



## Memorandum

DATE: November 3, 2016

TO: Mayor and City Council  
Senior Staff

FROM: Anne Norris, City Manager *alb*

SUBJECT: Results from 2016 Performance Measures Survey

In 2010, the Legislature created a committee to consider local results and innovation and in 2011, that committee released a set of ten performance measures for cities and counties to help evaluate the efficiency of how services are provided to residents.

In 2011, the Crystal City Council voluntarily adopted these state performance measures with Resolution #2011-56. The ten measures were addressed in the 2012 community survey completed by Decision Resources Inc. The League of Minnesota Cities has an on-line survey tool for cities to utilize for annual use. In 2013, 2014, 2015 and 2016 this survey was available on the city's website. In 2016, the survey was posted from late July to early October, and advertised in the city newsletter as well as on the city's website and other social media.

The questions asked on the survey are:

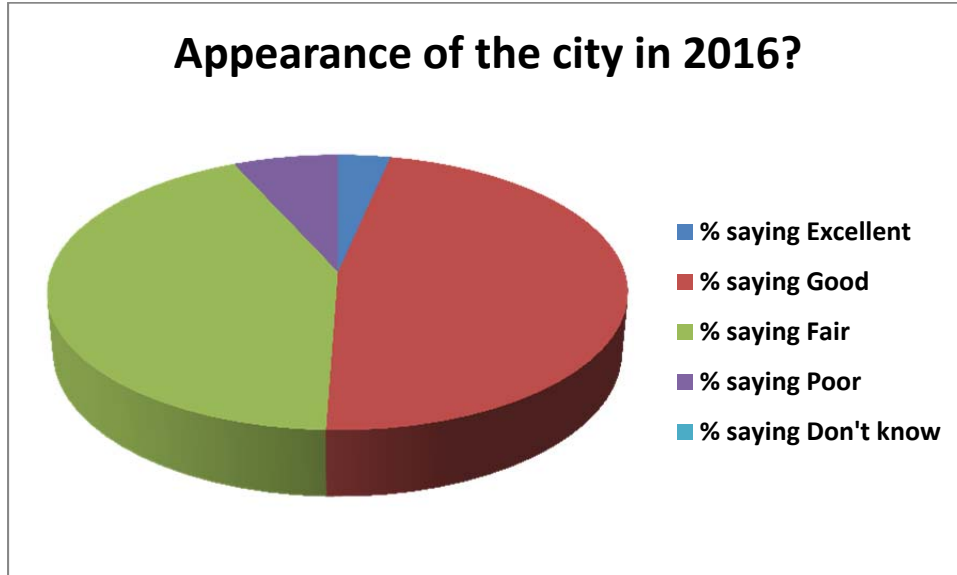
- How would you rate the overall appearance of the city
- How would you describe your overall feeling of safety in the city
- How would you rate the overall quality of fire protection services in the city
- How would you rate the overall condition of city streets
- How would you rate the overall quality of snowplowing on city streets
- How would you rate the dependability and overall quality of city sanitary sewer service
- How would rate the dependability and overall quality of city water
- How would you rate the overall quality of city recreational programs and facilities
- How would you rate the overall quality of services provided by the city

Respondents were also able to provide general comments for each question.

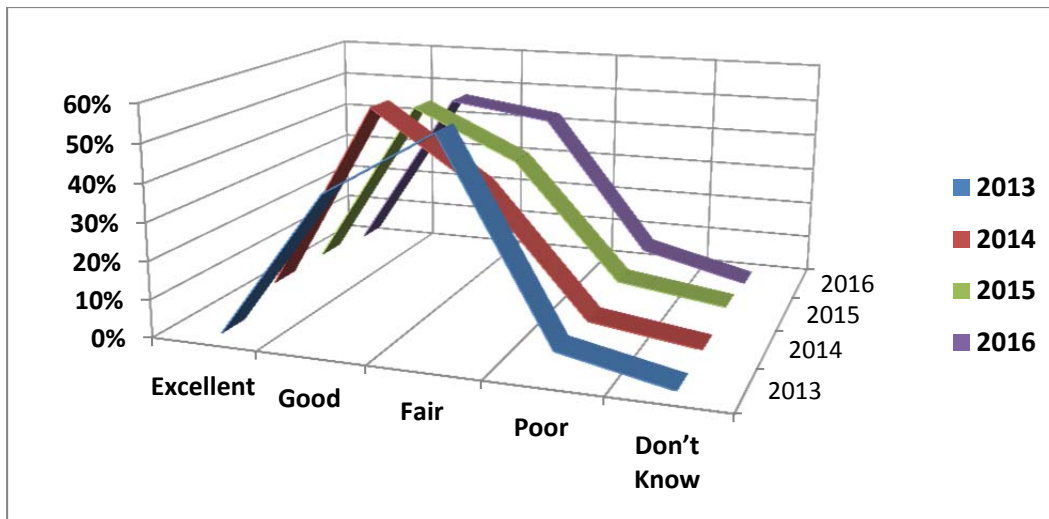
The 2016 survey generated 89 responses. Attached are the survey results and the responses received to each question asked including any comments.

