

City of Victoria

Performance Measures Results – 2021

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 data¹).
 - *81% of Victoria's residents believe the quality of city recreation programs and facilities is either "Excellent or Good."* This is up from 73% from the 2018 Community Survey.
 - *78% of Victoria's residents rated the quality of the recreation programs or classes as either "Excellent or Good."* This is up from 64% from the 2018 Community Survey.
 - *79% of Victoria's residents rated the city's recreation centers or facilities as either "Excellent or Good."* This is up from 73% from the 2018 Community Survey.
- Nuisance code enforcement cases per 1,000 population²
There were 32 code enforcement cases opened in Victoria in 2021 (Less than 3 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 data¹).
91% of Victoria's residents rated an overall feeling of safety in their community as either "Excellent or Good." This was a slight decrease from 97% rating in 2018.

Fire and EMS Services

- Insurance industry rating of fire services (ISO Rating)
ISO Class 4

¹ The City of Victoria's Community Survey was conducted in 2022 by Polco (formerly National Research Center, Inc).

² The City of Victoria's estimated population in 2021 was **11,373**

- Average fire response time (dispatch to apparatus on scene for possible fire)
- *8.1 minutes, down from 8.4 minutes in 2020*

- Fire calls per 1,000 population
- *32.7, down from 38.7 in 2020*

Streets

- Percentage of all jurisdiction lane miles rehabilitated in the year (total cost for rehabilitations/lane miles rehabilitated)
In 2021, the City of Victoria rehabilitated 1.2 miles of its 50 lane miles in the city.

- Citizens' rating of the quality of snowplowing on city streets (survey data¹)
83% of Victoria's residents rated snow removal services provided by the city as either "Excellent or Good." This was up from 77% in the 2018 survey.