



Memorandum

DATE: October 27, 2022

TO: Mayor and City Council
Senior Staff

FROM: Kim Therres, Interim City Manager

SUBJECT: Results from the 2022 Performance Measures Survey

In 2010, the Minnesota State Legislature created a committee to consider local results and innovation. In 2011, that committee released a set of 10 performance measures for cities and counties to evaluate the efficiency resident services. That same year, the Crystal City Council voluntarily adopted these measures with Resolution #2011-56.

The League of Minnesota Cities has an online survey tool for cities to utilize. Since 2013, the City of Crystal has utilized this tool and shared the results on its website at https://go.crystalmn.gov/resident_survey. In 2022, a link to the survey was shared on the city website, newsletter, cable news and social media through August and September.

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 you rate the dependability and overall quality city water?
- How would you rate the overall quality of city recreation programs and facilities?
- How would you rate the overall quality of services provided by the city?

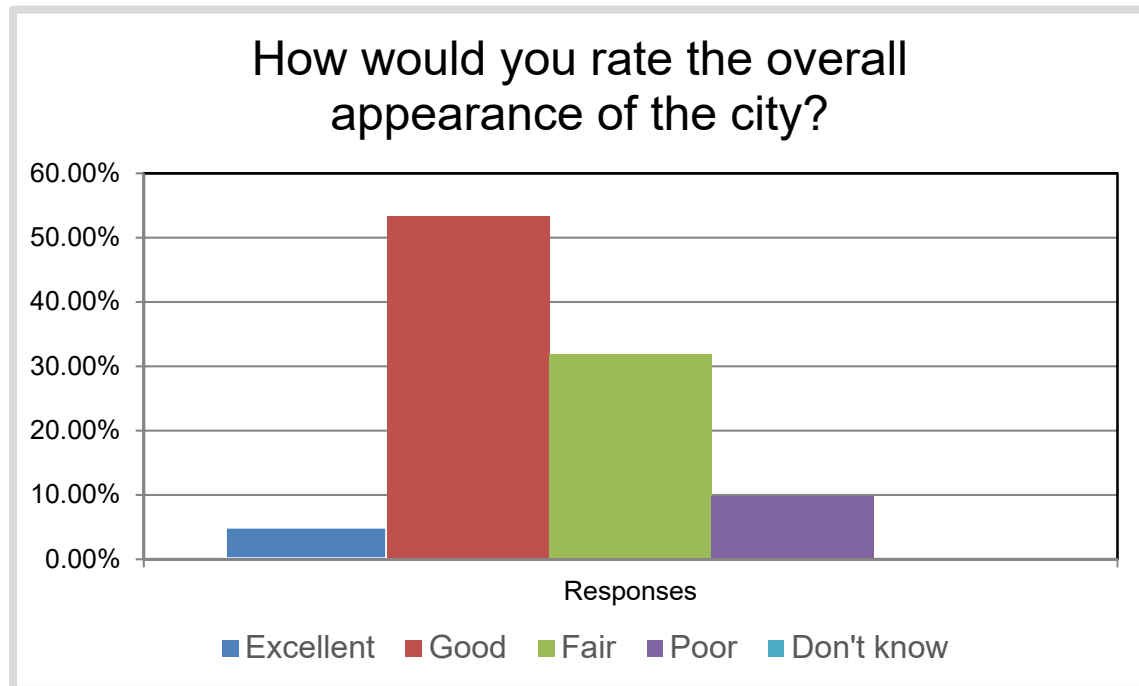
For context, below are the responses and survey timeframe from 2013 – 2022.

<u>Year</u>	<u>Respondents</u>	<u>Survey Availability</u>
2022	236	8 weeks
2021	271	8 weeks
2020	389	8 weeks
2019	399	8 weeks
2018	362	8 weeks
2017	530	8 weeks
2016	89	8 weeks
2015	179	9 weeks
2014	56	6 weeks
2013	19	4 weeks

Attached are the survey results and the responses to each question including comments.

How would you rate the overall appearance of the city?