Attach:

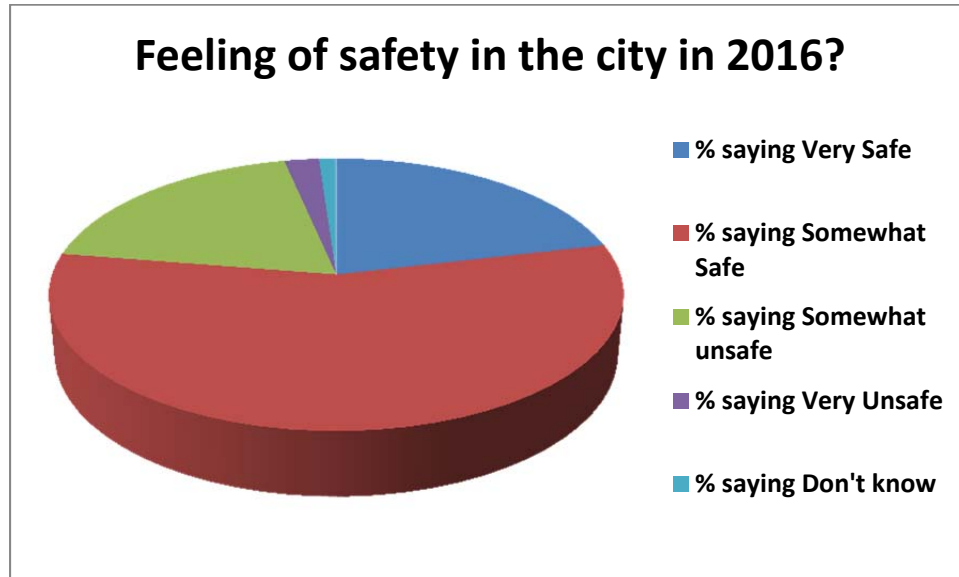
How would you rate the overall appearance of the city?



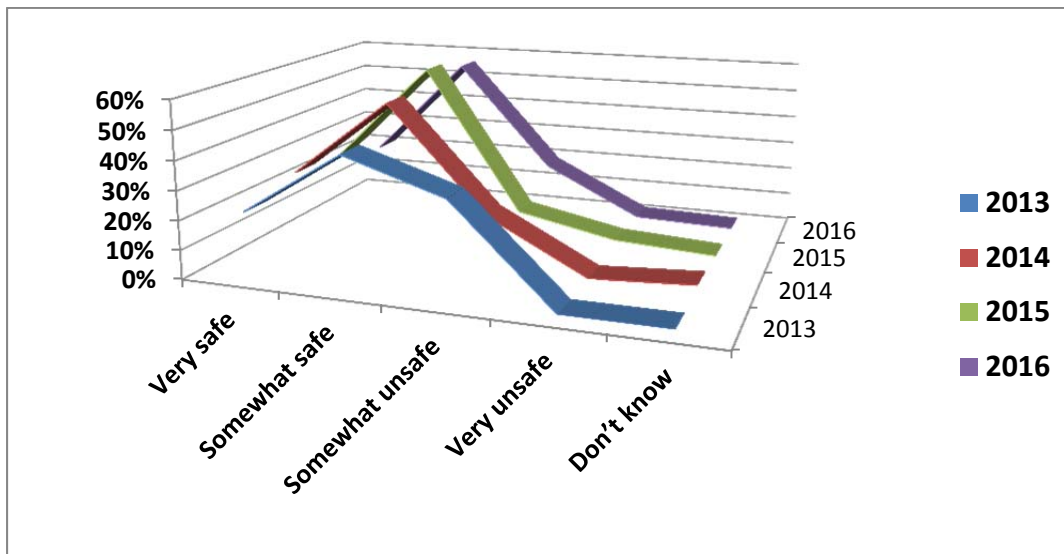
	2013	2014	2015	2016
Excellent	0%	5%	5%	3%
Good	39%	55%	50%	47%
Fair	56%	36%	37%	43%
Poor	6%	4%	6%	7%
Don't Know	0%	0%	2%	0%



