

CITY OF CRYSTAL

RESOLUTION No. 2014 - 47

**RESOLUTION REPORTING ON
STATE PERFORMANCE MEASURES**

WHEREAS, the State Legislature created the Council on Local Results and Innovation which set a standard set of ten performance measures for cities that will aid residents, taxpayers and state and local elected official in determining the efficiency of local services; and

WHEREAS, the measures will aid in evaluating residents' satisfaction with local services; and

WHEREAS, Crystal is eligible for a reimbursement; and

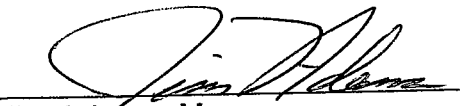
WHEREAS, the Crystal City Council approved Resolution #2011-56 on June 21, 2011, declaring Crystal's adoption of the State Performance Measures and program and agreeing to file the reporting requirements as required by the State Auditor's office.

NOW, THEREFORE, BE IT RESOLVED by the Crystal City Council that the city of Crystal declares that:

1. The City has adopted the ten performance measures developed by the Council; and
2. The City will survey its residents on the services included in the performance benchmarks in the third quarter of 2014; and
3. The City is in the process of implementing a local performance measurement system as developed by the Council based on the survey results; and
4. The City will report the results of the survey, including the ten performance measures to its residents through publication in the city newsletter and on the website.

BE IT FURTHER RESOLVED THAT the results of the community survey and performance measures be provided to the Office of the State Auditor.

Approved this 17th day of June, 2014.


Jim Adams, Mayor

ATTEST:


Christina Serres, City Clerk

How many years have you lived in this city?	How would you rate the overall appearance of the city?	Comments:	How would you describe your overall feeling of safety in the city?
28	Good		Very safe
11	Fair		Very safe
30	Fair	I don't like the high dens	Somewhat safe
11	Good		Somewhat safe
8	Good		Somewhat unsafe
16	Fair	Power lines, overgrown	Very safe
14	Poor	There were small town a	Somewhat safe
37	Fair	Depends on the neighbo	Somewhat unsafe
7	Fair		Somewhat unsafe
15	Fair		Somewhat safe
25			Very safe
11	Fair	Not visual appearance, b	Somewhat unsafe
1	Good	I like that the streets and	Somewhat safe
6	Good		Somewhat safe
1	Fair	A lot of the buildings are	Somewhat safe
3	Good		
8	Fair	Many yards not kept up,	Somewhat unsafe
34	Good		Somewhat unsafe
9	Fair		Somewhat safe
SUMMARY			
	How would you rate the overall appearance of the city?	Comments:	How would you describe your overall feeling of safety in the city?
# saying Excellent	0	# saying Very Safe	4
# saying Good	7	# saying Somewhat Safe	8
# saying Fair	10	# saying Somewhat unsafe	6
# saying Poor	1	# saying Very Unsafe	0
# saying Don't know	0	# saying Don't know	0
Total Responses	18	Total Responses	18
% saying Excellent	0%	% saying Very Safe	22%

% saying Good	39%	% saying Somewhat Safe	44%
% saying Fair	56%	% saying Somewhat unsafe	33%
% saying Poor	6%	% saying Very Unsafe	0%
% saying Don't know	0%	% saying Don't know	0%

Comments:	How would you rate the overall quality of fire protection services in the city?	Comments:	How would you rate the overall condition of city streets?
	Excellent		Good
	Excellent		Fair
Again public transit and I would like to say thank	Excellent	KEEP WEST METRO FI	Good
Depending on the area of	Good		Fair
	Excellent		Fair
Generally safe, but feel t	Excellent		Poor
Houses are sitting empty	Don't know		Fair
	Fair		Fair
	Excellent		Poor
	Excellent		Good
	Don't know	Thankfully, I have never	Good
I live close to the PD, an	Don't know		Fair
	Excellent		Excellent
	Don't know		Good
			Good
	Don't know		Good
mostly for old people wa	Don't know	Do you mean first respon	Excellent
	Excellent		Good
Comments:	How would you rate the overall quality of fire protection services in the city?	Comments:	How would you rate the overall condition of city streets?
# saying Excellent	10		2
# saying Good	1		8
# saying Fair	1		7
# saying Poor	0		2
# saying Don't know	6		0
Total Responses	18		19
% saying Excellent	56%		11%

% saying Good	6%		42%
% saying Fair	6%		37%
% saying Poor	0%		11%
% saying Don't know	33%		0%

Comments:	How would you rate the overall quality of snowplowing on city streets?	Comments:	How would you rate the dependability and overall quality of city sanitary sewer service?
	Fair		Good
	Good		Excellent
Streets are OK but I object	Fair	They aren't the fastest w	Good
	Poor	We are the very last to g	Poor
What is with the change	Poor	The city of New Hope is	Good
	Good		Good
I can't ever get anywhere	Poor	Our driver tore up a lot o	Good
	Poor		Good
	Poor		Fair
Rough surfaces, patches	Fair	Curb to curb plowing cea	Excellent
	Good		Excellent
I'm paying \$1000s of dol	Good		Good
	Good		Good
	Excellent		Excellent
	Excellent		Don't know
	Fair	Very frustrating sometim	Excellent
	Poor	Side streets do not get p	Fair
	Excellent		Excellent
	Excellent		Excellent
Comments:	How would you rate the overall quality of snowplowing on city streets?	Comments:	How would you rate the dependability and overall quality of city sanitary sewer service?
	4		7
	5		8
	4		2
	6		1
	0		1
	19		19
	21%		37%

