



Memorandum

DATE: October 4, 2017
Mayor and City Council
TO: Senior Staff
FROM: Anne Norris, City Manager
SUBJECT: Results from the 2017 Performance Measures Survey

In 2010, the State Legislature created a committee to consider local results and innovation. In 2011, that committee released a set of 10 performance measures for cities and counties to help evaluate the efficiency of how services are provided to residents.

In 2011, the Crystal City Council voluntarily adopted these measures with Resolution #2011-56. The 10 measures were addressed in the 2012 community survey by Decision Resources Inc. The League of Minnesota Cities has an annual online survey tool for cities to utilize. Every year since 2013, the City of Crystal has utilized and posted the survey in the summer and fall. This year, the survey was available on the city website through August and September and advertised on the website, social media and the city newsletter.

The questions asked on the survey are:

- How would you rate the overall appearance of the city?
- How would you describe your overall feeling of safety in the city?
- How would you rate the overall quality of fire protection services in the city?
- How would you rate the overall condition of city streets?
- How would you rate the overall quality of snowplowing on city streets?
- How would you rate the dependability and overall quality of city sanitary sewer service?
- How would you rate the dependability and overall quality city water?
- How would you rate the overall quality of city recreation programs and facilities?
- How would you rate the overall quality of services provided by the city?

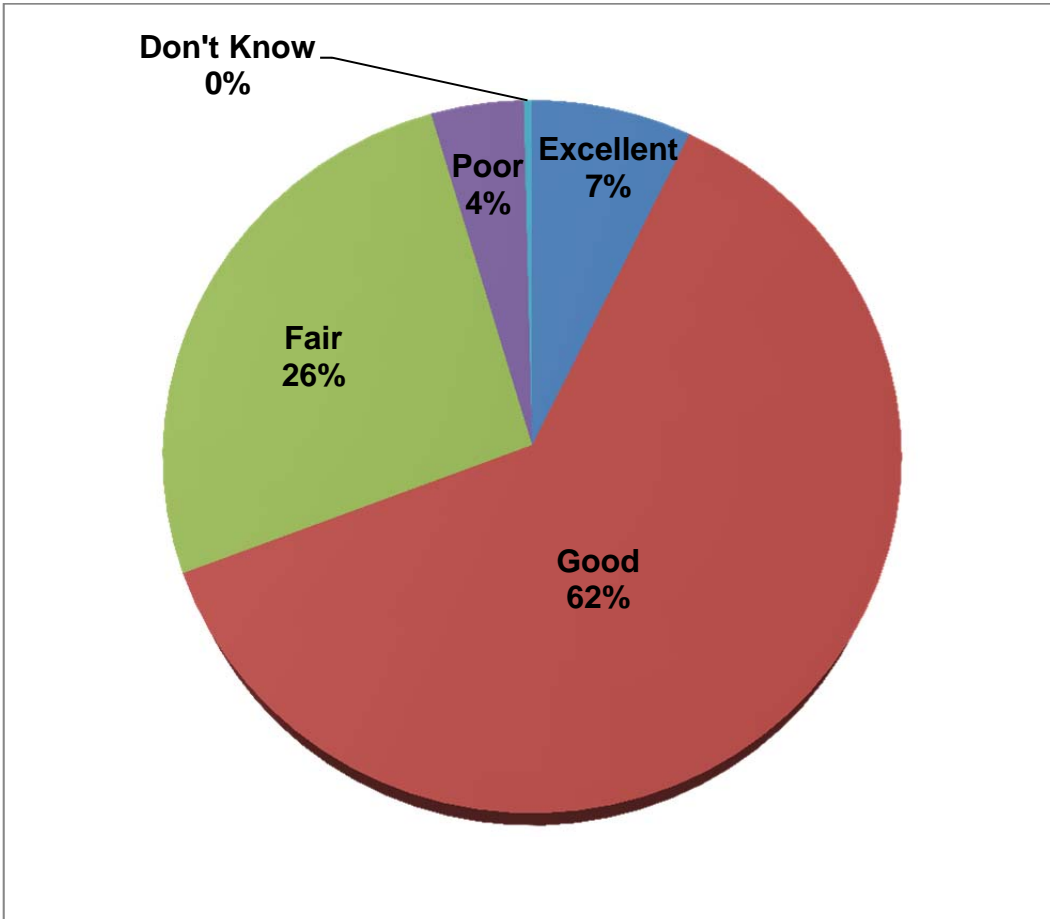
To provide some context, below are the responses and survey timeframe from 2013 – 2017.

