Memorandum

CITY of CRYSTAL

DATE: November 17, 2020

TO: Mayor and City Council
            Senior Staff

FROM: Anne Norris, City Manager

SUBJECT: Results from the 2020 Performance Measures Survey

In 2010, the Minnesota 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. That same year, the Crystal City Council voluntarily adopted these measures with Resolution #2011-56.

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 on its website at crystalmn.gov/our_city/resident_survey. In 2020, a link to the survey was advertised on the city website, newsletter, cable channel and social media through August and September.

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?

For context, below are the responses and survey timeframe from 2013 – 2019.

Year	Respondents	Survey Availability
2020	389	8 weeks
2019	399	8 weeks
2018	362	8 weeks
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 and the responses to each question including comments.

How would you rate the overall appearance of the city?

	2013	2014	2015	2016	2017	2018	2019	2020
Excellent	0	5	5	3	7	8	8	8%
Good	39	55	50	47	62	55	57	58%
Fair	56	36	37	43	26	31	30	28%
Poor	6	4	6	7	4	6	5	5%
Don't Know	0	0	2	0	0	0	0	0
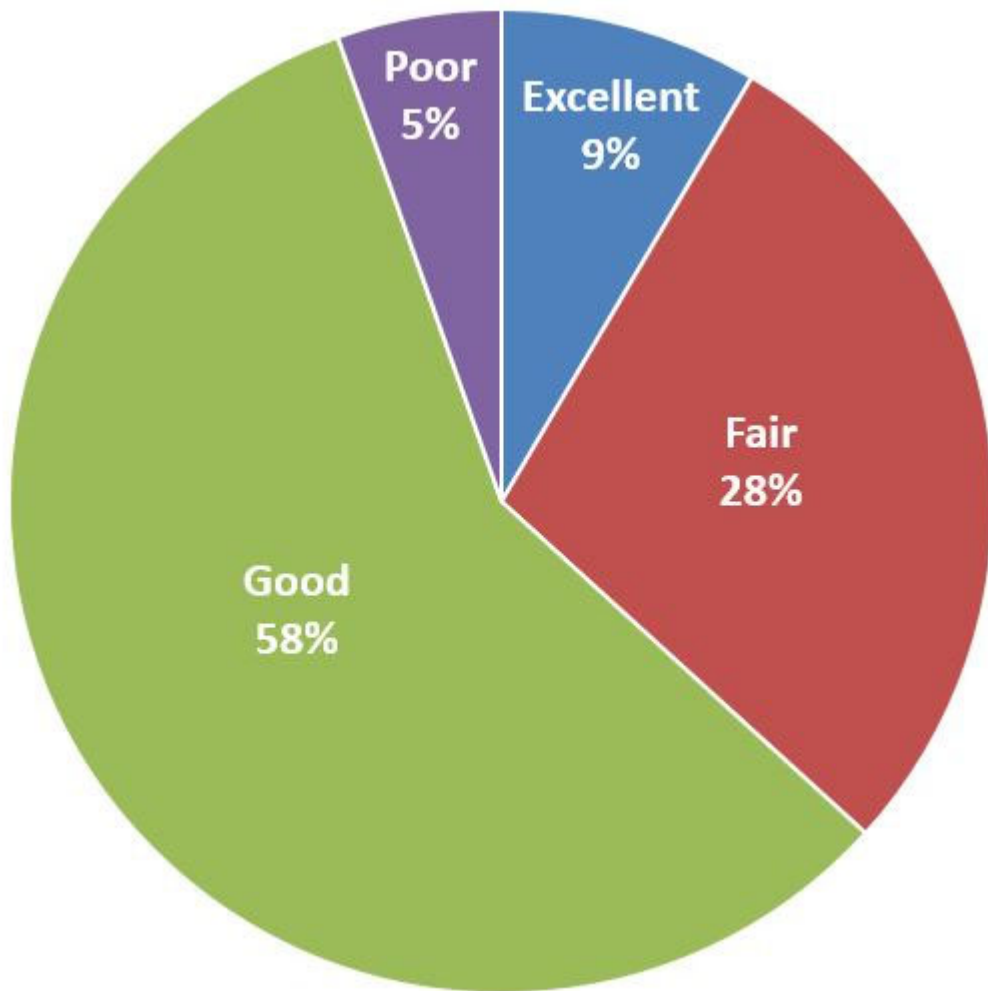
How would you describe your overall feeling of safety in the city?

