CITY OF EAGAN

RESOLUTION NO. 14-93

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 3rd day of June 2014.

**CITY OF EAGAN**

By: ___________________  
Mike Maguire, Mayor

**ATTEST:**

_____________________
City Clerk
City Performance Indicators 2013

Created on Friday, 20 December 2013 11:00

The Council on Local Results and Innovation, in concert with the Minnesota Legislature and the Office of the State Auditor, created performance indicators residents can use to monitor city performance. The Eagan City Council has embraced these indicators regarding the performance indicators to be measured. A survey was released to the public in 2013.

So how are we doing?

Below are the results of that survey reflecting the most recent specific performance indicators established in the volunteer Quality of City Services.

<table>
<thead>
<tr>
<th>General</th>
<th>1.9% increase in 2013</th>
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</table>

How would you rate the overall appearance of the city?

- % saying Excellent: 4%
- % saying Good: 55%
- % saying Fair: 35%
- % saying Don't know: 4%

How would you rate the overall quality of services provided by the city?

- % saying Excellent: 5%
- % saying Good: 3%
- % saying Fair: 57%
- % saying Don't know: 32%

Public Safety Services:

Police Response Times: Average: 11.25 minutes in 2012

How would you describe your overall feeling of safety in the city?
<table>
<thead>
<tr>
<th>Service</th>
<th>Rating</th>
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<tbody>
<tr>
<td>Fire Response Times</td>
<td>Average: 6.27 minutes in 2012</td>
</tr>
<tr>
<td>Insurance Service Organization (ISO) Rating</td>
<td>3 (2012 Citywide)</td>
</tr>
<tr>
<td>Pavement &amp; Streets Condition</td>
<td>Average: 83 on scale of 100 in 2012</td>
</tr>
</tbody>
</table>
| 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: $1.06 in 2012.
Cost Per Million Gallons

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

- 52% saying Excellent
- 23% saying Good
- 17% saying Fair
- 8% saying Poor
- 2% saying Don't know

Dependability 2 mainline (City) sanitary sewer backups and 14 service (private) sanitary sewer backups in 2012.

How would you rate the dependability and overall quality of city sanitary sewer service?

- 57% saying Excellent
- 16% saying Good
- 17% saying Fair
- 1% saying Poor
- 2% saying Don't know

Parks & Recreation

How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?

- 4% saying Excellent
- 2% saying Good
- 1% saying Fair
- 25% saying Poor
- 52% saying Don't know