<u>Year</u>	<u>Respondents</u>	<u>Survey Availability</u>
2017	530	8 weeks
2016	89	8 weeks
2015	179	9 weeks
2014	56	6 weeks
2013	19	4 weeks

Attached are the survey results.

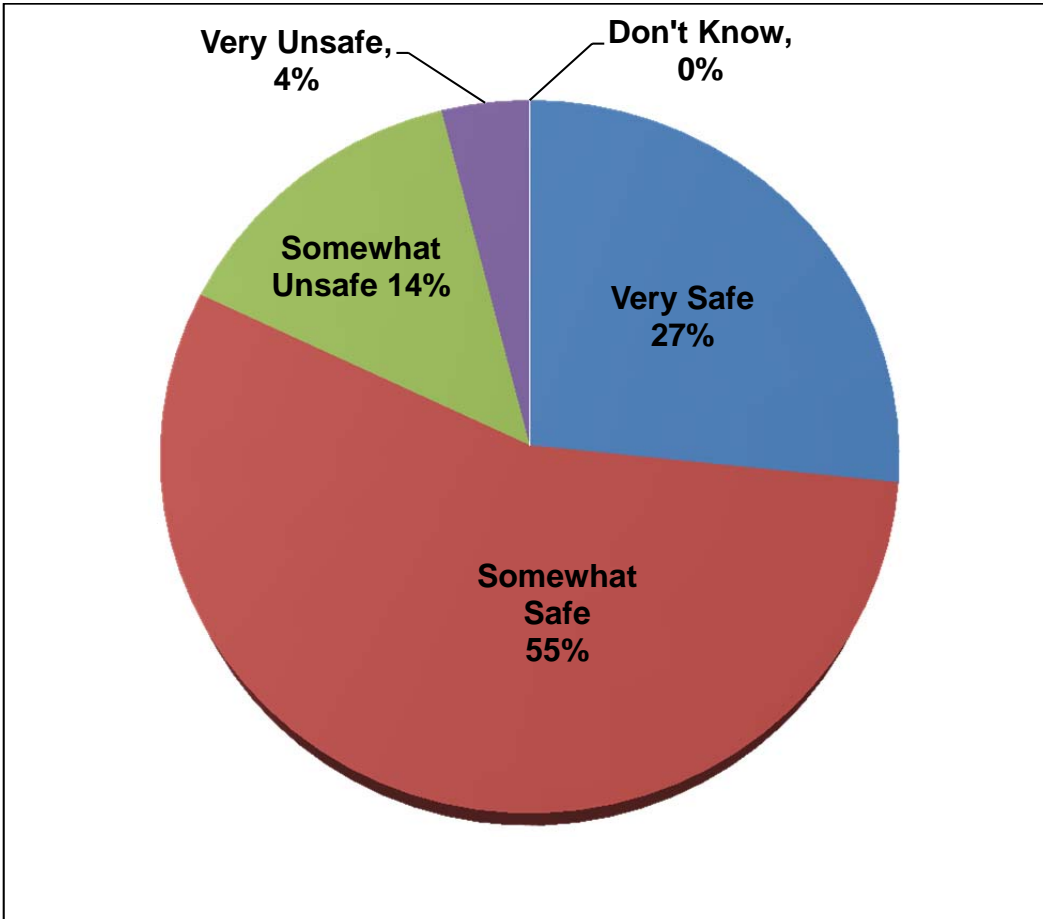
Attach:

How would you rate the overall appearance of the city?