	2013	2014	2015	2016	2017	2018	2019	2020
Very Safe	22	27	26	21	27	26	28	24%
Somewhat Safe	44	54	60	56	55	58	54	59%
Somewhat Unsafe	33	18	10	19	14	12	16	14%
Very Unsafe	0	0	3	2	4	4	2	4%
Don't Know	0	2	1	1	0	0	0	0
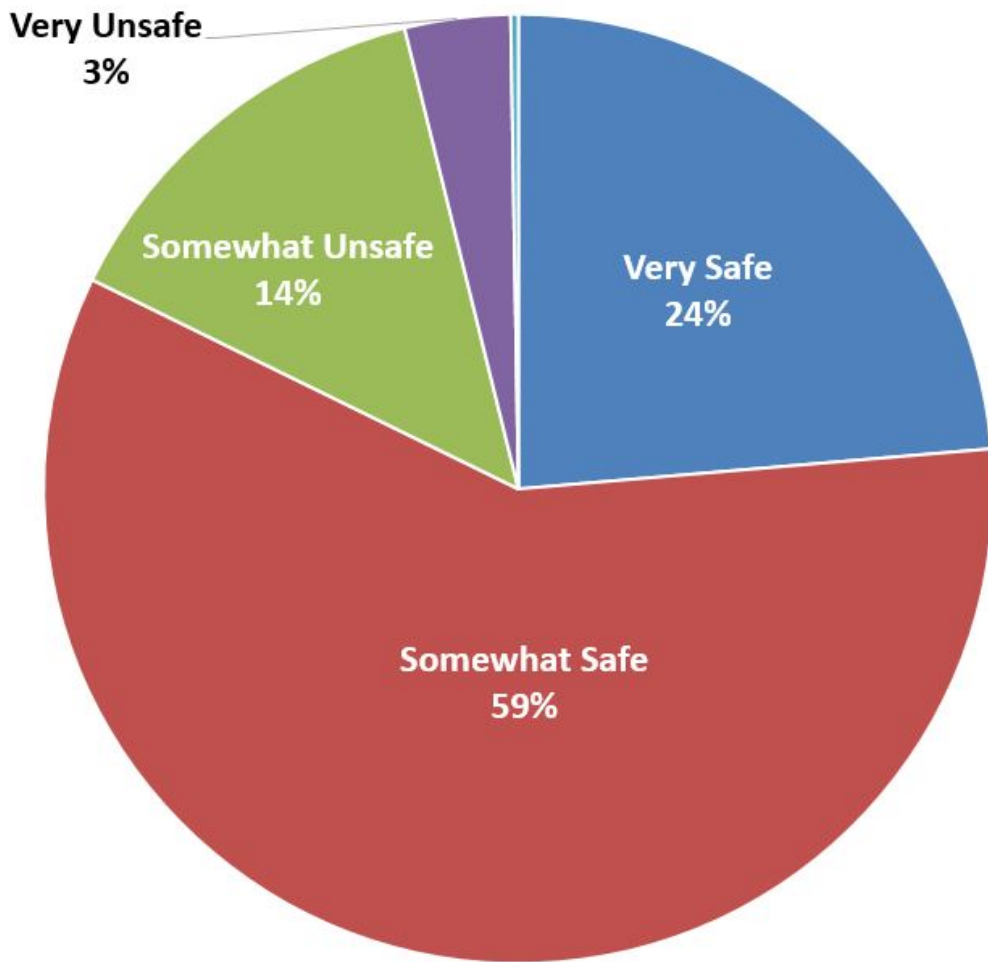
How would you rate the overall quality of fire protection services in the city?
* Those responding "Don't Know" often say they have never used fire services.

