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

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	How would you rate		How would you
	How would you rate the overall		describe your overall
How many years have	appearance of the		feeling of safety in the
you lived in this city?	city?	Comments:	city?
	Good	Comments.	Very safe
	Fair		Very safe
	Fair	I don't like the high densi	
	Good	r don't like the high densi	Somewhat safe
	Good		Somewhat unsafe
	Fair	Power lines, overgrown t	
	Poor	There were small town a	
	Fair	Depends on the neighbo	
	Fair	Depends on the heighbo	Somewhat unsafe
	Fair		Somewhat safe
25			Very safe
	Fair	Not visual appearance, t	
	Good	I like that the streets and	
	Good	Tilke that the sheets and	Somewhat safe
	Fair	A lot of the buildings are	
		A lot of the buildings are	Somewhat sale
	Good Fair	Many yarda nat kant un	Compulations
		Many yards not kept up,	Somewhat unsafe
	Good		Somewhat unsafe
<u> </u>	Fair		Somewhat safe
CLIMANACDY			
SUMMARY			
	How would you rate		How would you
	the overall		describe your overall
	appearance of the	0	feeling of safety in the
	city?	Comments:	city?
# saying Excellent	0	# saying Very Safe	4
		# saying Somewhat	
# saying Good	7	Safe	8
		# saying Somewhat	
# saying Fair	10	unsafe	6
			_
# saying Poor		# saying Very Unsafe	0
# saying Don't know		# saying Don't know	0
Total Responses	18	Total Responses	18
% soving Evactions	Ω0/	% caving Vary Cafa	220/
% saying Excellent	1 0%	% saying Very Safe	22%

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

Comments: Again public transit and to a live a live a live area of the live area.	Excellent Good Excellent	Comments: KEEP WEST METRO FI	Fair Fair Fair
Generally safe, but feel t			Poor
Houses are sitting empty			Fair
	Fair		Fair
	Excellent Excellent		Poor Good
	Don't know	Thankfully, I have never	Good
I live close to the PD, and		Thankiully, I have hevel	Fair
Tilve close to the PD, and	Excellent		Excellent
	Don't know		Good
	DOLLKIOW		Good
	Don't know		Good
mostly for old people wa		Do you mean first respor	
mostly for old people wa	Excellent	Do you mean morrespon	Good
	EXOCITOTIC		4004
Comments: # saying Excellent	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 excenent	10		<u> </u>
# saying Good	1		8
# saying Fair	1		7
# saying Poor	0		2
# saying Don't know	6		0
Total Responses	18		19
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 obje	Fair	They aren't the fastest w	Good
	Poor	We are the very last to g	
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 or	Good
	Poor		Good
	Poor		Fair
Rough surfaces, patches	Fair	Curb to curb plowing cea	Excellent
7,	Good		Excellent
I'm paying \$1000s of dol			Good
,	Good		Good
	Excellent		Excellent
	Excellent		Don't know
	Fair	Very frustrating sometim	
	Poor	Side streets do not get p	
	Excellent	olde streets do not get p	Excellent
	Excellent		Excellent
	Lxcellerit		Lxcellerit
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%
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26%	42%
21%	11%
32%	5%
0%	5%

			How would you rate the
			overall quality of city
	How would you rate the		recreational programs
	dependability and		and facilities (e.g.
	overall quality of the		parks, trails, park
Comments:	city water supply?	Comments:	facilities, etc.)?
	Excellent	-	Excellent
	Excellent	The water great. It is nic	
	Good		Fair
Our street floods a lot in			Good
	Good	147 11111	Good
	Good	Would like to see us gett	
	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.		I have well water, so not	
	Excellent		Good
	How would you rate the dependability and		How would you rate the overall quality of city recreational programs and facilities (e.g.
	overall quality of the		parks, trails, park
Comments:	city water supply?	Comments:	facilities, etc.)?
	7		4
	8		9
	8		9
	2		6
	0		0
	2		0
	19		19
	19		19
	37%		21%

