

RESOLUTION NO. 13 - 43

Councilor RockVam offered the following resolution and moved its adoption:

WHEREAS, the City of New Ulm has adopted and implemented the minimum 10 performance measures developed by the Council on Local Results and Innovation; and

WHEREAS, the City of New Ulm is in the process of implementing a local performance measurement system as developed by the Council on Local Results and Innovation; and

WHEREAS, the City of New Ulm has reported the results of the 10 adopted measures to its residents before the end of the calendar year 2012 through publication, posting on the entity's website, through a City Council Meeting at which the budget and levy was discussed and public input allowed; and

WHEREAS, the City of New Ulm has surveyed its residents at the end of calendar year 2012 on the services included in the performance measures; and

WHEREAS, the City of New Ulm will survey its residents before the end of calendar year 2013 so results can be published and used in 2013 budget preparation meetings.

BE IT RESOLVED, by the City Council of the City of New Ulm will conform to the requirements of the 2013 Performance Measurement Program reporting requirements.

The motion for the adoption of the foregoing resolution was duly seconded by Councilor Webster and, the roll being called, the following vote was recorded:

Voting Aye: Councilors Fischer, RockVam, Schultz, Webster, and President Schmitz.

Voting Nay: None.


Not Voting: None.

Whereupon said resolution was declared to have been duly adopted this 7th day of May 2013.




President of the City Council

Attest:



Finance Director

The above resolution approved May 7, 2013.



Mayor

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<i>Item</i>	<i>Description</i>	<i>Percent</i>	<i>Scale</i>	<i>Count</i>
1	<i>Indicate the number of years you lived in New Ulm.</i>	7.04%	1-9 Years	10
		17.61%	10-19 Years	25
		12.68%	20-29 Years	18
		12.68%	30-39 Years	18
		15.49%	40-49 Years	22
		11.97%	50-59 Years	17
		7.75%	60-69 Years	11
		4.23%	70-79 Years	6
2	<i>How would you rate the overall appearance of the city?</i>	3.33%	Fair	6
		13.33%	Satisfactory	24
		61.11%	Good	110
		22.22%	Excellent	40
3	<i>How would you describe your overall feeling of police protection services in the city?</i>	0.56%	Poor	1
		4.49%	Fair	8
		10.67%	Satisfactory	19
		44.38%	Good	79
		39.89%	Excellent	71
4	<i>How would you rate the overall quality of fire protection services in the city?</i>	0.57%	Fair	1
		7.39%	Satisfactory	13
		37.50%	Good	66
		54.55%	Excellent	96
5	<i>How would you rate the overall condition of city streets?</i>	4.47%	Poor	8
		11.17%	Fair	20
		40.22%	Satisfactory	72
		35.20%	Good	63
		8.94%	Excellent	16
6	<i>How would you rate the overall quality of snowplowing on city streets?</i>	4.49%	Poor	8
		8.99%	Fair	16
		24.72%	Satisfactory	44
		40.45%	Good	72
		21.35%	Excellent	38
7	<i>How would you rate the dependability and overall quality of city sanitary sewer services?</i>	1.13%	Fair	2
		15.25%	Satisfactory	27
		48.02%	Good	85
		35.59%	Excellent	63
8	<i>How would you rate the dependability and overall quality of city water services?</i>	6.70%	Fair	12
		15.08%	Satisfactory	27
		39.66%	Good	71
		38.55%	Excellent	69
9	<i>How would you rate the dependability and overall quality of city gas services?</i>	0.56%	Poor	1
		1.12%	Fair	2
		12.85%	Satisfactory	23
		41.90%	Good	75

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Item	Description	Percent	Scale	Count
9	How would you rate the dependability and overall quality of city gas services?	43.58%	Excellent	78
10	How would you rate the dependability and overall quality of city electricity services?	0.56%	Poor	1
		2.82%	Fair	5
		14.69%	Satisfactory	26
		42.37%	Good	75
		39.55%	Excellent	70
11	How would you rate the overall quality of city recreational programs and facilities?	1.12%	Poor	2
		4.47%	Fair	8
		14.53%	Satisfactory	26
		42.46%	Good	76
		37.43%	Excellent	67
12	How would you rate the library services in the city?	0.59%	Poor	1
		1.18%	Fair	2
		16.47%	Satisfactory	28
		39.41%	Good	67
		42.35%	Excellent	72
13	How would you rate the quality of licensing permitting and building inspection services in the city?	4.76%	Poor	8
		7.14%	Fair	12
		27.98%	Satisfactory	47
		39.29%	Good	66
		20.83%	Excellent	35
14	How would you rate the quality and programming of the Community Access Channel?	3.57%	Poor	6
		9.52%	Fair	16
		35.71%	Satisfactory	60
		32.14%	Good	54
		19.05%	Excellent	32
15	How would you rate the utility billing/finance department services in the city?	2.86%	Poor	5
		10.29%	Fair	18
		22.86%	Satisfactory	40
		36.57%	Good	64
		27.43%	Excellent	48
16	How would you rate the overall quality of services provided by the city?	0.57%	Poor	1
		4.02%	Fair	7
		18.39%	Satisfactory	32
		51.15%	Good	89
		25.86%	Excellent	45

PERFORMANCE MEASUREMENT PROGRAM CITY OF NEW ULM CITIZEN SURVEY



1. Please indicate the number of years you have lived in New Ulm	_____ years
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For each item identified below, circle the number to the right that best fits your judgment of its quality. Use the scale to select the quality number.

Description/Identification of Survey Item	Scale				
	P o o r	←	→	E x c e l l e n t	
2. How would you rate the overall appearance of the city?	1	2	3	4	5
3. How would you describe your overall feeling of police protection services in the city?	1	2	3	4	5
4. How would you rate the overall quality of fire protection services in the city?	1	2	3	4	5
5. How would you rate the overall condition of city streets ?	1	2	3	4	5
6. How would you rate the overall quality of snowplowing on city streets ?	1	2	3	4	5
7. How would you rate the dependability and overall quality of city sanitary sewer service ?	1	2	3	4	5
8. How would you rate the dependability and overall quality of the city water service ?	1	2	3	4	5
9. How would you rate the dependability and overall quality of the city gas service ?	1	2	3	4	5
10. How would you rate the dependability and overall quality of city electricity service ?	1	2	3	4	5
11. How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)	1	2	3	4	5
12. How would you rate the library services in the city?	1	2	3	4	5
13. How would you rate the quality of licensing, permitting and building inspection services in the city?	1	2	3	4	5
14. How would you rate the overall quality and programming of the Community Access Channel ?	1	2	3	4	5
15. How would you rate the utility billing/finance department services ?	1	2	3	4	5
16. How would you rate the overall quality of services provided by the city?	1	2	3	4	5

Comments: _____

Please use the enclosed self-addressed, postage paid envelope to return the survey to City Hall by Monday, October 15, 2012

Thank you for your time and consideration in completing this survey