	2013	2014	2015	2016	2017	2018	2019	2020
Excellent	56	36	36	26	37	41	38	39%
Good	6	25	27	35	29	30	35	34%
Fair	6	2	7	10	4	3	3	5%
Poor	0	0	1	2	1	0	1	1%
Don't Know *	3	38	29	27	29	26	23	22%
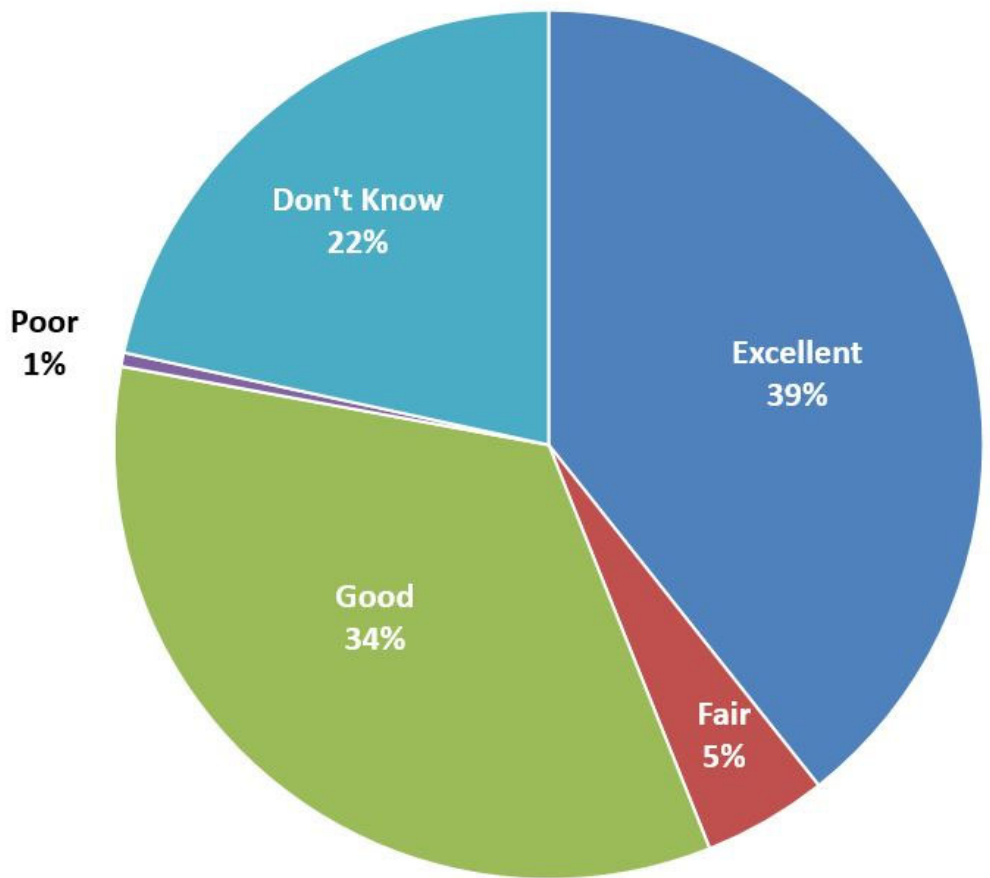
How would you rate the overall condition of city streets?

