

# City of Victoria

## Performance Measures Results – 2020

The City of Victoria has chosen to participate in a standard measures program through the State of Minnesota. The following reports on the most current information obtained regarding the ten performance measures selected by the city as approved by the State.

### General

- Citizens' rating of the quality of the city recreation programs and facilities (survey data<sup>1</sup>)  
*73% of Victoria's residents believe the quality of city recreation programs and facilities is either "Excellent or Good."*  
*64% of Victoria's residents rated the quality of the recreation programs or classes as either "Excellent or Good."*  
*76% of Victoria's residents rated the city's recreation centers or facilities as either "Excellent or Good."*
- Nuisance code enforcement cases per 1,000 population<sup>2</sup>  
*There were 21 code enforcement cases opened in Victoria in 2020 (Less than 1 per 1,000 residents).*
- Bond rating (Standard & Poor's Rating Services or Moody's investor Services)  
*General Obligation Bonds carry a 'AAA' rating by Standard & Poor's Rating Services.*
- Accuracy of post-election audit (% ballots counted accurately)  
*The City of Victoria had 97% voter turnout in the 2020 General Election with 100% of ballots counted accurately.*

### Police Services

- Citizens' rating of safety in their community (survey data)  
*97% of Victoria's residents rated an overall feeling of safety in their community as either "Excellent or Good."*

### Fire and EMS Services

- Insurance industry rating of fire services (ISO Rating)  
*ISO Class 4*
- Average fire response time (dispatch to apparatus on scene for possible fire)  
*8.4 minutes*
- Fire calls per 1,000 population  
*38.7*

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<sup>1</sup> The City of Victoria's National Citizen Survey was conducted in 2018 by the National Research Center Inc. in collaboration with ICMA.

<sup>2</sup> The City of Victoria's estimated population in 2020 was 10,808

## Streets

- Percentage of all jurisdiction lane miles rehabilitated in the year (total cost for rehabilitations/lane miles rehabilitated)

*In 2020, the City of Victoria rehabilitated 1.66 miles of its 48.20 lane miles in the city.*

- Citizens' rating of the quality of snowplowing on city streets (survey data)

*77% of Victoria's residents rated snow removal services provided by the city as either "Excellent or Good."*