



City of Robbinsdale

MEMORANDUM

TO: Mayor and City Council  
 FROM: Marcia Glick, City Manager  
 DATE: March 6, 2018  
 RE: Implementing Report on State Performance Measures

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**Background:**

In 2010, the Minnesota legislature created the Council on Local Results and Innovation which released a standard set of performance measures for cities to help aid residents, taxpayers, and state and local elected officials in determining the efficacy in providing services and measure residents' opinions of those services. Participation is voluntary for cities and counties. Cities that do participate and adopt at least ten performance measures are eligible for a reimbursement of \$0.14 per capita, not to exceed \$25,000.

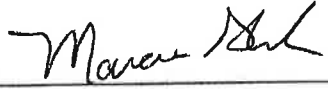
In fall of 2017, the City conducted a comprehensive survey of residents with the help of The Morris Leatherman Group. Ten performance measurement indicators were included in the survey from the accepted list of measurement requirements as created by the Council on Local Results and Innovation.

**Analysis/Conclusion:**

By establishing these ten performance measurements and measuring them on an annual basis, the City of Robbinsdale will receive a reimbursement of roughly \$2,000 from the Minnesota State Auditor's Office. Those funds are withheld from the Local Government Aid payment to try and encourage cities and counties to adopt performance measurements recommended by the Council on Local Results and Innovation. In future years, the city plans to use programs like SurveyMonkey to implement the performance measures. The results from the 2017 resident survey are posted on the city's website.

**Recommendation:**

By motion, approve Resolution No. XXXX,"A RESOLUTION IMPLEMENTING AT LEAST TEN PERFORMANCE MEASURES TO BE SUBMITTED TO THE STATE" as shown in Attachment 1.

  
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 Marcia Glick, City Manager

CONCURRENCE:

  
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 John Tingley, Assistant to City Manager

Member Selman moved and Member Rogan seconded a motion that the following resolution be read and adopted this 6<sup>th</sup> day of March, 2018.

RESOLUTION NO. 7637

A RESOLUTION IMPLEMENTING AT LEAST TEN PERFORMANCE MEASURES TO BE SUBMITTED TO THE STATE

**WHEREAS**, In 2010, the Minnesota Legislature created the Council on Local Results and Innovation; and

**WHEREAS**, the Council on Local Results and Innovation developed a standard set of performance measures that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties in providing services and measure residents' opinion of those services; and

**WHEREAS**, benefits to the City of Robbinsdale 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

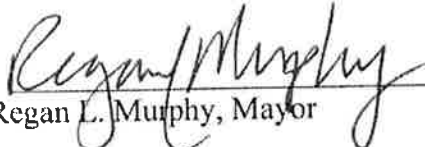
**WHEREAS**, The Robbinsdale City Council has adopted and implemented at least 10 performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes as shown in Exhibit 1;


**NOW THEREFORE BE IT RESOLVED**, that the City Council of the City of Robbinsdale will 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 website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

The question was on the adoption of the resolution and upon a vote being taken thereon, the following voted in favor thereof: Blonigan, Rogan, Selman, Backen, Mayor Murphy

and the following voted against the same: None

WHEREUPON SAID RESOLUTION WAS DECLARED DULY PASSED AND ADOPTED THIS 6th DAY OF March, 2018.

  
Regan L. Murphy, Mayor

ATTEST:   
Sherry O'Donnell, Deputy City Clerk

## Results from Fall 2017 Resident Survey

<i>City Service</i>	<i>Positive</i>	<i>Negative</i>
Dependability and quality of the city sanitary sewer service	88%	11%
Park maintenance	88%	11%
Fire protection	87%	3%
City-sponsored recreation programs	86%	9%
Recycling and brush pick-up	85%	11%
Dependability and quality of the city water supply	84%	16%
Snow plowing	84%	16%
Street lighting	84%	16%
Police protection	83%	17%
Storm drainage and flood control	80%	17%
City street repair and maintenance	68%	33%

I would like to read you a list of a few city services. For each one, please tell me whether you would rate the quality of the service as excellent, good, only fair, or poor?

	EXCL	GOOD	FAIR	POOR	DK/R
38. Police protection?	42%	41%	16%	1%	1%
39. Fire protection?	51%	36%	3%	0%	11%
40. Recycling and brush pick-up?	25%	60%	10%	1%	5%
41. Storm drainage and flood control?	24%	56%	16%	1%	4%
42. Park maintenance?	29%	59%	10%	1%	2%
	EXCL	GOOD	FAIR	POOR	DK/R
43. City-sponsored recreation programs?	33%	53%	8%	1%	6%
44. Dependability and quality of the city water supply?	33%	51%	14%	2%	1%
45. Dependability and quality of the city sanitary sewer service?	31%	57%	10%	1%	2%

Now, for the next three city services, please consider only their job on city-maintained streets and roads. That means excluding interstate highways, state and county roads that are taken care of by other levels of government. Hence, Highway 100 and County Roads 81 or 9 should not be considered. How would you rate:

	EXCL	GOOD	FAIR	POOR	DK/R
46. City street repair and maintenance?	9%	59%	27%	6%	0%
47. Snow plowing?	23%	61%	14%	2%	0%
48. Street lighting?	23%	61%	14%	2%	0%