	2013	2014	2015	2016	2017	2018	2019	2020
Excellent	11	18	15	18	17	15	11	12%
Good	42	62	55	45	58	58	59	59%
Fair	37	1	23	25	19	23	23	23%
Poor	11	5	6	12	5	4	7	6%
Don't Know	0	0	1	0	0	0	0	0
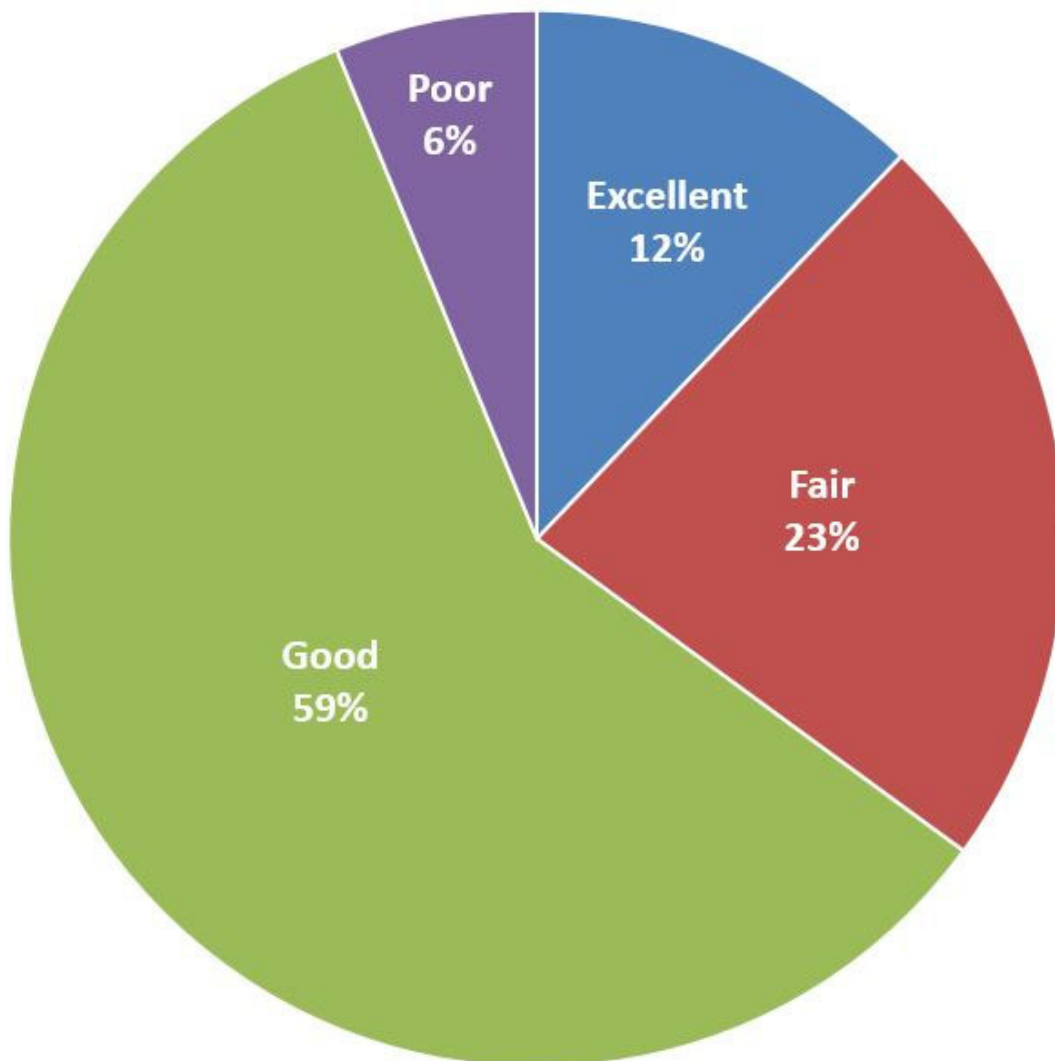
How would you rate the overall quality of snowplowing on city streets?

