Memorandum

CITY of CRYSTAL

DATE: October 29, 2021

TO: Mayor and City Council
           Senior Staff

FROM: Anne Norris, City Manager

SUBJECT: Results from the 2021 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 evaluate the efficiency resident services. That same year, the Crystal City Council voluntarily adopted these measures with Resolution #2011-56.

The League of Minnesota Cities has an online survey tool for cities to utilize. Since 2013, the City of Crystal has utilized this tool and shared the results on its website at crystalmn.gov/our_city/resident_survey. In 2021, a link to the survey was shared on the city website, newsletter, cable news 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?
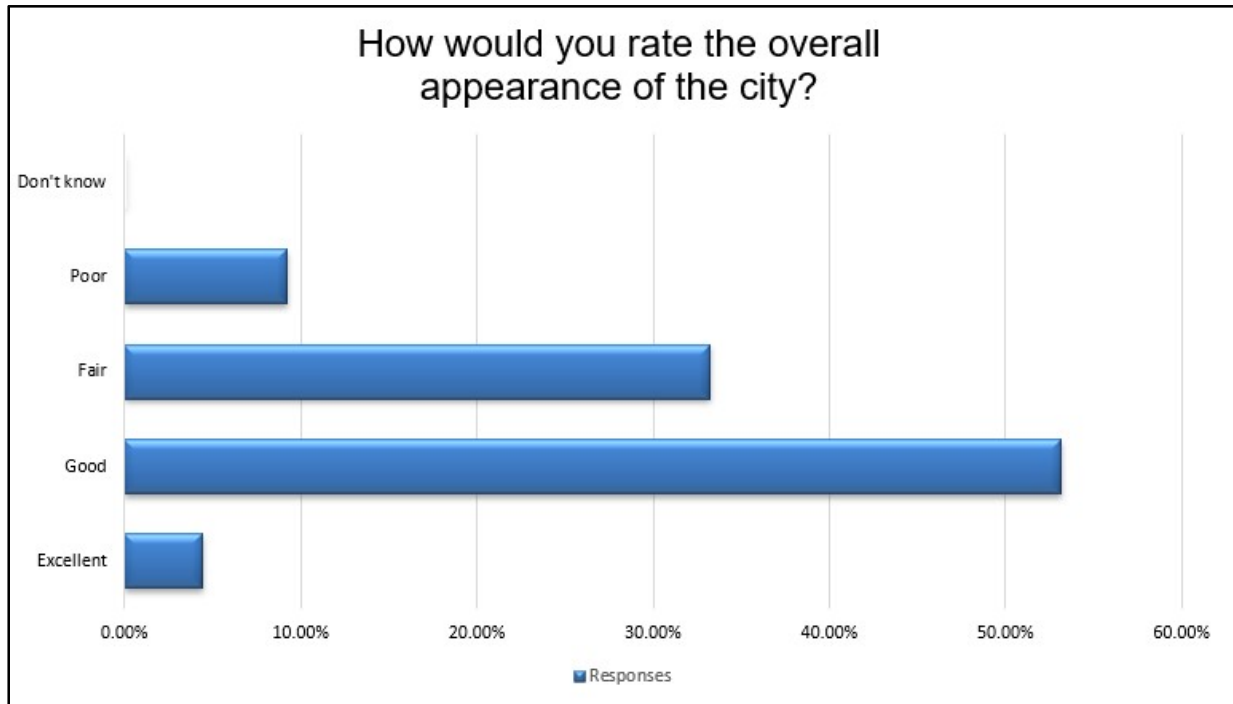- How would you rate the overall quality of services provided by the city?

For context, below are the responses and survey timeframe from 2013 – 2021.

Year	Respondents	Survey Availability
2021	271	8 weeks
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?

