CITY OF EAGAN
RESOLUTION NO. 20-50

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 2020.

CITY OF EAGAN
By: _______________
   Mike Maguire, Mayor

ATTEST:

[Signature]
City Clerk
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 that residents can use to monitor city performance. The Eagan City Council has embraced indicators in the areas of police, fire, streets, water, sanitary sewer, parks and recreation, and overall performance, and every year adopts a resolution regarding the performance indicators to be measured and posted for the public by the end of the year.

So how are we doing?

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

**General Performance**

<table>
<thead>
<tr>
<th>Percent change in taxable property market value</th>
<th>Increase of 9.7% from 2019 to 2020</th>
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<tbody>
<tr>
<td>How would you rate the overall appearance of the city?</td>
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![Survey Results Chart]

- Excellent: 40%
- Good: 55%
- Fair: 4%
How would you rate the overall quality of services provided by the city?

Public Safety

**Police Response Times**

- Response time to priority 1, emergency calls: 6.26 minutes in 2018
- Response time to priority 2, non-emergency calls: 910 minutes in 2018
- Response time to priority 3, routine calls: 14.81 minutes in 2018

*The information entails calls for service managed by through the Dakota Communications Center. The times do not reflect calls for service initiated by staff in the field.*
How would you rate the overall quality of police services in the city?

- Excellent: 53%
- Good: 41%
- Fair: 5%
- Poor: 1%

**Fire Response Times**

- Average for total fire incidents: 7 min 56 seconds in Jan-Nov 2019
- Average for Code 3 (emergency) incidents: 7 min 34 seconds in Jan-Nov 2019
How would you rate the overall quality of fire services in the city?

- Excellent: 56%
- Good: 41%
- Fair: 3%

Streets

How would you rate the overall condition of the city streets?

- Excellent: 24%
- Good: 60%
- Fair: 14%
- Poor: 2%
How would you rate the overall quality of snowplowing on city streets?

- Excellent: 22%
- Good: 51%
- Fair: 20%
- Poor: 7%

Water Utilities & Sanitary Sewer

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

- Excellent: 35%
- Good: 41%
- Fair: 16%
- Poor: 8%

Water Operating Cost Per Thousand Gallons (including depreciation) $2.57 in 2018
How would you rate the overall quality of the city sanitary sewer service?

### Dependability

- **Excellent**: 36%
- **Good**: 58%
- **Fair**: 5%
- **Poor**: 1%

0 main line (City) sewer backups and 5 service line (private) sewer backups in 2018

Parks and Recreation

How would you rate the overall quality of city recreational programs?

- **Excellent**: 29%
- **Good**: 57%
- **Fair**: 12%
- **Poor**: 2%