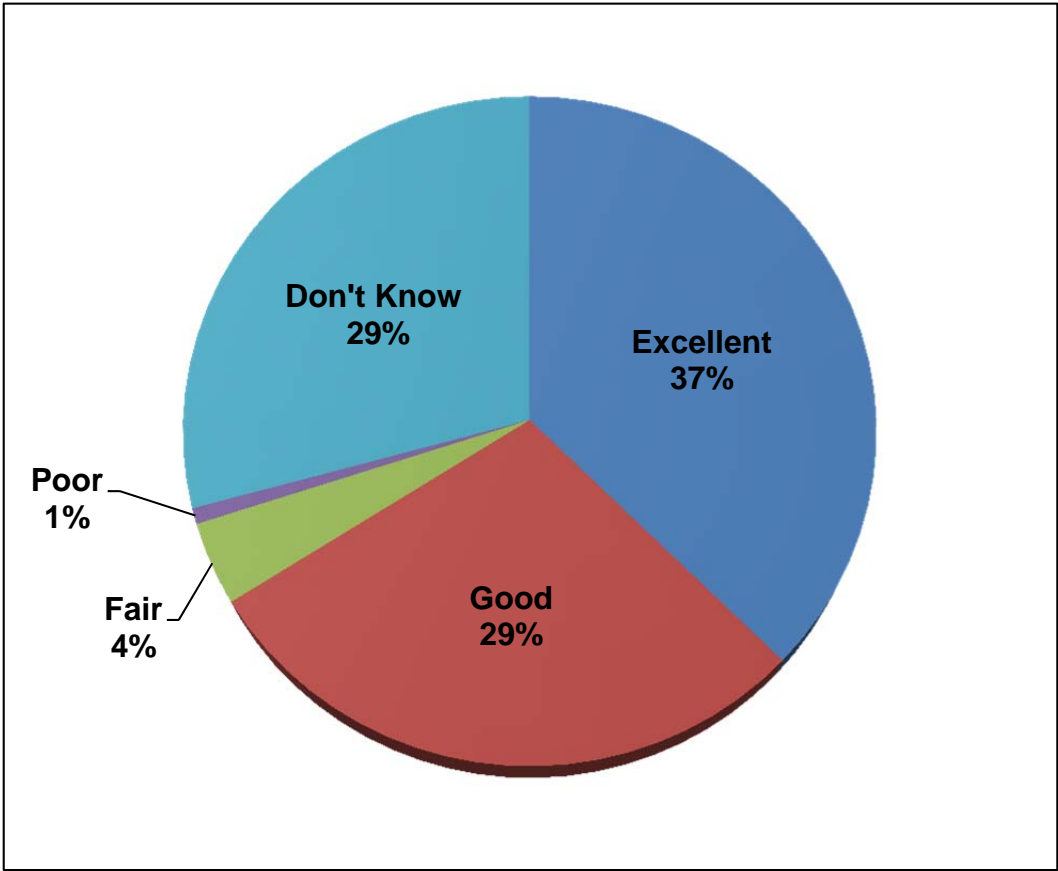
	2013	2014	2015	2016	2017
Excellent	0%	5%	5%	3%	7%
Good	39%	55%	50%	47%	62%
Fair	56%	36%	37%	43%	26%
Poor	6%	4%	6%	7%	4%
Don't Know	0%	0%	2%	0%	0%

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



	2013	2014	2015	2016	2017
Very Safe	22%	27%	26%	21%	27%
Somewhat Safe	44%	54%	60%	56%	55%
Somewhat Unsafe	33%	18%	10%	19%	14%
Very Unsafe	0%	0%	3%	2%	4%
Don't Know	0%	2%	1%	1%	0%

