

Standard Measures for Cities

| Category | # | Measure | Notes: |
|---------------------|------|--|--|
| General | 1. | Rating of the overall quality of services provided by your city (survey data, provide year completed and total responses) | Example of responses: excellent, good, fair, poor |
| | 2. | Percent change in the taxable property market value | County assessor's office data |
| | 3. | Citizens' rating of the overall appearance of the city (survey data, provide year completed and total responses) | Example of responses: excellent, good, fair, poor |
| | 4.* | Nuisance code enforcement cases per 1,000 population | $(\text{Number of cases} / \text{Population}) \times 1,000 = \text{cases per 1,000 population}$ |
| | 5.* | Number of library visits per 1,000 population | $(\text{Number of visits} / \text{Population}) \times 1,000 = \text{visits per 1,000 population}$ |
| | 6.* | Bond rating | Standard & Poor's Ratings Services or Moody's Investor Services |
| | 7. | Citizens' rating of the quality of city recreational programs and facilities (survey data, provide year completed and total responses) | Example of responses: excellent, good, fair, poor |
| | 8.* | Accuracy of post election audit (% of ballots counted accurately) | |
| Police Services | 9. | Part I and II Crime Rates | Submit data as reported by the Minnesota Bureau of Criminal Apprehension |
| | 10.* | Part I and II Crime Clearance Rates | Submit data as reported by the Minnesota Bureau of Criminal Apprehension |
| | 11. | Citizens' rating of safety in their community (survey data, provide year completed and total responses) | Example of responses: very safe, somewhat safe, neither safe nor unsafe, somewhat unsafe, very unsafe |
| | 12. | Average police response time | Average time it takes to respond to top priority calls from dispatch to officer on scene. |
| Fire & EMS Services | 13. | Insurance industry rating of fire services | Insurance Service Office (ISO) Rating. The ISO issues ratings to fire departments throughout the country for the effectiveness of their fire protection services and equipment. ISO analyzes data and then assigns a classification from 1 to 10. Class 1 represents superior property fire protection and Class 10 indicates that the area's fire suppression program does not meet ISO's minimum criteria. |
| | 14. | Citizens' rating of the quality of fire protection services (survey data, provide year completed and total responses) | Example of responses: excellent, good, fair, poor |
| | 15. | Average fire response time | Average time it takes from dispatch to apparatus on scene for calls that are dispatched as a possible fire |
| | 16.* | Fire calls per 1,000 population | $(\text{Number of calls} / \text{population}) \times 1,000 = \text{calls per 1,000 population}$ |
| | 17.* | Number of fires with loss resulting in investigation | |
| | 18.* | EMS calls per 1,000 population | $(\text{Number of calls} / \text{population}) \times 1,000 = \text{calls per 1,000 population}$ |
| | 19. | Emergency Medical Services average response time | Average time it takes from dispatch to arrival of EMS |
| Streets | 20. | Average city street pavement condition rating | Provide average rating and the rating system program/type. Example, 70 rating on the Pavement Condition Index (PCI). |
| | 21. | Citizens' rating of the road conditions in their city (survey data, provide year completed and total responses) | Example of responses: excellent, good, fair, poor. Alternatively: good condition, mostly good condition, many bad spots |
| | 22.* | Expenditures for road rehabilitation per paved lane mile rehabilitated (jurisdiction only roads) | Total cost for rehabilitations / lane miles rehabilitated |
| | 23.* | Percentage of all jurisdiction lane miles rehabilitated in the year | Lane miles rehabilitated in year / total number of lane miles |
| | 24.* | Average hours to complete road system during snow event | |
| | 25. | Citizens' rating of the quality of snowplowing on city streets (survey data, provide year completed and total responses) | Example of responses: excellent, good, fair, poor |
| Water | 26. | Citizens' rating of the dependability and quality of the city water supply (survey data, provide year completed and total responses) | Example of responses: excellent, good, fair, poor |
| | 27. | Operating cost per 1,000,000 gallons of water pumped/produced | Centrally provided system: $(\text{actual operating expense for water utility} / (\text{total gallons pumped} / 1,000,000)) = \text{cost per million}$ |
| Sanitary Sewer | 28. | Citizens' rating of the dependability and quality of city sanitary sewer service (Provide year completed and total responses) | Example of responses: excellent, good, fair, poor |
| | 29. | Number of sewer blockages on city system per 100 connections | Centrally provided system: $(\text{Number of blockages} / \text{number of connections}) \times 100 = \text{blockages per 100 connections}$ |

*New or amended measure