	2018	2019	2020	2021	2022
Excellent	8	8	8	4	5%
Good	55	57	58	53	53%
Fair	31	30	28	33	32%
Poor	6	5	5	9	10%
Don't Know	0	0	0	0	0



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

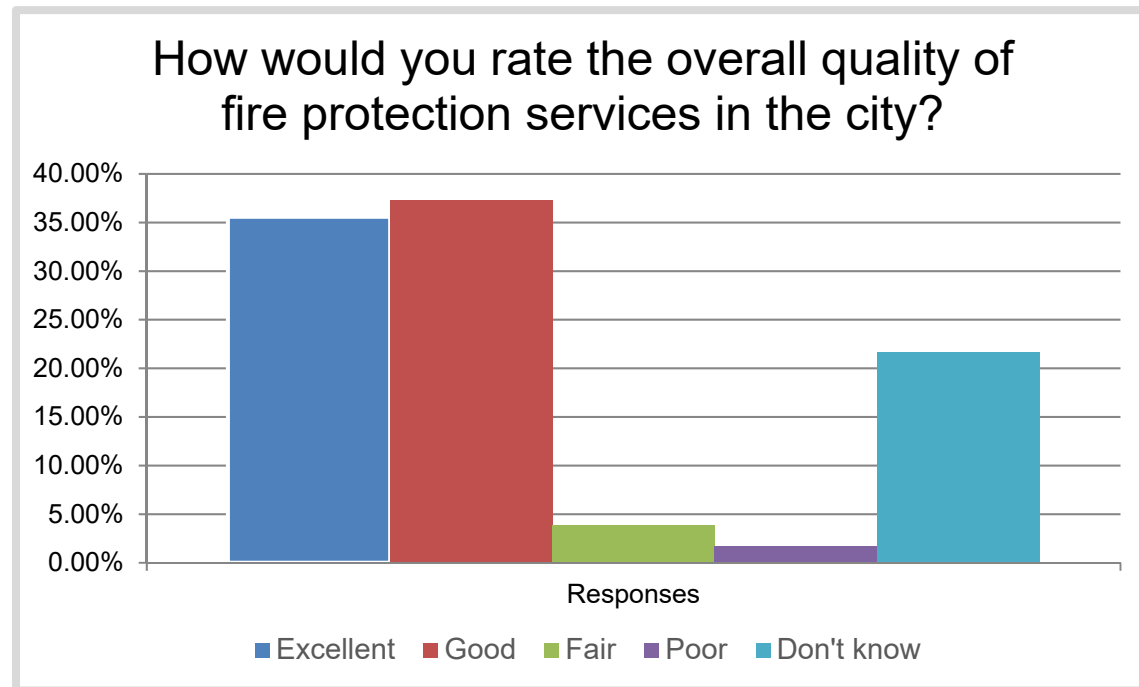
	2018	2019	2020	2021	2022
Very Safe	26	28	24	20	22%
Somewhat Safe	58	54	59	51	47%
Somewhat Unsafe	12	16	14	23	24%
Very Unsafe	4	2	4	6	7%
Don't Know	0	0	0	1	0%



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

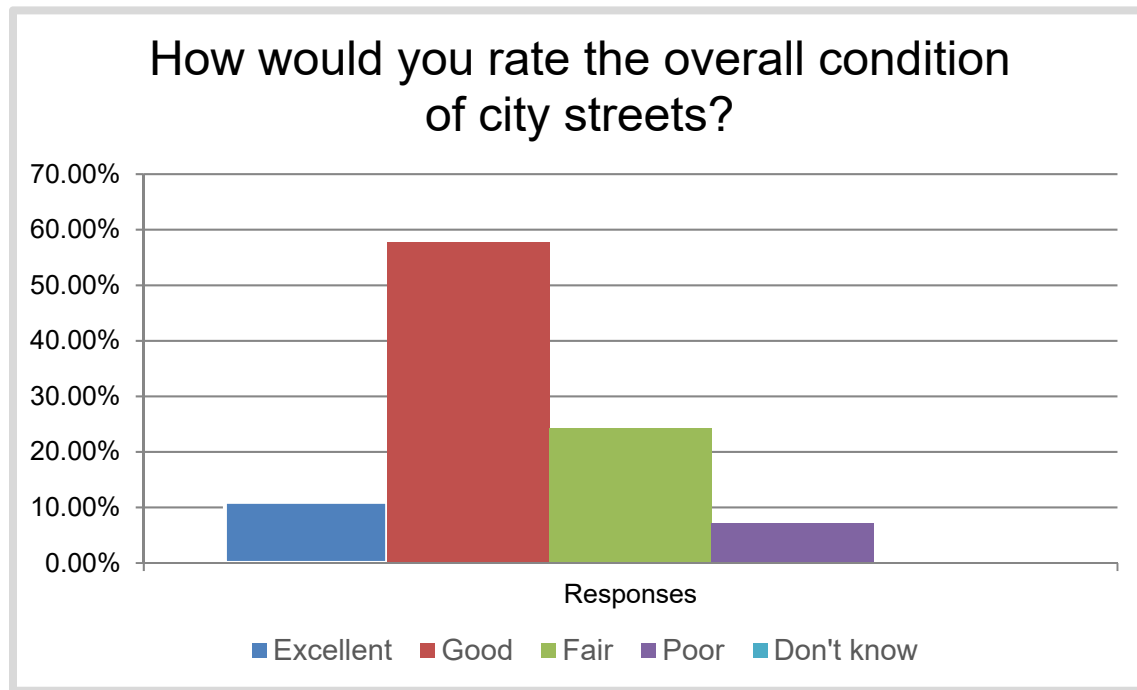
** Those responding "Don't Know" often say they have never used fire services.*