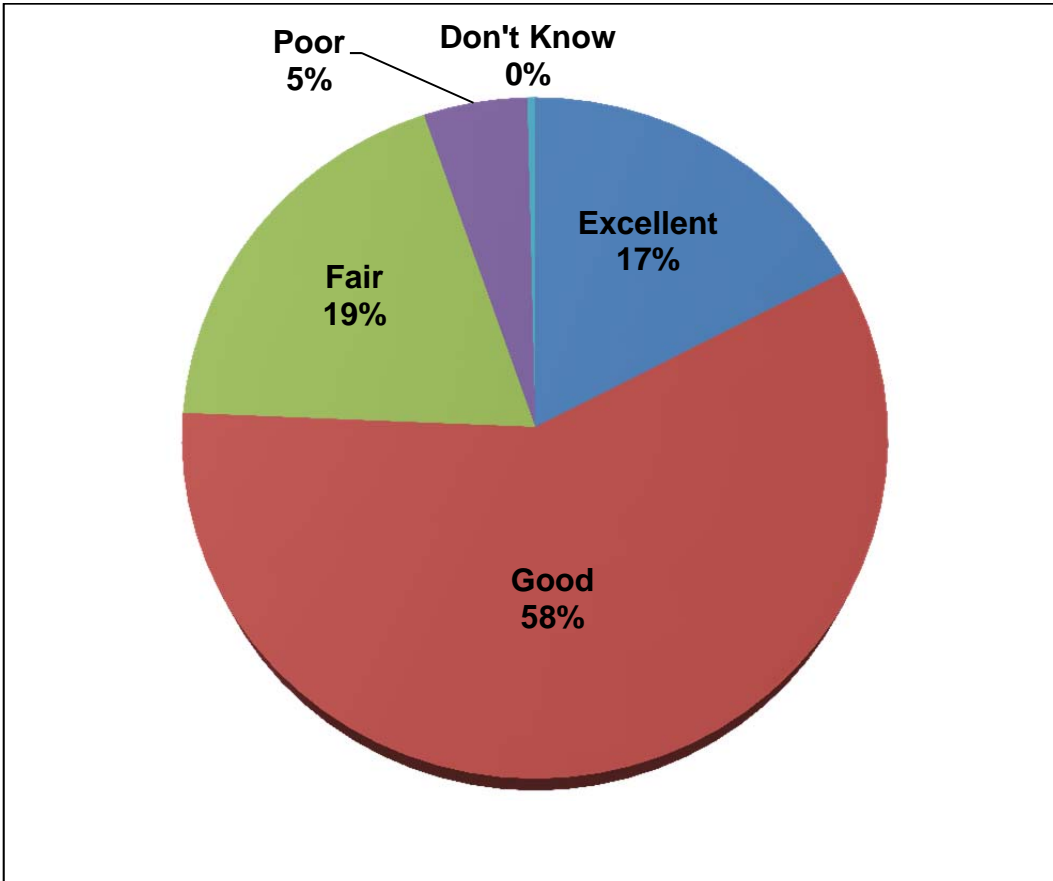
How would you rate the overall quality of fire protection services in the city?



	2013	2014	2015	2016	2017
Excellent	56%	36%	36%	26%	37%
Good	6%	25%	27%	35%	29%
Fair	6%	2%	7%	10%	4%
Poor	0%	0%	1%	2%	1%
Don't Know *	33%	38%	29%	27%	29%

