

**CITY OF EAGAN**

**RESOLUTION NO. 14-43**

**RESOLUTION APPROVING PERFORMANCE MEASURES**

**WHEREAS**, the State Legislature created the Council on Local Results and Innovation; and

**WHEREAS**, Eagan has implemented a local performance measurement system as developed by the Council on Local Results and Innovation; and

**WHEREAS**, Eagan surveys its residents every other calendar year on services included in the performance benchmarks; and

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

**WHEREAS**, cities and counties that choose to participate in the new performance measurement program may be eligible for a reimbursement from Local Government Aid and exemption from levy limits.

**NOW, THEREFORE, BE IT RESOLVED** that the City Council of the City of Eagan does hereby approve the following Performance Measures and will publish the results of the Performance Measures before the end of the calendar year.

**Performance Indicator**

**General**

- Citizen survey - quality of services
- Citizen survey - overall appearance
- Percent change in the taxable property market value

**Police**

- Citizen survey rating safety or ...Part I and II crime rates
- Police response times

**Fire**

- Citizen survey - quality of services or ISO rating
- Fire response times

**Streets**

- Citizen survey - quality of road conditions or...
- Average pavement condition rating.
- Citizen survey - quality of snow plowing

**Water**

- Citizen survey - quality and dependability

Operating cost per million gallons

**Sanitary sewer**

Citizen survey - quality and dependability

Number of sewer blockages

**Parks and Recreation**

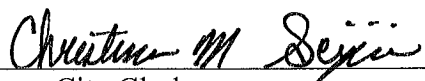
Citizen survey - quality of services

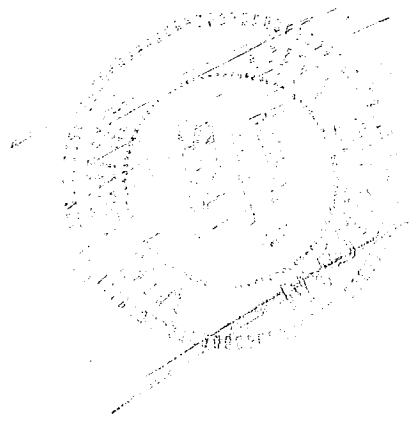
**APPROVED** by the City Council of the City of Eagan, Minnesota, this 3rd day of June 2014.

CITY OF EAGAN

By:   
Mike Maguire, Mayor

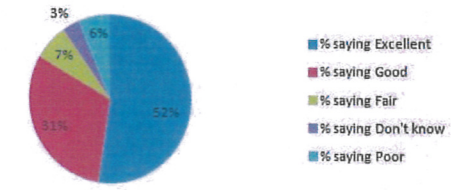
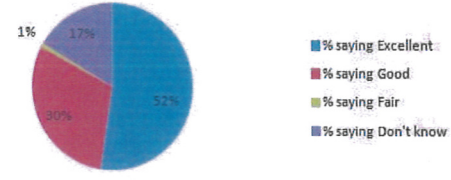
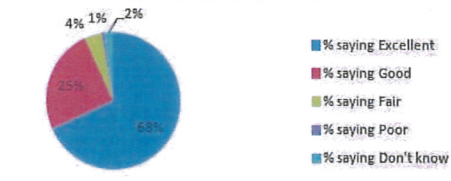
ATTEST:

  
City Clerk







<p>Cost Per Million Gallons</p>	<p style="text-align: center;"><b>How would you rate the dependability and overall quality of the city water supply?</b></p>  <table border="1"> <caption>Water Supply Quality Ratings</caption> <thead> <tr> <th>Rating</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Excellent</td> <td>52%</td> </tr> <tr> <td>Good</td> <td>31%</td> </tr> <tr> <td>Fair</td> <td>7%</td> </tr> <tr> <td>Don't know</td> <td>6%</td> </tr> <tr> <td>Poor</td> <td>3%</td> </tr> </tbody> </table>	Rating	Percentage	Excellent	52%	Good	31%	Fair	7%	Don't know	6%	Poor	3%
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Fair	7%												
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Poor	3%												
<p>Dependability</p>	<p>2 mainline (City) sanitary sewer backups and 14 service (private) sanitary sewer backups in 2012.</p> <p style="text-align: center;"><b>How would you rate the dependability and overall quality of city sanitary sewer service?</b></p>  <table border="1"> <caption>Sanitary Sewer Service Quality Ratings</caption> <thead> <tr> <th>Rating</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Excellent</td> <td>52%</td> </tr> <tr> <td>Good</td> <td>30%</td> </tr> <tr> <td>Don't know</td> <td>17%</td> </tr> <tr> <td>Fair</td> <td>1%</td> </tr> <tr> <td>Poor</td> <td>1%</td> </tr> </tbody> </table>	Rating	Percentage	Excellent	52%	Good	30%	Don't know	17%	Fair	1%	Poor	1%
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Poor	1%												
<p>Parks &amp; Recreation</p>	<p style="text-align: center;"><b>How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?</b></p>  <table border="1"> <caption>Recreational Programs and Facilities Quality Ratings</caption> <thead> <tr> <th>Rating</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Excellent</td> <td>60%</td> </tr> <tr> <td>Good</td> <td>25%</td> </tr> <tr> <td>Don't know</td> <td>4%</td> </tr> <tr> <td>Fair</td> <td>1%</td> </tr> <tr> <td>Poor</td> <td>2%</td> </tr> </tbody> </table>	Rating	Percentage	Excellent	60%	Good	25%	Don't know	4%	Fair	1%	Poor	2%
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