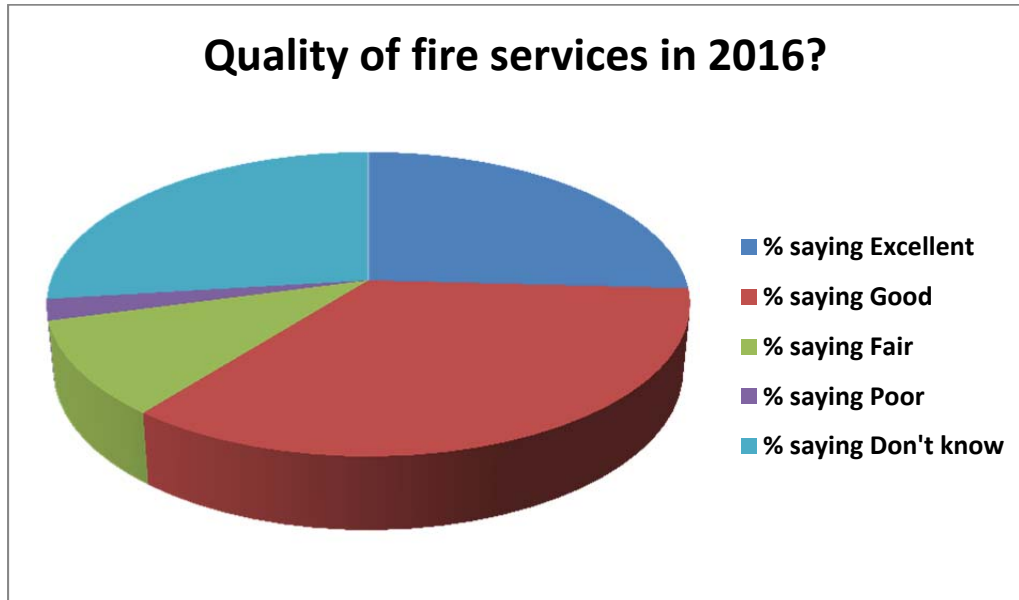
How would you describe your overall feeling of safety in the city?



	2013	2014	2015	2016
Very safe	22%	27%	26%	21%
Somewhat safe	44%	54%	60%	56%
Somewhat unsafe	33%	18%	10%	19%
Very unsafe	0%	0%	3%	2%
Don't know	0%	2%	1%	1%

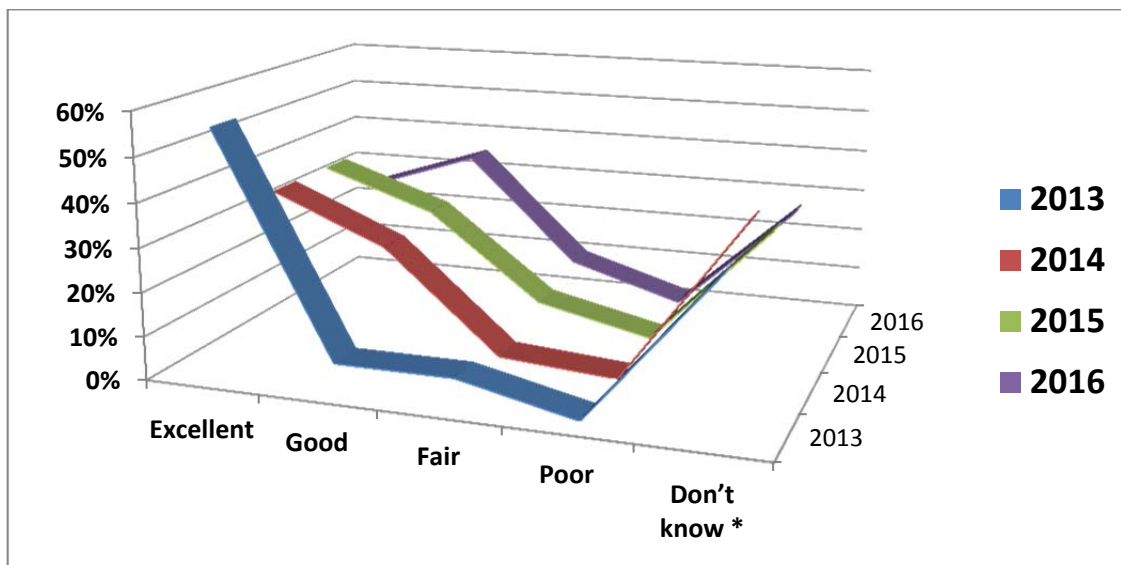


How would you rate the overall quality of fire protection services in the city?

