

**CITY OF SOUTH ST. PAUL
PERFORMANCE MEASUREMENT PROGRAM
December 15, 2020**

In the fall of 2020, the City conducted a survey through the League of Minnesota Cities using nine standard survey measurements, plus two additional measurements dealing with our bond rating and ISO Fire rating. The survey was conducted from mid-October through mid-December of 2020. Promotion of the survey occurred on the City’s website, on social media, and in the October 2020 issue of the City’s newsletter. The results are available on the City’s website and the availability of the results was reported to our residents in the January 2021 issue of the City’s Newsletter.

2020 Results

The survey results relative to the Performance Measurement Program were as follows: There were 108 total responses in 2020; down from 206 in 2019.

1. How would you rate the overall appearance of the city?

Excellent	7%
Good	64%
Fair	29%
Don't Know	0%



2. City’s Bond Rating: Aa2 by Moody’s Investor Services

3. Insurance Service Offices rating of Fire Service: 2

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

Excellent	50%
Good	36%
Fair	6%
Don't Know	8%



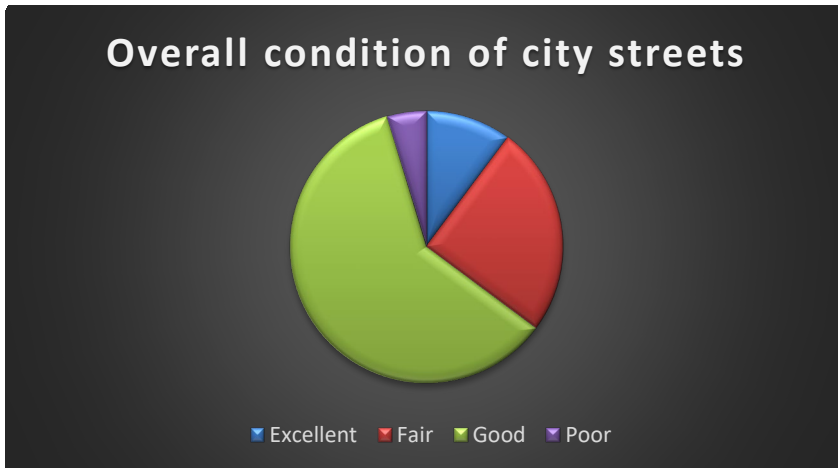
5. How would you describe your overall feeling of safety in the city?

Very safe	29%
Somewhat Safe	53%
Somewhat Unsafe	16%
Very Unsafe	2%
Don't Know	0%



6. How would you rate the overall condition of city streets?

Excellent	10%
Good	60%
Fair	25%
Poor	5%
Don't Know	0%



7. How would you rate the overall quality of snow plowing on city streets?

Excellent	45%
Good	41%
Fair	10%
Poor	3%
Don't Know	1%



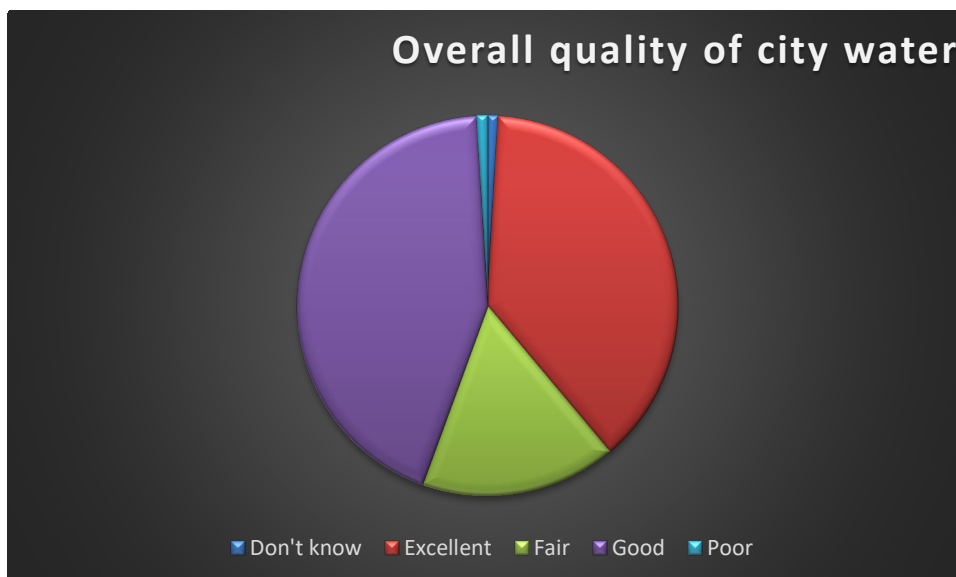
8. How would you rate the dependability and overall quality of city sanitary sewer service?

Excellent	41%
Good	43%
Fair	10%
Poor	1%
Don't Know	5%



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

Excellent	38%
Good	44%
Fair	17%
Poor	1%
Don't Know	1%



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

Excellent	25%
Good	46%
Fair	20%
Poor	6%
Don't Know	3%



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

Excellent	17%
Good	60%
Fair	20%
Don't Know	3%