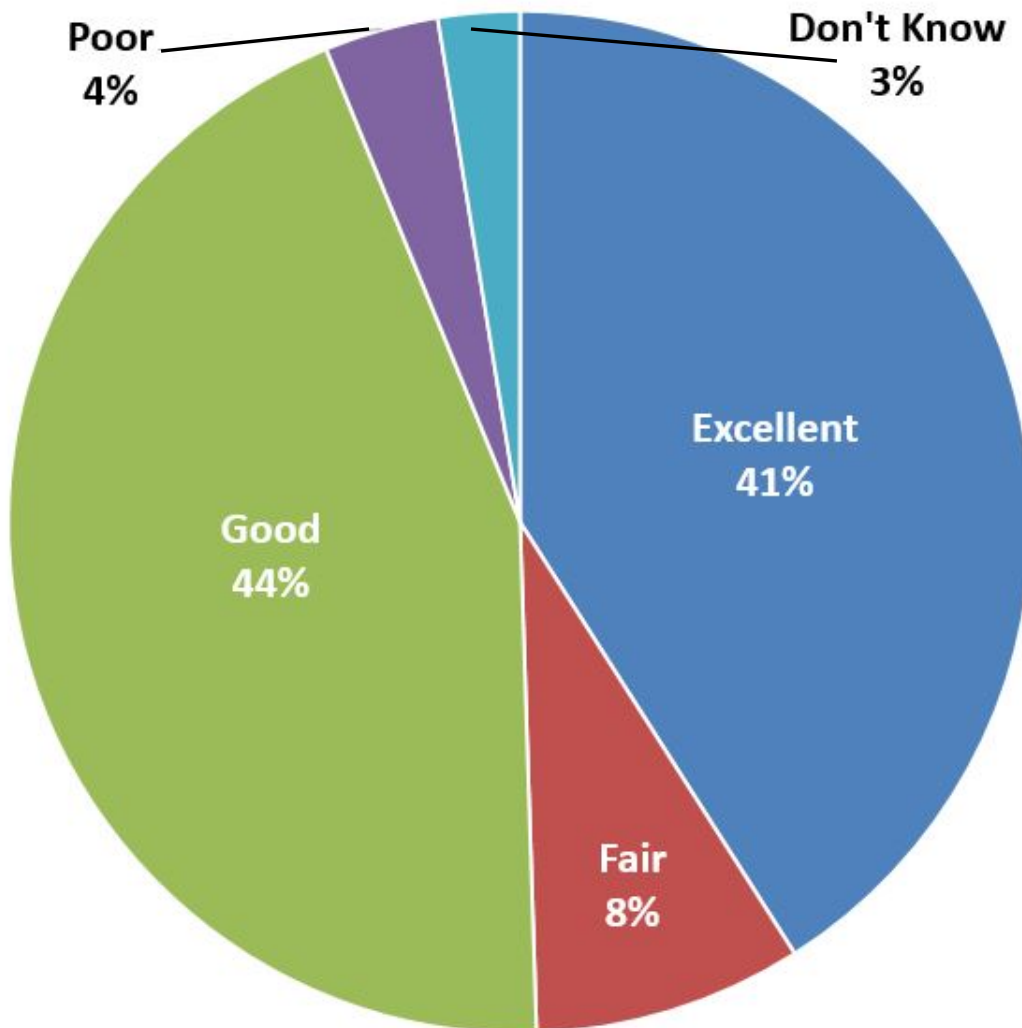|	2013	2014	2015	2016	2017	2018	2019	2020
Excellent	21	13	19	10	19	24	21%	21
Good	26	31	48	33	50	39	44%	48
Fair	21	35	18	35	19	23	21%	20
