

RESOLUTION NUMBER 3761, SECOND SERIES

A Resolution Declaring Implementation of Ten Performance Measures and a Performance Measurement System

WHEREAS, the Minnesota Legislature created a Council on Local Results and Innovation ; and

WHEREAS, there are financial incentives for cities to participate in the program adopted by the Council ; and

WHEREAS, participation in the program furthers the City of Marshall's goals of improving service delivery and enhancing communication with residents ; and

WHEREAS, the City of Marshall participated in the program in 2011 ; and

WHEREAS, the City of Marshall desires to continue participation in the program;

NOW THEREFORE, BE IT RESOLVED, that the City of Marshall does hereby declare that it has adopted and implemented the ten performance measures developed by the Council on Local Results and Innovation.

BE IT FURTHER RESOLVED, that the City of Marshall does hereby declare that it has surveyed its residents on the services included in the performance benchmarks.

BE IT FURTHER RESOLVED, that the City of Marshall will report the results of the ten adopted measures to its residents by the end of the calendar year through a posting on the City's website.

BE IT FURTHER RESOLVED, that the City of Marshall is in the process of implementing a local performance measurement system as developed by the Council on Local Results and Innovation.


BE IT FURTHER RESOLVED, that city staff is directed to perform all necessary tasks to participate in the program for 2012.

THE COMMON COUNCIL



Mayor Robert J. Byrnes

ATTEST:


Thomas M. Meulebroeck
Finance Director-City Clerk

City of Marshall Performance Measures Program Report

Introduction

On June 28, 2011 the Marshall City Council adopted a set of ten performance measures recommended by the Council on Local Results and Innovation and directed city staff to perform all necessary tasks to participate in the Performance Measures Program. In order to continue participating in the program in 2012, Marshall must report the actual results of the performance measures adopted last year by July 1, 2012. To collect the results, Marshall surveyed its residents from June 6, 2012 through June 25, 2012 on the quality of nine services Marshall provides. In addition to surveying area residents, Marshall collected data on the change in taxable property market value from FY 2011 to FY 2012 and the Average System Availability Index (ASAI) of Marshall's electric utilities. The results of the survey and other data are included below.

Results

1. Resident ranking of Marshall's overall appearance

How would you rate the overall appearance of the city of Marshall?		
Answer Options	Response Percent	Response Count
Excellent	15.9%	33
Good	72.0%	149
Fair	11.1%	23
Poor	0.5%	1
Don't know	0.5%	1
<i>answered question</i>		207
<i>skipped question</i>		2

2. Resident description of overall feeling of safety in Marshall

How would you describe your overall feeling of safety in the city of Marshall?		
Answer Options	Response Percent	Response Count
Very safe	45.5%	95
Somewhat safe	47.8%	100
Somewhat unsafe	3.8%	8
Very unsafe	0.5%	1
Don't know	2.4%	5
<i>answered question</i>		209
<i>skipped question</i>		0

3. Resident rating of quality of Marshall's fire protection services

How would you rate the overall quality of fire protection services in the city of Marshall?		
Answer Options	Response Percent	Response Count
Excellent	49.5%	103
Good	36.5%	76
Fair	1.4%	3
Poor	0.0%	0
Don't Know	12.5%	26
<i>answered question</i>		208
<i>skipped question</i>		1

4. Resident rating of condition of Marshall's residential streets

How would you rate the overall condition of Marshall's residential streets?		
Answer Options	Response Percent	Response Count
Excellent	6.3%	13
Good	48.6%	101
Fair	32.7%	68
Poor	11.5%	24
Don't know	1.0%	2
<i>answered question</i>		208
<i>skipped question</i>		1

5. Resident rating of condition of State T.H. 23

How would you rate the overall condition of State T.H. 23?		
Answer Options	Response Percent	Response Count
Excellent	18.3%	38
Good	59.1%	123
Fair	17.8%	37
Poor	2.4%	5
Don't know	2.4%	5
<i>answered question</i>		208
<i>skipped question</i>		1

6. Resident rating of condition of College Dr. (State T.H. 19), Main St. (State T.H. 68), and U.S. 59

How would you rate the overall condition of College Dr. (State T.H. 19), Main St. (State T.H. 68), and U.S. 59?		
Answer Options	Response Percent	Response Count
Excellent	0.5%	1
Good	30.8%	64
Fair	39.4%	82
Poor	28.8%	60
Don't know	0.5%	1
<i>answered question</i>		208
<i>skipped question</i>		1

7. Resident rating of quality of Marshall's snowplowing services

How would you rate the overall quality of snowplowing on Marshall's streets?		
Answer Options	Response Percent	Response Count
Excellent	10.1%	21
Good	48.8%	101
Fair	25.6%	53
Poor	12.1%	25
Don't know	3.4%	7
<i>answered question</i>		207
<i>skipped question</i>		2

8. Resident rating of dependability and quality of Marshall's sanitary sewer service

How would you rate the dependability and overall quality of Marshall's sanitary sewer service?		
Answer Options	Response Percent	Response Count
Excellent	23.1%	48
Good	52.9%	110
Fair	7.2%	15
Poor	1.0%	2
Don't know	15.9%	33
<i>answered question</i>		208
<i>skipped question</i>		1

9. Resident rating of dependability and quality of Marshall's water supply

How would you rate the dependability and overall quality of Marshall's water supply?		
Answer Options	Response Percent	Response Count
Excellent	26.9%	56
Good	48.6%	101
Fair	11.1%	23
Poor	3.8%	8
Don't know	9.6%	20
<i>answered question</i>		208
<i>skipped question</i>		1

10. Resident rating of quality of Marshall's recreational programs

How would you rate the overall quality of Marshall's recreational programs and facilities (e.g. parks, trails, park facilities, etc.)		
Answer Options	Response Percent	Response Count
Excellent	30.8%	64
Good	54.8%	114
Fair	12.0%	25
Poor	1.4%	3
Don't know	1.0%	2
<i>answered question</i>		208
<i>skipped question</i>		1

11. Resident rating of all of Marshall's services

How would you rate the overall quality of services provided by the city of Marshall?		
Answer Options	Response Percent	Response Count
Excellent	18.7%	39
Good	61.7%	129
Fair	15.8%	33
Poor	1.9%	4
Don't know	1.9%	4
<i>answered question</i>		209
<i>skipped question</i>		0

12. Change in Taxable Property Market Value (FY'11 – FY '12)

Change in Taxable Property Market Value

	FY 2011	*FY 2012	Change	% Change
Fully Taxable	\$817,799,800.00	\$765,544,800.00	-\$52,255,000.00	-6.40%
Partially Taxable	\$7,323,900.00	\$7,915,600.00	\$591,700.00	8.10%
Total	\$825,123,700.00	\$773,460,400.00	-\$51,663,300.00	-6.30%

* Legislative change to Homestead Market Value Exclusion

13. Electric Utility Average System Availability Index (ASAI)

2011 Goal: ASAI of 99.9955

2011 Actual: ASAI of 99.9984

- MMU has also received national recognition from the American Public Power Association (APPA) for being a RP3 (Reliable Public Power Provider) award winner