.44	0	0.00	0	0.00	0	0.00	2	0.90	1	0.45	4	1.80
3 Satisfactory	15	8.57	24	8.57	15	6.55	20	8.73	13	5.86	22	9.61	8	3.60	29	13.06	34	15.32	36	16.22
4 Good	89	53.71	110	53.71	76	33.19	101	44.10	77	34.68	98	42.79	85	38.29	150	67.57	127	57.21	126	56.76
5 Excellent	67	35.43	40	35.43	60	26.20	55	24.02	51	22.97	50	21.83	44	19.82	65	29.28	66	29.73	56	25.23
Avg. rating	4.21		4.02		4.27		4.17		4.22		4.15		4.24		4.12		4.12		4.05	
% change	-		-4.51%		6.22%		-2.34%		1.20%		-1.66%		2.17%		-2.83%		0.00%		-1.70%	

#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	%
1 Poor	1	0.57	1	0.57	2	0.87	3	1.30	2	0.90	1	0.43	2	0.88	3	1.33	0	0.00	0	0.00
2 Fair	5	2.84	8	2.84	7	3.04	4	1.74	4	1.80	2	0.87	0	0.00	5	2.21	3	1.33	6	2.65
3 Satisfactory	14	7.95	19	7.95	22	9.57	16	6.96	21	9.46	18	7.83	15	6.64	29	12.83	22	9.73	17	7.52
4 Good	89	50.57	79	50.57	65	28.26	81	35.22	52	23.42	72	31.30	47	20.80	108	47.79	103	45.58	102	45.13
5 Excellent	67	38.07	71	38.07	59	25.65	72	31.30	65	29.28	77	33.48	74	32.74	104	46.02	102	45.13	101	44.69
Avg. rating	4.23		4.19		4.11		4.22		4.21		4.31		4.38		4.22		4.32		4.32	
% change	-		-0.95%		-1.91%		2.68%		-0.24%		2.38%		1.62%		-3.65%		2.37%		0.00%	

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

Part II Crime Statistics:												
Other Assault	67	84	85	88	61	79	65	64	74	67	52	56
Forgery	2	7	4	7	6	10	7	6	4	7	9	6
Fraud	42	39	38	34	34	27	23	44	28	57	32	35
Embezzlement	0	0	0	0	0	0	0	0	0	0	0	0
Stolen Property	3	1	2	3	2	2	4	1	2	1	4	1
Vandalism	145	150	107	113	102	91	85	87	94	66	75	51
Weapons	6	0	4	0	5	7	4	4	1	1	3	9

Prostitution	0	0	0	0	0	0	0	2	4	1	0	0
Sex Offenses	13	7	4	14	11	8	7	14	18	15	10	7
Narcotics	48	33	43	32	46	37	47	31	56	48	28	44
Gambling	0	1	0	0	1	0	1	0	0	0	0	0
Family & Chlidren	24	16	8	3	1	5	6	12	6	11	4	0
DUI	66	78	71	61	62	64	41	44	55	36	30	38
Liquor Laws	46	45	46	38	25	23	21	15	11	10	8	13
Drunkeness	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
Vagrancy	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
Total	857	708	618	580	615	629	615	653	686	709	437	348

Priority Police average response time:

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
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
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
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

Calls for Service:

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
	9,799	9,803	9,753	9521	11013	N/A	11178	10048	10532	8803

Criminal Investigation clearance rate:

	2011	2012	2013	2014	2015	2016	2017	2018	2019
	68.80%	64.21%	67.00%	67.00%	70.00%	74.00%	72.00%	62.00%	51.00%

#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	%
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
2 Fair	3	1.73	1	1.73	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	1	0.44	4	1.77	1	0.44
3 Satisfactory	5	2.89	13	2.89	7	3.08	7	3.08	8	3.60	8	3.52	5	2.21	16	7.08	11	4.87	9	3.98
4 Good	56	32.37	66	32.37	54	23.79	81	35.68	46	20.72	66	29.07	45	19.91	89	39.38	78	34.51	84	37.17
5 Excellent	106	61.27	96	61.27	93	40.97	89	39.21	89	40.09	94	41.41	88	38.94	142	62.83	134	59.29	132	58.41
Avg. rating	4.5		4.46		4.54		4.46		4.57		4.51	2.06	4.60		4.50		4.51		4.54	
% change	-		-0.89%		1.79%		-1.76%		2.47%		-1.31%		2.00%		-2.17%		0.22%		0.67%	