	2017	2018	2019	2020	2021
Excellent	7	8	8	8	4%
Good	62	55	57	58	53%
Fair	26	31	30	28	33%
Poor	4	6	5	5	9%
Don't Know	0	0	0	0	0

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

	2017	2018	2019	2020	2021
Very Safe	27	26	28	24	20%
Somewhat Safe	55	58	54	59	51%
Somewhat Unsafe	14	12	16	14	23%
Very Unsafe	4	4	2	4	6%
Don't Know	0	0	0	0	1%

How would you describe your overall feeling of safety in the city?
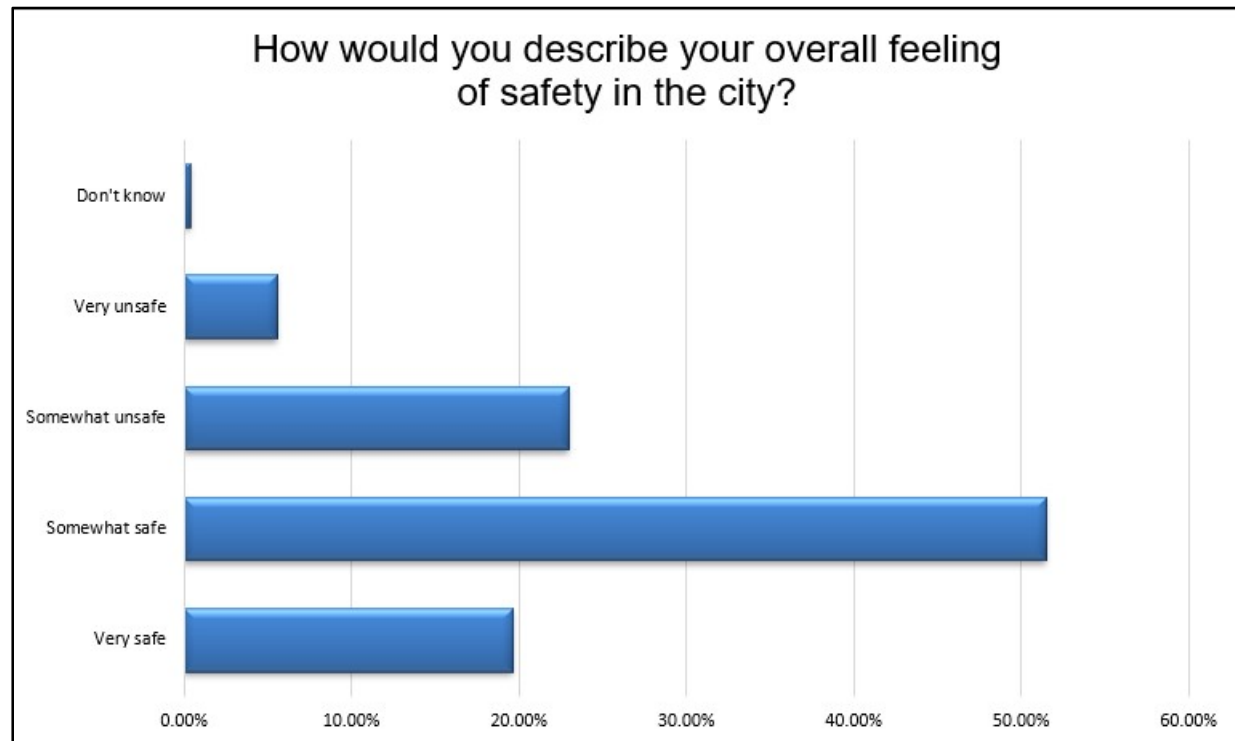
How would you rate the overall quality of fire protection services in the city?
Those responding "Don't Know" often say they have never used fire services.

	2017	2018	2019	2020	2021
Excellent	37	41	38	39	38%
Good	29	30	35	34	31%
Fair	4	3	3	5	4%
Poor	1	0	1	1	2%
Don't Know *	29	26	23	22	25%