Poor	32	20	14	17	9	11	13%	10
Don't Know	0	2	2	6	3	3	1%	1
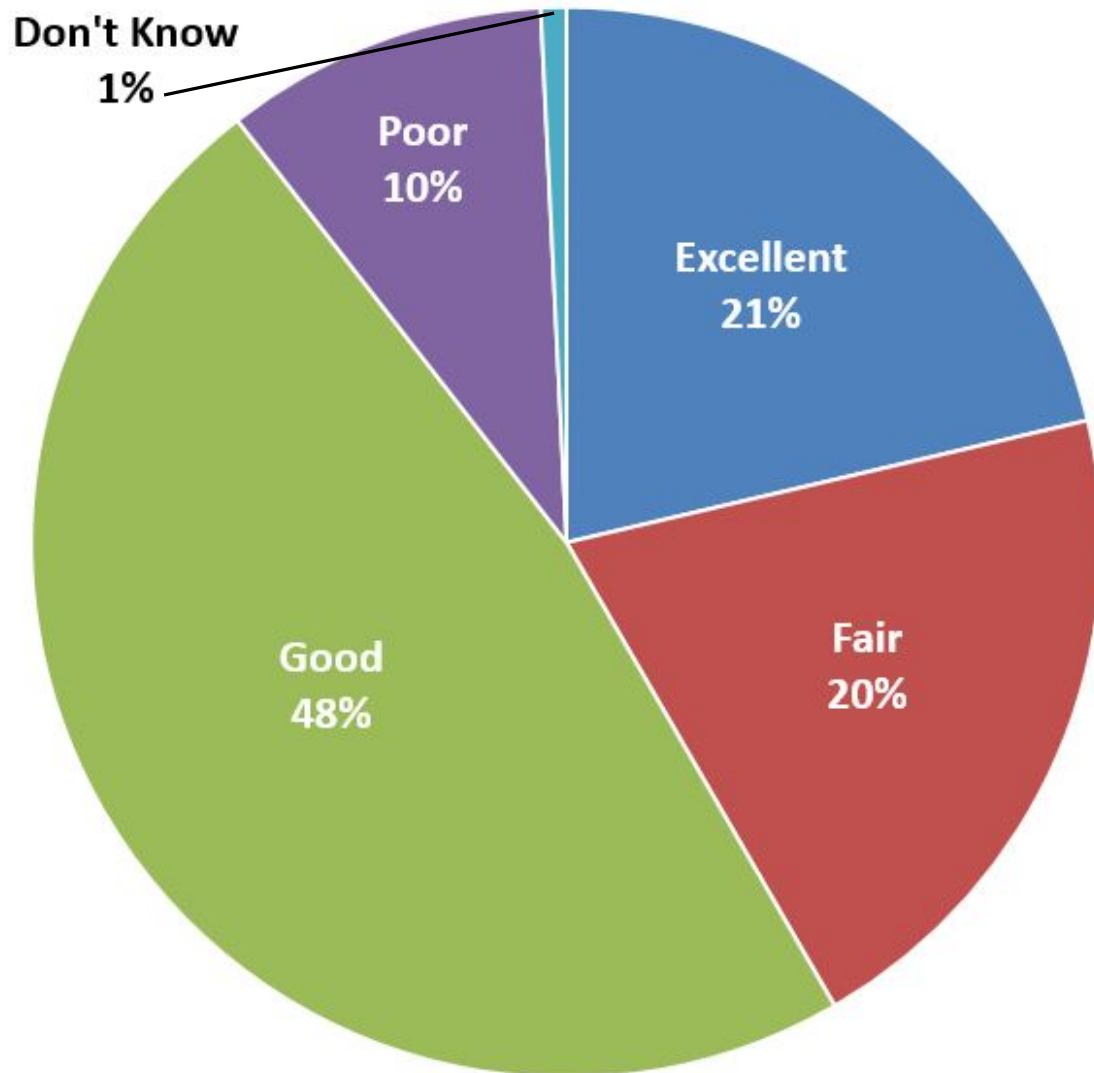
How would you rate the dependability and overall quality of city sanitary sewer service?

