

**CITY OF WACONIA
RESOLUTION NO. 2012-111**

**RESOLUTION APPROVING ADOPTION OF LOCAL RESULTS
AND INNOVATION PERFORMANCE STANDARDS, MEASURES, AND REPORT**

WHEREAS, the Council on Local Results and Innovation has provided the performance standards and measures for local units of government; and

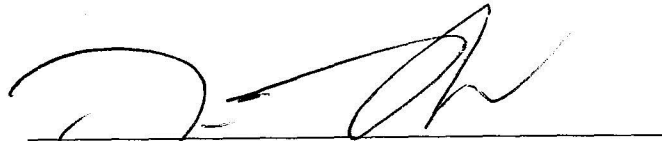
WHEREAS, The City of Waconia has adopted the ten performance measures as developed by the Council; and

WHEREAS, The City of Waconia has published a report summarizing the measures and results of a citizen satisfaction survey for 2011;

WHEREAS, The City of Waconia will implement a performance measurement system by the end of 2012; and

NOW, THEREFORE, BE IT RESOLVED, that, the City Council of Waconia hereby adopts the performance standards and will implement a measurement system as determined by the Council on Local Results and Innovation for 2012.

Adopted by the City Council of the City of Waconia this 25th day of June, 2012.



Jim Nash, Mayor

ATTEST: 
Susan MH Arntz, City Administration

M/	<u>Sanborn</u>	Bloudek	<u>Aye</u>
		Carrier	<u>Aye</u>
S/	<u>Millender</u>	Millender	<u>Aye</u>
		Sanborn	<u>Aye</u>
		Nash	<u>Aye</u>

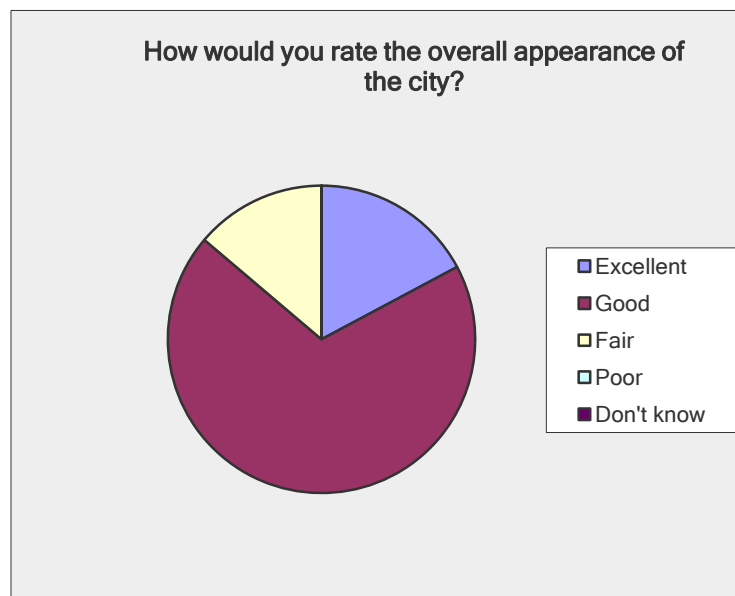
Waconia Performance Measures Report for 2011

In 2011 the City of Waconia agreed to participate in the Performance Measurement Program that was created by the Minnesota State Legislature in 2010 and developed by the Council on Local Results and Innovation. By tracking City performance around 10 common performance standards local residents, elected officials and taxpayers will be able to determine the efficacy of public service within our community. By participating in this program the City of Waconia will be eligible for reimbursement of a portion of Local Government Aid and well as be exempt from Levy limits. In 2011 simply by adopting the performance measures the City received these benefits in the amount \$1498.

As part of this program, early in 2012, the City made available an online survey available at www.waconia.org where it asked questions to rate City services such as fire service, law enforcement, street plowing, park and recreation, and other items. This is the report summarizing those results, and will be used as a starting point for setting benchmarks for some of the items in measuring City performance in future years for these key areas.

General Items:

In 2011 the City of Waconia had a total taxable property market value of \$1,029,235,100.00. The total number of respondents to the Citizen Satisfaction Survey was 58 and have lived in the community on average 13.7 years. The population of the City of Waconia in 2011 was 10,621 residents as estimated by the City Land Use Summary for 2011.



17.2 % of respondents rated the Overall appearance of the City as excellent, 69% rated it as Good, and 13.8% rated it as Fair.

