

This document is made available electronically by the Minnesota Legislative Reference Library as part of an ongoing digital archiving project. <http://www.leg.state.mn.us/lrl/lrl.asp>

2013 Performance Measurement Report

The Program

In 2010, the Legislature created the Council on Local Results and Innovation. In February 2011, the Council released a standard set of ten performance measures for counties and ten performance measures for cities to aid residents, taxpayers, and state and local officials in determining the efficacy of counties and cities in providing services and measure the residents' opinions of those services. In February of 2012, the Council created a comprehensive performance measurement system for cities and counties to implement. In 2013, the Council revised the performance measures and clarified the performance measures system to decrease confusion and to increase participation in the program.

Cities and counties that choose to participate in the new standards measure program may be eligible for a reimbursement in LGA and exemption from levy limits under sections 275.70 to 275.74.

Benefits and Reporting Requirements

A county or city that elects to participate in the standard measures/performance measurement program in 2013 is eligible for a reimbursement of \$0.14 per capita, not to exceed \$25,000, and is also exempt from levy limits under sections 275.70 to 275.74 for taxes payable in the following calendar year, if such levy limits are in effect. In order to receive the per capita reimbursement and levy limit exemption if applicable, counties and cities must file a report with the Office of the State Auditor by July 1. This report consists of:

- 1) A resolution approved by the city council or county board declaring that:
 - The city/county has adopted and implemented the minimum 10 performance measures from each applicable service category and the system developed by the Council on Local Results and Innovation.
 - The city/county will report the results of the measures to its residents before the end of the calendar year through publication, direct mailing, posting on the entity's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.
- 2) The actual results of the performance measures adopted by the city/county.

Participating Cities and Counties

In 2013, 47 cities (6%) and 22 counties (25%) were certified by the Office of the State Auditor to the Minnesota Department of Revenue to receive additional local government aid. In contrast, 62 cities (7%) and 25 counties (29%) were certified by the Office of the State Auditor to the Minnesota Department of Revenue in 2012. The decrease in participation in 2013 may be due to a change in state law. In 2013, the Legislature passed levy limits for taxes levied in 2013. Cities/counties that were certified for the performance measures program in 2013 are not exempt from these levy limits because they are not codified under sections 275.70 to 275.74. Some cities/counties reported frustration over this legislative change, and did not participate in the program.

The following cities and counties were successfully certified in 2013.

By clicking on a city or county name, a pdf file will open with a copy of the entity's resolution and survey results.

Cities:

Austin	Bemidji	Bloomington
Brooklyn Center	Champlin	Chaska
Circle Pines	Coon Rapids	Cottage Grove
Eagan	Elko New Market	Falcon Heights
Faribault*	Fergus Falls	Forest Lake
Golden Valley	Hibbing	Little Canada
Maplewood	Marshall	McGregor
Minneapolis	Montevideo	New Brighton
New Hope	Newport*	New Ulm
North Saint Paul	Otsego*	Pine Island
Prior Lake	Proctor	Ramsey
Red Wing	Richfield	Rockford
Rogers	Saint Cloud	Saint Joseph
Saint Michael	Sartell	Savage
Shorewood	Waite Park	Waterville*
Wilton	Woodbury	

Counties:

Anoka	Carver	Chippewa
Dakota	Dodge	Fillmore
Hennepin	Jackson*	Kandiyohi
Lyon	McLeod	Murray
Olmsted	Ramsey*	Renville
Rice	Saint Louis	Scott

[Sherburne](#)
[Yellow Medicine](#)

[Washington](#)

[Winona](#)

* Entity did not participate in 2012: the pdf contains the resolution only.

[Privacy Policy](#) | [Accessibility Information](#) | ©2012 Office of the Minnesota State Auditor

RESOLUTION NO. 14517

**AFFIRMING THE CITY OF AUSTIN'S PARTICIPATION IN THE OFFICE OF THE STATE
AUDITOR'S VOLUNTARY 2013 PERFORMANCE MEASUREMENTS PROGRAM**

WHEREAS, benefits to the City of Austin for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by state statute; and

WHEREAS, any city or county participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, the City Council of Austin has adopted and implemented 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes.

NOW THEREFORE, BE RESOLVED THAT that the City Council of Austin will continue to report the results of the performance measures to its citizenry through the end of the year through posting on the city's website.

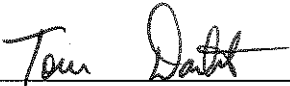
BE IT FURTHER RESOLVED that the City Council of Austin will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

Passed by a vote of yeas and nays this 6th day of May, 2013.

