



Memorandum

DATE: November 5, 2015

TO: Mayor and City Council
Senior Staff

FROM: Anne Norris, City Manager *AN*

SUBJECT: Performance Measures – Comparison with Previous Years

To provide some context to the 2015 performance measures survey results, below are the number of responses received and the time the survey was available for response for the surveys from 2013 – 2015.

Year	Responses Received	Available for response
2015	179	9 weeks
2014	56	6 weeks
2013	19	Less than 4 weeks

Attached are comparisons of the ratings over the past 3 years' surveys.

Attach:

PERFORMANCE MEASURE SURVEY RESULTS – 2013 – 2015

How would you rate the overall appearance of the city?

	2013	2014	2015
Excellent	0%	5%	5%
Good	39%	55%	50%
Fair	56%	36%	37%
Poor	6%	4%	6%
Don't Know	0%	0%	2%

How would you describe your overall feeling of safety in the city?

	2013	2014	2015
Very safe	22%	27%	26%
Somewhat safe	44%	54%	60%
Somewhat unsafe	33%	18%	10%
Very unsafe	0%	0%	3%
Don't know	0%	2%	1%

How would you rate the overall quality of fire protection services in the city?

	2013	2014	2015
Excellent	56%	36%	36%
Good	6%	25%	27%
Fair	6%	2%	7%
Poor	0%	0%	1%
Don't know *	33%	38%	29%

* People responding "Don't know" generally commented they'd never had to use fire services

How would you rate the overall condition of city streets?

	2013	2014	2015
Excellent	11%	18%	15%
Good	42%	62%	55%
Fair	37%	15%	23%
Poor	11%	5%	6%
Don't know	0%	0%	1%

How would you rate the overall quality of snowplowing on city streets?

	2013	2014	2015
Excellent	21%	13%	19%
Good	26%	31%	48%
Fair	21%	35%	18%
Poor	32%	20%	14%
Don't know	0%	2%	2%

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

	2013	2014	2015
Excellent	37%	45%	30%
Good	42%	45%	47%
Fair	11%	0%	9%
Poor	5%	0%	1%
Don't know	5%	11%	13%

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

	2013	2014	2015
Excellent	37%	50%	35%
Good	42%	43%	46%
Fair	11%	5%	13%
Poor	0%	0%	3%
Don't know	11%	2%	3%

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

	2013	2014	2015
Excellent	21%	25%	22%
Good	47%	50%	48%
Fair	32%	14%	15%
Poor	0%	5%	11%
Don't know	0%	5%	4%

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

	2013	2014	2015
Excellent	16%	14%	11%
Good	37%	66%	61%
Fair	42%	13%	18%
Poor	0%	2%	6%
Don't know	5%	5%	4%