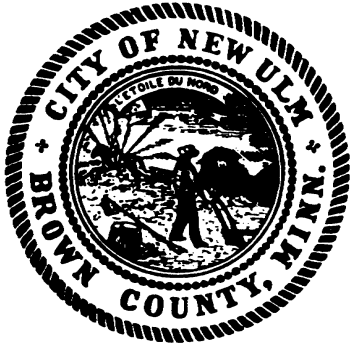




City of New Ulm

Performance Measurement Survey Report

2022 Service Ratings

This report is the City of New Ulm's performance measurement ratings for services provided in 2022 using the State Auditor recommended standard measures for cities. A total of 500 surveys were randomly mailed with 193 responses.

Note: Survey was completed for 2021 services in 2022 with 233 responses.

GENERAL

1. Number of years lived in New Ulm:
Average Rating: 38.80 years
(2021 survey, 8.14% increase for 2022)
2. Rating of the overall quality of services provided by the city:
Excellent: 31.05%
Good: 54.74%
Satisfactory: 13.16%
Average Rating: 4.18
(2021 survey, 0.00% increase/decrease for 2022)
3. Taxable market value percentage change:
17.18% increase for 2023
(2021 survey, 1.89% increase for 2022)

Note: Increase due to Brown County applying large adjustment on all property values to keep values in compliance with state statutes.

4. Bond rating:
Aa2
(2021 survey, bond rating Aa2)

POLICE

5. Rating of the overall feeling of police protection:
Excellent: 41.58%
Good: 46.84%
Satisfactory: 7.89%
Fair: 4.21%
Poor: 0.53%
Average Rating: 4.23
(2021 survey, 2.53% decrease for 2022)

Part I Crime statistics total – 141
(2021 survey, total 133)

Part II Crime statistics total – 370
(2021 survey, total 384)

Priority police average response times:
Domestics: 3 min, 3 sec (2021 survey, 4 min, 14 sec)
Medical assists: 3 min, 36 sec (2021 survey, 3 min, 9 sec)
Personal injury, etc.: 2 min, 57 sec (2021 survey, 3 min, 41 sec)

Calls for service – 10,148 (2021 survey, 9,960)

Criminal investigation clearance rate – 59.30% (2021 survey, 53.00%)

FIRE

6. Rating of overall quality of fire protection:

Excellent: 54.74%

Good: 41.05%

Satisfactory: 4.21%

Average Rating: 4.51

(2021 survey, 1.96% decrease for 2022)

Average response time in town (dispatch to scene):
5.48 minutes (goal <7 minutes)
(2021 survey, 5.16 minutes)

Number of fire calls per population (# of calls/population) x 1,000 calls equals 1,000 population:

Fire calls – 122 (2021 survey, 129 fire calls)

Population (state demographer) – 14,096 (2021 survey, 14,120 population)

Fire calls/population – 9 (2021 survey, 9 call/population)

Rental inspections – 734 (2021 survey, 966)

STREETS

7. Rating of overall condition of city streets:

Excellent: 7.37%

Good: 37.89%

Satisfactory: 41.05%

Fair: 10.53%

Poor: 3.16%

Average Rating: 3.36

(2021 survey, 7.95% decrease for 2022)

Pavement condition index in miles of street:

Adequate (score 66-100 pts) – 57.11 miles (2021 survey, 51.85 miles)

Marginal (score 28-66 pts) – 21.42 miles (2021 survey, 20.88 miles)

Failed (0-28 pts) – 9.18 miles (2021 survey, 13.94 miles)

Total miles – 87.71 miles (2021 survey, 86.67 miles)

8. Rating of overall quality of snowplowing on city streets:

Excellent: 16.84%

Good: 40.00%

Satisfactory: 26.32%

Fair: 11.05%

Poor: 5.26%

Average Rating: 3.52

(2021 survey, 9.97% decrease for 2022)

Number of snowplowing miles on city streets – 90.05 (2021 survey, 89.40 miles)

Snow removal equipment – 14 units

Snow removal operators – 14 FTEs

SANITY SEWER

9. Rating of dependability and overall quality of sanitary sewer:

Excellent: 38.42%

Good: 47.37%

Satisfactory: 12.63%

Fair: 1.05%

Poor: 0.53%

Average Rating: 4.22

(2021 survey, 7.93% increase for 2022)

Number of sewer blockages on city system per 100 connections:

There were 0 blockages in 2022 with 5,473 connections.