	2013	2014	2015	2016	2017	2018	2019	2020
Excellent	37	45	30	27	34	36	30	37%
Good	42	45	47	43	48	48	50	45%
Fair	11	0	9	11	6	5	6	7%
Poor	5	0	1	7	0	1	2	0
Don't Know	5	11	13	12	12	10	11	11%

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

	2013	2014	2015	2016	2017	2018	2019	2020
Excellent	37	50	35	27	43	47	41	41%
Good	42	43	46	58	46	44	46	44%
Fair	11	5	13	9	6	6	9	9%
Poor	0	0	3	1	3	2	2	4%
Don't Know	11	2	3	5	2	1	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	2016	2017	2018	2019	2020
Excellent	21	25	22	14	25	27	26	24%
Good	47	50	48	47	46	45	45	48%
Fair	32	14	15	19	19	17	15	18%
Poor	0	5	11	14	5	5	6	5%
Don't Know	0	5	4	7	6	6	8	5%
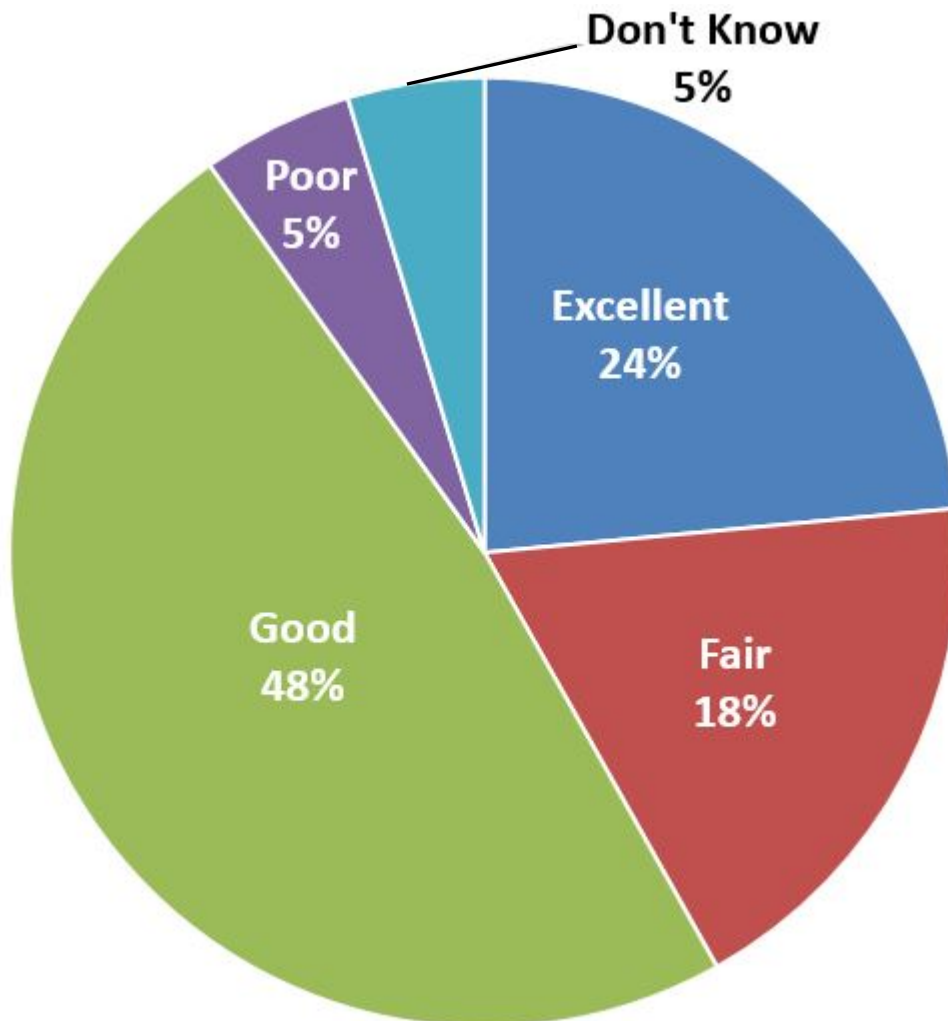
How would you rate the overall quality of services provided by the city?

	2013	2014	2015	2016	2017	2018	2019	2020
Excellent	16	14	11	14	19	23	17	20%
Good	37	66	6	48	59	53	56	56%
Fair	42	13	18	27	14	15	17	16%
Poor	0	2	6	8	4	4	5	4%
Don't Know	5	5	4	3	4	5	5	4%