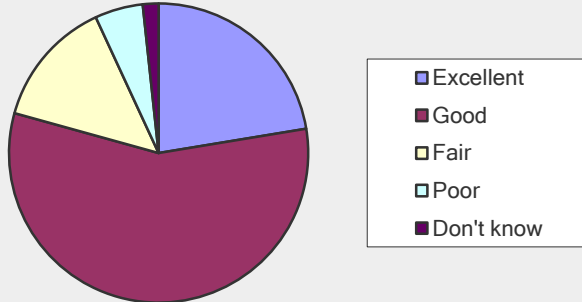
Summary of Comments:

Respondents wished to see a more attractive presence on Hwy 5, especially at Hwy 5 & 284.

The downtown area has attractive features, but concern for vacancies.

Requests for more sidewalk, boulevard, and street maintenance.

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



22.45 of respondents rated the overall quality of City services as Excellent, 56.9% as Good, 13.8% as Fair, 5.2% as Poor, and 1.7% Didn't Not Know.

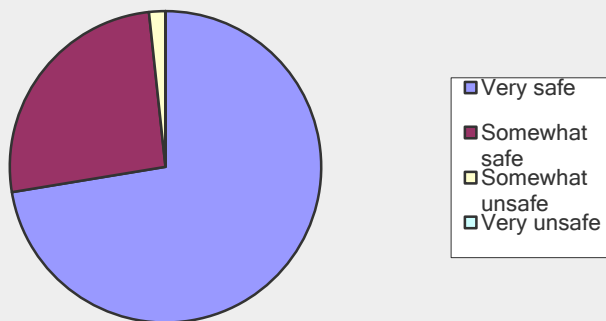
Summary of Comments:

Respondents wished to see a more welcoming environment and support for businesses, especially restaurants. Generally supportive of staff, however concerns exist with resident communication, customer service, leadership, and administration.

Police Services:

The City of Waconia contracts for law enforcement services with the Carver County Sheriff's Office. We currently are served around the clock by 1 Full-Time Sergeant position, 1 Full-time Day patrol, and 1 Full-time Night Patrol and community services officer patrol. In 2011 the City had experienced 204 Part I and 304 Part II crimes within the community. The average response to high priority calls was 4:14.

How would you describe your overall feeling of safety in the city?



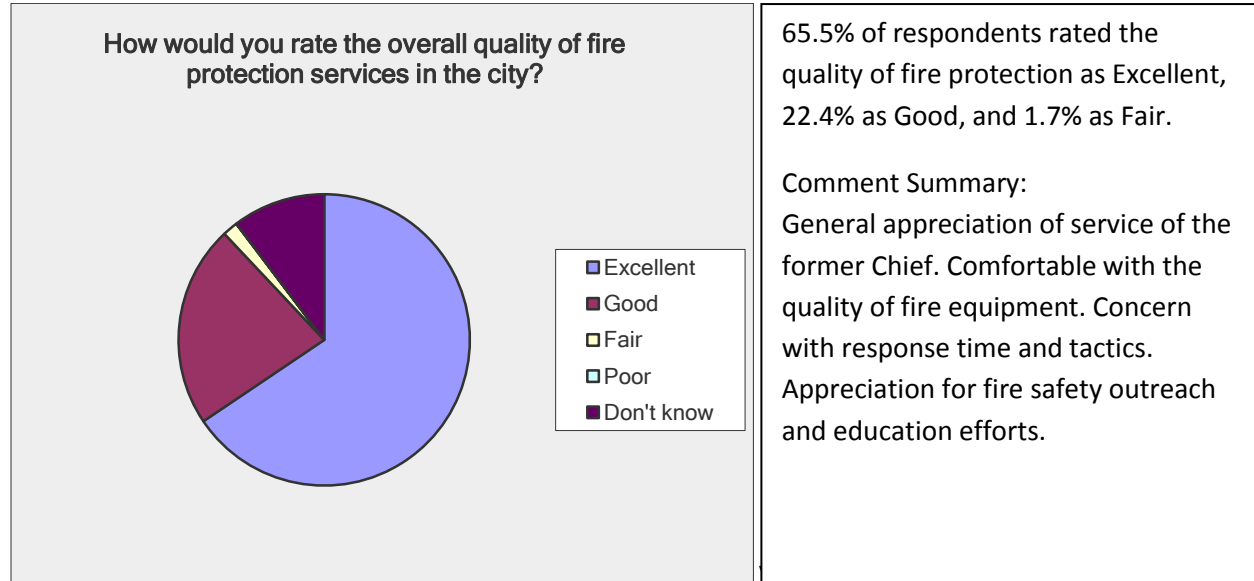
72.4% of respondents reported feeling very safe in the community, 25.9% felt somewhat safe, and 1.7% felt somewhat unsafe.