	2018	2019	2020	2021	2022
Excellent	41	38	39	38	36%
Good	30	35	34	31	37%
Fair	3	3	5	4	4%
Poor	0	1	1	2	2%
Don't Know *	26	23	22	25	21%



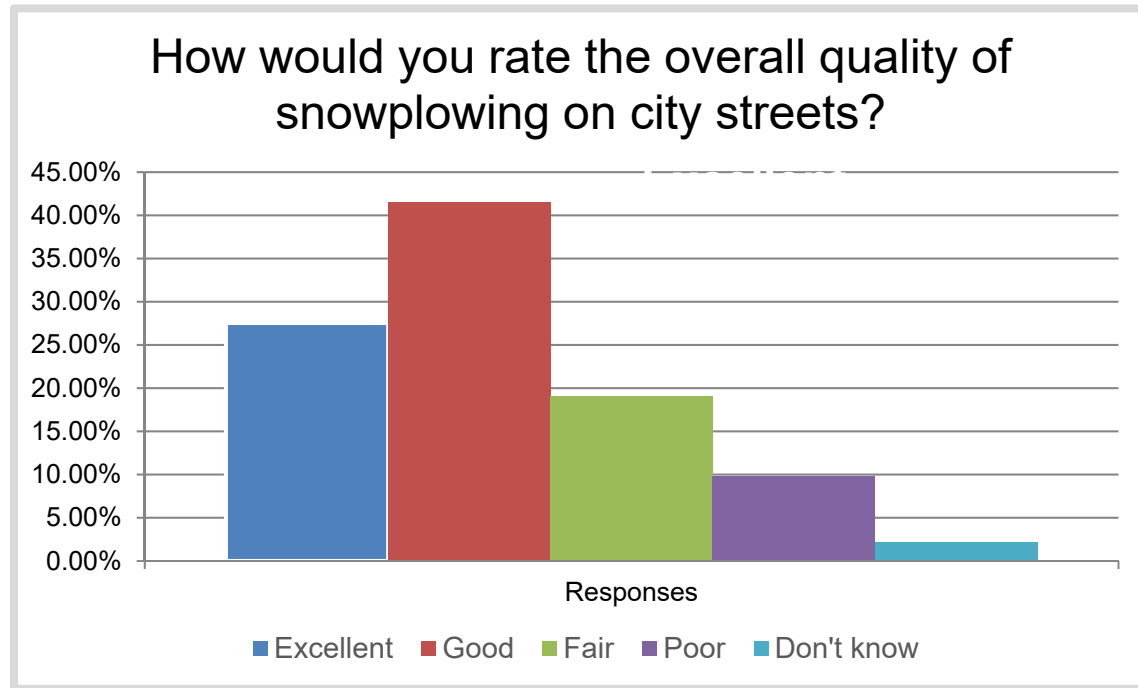
How would you rate the overall condition of city streets?