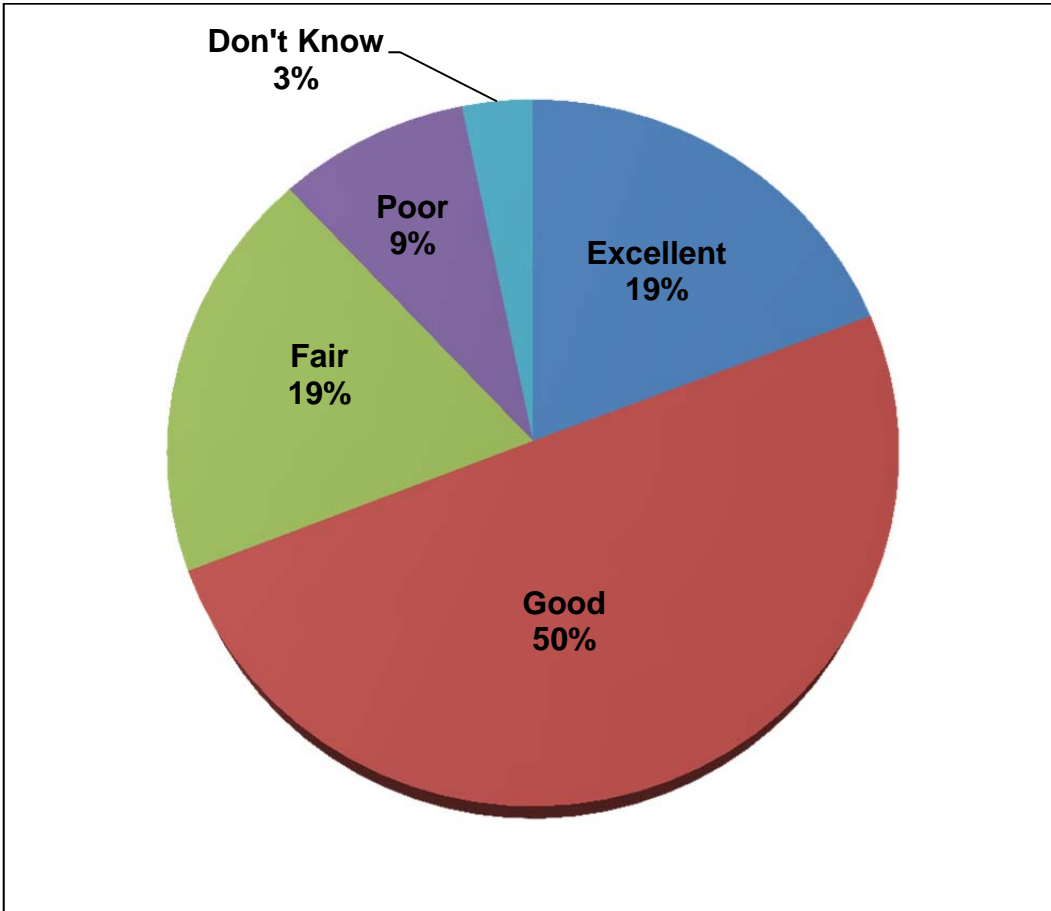
* Those responding "Don't Know" often say they have never used fire services.

How would you rate the overall condition of city streets?



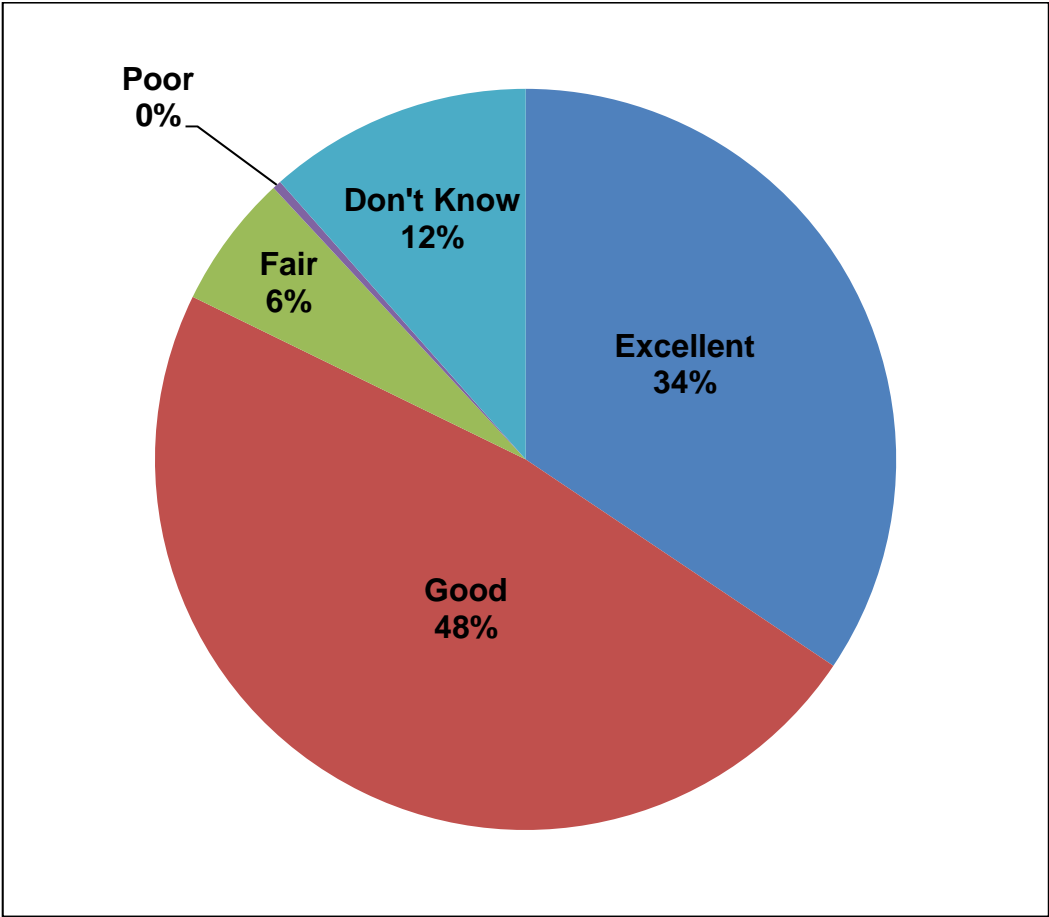
	2013	2014	2015	2016	2017
Excellent	11%	18%	15%	18%	17%
Good	42%	62%	55%	45%	58%
Fair	37%	15%	23%	25%	19%
Poor	11%	5%	6%	12%	5%
Don't Know	0%	0%	1%	0%	0%