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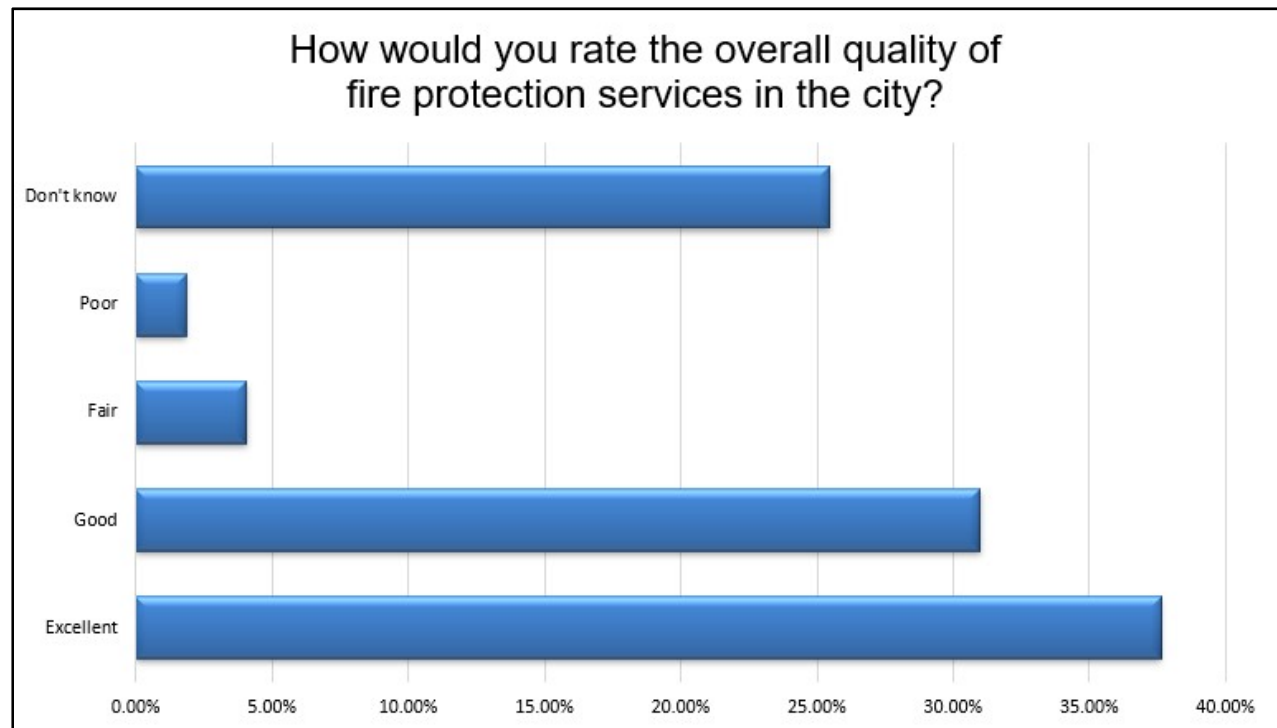
How would you rate the overall condition of city streets?