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
	≤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

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

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

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

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

Scale	2011	%	2012	%	2013	%	2014	%	2015	%	2016	%	2017	%	2018	%	2019	%	2020	%
1 Poor	6	3.43	8	3.43	3	1.30	4	1.74	3	1.35	4	1.74	2	0.89	10	4.44	9	4.00	8	3.56
2 fair	14	8	20	8	16	6.96	18	7.83	15	6.76	27	11.74	10	4.44	31	13.78	29	12.89	24	10.67
3 Satisfactory	74	42.29	72	42.29	60	26.09	79	34.35	55	24.77	62	26.96	39	17.33	94	41.78	91	40.44	76	33.78
4 Good	63	36	63	36	60	26.09	60	26.09	58	26.13	62	26.96	71	31.56	100	44.44	90	40.00	99	44.00
5 Excellent	18	10.29	16	10.29	17	7.39	17	7.39	13	5.86	16	6.96	16	7.11	14	6.22	11	4.89	18	8.00
Avg. rating	3.42		3.33		3.46		3.38		3.44		3.35		3.64		3.31		3.28		3.42	
% change	-		-2.63%		3.90%		-2.31%		1.78%		-2.62%		8.66%		-9.07%		-0.91%		4.27%	

Pavement Condition Index in miles of street:

Rating:	Score:	2011	%	2012	%	2013	%	2014	%	2015	%	2016	%	2017	%	2018	%	2019	%	2020	%
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%
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%
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%
Total miles		81.75		81.64		81.88		82.17		83.05		83.53		84.23		84.7		85.3		87.53	

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

Scale	2011	%	2012	%	2013	%	2014	%	2015	%	2016	%	2017	%	2018	%	2019	%	2020	%
1 Poor	8	4.6	8	4.6	10	4.37	6	2.62	5	2.25	6	2.62	7	3.11	18	8.00	10	4.44	6	2.67
2 Fair	12	6.9	16	6.9	18	7.86	13	5.68	5	2.25	12	5.24	11	4.89	29	12.89	20	8.89	13	5.78
3 Satisfactory	56	32.18	44	32.18	35	15.28	41	17.90	33	14.86	51	22.27	27	12.00	58	25.78	49	21.78	51	22.67
4 Good	70	40.23	72	40.23	63	27.51	79	34.50	67	30.18	68	29.69	59	26.22	100	44.44	109	48.44	101	44.89
5 Excellent	28	16.09	38	16.09	29	12.66	39	17.03	33	14.86	34	14.85	33	14.67	45	20.00	41	18.22	54	24.00
Avg. rating	3.56		3.65		3.54		3.74		3.83		3.65		3.73		3.50		3.66		3.82	
% change	-		2.53%		-3.01%		5.65%		2.41%		-4.70%		2.19%		-6.17%		4.57%		4.37%	

# 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	
Snow removal equipment:			13 units		14 units		14 units		14 units		14 units		14 units		14 units		14 units		14 units	
Snow removal operators:			13 FTE's		14 FTE's		14 FTE's		14 FTE's		14 FTE's		14 FTE's		14 FTE's		14 FTE's		14 FTE's	

Figures represent 2012 and 2013

#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	%
1 Poor	2	1.14	0	1.14	1	0.44	0	0.00	1	0.45	0	0.00	2	0.89	2	0.89	1	0.45	1	0.45
2 Fair	1	0.57	2	0.57	0	0.00	2	0.88	1	0.45	2	0.88	3	1.34	3	1.34	0	0.00	2	0.89
3 Satisfactory	19	10.8	27	10.8	16	7.08	25	11.06	17	7.66	20	8.85	8	3.57	30	13.39	23	10.27	24	10.71
4 Good	81	46.02	85	46.02	68	30.09	94	41.59	68	30.63	85	37.61	70	31.25	117	52.23	106	47.32	104	46.43
5 Excellent	73	41.48	63	41.48	68	30.09	56	24.78	55	24.77	63	27.88	56	25.00	95	42.41	96	42.86	93	41.52
Avg. rating	4.26		4.18		4.32		4.15		4.23		4.23		4.26		4.21		4.31		4.28	
% change	-		-1.88%		3.35%		-3.94%		1.93%		0.00%		0.71%		-1.17%		2.38%		-0.70%	