YEAS 7

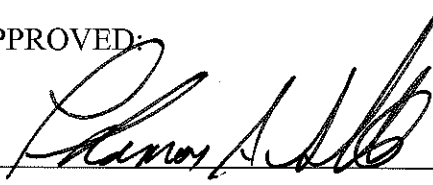
NAYS 0

ATTEST:



City Recorder

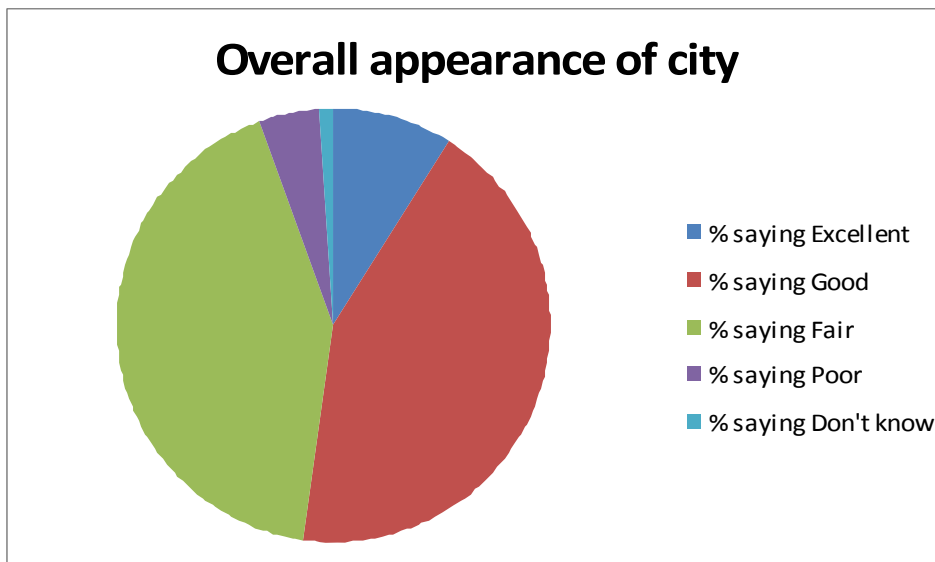
APPROVED:



