

**CITY OF SOUTH ST. PAUL
PERFORMANCE MEASUREMENT PROGRAM
December 18, 2019**

In 2019, 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 October through December of 2019. Promotion of the survey occurred on the City’s website, on social media, and in the October 2019 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 2020 issue of the City’s Newsletter.

2019 Results

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

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

| | |
|-------------------|------------|
| Excellent | 8% |
| Good | 59% |
| Fair | 27% |
| Poor | 6% |
| Don't Know | 0% |

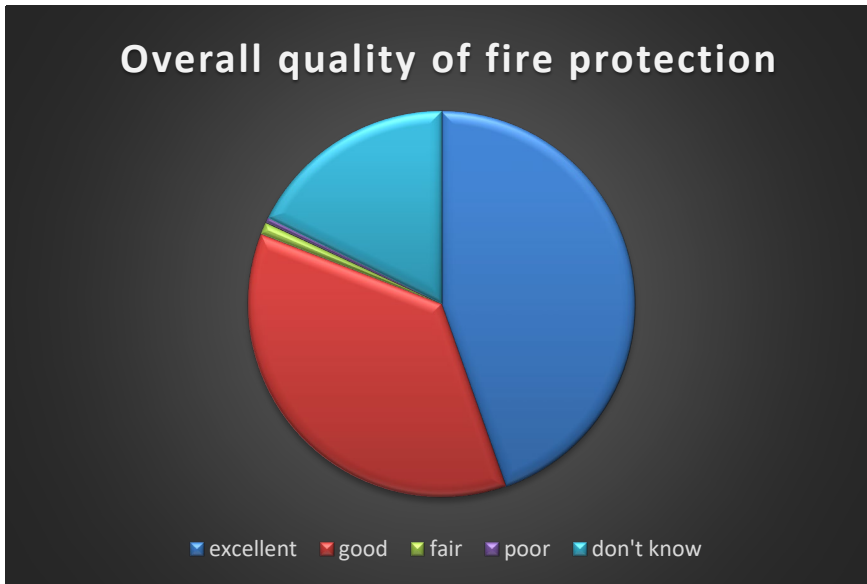


2. City’s Bond Rating: Aa2 by Moody’s Investor Services

3. Insurance Service Offices rating of Fire Service: 2

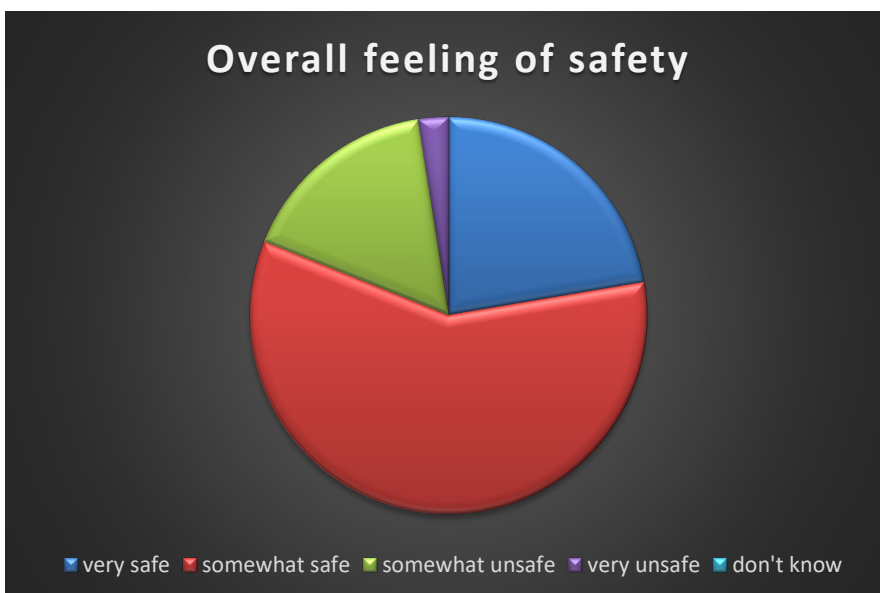
4. How would you rate the overall quality of fire protection services in the city?

| | |
|-------------------|------------|
| Excellent | 45% |
| Good | 36% |
| Fair | 1% |
| Poor | 0% |
| Don't Know | 18% |



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

| | |
|------------------------|------------|
| Very safe | 22% |
| Somewhat Safe | 59% |
| Somewhat Unsafe | 17% |
| Very Unsafe | 2% |
| Don't Know | 0% |



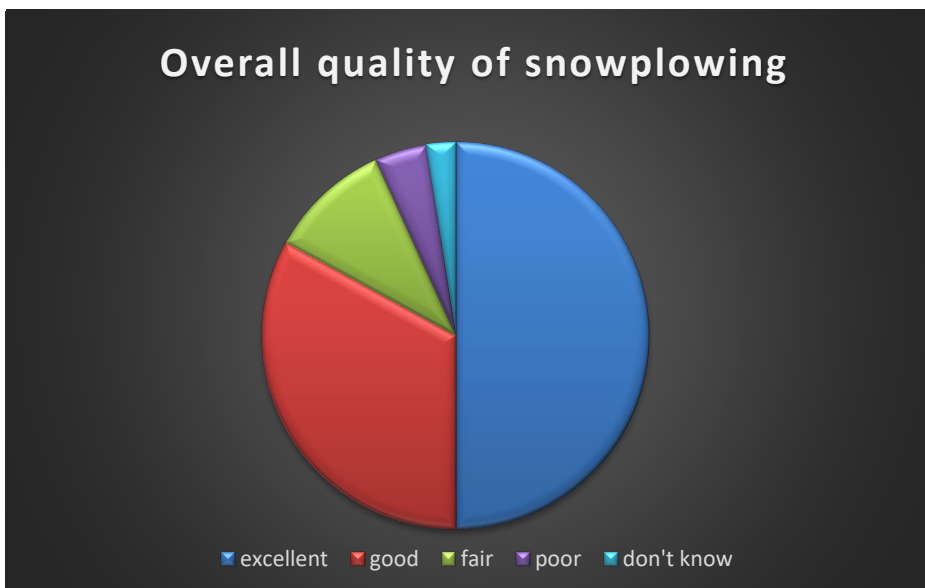
6. How would you rate the overall condition of city streets?

| | |
|-------------------|------------|
| Excellent | 9% |
| Good | 56% |
| Fair | 30% |
| Poor | 5% |
| Don't Know | 0% |



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

| | |
|-------------------|------------|
| Excellent | 50% |
| Good | 33% |
| Fair | 10% |
| Poor | 4% |
| Don't Know | 2% |



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

| | |
|-------------------|------------|
| Excellent | 23% |
| Good | 56% |
| Fair | 9% |
| Poor | 1% |
| Don't Know | 11% |



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

| | |
|-------------------|------------|
| Excellent | 25% |
| Good | 48% |
| Fair | 21% |
| Poor | 5% |
| 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 | 27% |
| Good | 44% |
| Fair | 18% |
| Poor | 6% |
| Don't Know | 4% |



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

| | |
|-------------------|------------|
| Excellent | 17% |
| Good | 59% |
| Fair | 17% |
| Poor | 4% |
| Don't Know | 2% |

