

**CITY OF LITTLE CANADA  
RAMSEY COUNTY, MINNESOTA  
RESOLUTION 2012-6-XXX**

***A RESOLUTION DECLARING THE CITY'S PARTICIPATION IN THE OFFICE OF THE  
STATE AUDITOR' 2012 PERFORMANCE MEASUREMENT PROGRAM***

**WHEREAS**, The 2010 State Legislature enacted legislation calling for the Council on Results and Innovation to establish a standard set of performance measures for cities; and

**WHEREAS**, such performance measures will aid residents, taxpayers, and state and local elected officials in determining the efficacy of cities in providing services; and

**WHEREAS**, the City of Little Canada was a voluntary participant in the 2011 effort; and

**WHEREAS**, the City of Little Canada conducted a community survey in 2011 that covered many of the required performance measures for cities; and

**WHEREAS**, the results of the 2011 Community Survey were reported to Little Canada residents on the City's website, the City's newsletter, and in an article in the local paper; and

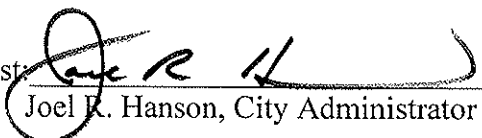
**WHEREAS**, the City of Little Canada desires to continue participation in this program to measure its performance and to gain an additional \$0.14 of Local Government Aid per capita.

**NOW, THEREFORE**, be it resolved by the City Council of the City of Little Canada does hereby certify the following:

1. The city has adopted and implemented the minimum 10 performance measures developed by the Council.
2. The city has implemented a local performance measurement system as developed by the Council.
3. The city has or will report the results of the 10 adopted measures to its residents before the end of the calendar year through publication, direct mailing, posting on the entity's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.
4. The city will conduct an additional survey its residents by the end of the calendar year to include the additional services not covered in the City's 2011 Community Survey that are included in the performance benchmarks (water & sewer).
5. The city will report the actual results of the revised performance measures by the end of the calendar year.

Passed and duly adopted this 27th day of June 2012 by the City Council of the City of Little Canada, Minnesota.

By:   
William Blesener, Mayor

Attest:   
Joel R. Hanson, City Administrator

**CITY OF LITTLE CANADA  
PERFORMANCE MEASUREMENT PROGRAM  
June 29, 2012**

The City of Little Canada commissioned a survey by Decision Resources, Ltd. in 2011. The purpose of this survey (planned before the performance measurement program guidelines were established) was to gauge the satisfaction levels of our residents regarding various city services and to determine their level of interest for program reductions, maintenance of programs, or tax increases for program expansion.

The survey covered eight of the ten performance measure with water and sewer not being included, as it was not a service area we felt was a focal point of concern. It was done using a random sample size of 400 residents through a phone survey.

For 2012, we will be conducting a survey through the League of Minnesota Cities using the 10 standard measurements plus three additional dealing with fiscal health, environmental concerns, and code enforcement. Those results should be available by the end of October. They will be reported to our residents before year-end.

**2012 Results:**

The following results were reported to our residents in our newsletter, in an article in the Roseville Review, and on the City's website. We posted the full survey results, a power point presentation by Dr. Bill Morris of Decision Resources that was presented to the City Council, and a final summary analysis.

The survey results relative to the Performance Measurement Program were as follows: (Note: Some of the responses do not total 100%. I am reporting them as indicated in the report we received, a copy of which is available on our website.)

**1. How would you rate the quality of Property Maintenance (appearance) in the City?**

- Excellent – 5%**
- Good – 73%**
- Fair – 8%**
- Poor – 0%**
- Don't Know/Refused – 14%**

**2. Are there any areas in Little Canada where you would be afraid to walk alone at night?**

- Yes – 46%**
- No – 52%**
- Don't Know/Refused – 2%**

**Note: Another question related to Police Protection services had ratings as follows:**

**Excellent – 30%**  
**Good - 62%**  
**Fair - 6%**  
**Poor - 1%**  
**Don't Know/Refused - 2%**

**3. How would you rate the quality of Fire Response service in the City?**

**Excellent – 33%**  
**Good – 54%**  
**Fair – 2%**  
**Poor – 1%**  
**Don't Know/Refused – 11%**

**4. How would you rate City Street repair and maintenance?**

**Excellent – 7%**  
**Good – 69%**  
**Fair – 20%**  
**Poor – 4%**  
**Don't Know/Refused – 1%**

**5. How would you rate the snow plowing of City streets?**

**Excellent – 16%**  
**Good – 77%**  
**Fair – 4%**  
**Poor – 2%**  
**Don't Know/Refused – 2%**

**6. How would you rate the quality of Recreation Programming for Children?**

**Excellent – 10%**  
**Good – 58%**  
**Fair – 7%**  
**Poor – 0%**  
**Don't Know/Refused – 25%**

**7. How would you rate the quality of Recreation Programming for Adults?**

**Excellent – 4%**  
**Good – 57%**  
**Fair – 9%**  
**Poor – 2%**  
**Don't Know/Refused – 20%**

**8. Rating of the overall quality of services provided by the City. (We utilized a “quality of life” question.**

- Excellent – 38%**
- Good – 56%**
- Only Fair – 4%**
- Poor – 1%**
- Don’t Know/Refused – 0%**

**Some other ratings we obtained are as follows:**

**9. How would you rate the quality of garbage collection and recycling services (the City has an organized collection program that is billed by us)?**

- Excellent – 18%**
- Good – 74%**
- Fair – 3%**
- Poor – 1%**
- Don’t Know/Refused – 5%**

**10. How would you rate the quality of our Code Enforcement program?**

- Excellent – 3%**
- Good – 63%**
- Fair – 5%**
- Poor – 1%**
- Don’t Know/Refused – 29%**

**For a detail copy of the survey results, you may visit the following link:**

**[http://www.ci.little-canada.mn.us/vertical/sites/%7BEB0504CE-3D9E-4F5B-8199-A5A488B9A257%7D/uploads/Survey\\_Results.pdf](http://www.ci.little-canada.mn.us/vertical/sites/%7BEB0504CE-3D9E-4F5B-8199-A5A488B9A257%7D/uploads/Survey_Results.pdf)**

This report was prepared by: Joel Hanson, City Administrator (651-766-4040)