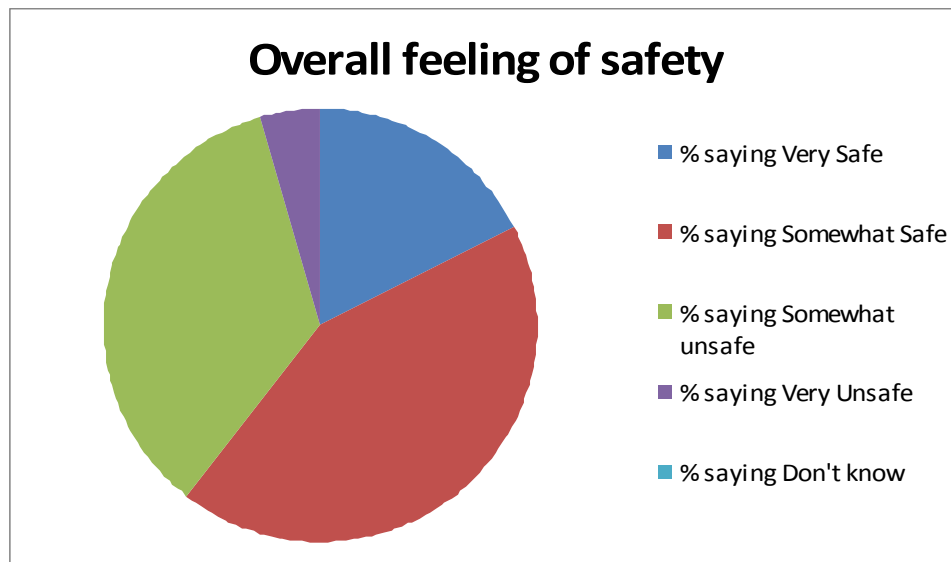
Mayor

Fall 2012 Performance Measurements Survey Summaries & Pie Charts

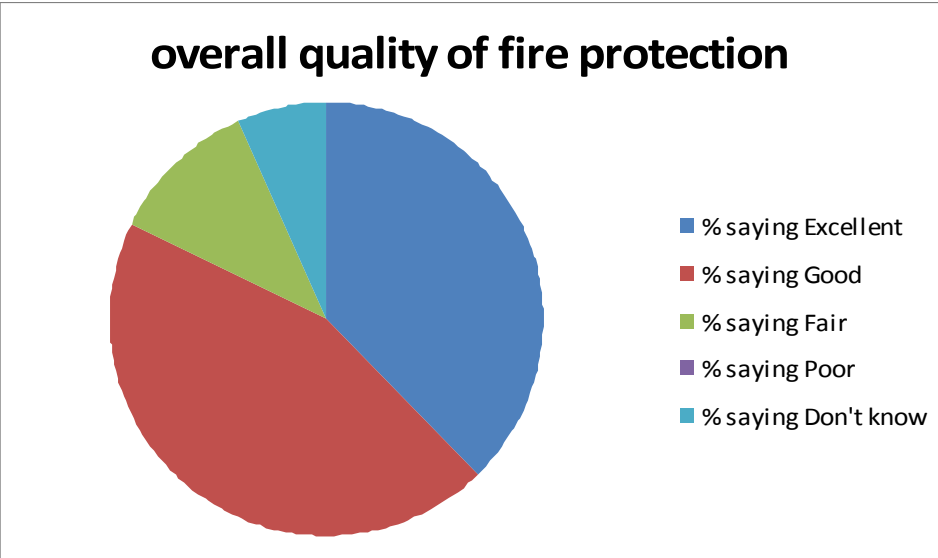
	How would you rate the overall appearance of the city?
# saying Excellent	8
# saying Good	39
# saying Fair	38
# saying Poor	4
# saying Don't know	1
Total Responses	90
% saying Excellent	9%
% saying Good	43%
% saying Fair	42%
% saying Poor	4%
% saying Don't know	1%



Comments:	How would you describe your overall feeling of safety in the city?
# saying Very Safe	16
# saying Somewhat Safe	39
# saying Somewhat unsafe	32
# saying Very Unsafe	4
# saying Don't know	0
Total Responses	91
% saying Very Safe	18%
% saying Somewhat Safe	43%
% saying Somewhat unsafe	35%
% saying Very Unsafe	4%
% saying Don't know	0%



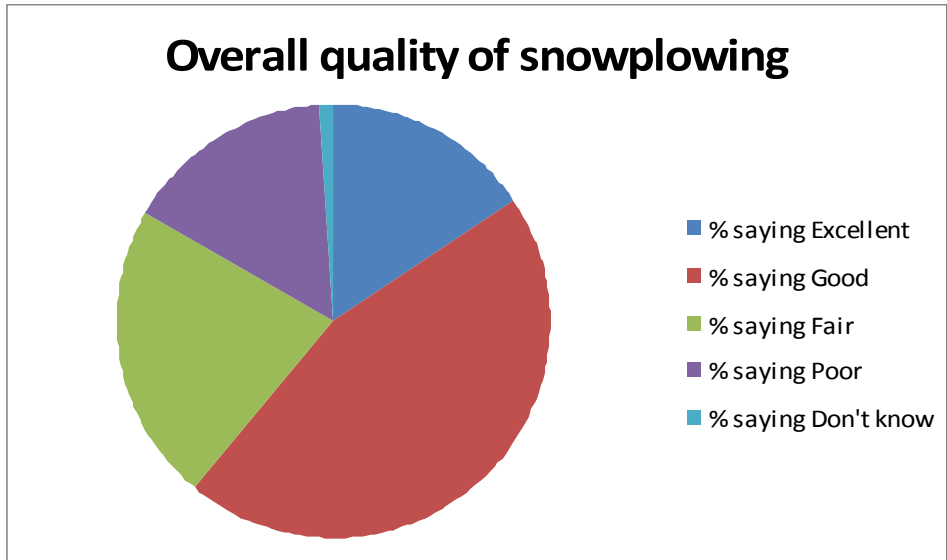
Comments:	How would you rate the overall quality of fire protection services in the city?
# saying Excellent	34
# saying Good	40
# saying Fair	10
# saying Poor	0
# saying Don't know	6
Total Responses	90
% saying Excellent	38%
% saying Good	44%
% saying Fair	11%
% saying Poor	0%
% saying Don't know	7%



Comments:	How would you rate the overall condition of city streets?
# saying Excellent	10
# saying Good	52
# saying Fair	19
# saying Poor	7
# saying Don't know	1
Total Responses	89
% saying Excellent	11%
% saying Good	58%
% saying Fair	21%
% saying Poor	8%
% saying Don't know	1%