Summary of Comments:

Concerns regarding garage burglaries and traffic speed on residential streets.

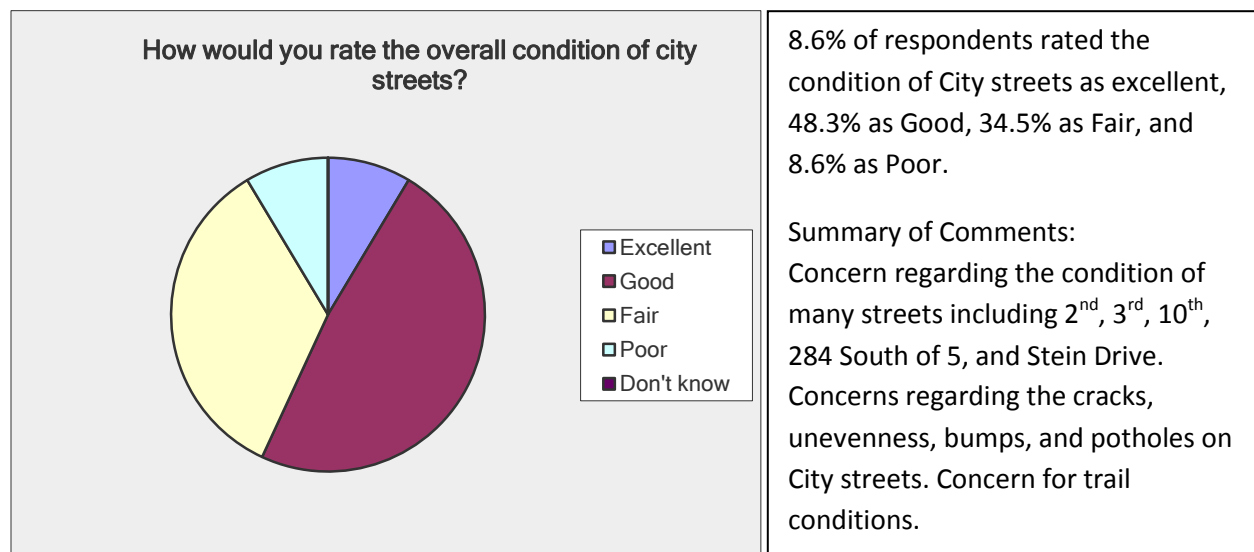
Fire Services

The City of Waconia provides fire and emergency response service with a force of 35 paid per call firefighters and 19 pieces of emergency response apparatus. The Fire Service average response to calls for service is 1 minute. Currently the City possesses an Insurance Service Office rating of 5.

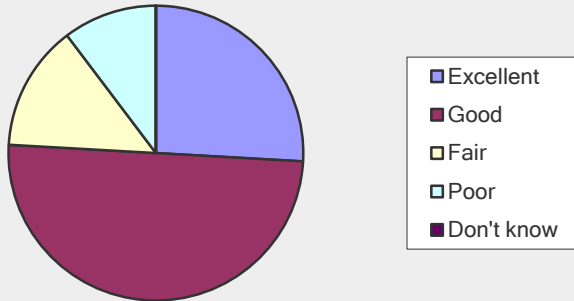


Streets

The City of Waconia maintains 56 lane miles of street surface within the community as well as .78 mile of gravel alley and 184,800 lineal feet of storm water collection pipes and 25 retention and treatment structures. The City has an average pavement condition rating of 62.



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



25.9% of respondents rated City snow removal efforts as Excellent, 50% as Good, 13.8% as Fair, and 10.3% as Poor.