Number of sewage blockages per 100 connections:

		2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Goal: 0	ratio	0	0.0192	0	0.0192	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

| $ 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 |

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 |

* 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	%
1 Poor	3	1.7	0	1.7	3	1.31	3	1.31	1	0.45	2	0.87	3	1.33	1	0.44	3	1.33	4	1.78
2 Fair	2	1.14	12	1.14	1	0.44	4	1.75	4	1.80	7	3.06	4	1.78	5	2.22	5	2.22	3	1.33
3 Satisfactory	22	12.5	27	12.5	17	7.42	25	10.92	16	7.21	22	9.61	10	4.44	36	16.00	28	12.44	36	16.00
4 Good	76	43.18	71	43.18	65	28.38	86	37.55	59	26.58	72	31.44	65	28.89	117	52.00	103	45.78	95	42.22
5 Excellent	73	41.48	69	41.48	68	29.69	60	26.20	63	28.38	67	29.26	56	24.89	90	40.00	90	40.00	87	38.67
Avg. rating	4.22		4.22		4.26		4.10		4.25		4.15		4.21		4.16		4.19		4.15	
% change	-		0.00%		0.95%		-3.76%		3.66%		-2.35%		1.45%		-1.19%		0.72%		-0.95%	

Storage capacity: 8.5 million gallons in four facilities

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
$ cost per 1,000,000 of water producted:	$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
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

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	%
1 Poor	3	1.71	1	1.71	1	0.44	0	0.00	1	0.45	0	0.00	2	0.90	1	0.45	1	0.45	4	1.81
2 Fair	1	0.57	2	0.57	1	0.44	3	1.32	4	1.80	2	0.88	4	1.81	2	0.90	0	0.00	5	2.26
3 Satisfactory	14	8	23	8	13	5.70	17	7.46	13	5.86	15	6.58	7	3.17	26	11.76	19	8.60	32	14.48
4 Good	72	41.14	75	41.14	69	30.26	83	36.40	53	23.87	77	33.77	55	24.89	110	49.77	105	47.51	82	37.10
5 Excellent	85	48.57	78	48.57	69	30.26	73	32.02	72	32.43	75	32.89	67	30.32	107	48.42	103	46.61	98	44.34
Avg. rating	4.34		4.27		4.33		4.28		4.34		4.33		4.34		4.30		4.36		4.20	
% change	-		-1.61%		1.41%		-1.15%		1.40%		-0.23%		0.23%		-0.92%		1.40%		-3.67%	

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Dist. Syst. Gas Leaks	0	0	0	0	0	1	1	0	0	2	0	0
Supply Gas Interruption	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

#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	%
1 Poor	3	1.17	1	1.17	2	0.87	0	0.00	3	1.35	1	0.44	0	0.00	2	0.89	1	0.45	2	0.89
2 Fair	2	1.14	5	1.14	4	1.75	2	0.87	4	1.80	3	1.31	5	2.23	8	3.57	1	0.45	4	1.79
3 Satisfactory	17	9.66	26	9.66	17	7.42	20	8.73	12	5.41	15	6.55	8	3.57	26	11.61	22	9.82	20	8.93
4 Good	82	46.59	75	46.59	64	27.95	84	36.68	61	27.48	81	35.37	65	29.02	115	51.34	103	45.98	92	41.07
5 Excellent	72	40.91	70	40.91	68	29.69	72	31.44	62	27.93	71	31.00	60	26.79	97	43.30	102	45.54	106	47.32
Avg. rating	4.24		4.18		4.24		4.27		4.23		4.27		4.30		4.20		4.33		4.32	
% change	-		-1.42%		1.44%		0.71%		-0.94%		0.95%		0.70%		-2.33%		3.10%		-0.23%	

	2006 US Average		Goal	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
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
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
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