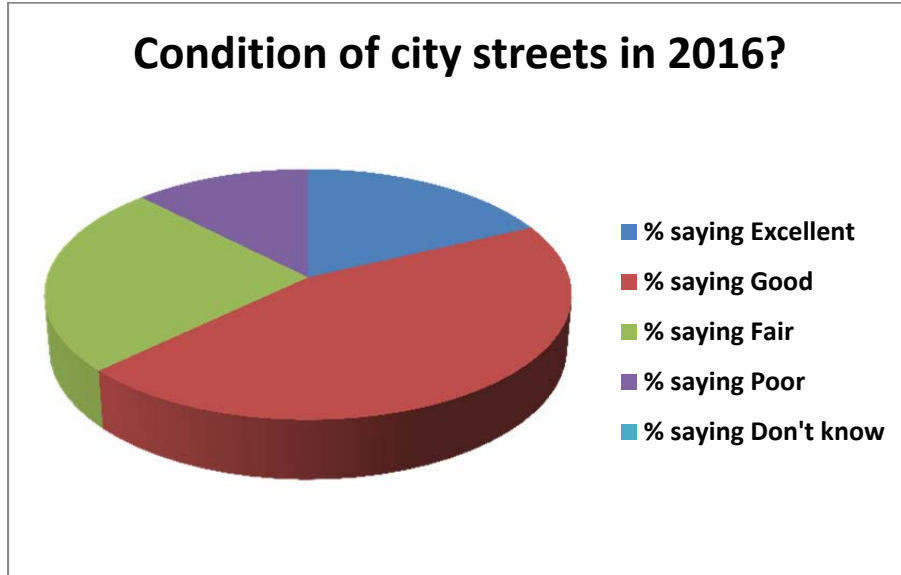


	2013	2014	2015	2016
Excellent	56%	36%	36%	26%
Good	6%	25%	27%	35%
Fair	6%	2%	7%	10%
Poor	0%	0%	1%	2%
Don't know *	33%	38%	29%	27%

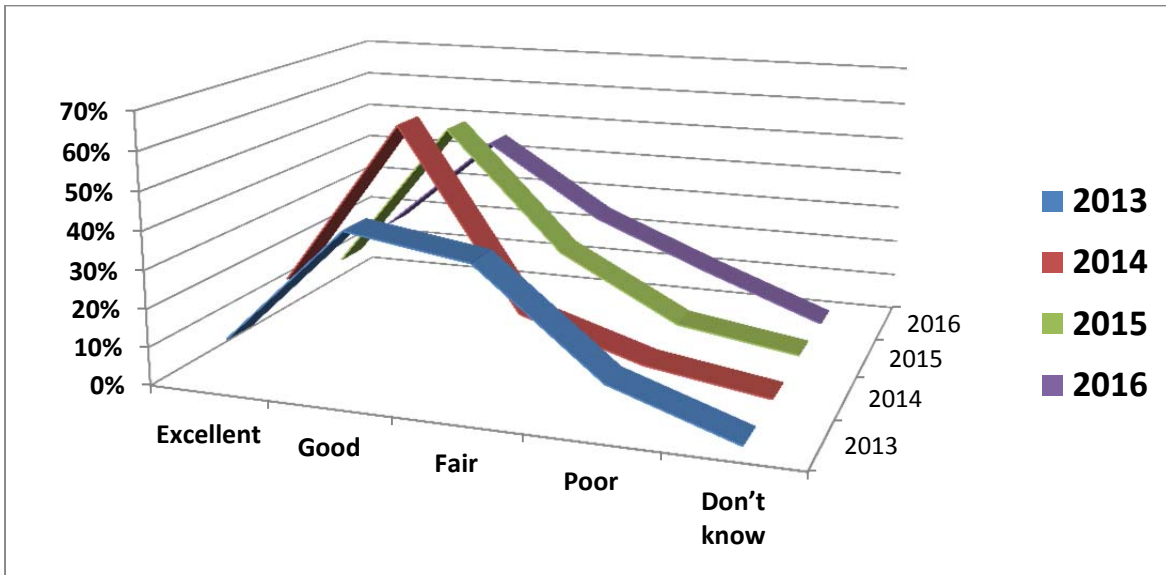
\* People responding "Don't know" generally commented they'd never had to use fire services.