	2017	2018	2019	2020	2021
Excellent	17	15	11	12	9%
Good	58	58	59	59	57%
Fair	19	23	23	23	29%
Poor	5	4	7	6	4%
Don't Know	0	0	0	0	1%
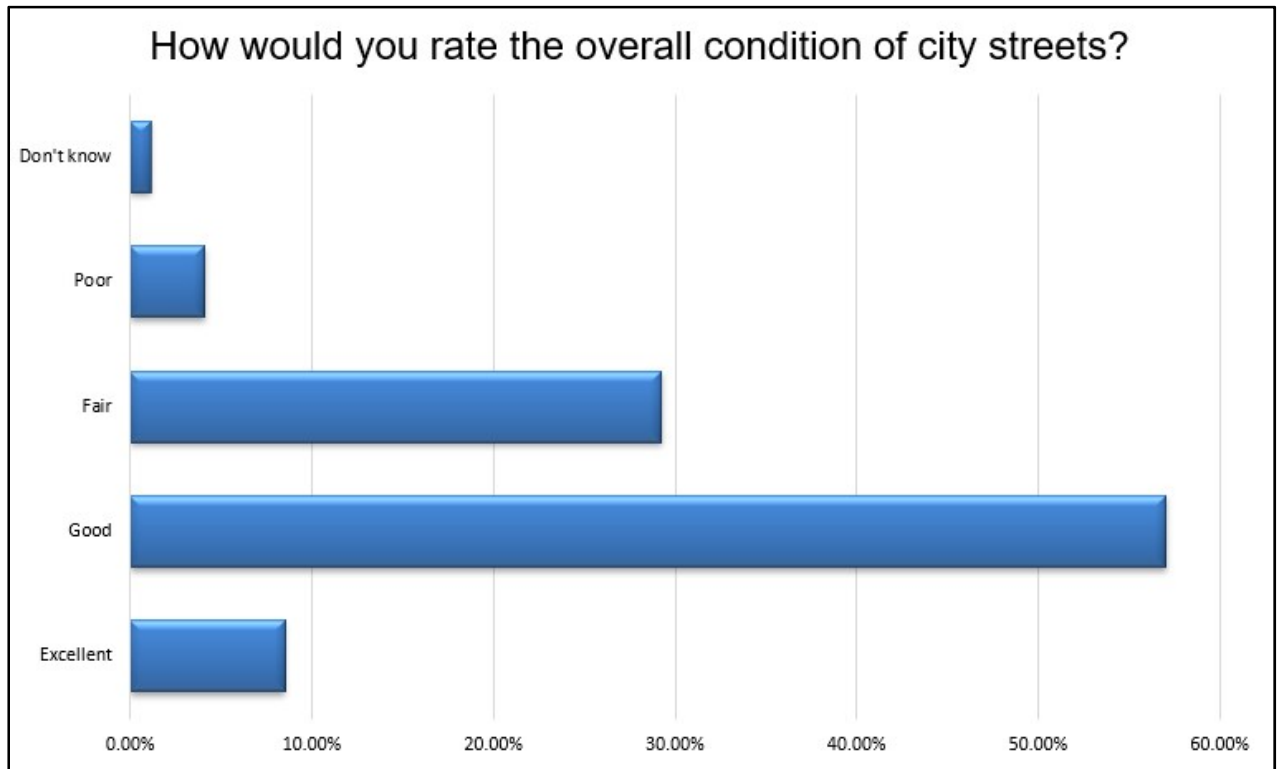
How would you rate the overall quality of snowplowing on city streets?

	2017	2018	2019	2020	2021
Excellent	19	24	21	21	22%
Good	50	39	44	48	44%
Fair	19	23	21	20	23%
Poor	9	11	13	10	10%
Don't Know	3	3	1	1	2%

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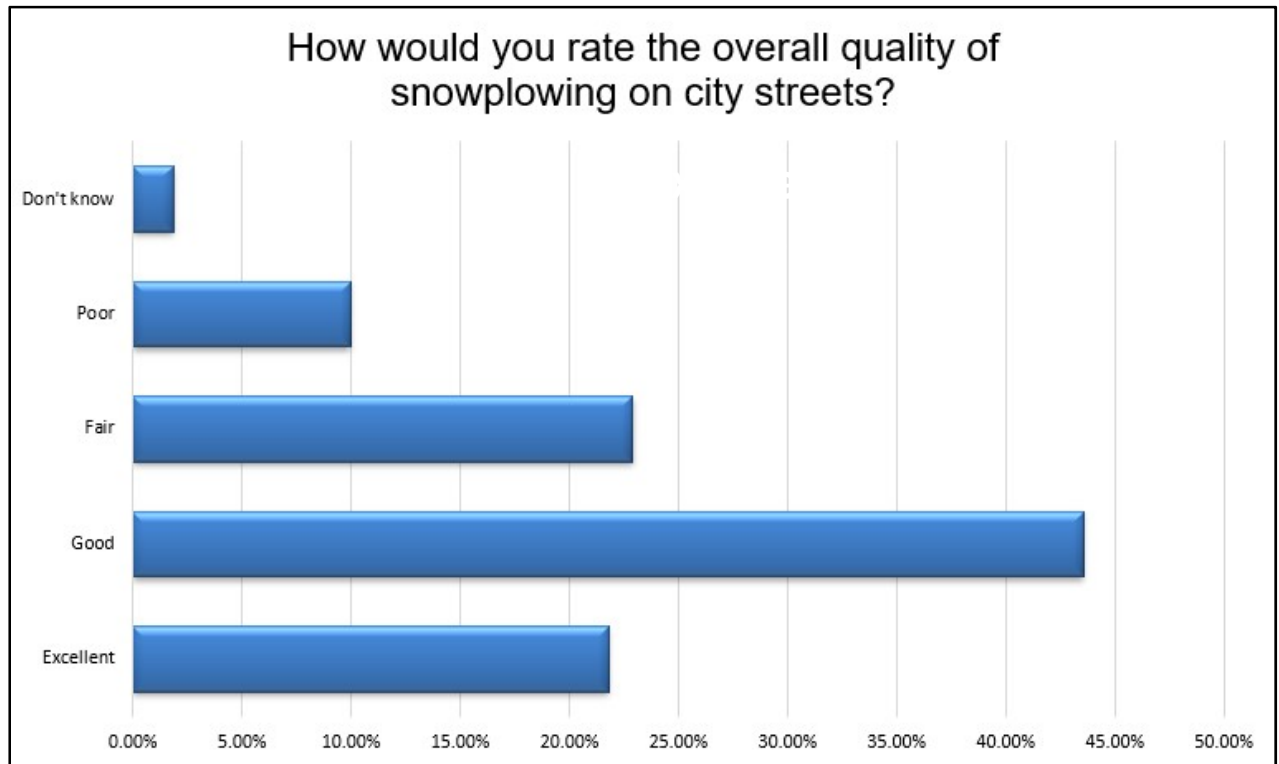
How would you rate the dependability and overall quality of city sanitary sewer service?