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

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

Scale	2011	%	2012	%	2013	%	2014	%	2015	%	2016	%	2017	%	2018	%	2019	%	2020	%
1 Poor	4	2.33	2	2.33	1	0.44	0	0.00	1	0.45	2	0.88	0	0.00	2	0.91	2	0.91	5	2.28
2 Fair	7	4.07	8	4.07	5	2.21	4	1.77	2	0.90	5	2.21	0	0.00	6	2.74	2	0.91	10	4.57
3 Satisfactory	17	9.88	26	9.88	21	9.29	29	12.83	22	9.91	15	6.64	12	5.48	41	18.72	39	17.81	42	19.18
4 Good	78	45.35	76	45.35	70	30.97	73	32.30	64	28.83	80	35.40	60	27.40	99	45.21	104	47.49	91	41.55
5 Excellent	66	38.37	67	38.37	59	26.11	68	30.09	54	24.32	65	28.76	67	30.59	95	43.38	79	36.07	71	32.42
Avg. rating	4.13		4.11		4.16		4.18		4.17		4.20		4.40		4.15		4.13		3.97	
% change	-		-0.48%		1.22%		0.48%		-0.24%		0.72%		4.76%		-5.68%		-0.48%		-3.87%	

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

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	%
1 Poor	4	2.33	2	2.33	1	0.44	0	0.00	1	0.45	2	0.88	0	0.00	3	1.37	1	0.46	0	0.00
2 Fair	7	4.07	8	4.07	5	2.21	4	1.77	2	0.90	5	2.21	0	0.00	6	2.74	4	1.83	12	5.48
3 Satisfactory	17	9.88	26	9.88	21	9.29	29	12.83	22	9.91	15	6.64	12	5.48	36	16.44	28	12.79	21	9.59
4 Good	78	45.35	76	45.35	70	30.97	73	32.30	64	28.83	80	35.40	60	27.40	100	45.66	103	47.03	102	46.58
5 Excellent	66	38.37	67	38.37	59	26.11	68	30.09	54	24.32	65	28.76	67	30.59	101	46.12	92	42.01	87	39.73
Avg. rating	4.13		4.11		4.16		4.18		4.17		4.20		4.40		4.18		4.23		4.19	
% change	-		-0.48%		1.22%		0.48%		-0.24%		0.72%		4.76%		-5.00%		1.20%		-0.95%	
# of Facilities/Parks:	41		42		42		42		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	
Park Area in acres:	319		319		319		319		319		319		319		319		319		319	
Park Area mowed:	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	

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	%
1 Poor	3	1.79	1	1.79	1	0.46	0	0.00	1	0.45	0	0.00	0	0.00	0	0.00	1	0.47	1	0.47
2 Fair	2	1.19	2	1.19	1	0.46	0	0.00	1	0.45	0	0.00	1	0.47	3	1.42	0	0.00	4	1.89
3 Satisfactory	15	8.93	28	8.93	17	7.76	24	10.96	15	6.76	13	5.94	8	3.77	29	13.68	30	14.15	29	13.68
4 Good	74	44.05	67	44.05	65	29.68	72	32.88	58	26.13	66	30.14	55	25.94	92	43.40	86	40.57	80	37.74
5 Excellent	74	44.05	72	44.05	68	31.05	75	34.25	63	28.38	86	39.27	72	33.96	116	54.72	102	48.11	98	46.23
Avg. rating	4.27		4.22		4.30		4.30		4.31		4.44		4.46		4.34		4.32		4.27	
% change	-		-1.17%		1.90%		0.00%		0.23%		3.02%		0.45%		-2.69%		-0.46%		-1.16%	

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Circulation Children:	72327	66640	71630	76853	72653	71546	55856	61438	62652	70568	72105	39611
Circulation Adult:	95839	79399	80213	71208	69899	67295	59640	64849	67359	70312	71166	55574
Public Computer Use:	16259	17173	15826	15939	18352	25956	20640	19383	18593	14966	13818	5179
Estimated Visits:	76830	82433	79031	85723	75414	80717	70637	65738	78414	116745	114286	65216
# of Cardholders:	6929	6367	6374	6443	6302	5594	6391	6486	6424	7452	7863	8203