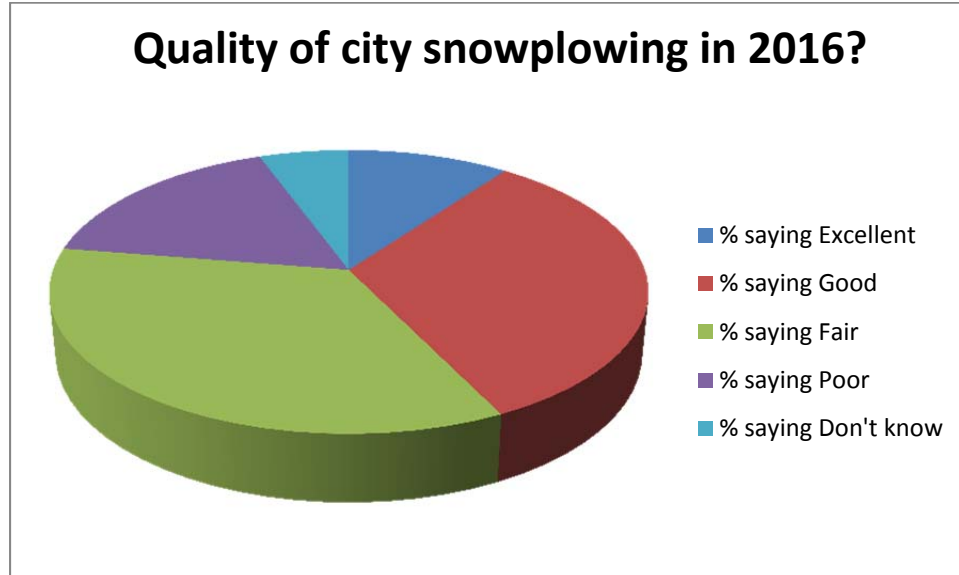
How would you rate the overall condition of city streets?



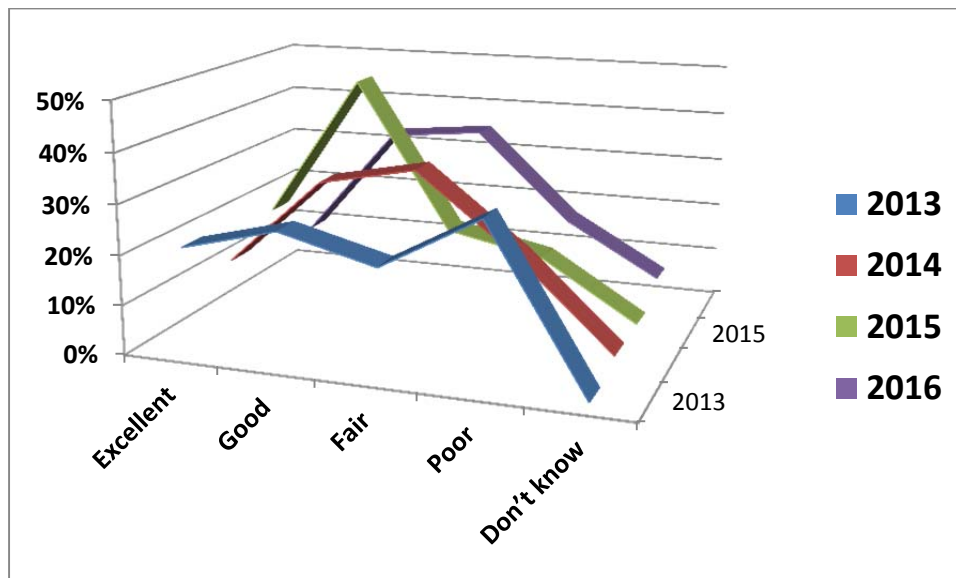
	2013	2014	2015	2016
Excellent	11%	18%	15%	18%
Good	42%	62%	55%	45%
Fair	37%	15%	23%	25%
Poor	11%	5%	6%	12%
Don't know	0%	0%	1%	0%



