

Comm of the Whole - Your Committee, having under consideration the adoption of performance measures developed by the State of Minnesota Council on Local Results and Innovation, now recommends passage of the accompanying resolution declaring the City of Minneapolis' commitment to a) using and reporting out to the public the ten city performance measures created by the State of Minnesota Council on Local Results and Innovation; b) continued usage of a performance measurement system; and c) continued surveying of residents on key services as defined by the State of Minnesota Council on Local Results and Innovation.

Certified as an official action of the City Council:

AKR

RECORD OF COUNCIL VOTE (X INDICATES VOTE)													
COUNCIL MEMBER	AYE	NAY	ABSTAIN	ABSENT	VOTE TO OVERRIDE	VOTE TO SUSTAIN	COUNCIL MEMBER	AYE	NAY	ABSTAIN	ABSENT	VOTE TO OVERRIDE	VOTE TO SUSTAIN
Reich	X						Glidden	X					
Gordon	X						Schiff	X					
Hofstede	X						Tuthill	X					
Johnson	X						Quincy	X					
Samuels	X						Colvin Roy	X					
Lilligren	X						Hodges	X					
Goodman	X												

ADOPTED JUN 29 2012
DATE

APPROVED NOT APPROVED VETOED

ATTEST _____
CITY CLERK


MAYOR RYBAK JUN 29 2012
DATE

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2012R- 353
RESOLUTION
of the
CITY OF
MINNEAPOLIS
By Lilligren

Adopting continued commitment to a performance measurement system that collects and reports the performance measures developed by the State of Minnesota Council on Local Results and Innovation.

Whereas, the City of Minneapolis has previously adopted the Performance Measures developed by the State of Minnesota Council on Local Improvements and Innovation in Resolution 2011R-297; and

Whereas, the Council on Local Improvements and Innovation has created a comprehensive performance measurement system for cities to implement in 2012;

Now, Therefore, Be It Resolved by The City Council of The City of Minneapolis:

- That it has implemented a local performance measurement system (*Results Minneapolis*) as developed by the State of Minnesota Council on Local Results and Innovation,

That it has historically and will survey its residents by the end of the calendar year on the services included in the performance benchmarks,

That the City has adopted, implemented and will report the results of the 10 performance measures developed by the State of Minnesota Council on Local Results and Innovation before the end of the year via the City's website :

General

1. Rating of the overall quality of services provided by your city
2. Percent change in the taxable property market value
3. Citizens' rating of the overall appearance of the city

Police Services

4. Part I and II crime rates

Fire Services

5. Citizens' rating of the quality of fire protection services

Streets

6. Average city street pavement condition rating
7. Citizens' rating the quality of snowplowing on city streets

Water

8. Citizens' rating of the dependability and quality of city water supply

Sanitary Sewer

9. Citizens' rating of the dependability and quality of city sanitary sewer service

Parks and Recreation

10. Citizens' rating of the quality of city recreational programs and facilities (parks, trails, park buildings).

Certified as an official action of the City Council:

AKR

RECORD OF COUNCIL VOTE (X INDICATES VOTE)

COUNCIL MEMBER	AYE	NAY	ABSTAIN	ABSENT	VOTE TO OVERRIDE	VOTE TO SUSTAIN	COUNCIL MEMBER	AYE	NAY	ABSTAIN	ABSENT	VOTE TO OVERRIDE	VOTE TO SUSTAIN
Reich	X						Glidden	X					
Gordon	X						Schiff	X					
Hofstede	X						Tuthill	X					
Johnson	X						Quincy	X					
Samuels	X						Colvin Roy	X					
Lilligren	X						Hodges	X					
Goodman	X												

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CITY CLERK

[Signature]
MAYOR RYBAK
DATE JUN 29 2012



Results Minneapolis

Results Minneapolis is a management tool the City uses to systematically track performance toward achieving the City's five-year goals and 2020 vision.

A review panel of City leaders meets with a different department head each week to track progress and discuss strategies on key performance measures. By regularly tracking performance data at these "progress conferences," City leaders identify areas where the City is excelling, as well as opportunities for improvement

Overall Quality of City Services

	2005	2008	2011
Average Percentage of Residents who answered "Satisfied" or "Very Satisfied" to Individual Services Provided by the City	82.2%	81.4%	81.5%

Source: 2011 City of Minneapolis Resident Survey*

*For a complete list of questions, notes and calculations please see page 4.

Change in Taxable Property Market Value

	2005	2008	2011
Percent Change in Taxable Property Market* Value	34.765% ↑	9.712% ↑	11.992% ↓

Source: City of Minneapolis Assessor

*Property Market includes *Residential, Apartment, Commercial, Industrial* and *Other* properties.