	2018	2019	2020	2021	2022
Excellent	15	11	12	9	11%
Good	58	59	59	57	58%
Fair	23	23	23	29	24%
Poor	4	7	6	4	7%
Don't Know	0	0	0	1	0%



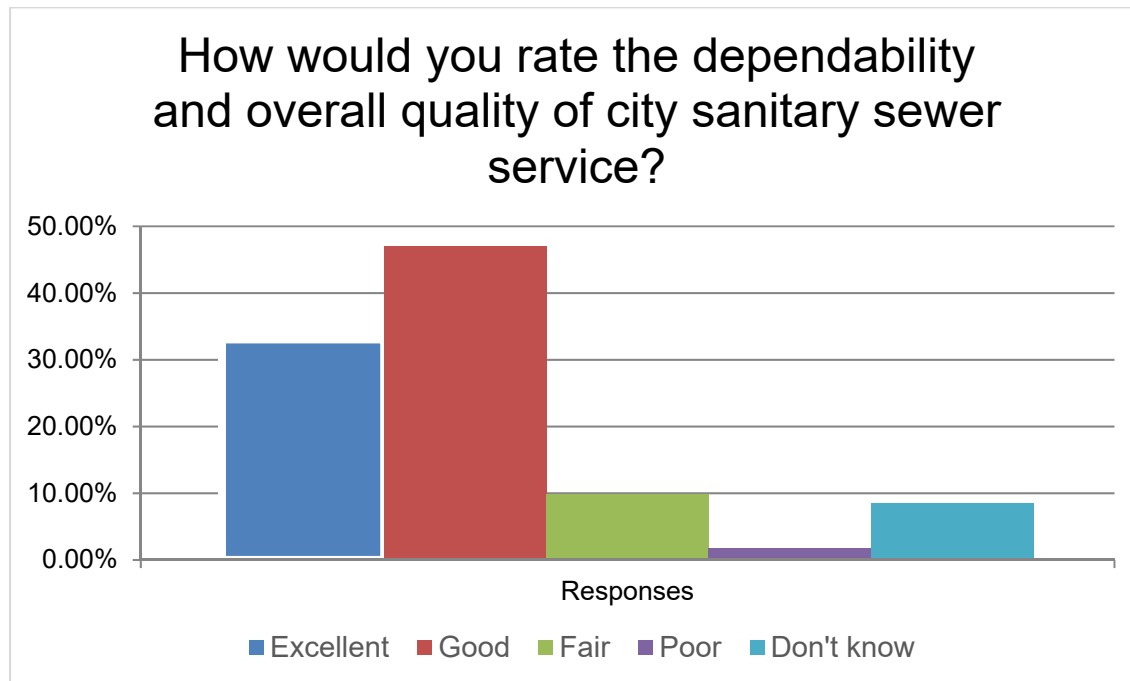
How would you rate the overall quality of snowplowing on city streets?

	2018	2019	2020	2021	2022
Excellent	24	21	21	22	28%
Good	39	44	48	44	42%
Fair	23	21	20	23	19%
Poor	11	13	10	10	10%
Don't Know	3	1	1	2	2%



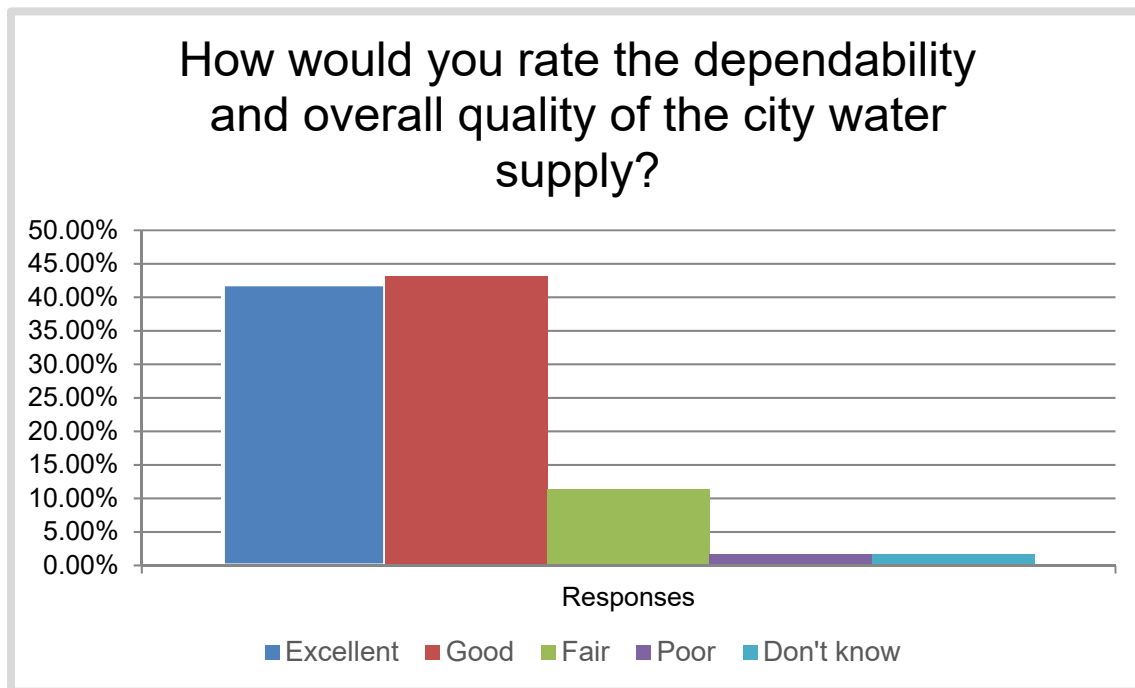
How would you rate the dependability and overall quality of city sanitary sewer service?