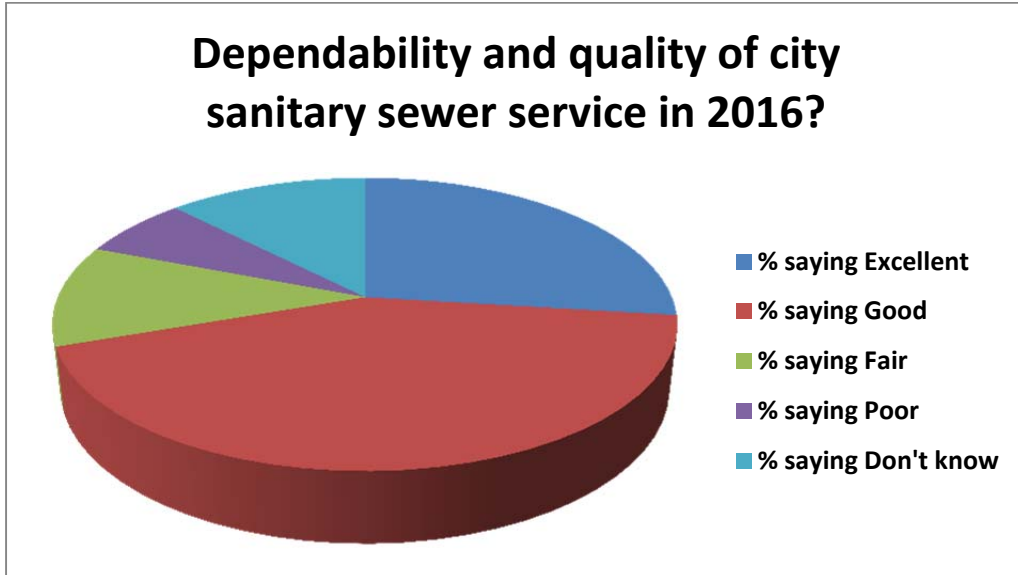
How would you rate the overall quality of snowplowing on city streets?



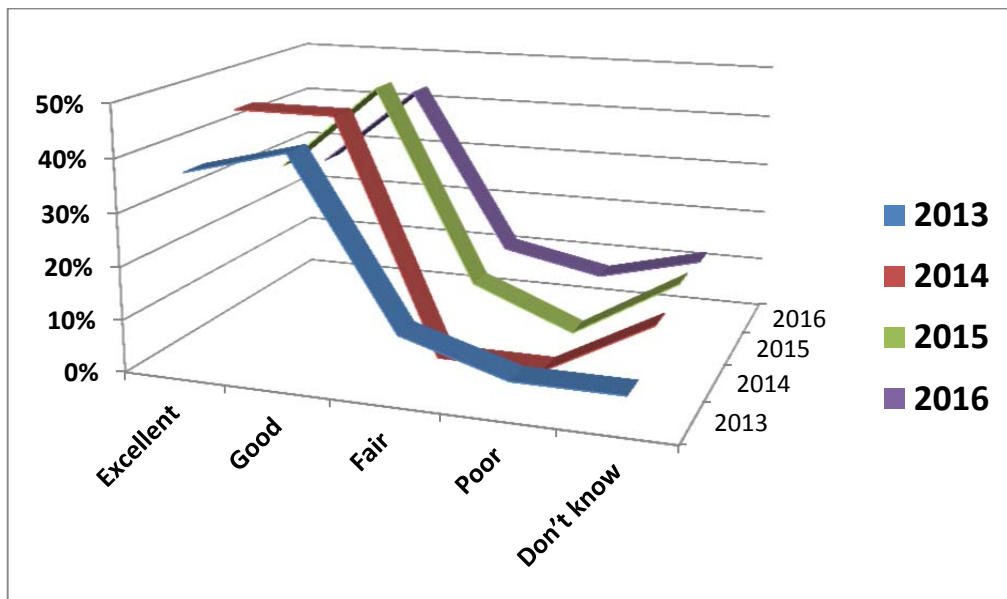
	2013	2014	2015	2016
Excellent	21%	13%	19%	10%
Good	26%	31%	48%	33%
Fair	21%	35%	18%	35%
Poor	32%	20%	14%	17%
Don't know	0%	2%	2%	6%



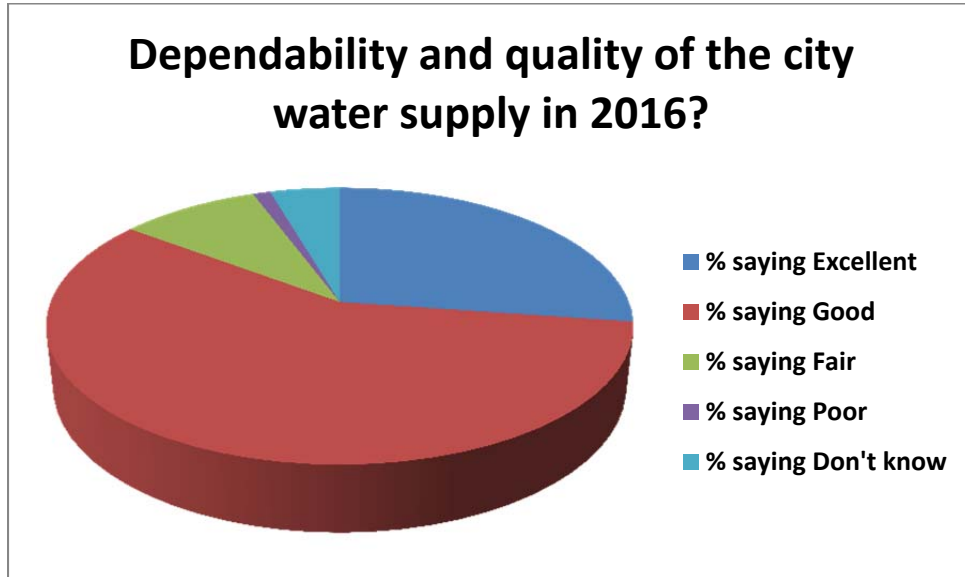
How would you rate the dependability and overall quality of city sanitary sewer service?