	2017	2018	2019	2020	2021
Excellent	34	36	30	37	32%
Good	48	48	50	45	49%
Fair	6	5	6	7	10%
Poor	0	1	2	0	1%
Don't Know	12	10	11	11	8%

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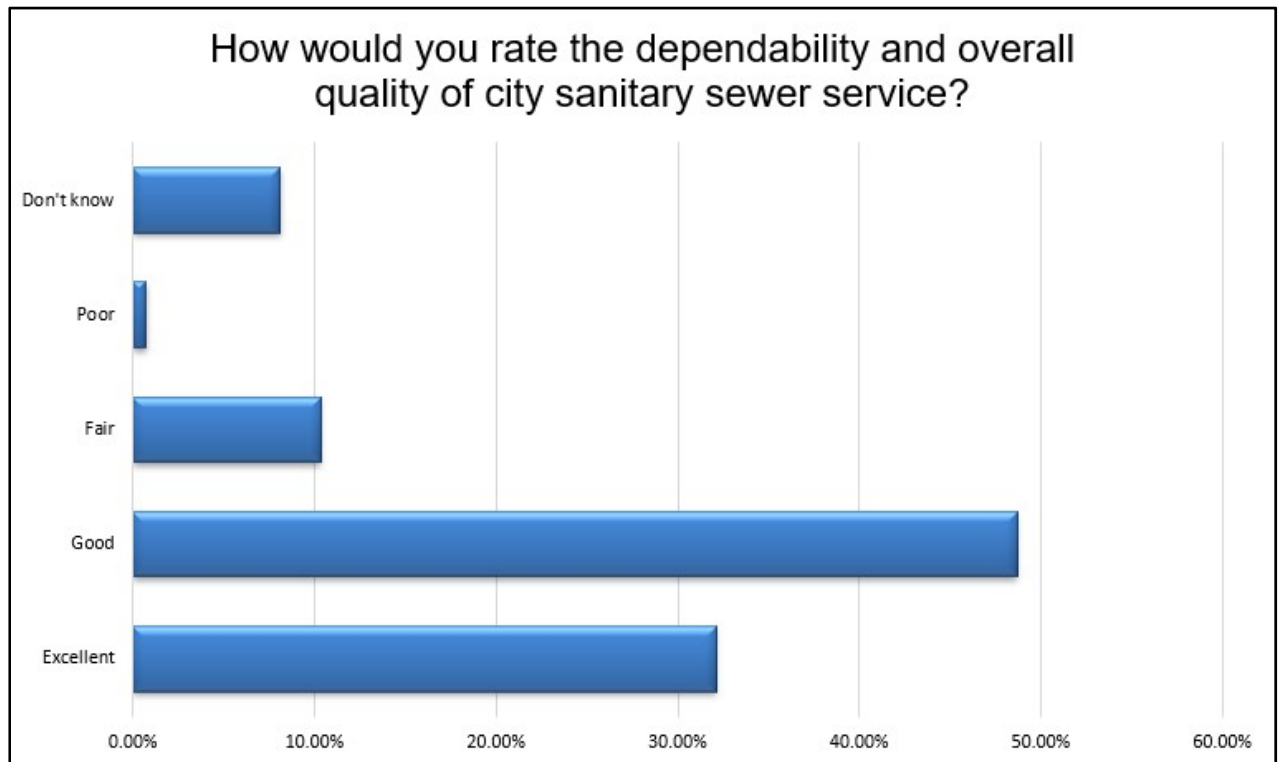
How would you rate the dependability and overall quality of the city water supply?