	26%		42%
	21%		11%
	32%		5%
	0%		5%

Comments:	How would you rate the dependability and overall quality of the city water supply?	Comments:	How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?
	Excellent		Excellent
	Excellent	The water great. It is nice	Good
	Good		Fair
Our street floods a lot in	Good		Good
	Good		Good
	Good	Would like to see us gett	Excellent
	Good		Fair
	Good		Good
	Good		Good
	Excellent		Good
	Excellent		Excellent
	Fair		Fair
	Good		Fair
	Excellent		Excellent
	Don't know		Fair
	Excellent		Good
	Fair		Fair
Works every time I flush	Don't know	I have well water, so not	Good
	Excellent		Good
Comments:	How would you rate the dependability and overall quality of the city water supply?	Comments:	How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?
	7		4
	8		9
	2		6
	0		0
	2		0
	19		19
	37%		21%

	42%		47%
	11%		32%
	0%		0%
	11%		0%

Comments:	How would you rate the overall quality of services provided by the city?	Comments:	
	Good		
	Good		
We have too much that d	Fair		
	Good		
	Fair		
	Good		
Would be nice to be able	Fair	Purchase less land with our tax dollars. Stop corpo	
	Fair		
	Fair		
	Fair		
	Excellent		
Pool closes too early in t	Fair		
	Good		
	Excellent		
	Good		
Wish there were more w	Good		
Recreational programs a	Don't know		
why is there a city dock d	Excellent		
	Fair	we need the light rail in our community	
Comments:	How would you rate the overall quality of services provided by the city?	Comments:	
	3		
	7		
	8		
	0		
	1		
	19		
	16%		

	37%		
	42%		
	0%		
	5%		

How many years have you lived in this city?	How would you rate the overall appearance of the city?	Comments:	How would you describe your overall feeling of safety in the city?
28			
11			
30	Fair	I don't like the high density housing, apartment buildings, and public transit has brought a bad element of people into the Crystal Mall. It is declining to the point where people I know won't shop there.	Somewhat safe
11			Somewhat safe
8			Somewhat unsafe
16	Fair	Power lines, overgrown trees blocking road signs, no downtown feel, overall city layout is not welcoming. With many apartments, there is no need for any more high-density housing, that creates more traffic problems.	
14	Poor	There were small town aspects I liked, which are being traded for Met Council mandates like complete streets and mixed use housing. We're becoming a belly button community (identical to everyone else). I don't like the direction we're headed in, and don't want to see and hear light rail from my front window.	Somewhat safe
37	Fair	Depends on the neighborhood. Some neighborhoods look terrible	Somewhat unsafe
7			

Comments:	How would you rate the overall quality of fire protection services in the city?
Again public transit and too much renting bring a bad element here	Excellent
I would like to say thank you to our police department. Coming home late one night from work I noticed a unfamiliar larger car lights in our neighborhood. I slowed down and stopped at my stop signs trying to watch. As I pulled into my driveway I saw it was an squad car. He was checking me as I was checking to see who it was. I was very grateful to have him in our neighborhood.. Thank you Crystal Police. They have come the 2 times I have called with suspicious activity over the years and always have been more than kind. So please keep up the good work!!	
Depending on the area of Crystal I do feel less safe than I do at home.	
Generally safe, but feel that police are too busy trying to catch regular residents at menial things like speeding, when there are places (like around Broadway and Bass Lake Rd) where real crimes are being committed.	
Houses are sitting empty around our neighborhood.. Some houses have turned into rentals.. We've had bikes stolen out of our driveway, a cop took a gun off a 5 year old in one of the rental houses. A neighbor of mine got grabbed while her dog recently...etc...	

Comments:	How would you rate the overall condition of city streets?	Comments:
KEEP WEST METRO FIRE!	Good	Streets are OK but I object to the number of special assessments
	Fair	What is with the change from four lanes to two on Douglas and Medicine Lake Road? Shouldn't citizens have a right to vote on a change like this? Too many potholes.
	Poor	I can't ever get anywhere in the spring/summer/fall, as the city always seems to be torn up. Broadway has been a congested mess for the last 4 or 5 years. Please stop the complete streets nonsense.

How would you rate the overall quality of snowplowing on city streets?	Comments:	How would you rate the dependability and overall quality of city sanitary sewer service?
Fair	They aren't the fastest with the plowing,	
Poor	We are the very last to get plowed out and it makes it hard to get to work at times.	Poor
Poor	The city of New Hope is one half block away from my home and they plow 6-8 hours before Crystal. The roads are driven on too long before plowing begins and then the chemicals don't work well.	
Poor	Our driver tore up a lot of the grass along our streets, ruining people's yards.	

Comments:	How would you rate the dependability and overall quality of the city water supply?
	Excellent
Our street floods a lot in the summer.	
	Good

Comments:	How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?
The water great. It is nice to not have to have a water softner.	
	Fair
Would like to see us getting our own water supply, not dependent on Minneapolis water.	
	Fair

Comments:	How would you rate the overall quality of services provided by the city?	Comments:
<p>We have too much that costs the city too much. 28 parks is a lot for a city that is 6 square miles.....no reason for trails and bike lanes.</p>		
<p>Would be nice to be able to use ball parks or the amphitheater.</p>	<p>Fair</p>	<p>Purchase less land with our tax dollars. Stop corporate cronyism, like with Northwest Family Physicians.</p>