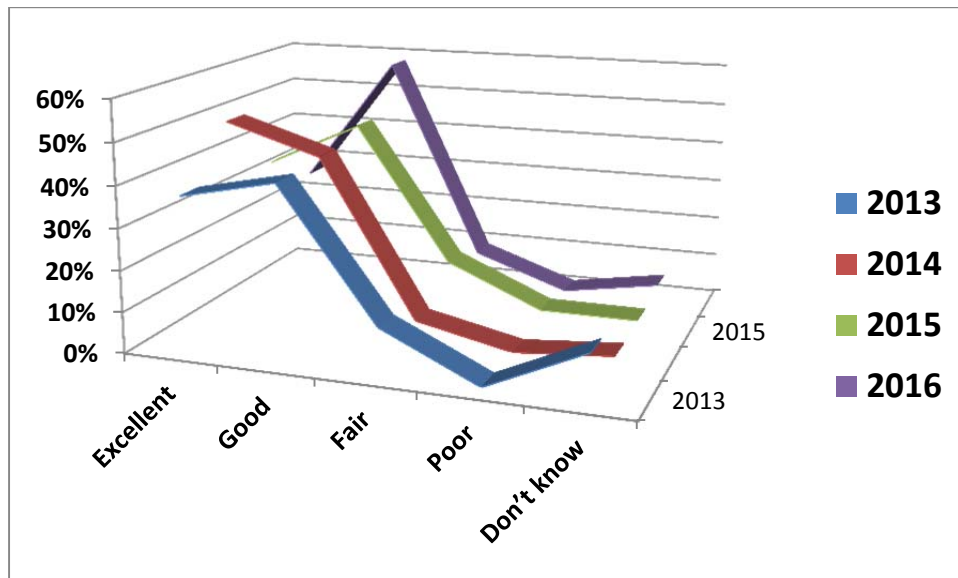
	2013	2014	2015	2016
Excellent	37%	45%	30%	27%
Good	42%	45%	47%	43%
Fair	11%	0%	9%	11%
Poor	5%	0%	1%	7%
Don't know	5%	11%	13%	12%



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

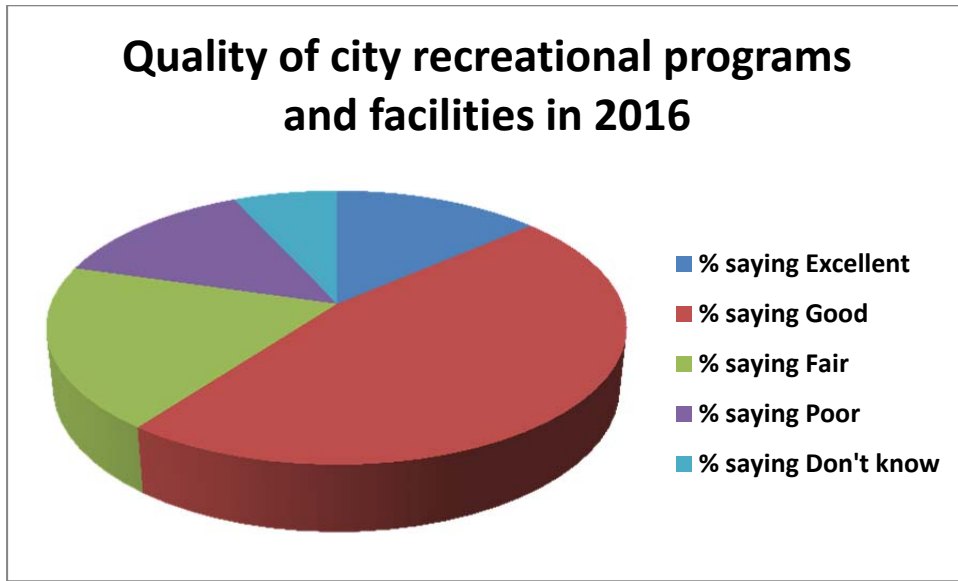


	2013	2014	2015	2016
Excellent	37%	50%	35%	27%
Good	42%	43%	46%	58%
Fair	11%	5%	13%	9%
Poor	0%	0%	3%	1%
Don't know	11%	2%	3%	5%