	2017	2018	2019	2020	2021
Excellent	43	47	41	41	40%
Good	46	44	46	44	41%
Fair	6	6	9	9	10%
Poor	3	2	2	4	6%
Don't Know	2	1	2	3	4%
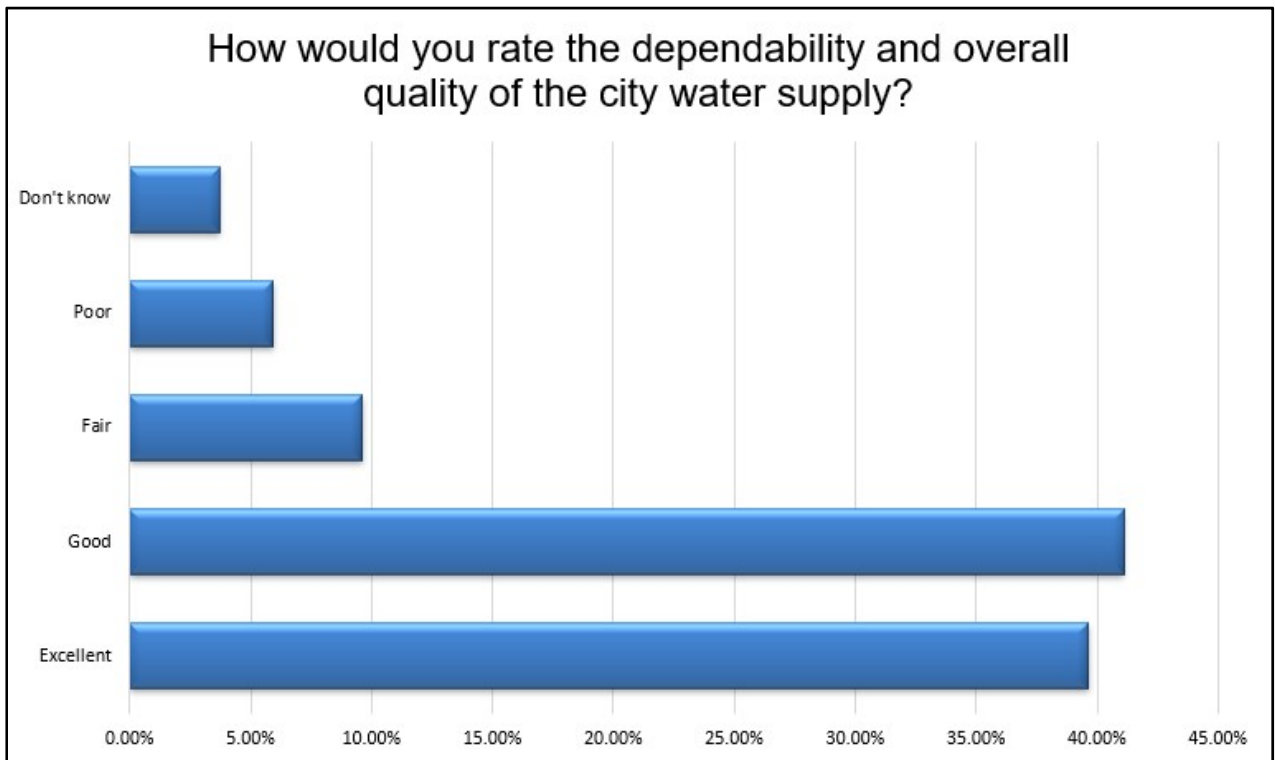
How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?