	2018	2019	2020	2021	2022
Excellent	36	30	37	32	33%
Good	48	50	45	49	47%
Fair	5	6	7	10	10%
Poor	1	2	0	1	2%
Don't Know	10	11	11	8	8%



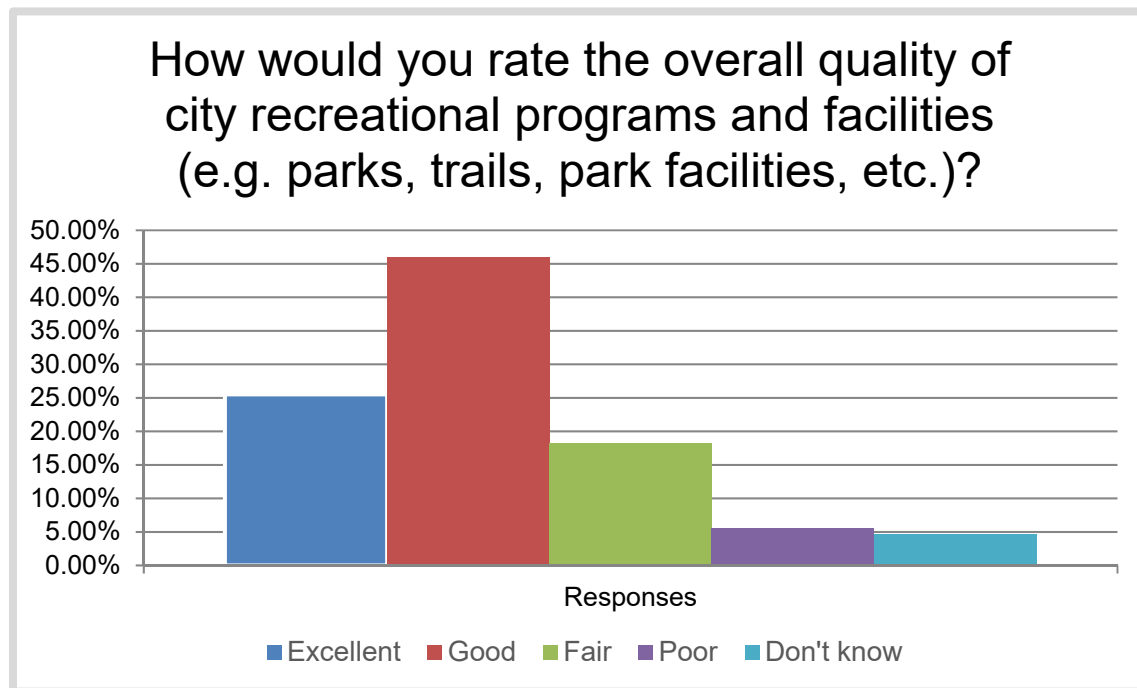
How would you rate the dependability and overall quality of the city water supply?

	2018	2019	2020	2021	2022
Excellent	47	41	41	40	42%
Good	44	46	44	41	43%
Fair	6	9	9	10	11%
Poor	2	2	4	6	2%
Don't Know	1	2	3	4	2%



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

	2018	2019	2020	2021	2022
Excellent	27	26	24	25	26%
Good	45	45	48	42	46%
Fair	17	15	18	22	18%
Poor	5	6	5	6	6%
Don't Know	6	8	5	5	5%



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

	2018	2019	2020	2021	2022
Excellent	23	17	20	14	17%
Good	53	56	56	54	56%
Fair	15	17	16	24	18%
Poor	4	5	4	5	6%
Don't Know	5	5	4	3	4%

