CITY OF EAGAN
RESOLUTION NO. 15-

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 19th day of May 2015.

CITY OF EAGAN
By: Mike Maguire, Mayor

ATTEST:
Cheryl L. Stevenson
Deputy City Clerk
City Performance Indicators 2014

Created on Friday, 20 December 2013 11:00

The Council on Local Results and Innovation, in concert with the Minnesota Legislature and the Office of the State Auditor has created a series of local performance indicators residents can use to monitor city performance. The Eagan City Council has embraced these indicators and adopted a resolution regarding the performance indicators to be measured.

So how are we doing?

Below are the results of the 2014 residential survey reflecting the most recent specific performance indicators established in the voluntary statewide program:

Quality of City Services

<table>
<thead>
<tr>
<th>General</th>
<th>Percent change in taxable property market value</th>
<th>Increase of 11.9% in 2014</th>
</tr>
</thead>
</table>

How would you rate the overall appearance of the city?

- Excellent
- Good
- Only Fair
- Poor
- Don't Know/Refused

How would you rate the overall quality of services provided by the city?

- Excellent
- Good
- Only Fair
- Poor
- Don't Know/Refused

Public Safety Services
<table>
<thead>
<tr>
<th>Fire Response Times</th>
<th>Average: 6.17 minutes in 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insurance Service Organization (ISO) Rating</td>
<td>3 in 2014</td>
</tr>
</tbody>
</table>

**How would you rate the overall quality of fire protection services in the city?**

- Excellent
- Good
- Only Fair
- Poor
- Don't Know/Refused

<table>
<thead>
<tr>
<th>Pavement &amp; Streets Condition</th>
<th>Average Pavement Condition Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Average: 83.88 on scale of 100 in 2014</td>
</tr>
</tbody>
</table>

**Water Utilities & Sanitary Sewer**

- **Water quality:** No contaminants were detected at levels that violated federal drinking water standards. However, some contaminants were detected in trace amounts that were below legal limits. See: [Water Quality Report](#)
- **Water Operating Cost Per Thousand Gallons:** $1.26 in 2013

**How would you rate the dependability and overall quality of the city water supply?**

- Excellent
- Good
- Only Fair
- Poor
- Don't Know/Refused

**Dependability:** 3 main line (City) sewer backups and 13 service line (private) sewer backups in 2013
How would you rate the overall quality of city recreational programs and facilities (e.g., parks, trails, park facilities, etc.)?