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



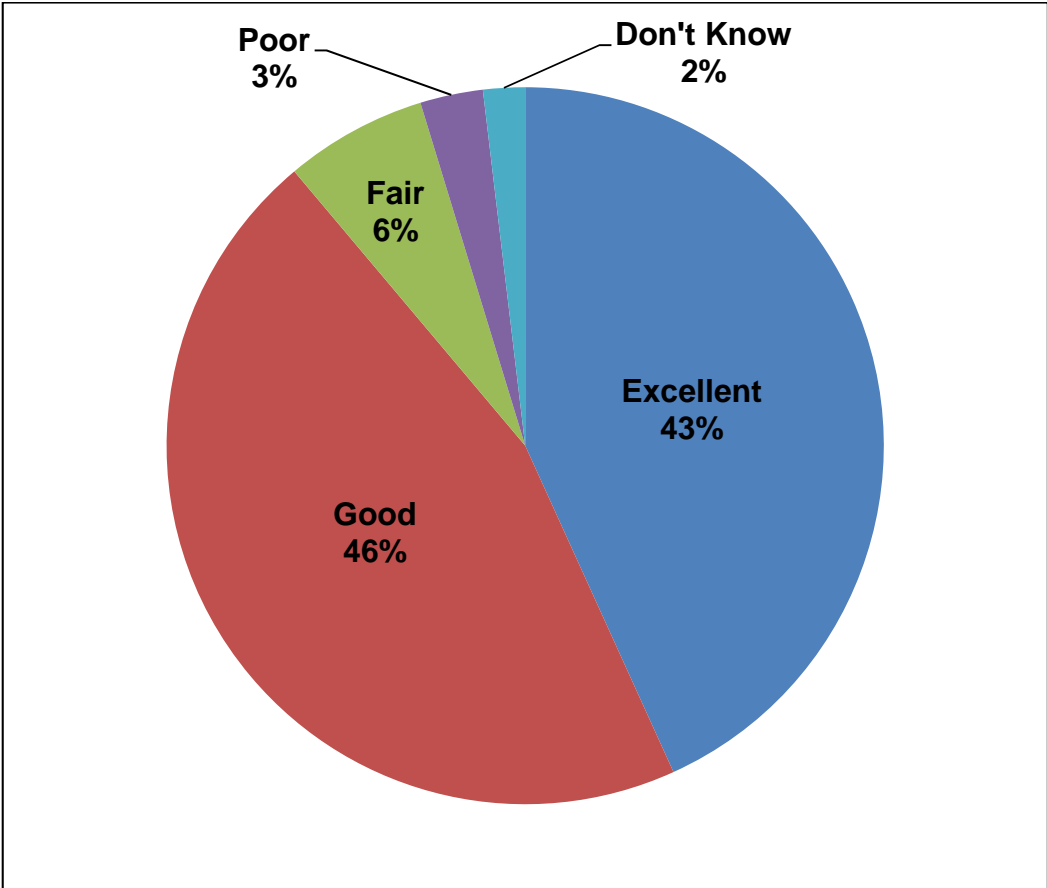
	2013	2014	2015	2016	2017
Excellent	21%	13%	19%	10%	19%
Good	26%	31%	48%	33%	50%
Fair	21%	35%	18%	35%	19%
Poor	32%	20%	14%	17%	9%
Don't Know	0%	2%	2%	6%	3%