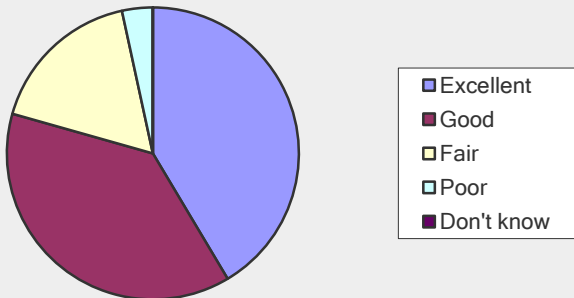
Comment Summary:

Generally supportive of efforts, however concerns regarding how cul de sacs are plowed. Concerns regarding snow deposits on driveways. Concern regarding enforcement of Winter Parking rules. More snow removal done by the City on sidewalks and in front of businesses.

Water

The City maintains and operates 60 miles of water service mains and on average pumps 349 million gallons of water per year through the use of 6 wells and three elevated storage tanks. The City spends \$4,748 per 1,000,000 gallons of water pumped to maintain the entire system.

How would you rate the dependability and overall quality of the city water supply?



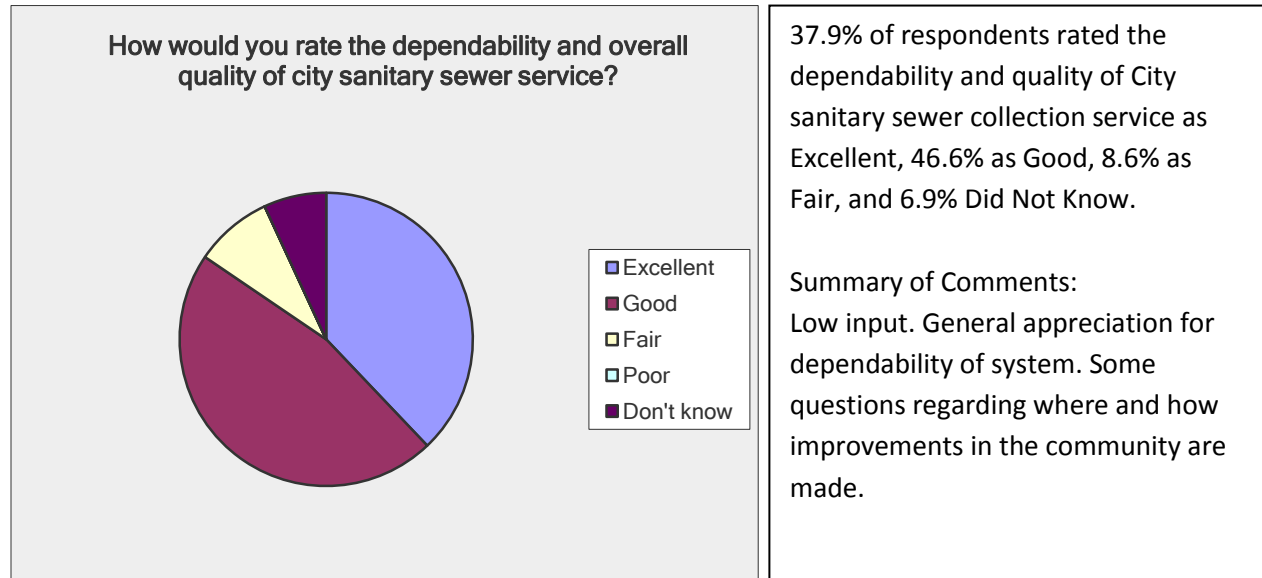
41.4% of respondents rated the dependability and quality of the City water supply as excellent, 37.9% as Good, 17.25% as Fair, and 3.4% as Poor.

Summary of Comments:

Concern regarding the reported elevated lead levels in some homes. Concern regarding the use of fluoride in water treatment. Some concerns with particulates and service disruption in some areas.

Sewer

The City maintains 274,560 lineal feet of sanitary sewer collection pipes and 11 lift stations. The City pumps sewage to the Metro Council lift station located on Hwy 5 at the City edge, and it is then treated at the Blue Lake Facility in Shakopee. The City has experienced .03 reported blockages per 100 connections in 2011.



Parks & Recreation

The City maintains 18 neighborhood parks, 14 miles of sidewalks, 13.5 miles of trails, 3 community parks including 40 acre Brook Peterson Park, three public access points to Lake Waconia, and a fishing pier. The City also operates Safari Island Community Center, offering recreation opportunities such as swimming lessons and pool access, fitness classes, weight and cardio circuit training equipment, gym programming, and a walking track. The City also owns and operates the Waconia Ice Arena which provides open skating, skate lessons, adult hockey leagues, as well as rents ice access to local schools and youth associations.

