Minneapolis
City of Lakes

Performance Measure Review 2013

Minneapolis, Minnesota June 1st, 2013

Results Minneapolis

Results Minneapolis is a management tool the City uses to systematically track performance toward achieving the City's five-year goals and 2020 vision.

A review panel of City leaders meets with a different department head each week to track progress and discuss strategies on key performance measures. By regularly tracking performance data at these "progress conferences," City leaders identify areas where the City is ex-

Overall Quality of City Services

	2005	2008	2011	2012
Average Percentage of Residents who answered "Satisfied" or "Very Satisfied" to Individual Services Provided by the City	82.2%	81.4%	81.5%	83.6%

Source: City of Minneapolis Resident Survey*

**For a complete list of questions, notes and calculations please see page 4.*

Change in Taxable Property Market Value

	2005	2008	2011	2012
Percent Change in Taxable Property Market* Value	34.765% ↑	9.712% ↑	10.722% ↓	3.143% ↓

Source: City of Minneapolis Assessor

*Property Market includes *Residential, Apartment, Commercial, Industrial* and *Other* properties.
**Change was calculated using the previous residential survey year, except in the case of 2005, in which 2002 data was used.

Rating of Overall Appearance of Minneapolis

	2005	2008	2011	2012
Percentage of Residents who answered "Agree" or "Strongly Agree" to the statement: "My neighborhood is clean and well maintained."	85%	84%	83%	82%

Source: 2011 City of Minneapolis Resident Survey

Public Safety

	2005	2008	2011	2012
Part I* Crimes	28,318	25,898	23,114	23,532
Part II** Crimes	36,672	35,206	29,343	28,771
Total Number of Crimes	64,990	61,104	52,457	52,303

Source: Minneapolis Police Department: Uniform Crime Report Summary

*Part I crimes are the eight serious crimes including homicide, rape, aggravated assault, burglary, robbery, auto theft, theft and arson. All major cities report these measures to the Federal Bureau of Investigation (FBI).

**Part II crimes include the following crime categories: simple assault, curfew offenses and loitering, embezzlement, forgery and counterfeiting, disorderly conduct, driving under the influence, drug offenses, fraud, gambling, liquor offenses, offenses against the family, prostitution, public drunkenness, runaways, sex offenses, stolen property, vandalism, vagrancy and weapons offenses.

Quality of Fire Protection Services

	2005	2008	2011	2012
Percentage of Residents who answered "Satisfied" or "Very Satisfied"	97%	97%	97%	97%

Source: 2012 City of Minneapolis Resident Survey

Question read "Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Fire Protection and emergency medical response."

Parks and Recreation

	2005	2008	2011	2012
Percentage of Residents who answered "Satisfied" or "Very Satisfied"	91%	92%	92%	95%

Source: 2012 City of Minneapolis Resident Survey

Question read "Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Providing park and recreation services."

Quality of Snowplowing

	2005	2008	2011*	2012
Percentage of Residents who answered "Satisfied" or "Very Satisfied"	NA	NA	66%	79%

Source: 2012 City of Minneapolis Resident Survey

Question read "Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Snow Removal."

*Please note that this question was added to the Resident Survey in 2011

Quality of Water

	2005	2008	2011	2012
Percentage of Residents who answered "Satisfied" or "Very Satisfied"	86%	87%	88%	93%

Source: 2012 City of Minneapolis Resident Survey

Question read "Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Providing quality drinking water."

Quality of Sanitary Sewer Services

	2005	2008	2011	2012
Percentage of Residents who answered "Satisfied" or "Very Satisfied"	94%	94%	96%	97%

Source: 2012 City of Minneapolis Resident Survey

Question read "Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Providing sewer services."

Pavement Condition Rating

	2005	2008	2011	2012
Pavement Condition Index (PCI)	74	72	71	71

Source: Minneapolis Department of Public Works

Table 1: City Services Quality Ratings Compared Over Time

Please tell me how satisfied or dissatisfied you are with the way the City provides the service.	Year of Survey					
	2012	2011	2008	2005	2003	2001
Fire protection and emergency medical response	97%	97%	97%	97%	96%	99%
Providing sewer services	97%	96%	94%	94%	NA	NA
Providing park and recreation services	95%	92%	92%	91%	NA	91%
Animal control service	92%	91%	88%	92%	NA	92%
Garbage collection and recycling programs	88%	90%	91%	92%	93%	94%
Protecting health and well-being of residents	91%	90%	88%	84%	NA	NA
Preparing for disasters	90%	88%	87%	78%	NA	89%
Providing quality drinking water	93%	88%	87%	86%	84%	NA
Police Services	90%	88%	86%	81%	84%	89%
Keeping streets clean	89%	85%	87%	89%	86%	83%
Revitalizing Downtown	81%	84%	80%	83%	NA	79%
Protecting the environment, including air, water and land	87%	83%	81%	77%	79%	77%
Cleaning up graffiti	80%	80%	77%	74%	NA	79%
Revitalizing neighborhoods	80%	77%	76%	81%	76%	74%
Dealing with problem businesses and unkempt properties	71%	71%	68%	73%	67%	69%
Affordable housing development	70%	69%	66%	55%	51%	40%
Snow removal	79%	66%	NA	NA	NA	NA
Mortgage foreclosure assistance	60%	61%	64%	NA	NA	NA
Repairing alleys*	71%	64%	56%	70%	83%	68%
Repairing streets*	70%	40%				

Percent reporting "satisfied" or "very satisfied"

Question wording differed between survey years. In 2003 and 2001, residents were asked how satisfied they were with the City's efforts at providing the service. Also, "affordable housing development" was worded as "preserving and providing affordable housing for low-income residents" in 2001 and 2003 and "Revitalizing neighborhoods" was worded as "revitalizing neighborhood commercial areas" in 2001 and 2003.

*"Repairing streets" and "Repairing alleys" were combined in survey years previous to 2011 and *averaged prior to calculating overall quality average; "snow removal" was added in 2011.*