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



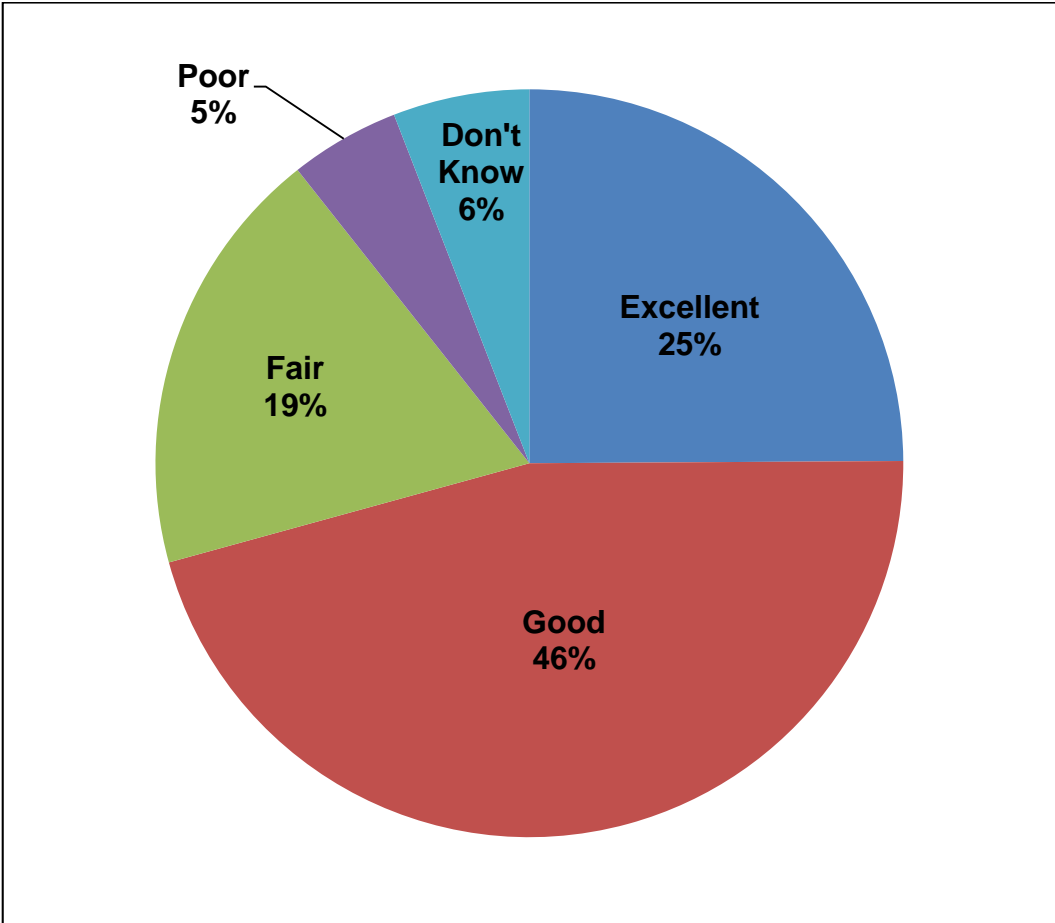
	2013	2014	2015	2016	2017
Excellent	37%	45%	30%	27%	34%
Good	42%	45%	47%	43%	48%
Fair	11%	0%	9%	11%	6%
Poor	5%	0%	1%	7%	0%
Don't Know	5%	11%	13%	12%	12%

