

CITY OF EAGAN

RESOLUTION NO. 13-49

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 4th day of June 2013.

CITY OF EAGAN

By: 
Mike Maguire, Mayor

ATTEST:


Deputy City Clerk



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City Performance Indicators

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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 is the process of implementing a performance management system.

So how are we doing?

In addition to the biennial [residential survey results](#) and the [presentation shared](#) with the City Council, here are specific performance indicators established in the voluntary statewide program:

Quality of City Services (as determined by a random sample poll of 400 Eagan residents by an independent research firm, results accurate to +/- 5%:

Ease of Reaching Staff Who Could Help	90% Excellent or Good 10% Fair or Poor
Courtesy of City Staff	93% Excellent or Good 06% Fair or Poor 01% Don't Know
Promptness of Response	91% Excellent or Good 09% Fair or Poor 01% Don't Know
Answering Your Question	89% Excellent or Good 11% Fair or Poor
General	
Percent change in taxable property market value	Down 6.3%

Percent change in taxable property market value	Down 6.3%
Specific Services	
Police Protection	96% Excellent or Good 03% Fair or Poor 01% Don't Know/Refused
Police Response Times	2011 Average: 8.3 minutes for all calls
Fire Protection	97% Excellent or Good 01% Fair or Poor 03% Don't Know/Refused
Fire Response Times	2011 Average: 6.14 minutes
Insurance Service Organization (ISO) Rating	3 (2012 Citywide)
Street Repair & Maintenance	85% Excellent or Good 15% Fair or Poor 01% Don't Know/Refused
Snow Plowing City Streets	86% Excellent or Good 14% Fair or Poor
Average Pavement Condition Rating	83 on scale of 100
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 Million Gallons	\$1.22 in 2011
Dependability	24 sewer blockages in 2011

Street Repair & Maintenance	85% Excellent or Good 15% Fair or Poor 01% Don't Know/Refused
Snow Plowing City Streets	86% Excellent or Good 14% Fair or Poor
Average Pavement Condition Rating	83 on scale of 100
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 Million Gallons	\$1.22 in 2011
Dependability	24 sewer blockages in 2011
Parks & Recreation	
Park Maintenance	93% Excellent or Good 05% Fair or Poor 01% Don't Know/Refused
Recreation Programming	99% Satisfied (of those who participated) 01% Dissatisfied

Note: some #s are < or > 100% because of rounding

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