Cost/million gallons treated - \$4,848.

WATER

10. Rating of dependability and overall quality of city water:

Excellent: 43.16%

Good: 42.63%

Satisfactory: 11.58%

Fair: 2.11%

Poor: 0.53%

Average Rating: 4.26

(2021 survey, 0.95% increase for 2022)

Operating costs per 1,000,000 gallons of water produced - \$4,258.
(2021 survey, \$3,723)
Gallons produced (in millions) – 773.8
(2021 survey, 775.8)

GAS

11. Rating of dependability and overall quality of city gas:

Excellent: 41.58%

Good: 46.84%

Satisfactory: 10.00%

Fair: 0.53%

Poor: 0.53%

Average Rating: 4.29

(2021 survey, 0.92% decrease for 2022)

Volume of gas sold (in millions) – 1.33 MCF
(2021 survey, 1.24 MCF)

Gas leaks and supply gas interruption was zero for 2021 and 2022.

ELECTRICITY

12. Rating of dependability and overall quality of city electricity:

Excellent: 44.74%

Good: 44.74%

Satisfactory: 9.47%

Fair: 1.05%

Poor: 0.53%

Average Rating: 4.31

(2021 survey, 0.92% decrease for 2022)

Number of interruptions/customers – 0.17

Total interruption durations/customers – 13.04 minutes

Total interruption durations/number of interruptions – 77.02 minutes

PARKS AND RECREATION

13. Rating of overall quality of city recreation programs:

Excellent: 42.63%

Good: 40.53%

Satisfactory: 13.68%

Fair: 2.11%

Average Rating: 4.25

(2021 survey, 0.00% increase/decrease for 2022)

Total recreation program participants – 21,187 (2021 survey, 13,540)

14. Rating of overall quality of city recreation facilities:

Excellent: 50.53%

Good: 41.58%

Satisfactory: 6.84%

Fair: 1.58%

Average Rating: 4.40

(2021 survey, 0.00% increase/decrease for 2022)

There are 43 facilities/parks with recreation facilities totaling 193,047 square feet, park area totaling 319 acres and park area mowed totaling 143 acres. There are 6.3 miles of park trails.

LIBRARY

15. Rating of overall quality of the library:

Excellent: 45.26%

Good: 38.42%

Satisfactory: 10.00%

Fair: 0.53%

Average Rating: 4.36

(2021 survey, 1.13% decrease for 2022)

Circulation – adult 61,669 and children 59,517

Public computer use – 8,115

Estimated visits – 77,993

Number of cardholders – 5,641

LICENSES, PERMITS AND BUILDING INSPECTIONS

16. Rating of overall quality of licensing, permitting and building inspections:

Excellent: 21.58%

Good: 46.84%

Satisfactory: 21.58%

Fair: 3.68%

Poor: 1.05%

Average Rating: 3.89

(2021 survey, 0.26% decrease for 2022)

Total number of building permits – 338

(2021 survey, 316 permits)

COMMUNITY ACCESS CHANNEL

17. Rating of the quality and programming of community access channel:

Excellent: 10.53%

Good: 32.11%

Satisfactory: 34.21%

Fair: 6.32%

Poor: 2.11%

Average Rating: 3.50
(2021 survey, 4.37% decrease for 2022)

Number of meetings/events produced:
City – 170
County – 36
Live production events – 43

FINANCE AND UTILITY BILLING

18. Rating of quality of utility billing and finance department:

Excellent: 32.11%

Good: 41.58%

Satisfactory: 18.42%

Fair: 3.16%

Poor: 2.63%

Average Rating: 3.99
(2021 survey, 1.97% decrease for 2022)

Utility Accounts:
Residential – 6,286
Commercial – 971
Industrial – 7