	2017	2018	2019	2020	2021
Excellent	25	27	26	24	25%
Good	46	45	45	48	42%
Fair	19	17	15	18	22%
Poor	5	5	6	5	6%
Don't Know	6	6	8	5	5%

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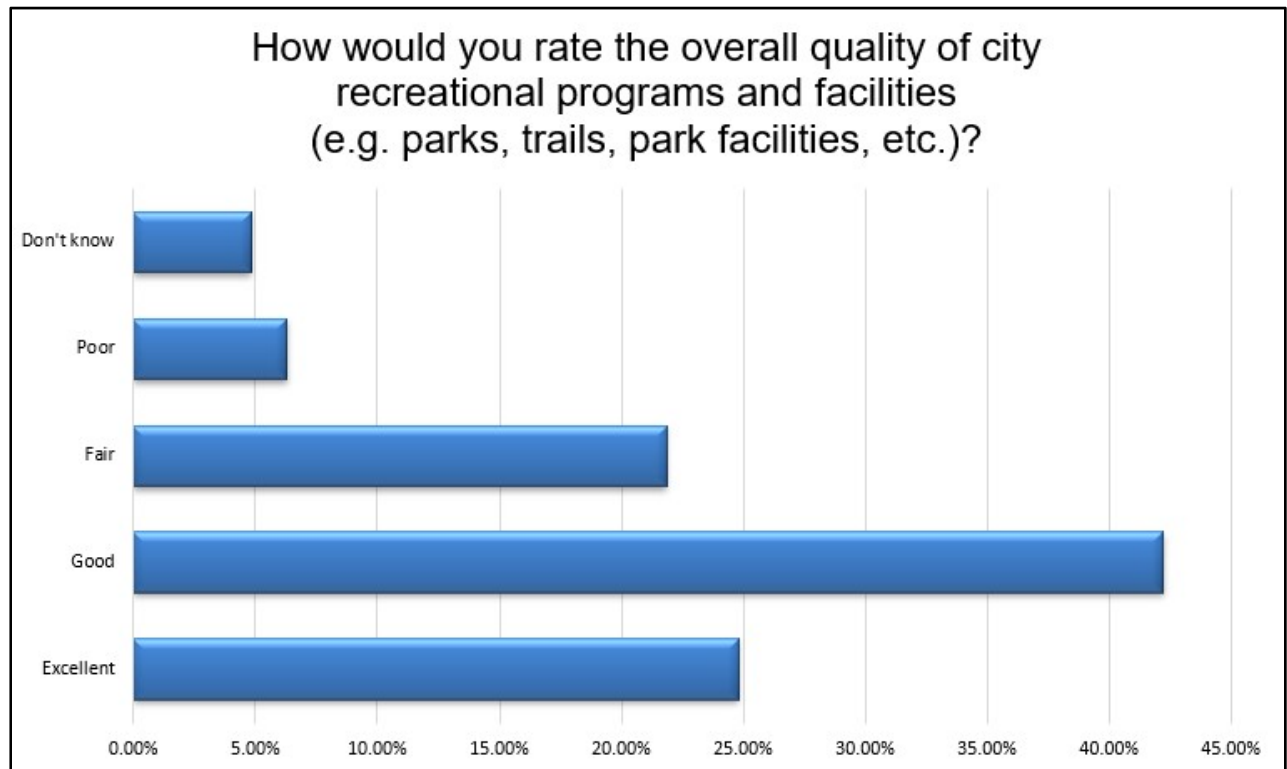
How would you rate the overall quality of services provided by the city?

	2017	2018	2019	2020	2021
Excellent	19	23	17	20	14%
Good	59	53	56	56	54%
Fair	14	15	17	16	24%
Poor	4	4	5	4	5%
Don't Know	4	5	5	4	3%

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