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

	How would you rate the		
	overall quality of		
0	services provided by	0	
Comments:	the city?	Comments:	
	Good		
N/ Landau Landau	Good		
We have too much that of			
	Good		
	Fair		
	Good		
Would be nice to be able		Purchase less land with	our tax dollars. Stop corpo
	Fair		
	Fair		
	Fair		
	Excellent		
Pool closes too early in t			
	Good		
	Excellent		
	Good		
Wish there were more w	Good		
Recreational programs a	Don't know		
why is there a city dock			
	Fair	we need the light rail in o	our community
	How would you rate the		
	overall quality of		
	services provided by		
Comments:	the city?	Comments:	
Comments.	3	Comments.	
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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?
20			
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
	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.	eemewhat uneure
1.4	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
14	r oui	Depends on the neighborhood. Some	Journewildt Sale
37	Fair	neighborhoods look terrible	Somewhat unsafe
/			

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15			
25			
		Not visual appearance, but auditory - the trains are	
		going to drive me nuts! Do they have to honk so loud	
		and so LOOOOOONG, especially throughout the	
		night? Even with the windows closed (which is a	
		shame that we HAVE to keep the windows closed	
		due to noise pollution - from trains and police	
		sirens), they still wake us up at night and we live at	
		least a mile away. It's just too much. The blinking	
		lights and lowered rails and maybe a honk or two	
44	F-:-	should be enough to warn people. The horn blowing	
11	Fair	is excessive.	
		L.,,	
		I like that the streets and neighborhoods are clean,	
		but a lot of the road need repairs. Also many	
		buildings are "out of shape" and could use a	
1	Good	makeover.	Somewhat safe
6			
		A lot of the buildings are run down, a lot of vacant	
1	Fair	buildings.	
		-	
3			
Q	Fair	Many yards not kept up, homes in need of repair	
	i dii	l l l l l l l l l l l l l l l l l l l	
34			Somewhat unsafe
			Somewhat unsale
			Joinewhat unsale
9			Connewnat unsale
			Somewhat unsale
			Somewhat unsale
			Somewhat unsale
			Somewhat unsale
			Somewhat unsale
			Somewhat unsale
			Somewhat unsale
			Somewhat unsale

Comments:	How would you rate the overall quality of fire protection services in the city?
Again public transit and too much renting bring a	Eventlant
bad element here 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!!	Excellent
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 recentlyetc	

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	Don't know
I live close to the PD, and I always see police	
officers which makes me feel safe. It bothers me	
to see groups of young people wandering around,	
often walking in the streets when sidewalks are	
available.	
mostly for old people walking in parks.	Don't know
mostly for old people walking in parks.	Don't know
mostly for old people walking in parks.	Don't know
mostly for old people walking in parks.	Don't know
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mostly for old people walking in parks.	Don't know

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.

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	Poor	Rough surfaces, patches on patches on patches, deep manholes.
Thankfully, I have never had the opportunity to	Cood	I'm paying \$1000s of dollars for the redo.
test the services.	Good	They better be good.
Do you mean first responder/fire and rescue?		
their good.		
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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,	
	We are the very last to get plowed out	
	and it makes it hard to get to work at times.	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.	

Curb to curb plowing ceased two years ago. Also, when snow falls on a Fair weekend it is often left until Monday.	
ago. Also, when snow falls on a Fair weekend it is often left until Monday.	
Fair weekend it is often left until Monday.	
Manus for catalogue and a second and the	
Very frustrating sometimes on the delay	
Fair of plowing side streets.	
Side streets do not get plowed in a timely	
Poor manner.	
Excellen	ŀ
Execution	

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
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N/ 1	D 111
Works every time I flush.	Don't know
Works every time I flush.	Don't know
Works every time I flush.	Don't know
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Works every time I flush.	Don't know

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.	
nave a water softner.	
	Fair
Would like to see us getting our own water supply, not dependent on Minneapolis water.	
	Fair
	I .

	Fair
	Good
	Fair
	ı alı
I have well water, so not hooked up yet.	Good

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Comments:	How would you rate the overall quality of services provided by the city?	Comments:
We have too much that costs the city too much. 28 parks is a lot for a city that is 6 square milesno reason for trails and bike lanes.		
Would be nice to be able to use ball parks or the amphitheater.	Fair	Purchase less land with our tax dollars. Stop corporate cronyism, like with Northwest Family Physicians.
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Pool closes too early in the summer - wish it		
stayed open through Labor Day.		
Wish there were more walking trails in the		
city.		
Recreational programs are great,		
playground equipment is dated.		
why is there a city dock on the shore of		
middle twin lake where it gets weeded up by		
June?		
		we need the light rail in our
	Fair	community
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