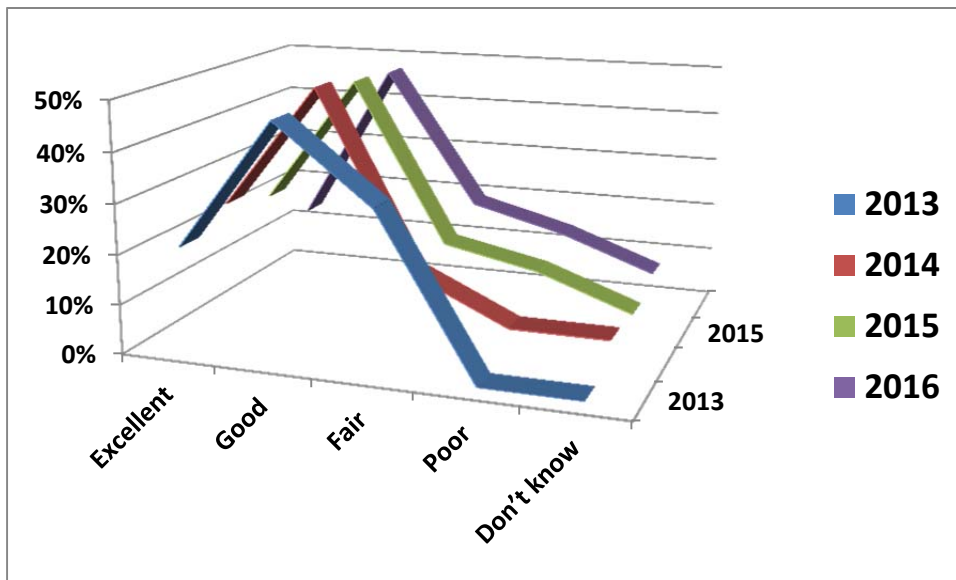




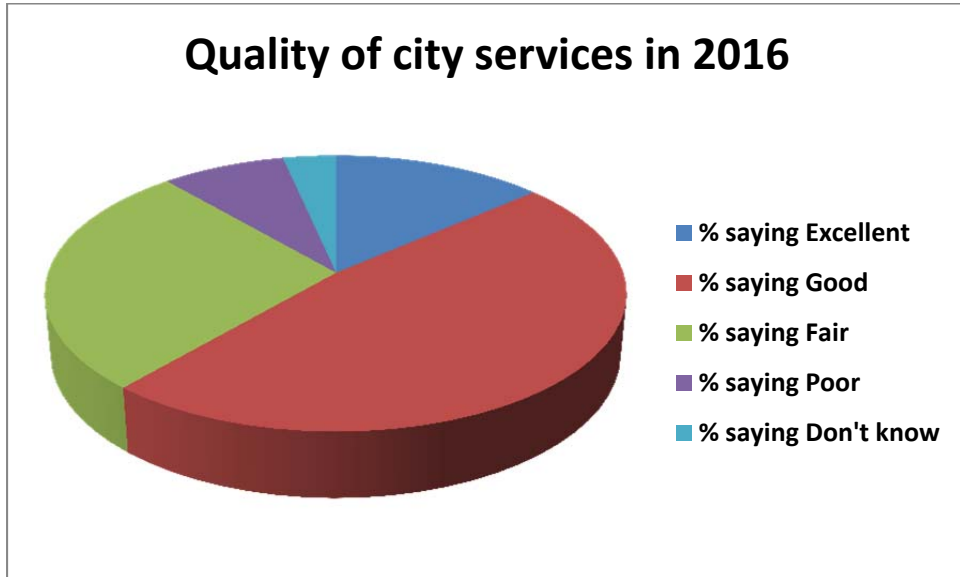
How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?



	2013	2014	2015	2016
Excellent	21%	25%	22%	14%
Good	47%	50%	48%	47%
Fair	32%	14%	15%	19%
Poor	0%	5%	11%	14%
Don't know	0%	5%	4%	7%



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



	2013	2014	2015	2016
Excellent	16%	14%	11%	14%
Good	37%	66%	61%	48%
Fair	42%	13%	18%	27%
Poor	0%	2%	6%	8%
Don't know	5%	5%	4%	3%

