CITY OF LITTLE CANADA
RAMSEY COUNTY, MINNESOTA
RESOLUTION 2012-6-XXX

A RESOLUTION DECLARING THE CITY'S PARTICIPATION IN THE OFFICE OF THE
STATE AUDITOR' 2012 PERFORMANCE MEASUREMENT PROGRAM

WHEREAS, The 2010 State Legislature enacted legislation calling for the Council on
Results and Innovation to establish a standard set of performance measures for cities; and

WHEREAS, such performance measures will aid residents, taxpayers, and state and local
elected officials in determining the efficacy of cities in providing services; and

WHEREAS, the City of Little Canada was a voluntary participant in the 2011 effort; and

WHEREAS, the City of Little Canada conducted a community survey in 2011 that covered
many of the required performance measures for cities; and

WHEREAS, the results of the 2011 Community Survey were reported to Little Canada
residents on the City’s website, the City’s newsletter, and in an article in the local paper; and

WHEREAS, the City of Little Canada desires to continue participation in this program to
measure its performance and to gain an additional $0.14 of Local Government Aid per capita.

NOW, THEREFORE, be it resolved by the City Council of the City of Little Canada does
hereby certify the following:

1. The city has adopted and implemented the minimum 10 performance measures developed by
the Council.
2. The city has implemented a local performance measurement system as developed by the
Council.
3. The city has or will report the results of the 10 adopted measures to its residents before the
end of the calendar year through publication, direct mailing, posting on the entity's website, or
through a public hearing at which the budget and levy will be discussed and public input
allowed.
4. The city will conduct an additional survey its residents by the end of the calendar year to
include the additional services not covered in the City’s 2011 Community Survey that are
included in the performance benchmarks (water & sewer).
5. The city will report the actual results of the revised performance measures by the end of the
calendar year.

Passed and duly adopted this 27th day of June 2012 by the City Council of the City of Little Canada,
Minnesota.

By:  William Blesener, Mayor

Attest: Joel K. Hanson, City Administrator
CITY OF LITTLE CANADA
PERFORMANCE MEASUREMENT PROGRAM
June 29, 2012

The City of Little Canada commissioned a survey by Decision Resources, Ltd. in 2011. The purpose of this survey (planned before the performance measurement program guidelines were established) was to gauge the satisfaction levels of our residents regarding various city services and to determine their level of interest for program reductions, maintenance of programs, or tax increases for program expansion.

The survey covered eight of the ten performance measure with water and sewer not being included, as it was not a service area we felt was a focal point of concern. It was done using a random sample size of 400 residents through a phone survey.

For 2012, we will be conducting a survey through the League of Minnesota Cities using the 10 standard measurements plus three additional dealing with fiscal health, environmental concerns, and code enforcement. Those results should be available by the end of October. They will be reported to our residents before year-end.

2012 Results:

The following results were reported to our residents in our newsletter, in an article in the Roseville Review, and on the City’s website. We posted the full survey results, a power point presentation by Dr. Bill Morris of Decision Resources that was presented to the City Council, and a final summary analysis.

The survey results relative to the Performance Measurement Program were as follows: (Note: Some of the responses do not total 100%. I am reporting them as indicated in the report we received, a copy of which is available on our website.)

1. How would you rate the quality of Property Maintenance (appearance) in the City?
   - Excellent – 5%
   - Good – 73%
   - Fair – 8%
   - Poor – 0%
   - Don’t Know/Refused – 14%

2. Are there any areas in Little Canada were you would be afraid to walk alone at night?
   - Yes – 46%
   - No – 52%
   - Don’t Know/Refused – 2%
Note: Another question related to Police Protection services had ratings as follows:

- Excellent – 30%
- Good - 62%
- Fair - 6%
- Poor - 1%
- Don’t Know/Refused - 2%

3. How would you rate the quality of Fire Response service in the City?
   - Excellent – 33%
   - Good – 54%
   - Fair – 2%
   - Poor – 1%
   - Don’t Know/Refused – 11%

4. How would you rate City Street repair and maintenance?
   - Excellent – 7%
   - Good – 69%
   - Fair – 20%
   - Poor – 4%
   - Don’t Know/Refused – 1%

5. How would you rate the snow plowing of City streets?
   - Excellent – 16%
   - Good – 77%
   - Fair – 4%
   - Poor – 2%
   - Don’t Know/Refused – 2%

6. How would you rate the quality of Recreation Programming for Children?
   - Excellent – 10%
   - Good – 58%
   - Fair – 7%
   - Poor – 0%
   - Don’t Know/Refused – 25%

7. How would you rate the quality of Recreation Programming for Adults?
   - Excellent – 4%
   - Good – 57%
   - Fair – 9%
   - Poor – 2%
   - Don’t Know/Refused – 20%
8. Rating of the overall quality of services provided by the City. (We utilized a “quality of life” question.
   Excellent – 38%
   Good – 56%
   Only Fair – 4%
   Poor – 1%
   Don’t Know/Refused – 0%

Some other ratings we obtained are as follows:

9. How would you rate the quality of garbage collection and recycling services (the City has an organized collection program that is billed by us)?
   Excellent – 18%
   Good – 74%
   Fair – 3%
   Poor – 1%
   Don’t Know/Refused – 5%

10. How would you rate the quality of our Code Enforcement program?
    Excellent – 3%
    Good – 63%
    Fair – 5%
    Poor – 1%
    Don’t Know/Refused – 29%

For a detail copy of the survey results, you may visit the following link:

This report was prepared by: Joel Hanson, City Administrator (651-766-4040)