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	%
1 Poor	4	2.42	8	2.42	4	1.83	2	0.91	4	1.80	0	0.00	2	0.94	4	1.88	2	0.94	4	1.88
2 Fair	10	6.06	12	6.06	5	2.28	8	3.65	8	3.60	8	3.65	4	1.88	15	7.04	9	4.23	8	3.76
3 Satisfactory	41	24.85	47	24.85	50	22.83	46	21.00	39	17.57	45	20.55	26	12.21	68	31.92	62	29.11	59	27.70
4 Good	78	47.27	66	47.27	61	27.85	79	36.07	59	26.58	76	34.70	67	31.46	98	46.01	98	46.01	91	42.72
5 Excellent	32	19.39	35	19.39	32	14.61	35	15.98	30	13.51	36	16.44	35	16.43	47	22.07	48	22.54	51	23.94
Avg. rating	3.75		3.64		3.74		3.81		3.74		3.85		3.96		3.73		3.83		3.83	
% change	-		-2.93%		2.75%		1.87%		-1.84%		2.94%		2.86%		-5.81%		2.68%		0.00%	

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

#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	%
1 Poor	0	0	6	0	5	2.45	3	1.47	2	0.90	2	0.98	2	1.02	3	1.52	4	2.03	6	3.05
2 Fair	0	0	16	0	10	4.90	14	6.86	7	3.15	11	5.39	5	2.54	18	9.14	13	6.60	12	6.09
3 Satisfactory	0	0	60	0	49	24.02	55	26.96	49	22.07	57	27.94	32	16.24	92	46.70	77	39.09	72	36.55
4 Good	0	0	54	0	54	26.47	61	29.90	46	20.72	53	25.98	54	27.41	76	38.58	71	36.04	76	38.58
5 Excellent	0	0	32	0	26	12.75	28	13.73	22	9.91	31	15.20	32	16.24	25	12.69	39	19.80	31	15.74
Avg. rating	0		3.54		3.60		3.60		3.63		3.65		3.87		3.48		3.63		3.58	
% change	-		100.00%		1.69%		0.00%		0.83%		0.55%		6.03%		-10.08%		4.31%		-1.38%	

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
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
Studio use (hours):	125	156	271	268 est	144	192	340	47	38	60	151	120
City meetings produced:	154	147	145	145 est	175	240	245	165	159	160	146	155
County meetings produced:	0	0	30	36 est	36	36	36	28	10	36	36	35
Live production events:	45	66	67	61 est	63	58	60	47	84	90	40	62
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

#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	%
1 Poor	0	0	5	0	5	2.20	4	1.76	8	3.60	4	1.76	8	3.59	5	2.24	3	1.35	7	3.14
2 Fair	0	0	18	0	10	4.41	10	4.41	6	2.70	7	3.08	7	3.14	8	3.59	8	3.59	9	4.04
3 Satisfactory	0	0	40	0	35	15.42	40	17.62	22	9.91	30	13.22	23	10.31	55	24.66	42	18.83	40	17.94
4 Good	0	0	64	0	64	28.19	76	33.48	71	31.98	80	35.24	64	28.70	115	51.57	104	46.64	99	44.39
5 Excellent	0	0	48	0	41	18.06	48	21.15	37	16.67	48	21.15	35	15.70	63	28.25	70	31.39	68	30.49
Avg. rating	0		3.75		3.81		3.87		3.85		3.95		3.81		3.91		4.01		3.95	
% change	-		100.00%		1.60%		1.57%		-0.52%		2.60%		-3.54%		2.62%		2.56%		-1.50%	

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Bond Rating (upgraded):*	A1	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

#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	%
1 Poor	1	0.58	1	0.58	1	0.44	0	0.00	3	1.35	0	0.00	3	1.36	2	0.90	1	0.45	1	0.45
2 Fair	3	1.75	7	1.75	1	0.44	1	0.44	0	0.00	1	0.44	2	0.90	2	0.90	0	0.00	1	0.45
3 Satisfactory	26	15.2	32	15.2	27	11.84	29	12.72	17	7.66	24	10.53	14	6.33	36	16.29	30	13.57	41	18.55
4 Good	98	57.31	89	57.31	84	36.84	98	42.98	81	36.49	93	40.79	81	36.65	151	68.33	138	62.44	116	52.49
5 Excellent	43	25.15	45	25.15	43	18.86	47	20.61	40	18.02	47	20.61	38	17.19	53	23.98	59	26.70	62	28.05
Avg. rating	4.05		3.98		4.07		4.09		4.1		4.13		4.08		4.03		4.11		4.07	
% change	-				2.26%		0.49%		0.24%		0.73%		-1.21%		-1.23%		1.99%		-0.97%	

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
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
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
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%
MVC to MVE state law change													

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 26, 2021

Thank you for your time and consideration in completing this survey