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



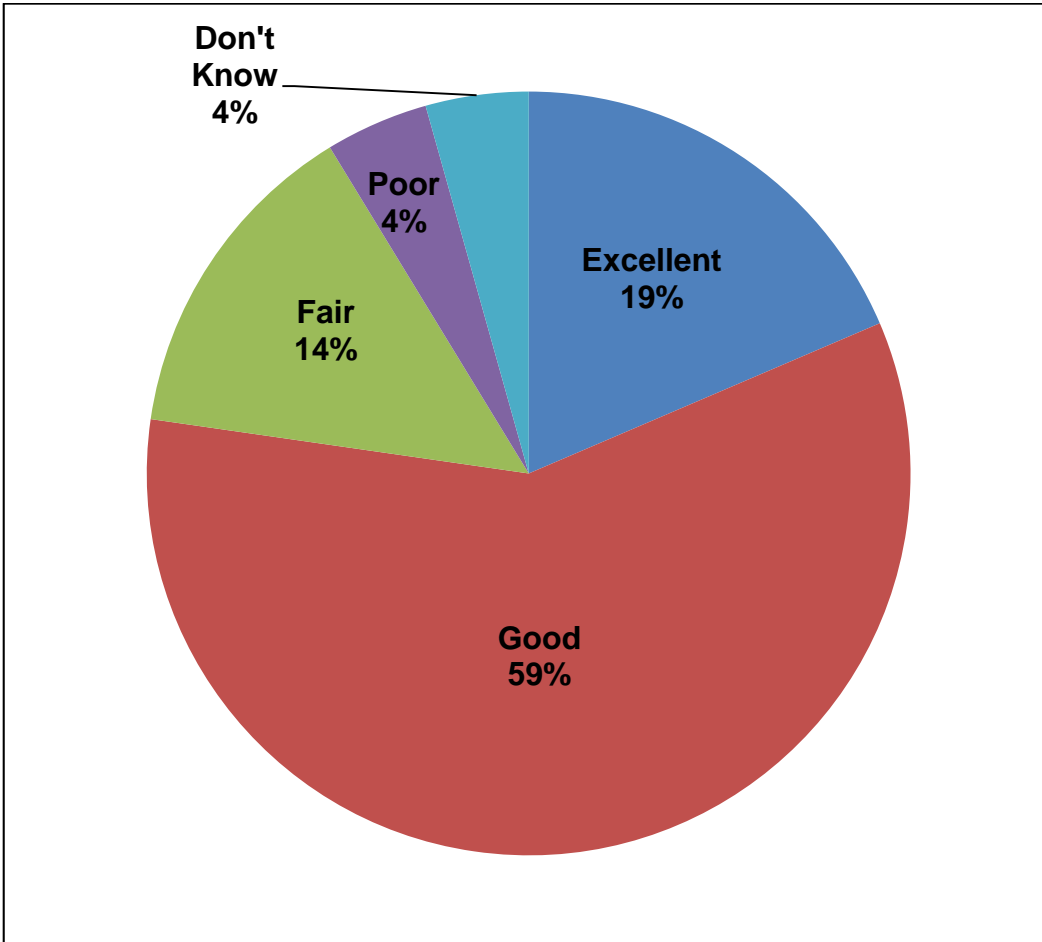
	2013	2014	2015	2016	2017
Excellent	37%	50%	35%	27%	43%
Good	42%	43%	46%	58%	46%
Fair	11%	5%	13%	9%	6%
Poor	0%	0%	3%	1%	3%
Don't Know	11%	2%	3%	5%	2%

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



	2013	2014	2015	2016	2017
Excellent	21%	25%	22%	14%	25%
Good	47%	50%	48%	47%	46%
Fair	32%	14%	15%	19%	19%
Poor	0%	5%	11%	14%	5%
Don't Know	0%	5%	4%	7%	6%

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



	2013	2014	2015	2016	2017
Excellent	16%	14%	11%	14%	19%
Good	37%	66%	61%	48%	59%
Fair	42%	13%	18%	27%	14%
Poor	0%	2%	6%	8%	4%
Don't Know	5%	5%	4%	3%	4%