CITY OF EAGAN

RESOLUTION NO. 19-17

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 7th day of May 2019.

CITY OF EAGAN

By: Mike Maguire, Mayor

ATTEST:

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>Indicator</th>
<th>Performance</th>
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<tbody>
<tr>
<td>Percent change in taxable property market value</td>
<td>Increase of 9.7% from 2018 to 2019</td>
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**How would you rate the overall appearance of the city?**

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

![Rating Pie Chart]

**Public Safety**

**Police Response Times**

Response time to priority 1, emergency calls: 6.19 minutes in 2017  
Response time to priority 2, non-emergency calls: 7.97 minutes in 2017  
Response time to priority 3, routine calls: 11.39 minutes in 2017  

*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 57 seconds in 2018
- Average for Code 3 (emergency) incidents: 7 min 27 seconds in 2018
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: $2.07 in 2017
How would you rate the overall quality of the city sanitary sewer service?

Dependability

5 main line (City) sewer backups and 14 service line (private) sewer backups in 2017

Parks and Recreation

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