**Change was calculated using the previous residential survey year, except in the case of 2005, in which 2002 data was used.

Rating of Overall Appearance of Minneapolis

	2005	2008	2011
Percentage of Residents who answered "Agree" or "Strongly Agree" to the statement: "My neighborhood is clean and well maintained."	85%	84%	83%

Source: 2011 City of Minneapolis Resident Survey

Public Safety

	2005	2008	2011
Part I* Crimes	28,324	25,894	23,256
Part II** Crimes	36,676	35,135	30,053
Total Number of Crimes	65,000	61,029	53,309

Source: Minneapolis Police Department

*Part I crimes are the eight serious crimes including homicide, rape, aggravated assault, burglary, robbery, auto theft, theft and arson. All major cities report these measures to the Federal Bureau of Investigation (FBI).

**Part II crimes include the following crime categories: simple assault, curfew offenses and loitering, embezzlement, forgery and counterfeiting, disorderly conduct, driving under the influence, drug offenses, fraud, gambling, liquor offenses, offenses against the family, prostitution, public drunkenness, runaways, sex offenses, stolen property, vandalism, vagrancy and weapons offenses.

Quality of Fire Protection Services

	2005	2008	2011
Percentage of Residents who answered "Satisfied" or "Very Satisfied"	97%	97%	97%

Source: 2011 City of Minneapolis Resident Survey

Question read "Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Fire Protection and emergency medical response."

Parks and Recreation

	2005	2008	2011
Percentage of Residents who answered "Satisfied" or "Very Satisfied"	91%	92%	92%

Source 2011 City of Minneapolis Resident Survey

Question read "Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Providing park and recreation services."

Quality of Snowplowing

	2005	2008	2011*
Percentage of Residents who answered "Satisfied" or "Very Satisfied"	NA	NA	66%

Source 2011 City of Minneapolis Resident Survey

Question read "Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Snow Removal."

*Please note that this question was added to the Resident Survey in 2011 and is the only

Quality of Water

	2005	2008	2011
Percentage of Residents who answered "Satisfied" or "Very Satisfied"	86%	87%	88%

Source 2011 City of Minneapolis Resident Survey

Question read "Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Providing quality drinking water."

Quality of Sanitary Sewer Services

	2005	2008	2011
Percentage of Residents who answered "Satisfied" or "Very Satisfied"	94%	94%	96%

Source 2011 City of Minneapolis Resident Survey

Question read "Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Providing sewer services."

Pavement Condition Rating

	2005	2008	2011
Pavement Condition Index (PCI)	75	72	71

Source Minneapolis Department of Public Works

Table 1: City Services Quality Ratings Compared Over Time

Please tell me how satisfied or dissatisfied you are with the new way the City provides the service.	Year of Survey				
	2011	2008	2005	2003	2001
Fire protection and emergency medical response	97%	97%	97%	96%	99%
Providing sewer services	96%	94%	94%	NA	NA
Providing park and recreation services	92%	92%	91%	NA	91%
Animal control service	91%	88%	92%	NA	92%
Garbage collection and recycling programs	90%	91%	92%	93%	94%
Protecting health and well-being of residents	90%	88%	84%	NA	NA
Preparing for disasters	88%	87%	78%	NA	89%
Providing quality drinking water	88%	87%	86%	84%	NA
Police Services	88%	86%	81%	84%	89%
Keeping streets clean	85%	87%	89%	86%	83%
Revitalizing Downtown	84%	80%	83%	NA	79%
Protecting the environment, including air, water and land	83%	81%	77%	79%	77%
Cleaning up graffiti	80%	77%	74%	NA	79%
Revitalizing neighborhoods	77%	76%	81%	76%	74%
Dealing with problem businesses and unkempt properties	71%	68%	73%	67%	69%
Affordable housing development	69%	66%	55%	51%	40%
Snow removal	66%	NA	NA	NA	NA
Mortgage foreclosure assistance	61%	64%	NA	NA	NA
Repairing alleys*	64%	56%	70%	83%	68%
Repairing streets*	40%				

Percent reporting "satisfied" or "very satisfied"

Question wording differed between survey years. In 2003 and 2001, residents were asked how satisfied they were with the City's efforts at providing the service. Also, "affordable housing development" was worded as "preserving and providing affordable housing for low-income residents" in 2001 and 2003 and "Revitalizing neighborhoods" was worded as "revitalizing neighborhood commercial areas" in 2001 and 2003.

"Repairing streets" and "Repairing alleys" were combined in survey years previous to 2011 and

**averaged prior to calculating overall quality average; "snow removal" was added in 2011.*