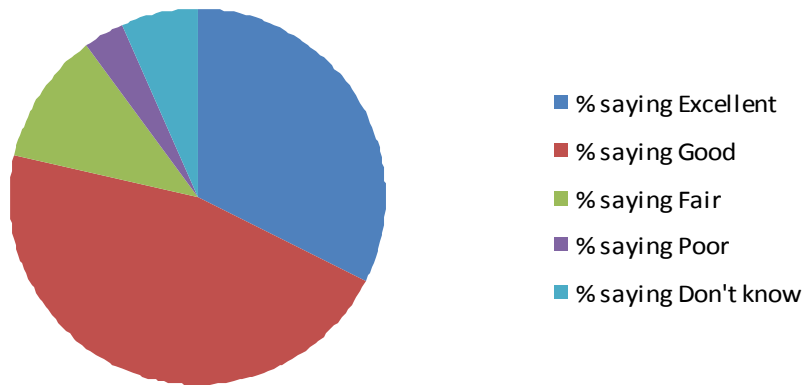


How would you rate the overall quality of snowplowing on city streets?	
	14
	41
	20
	14
	1
	90
	16%
	46%
	22%
	16%
	1%

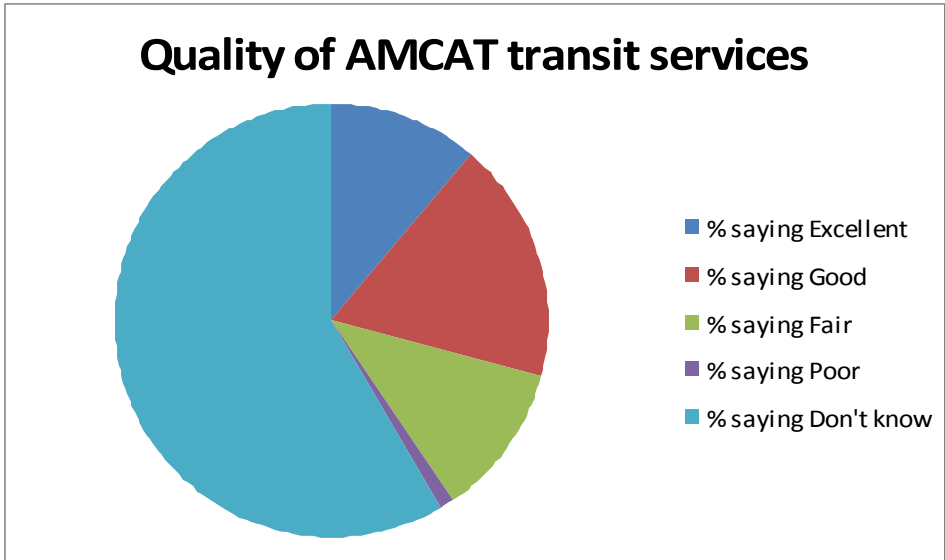


How would you rate the dependability and overall quality of city sanitary sewer service?	
	29
	41
	10
	3
	6
	89
	33%
	46%
	11%
	3%
	7%

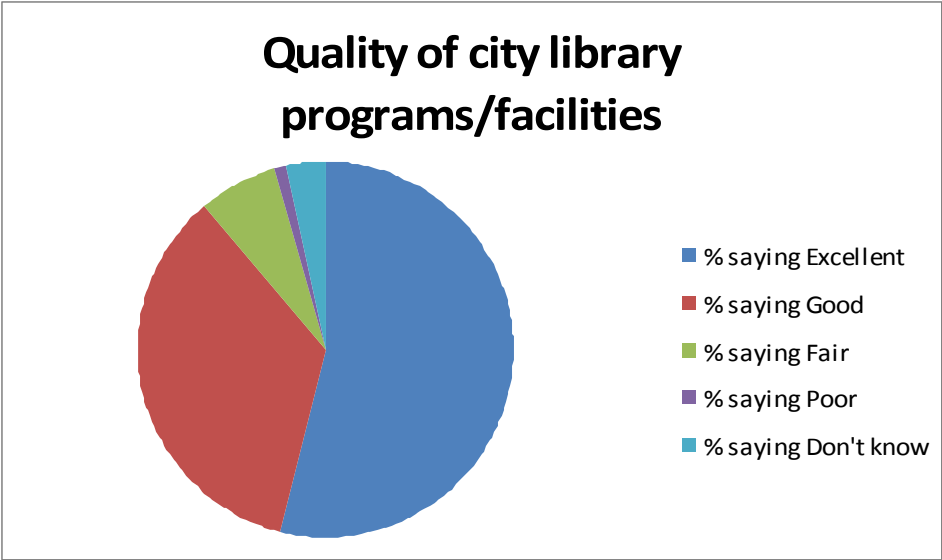
Dependability and quality of city sewer



How would you rate the quality of the AMCAT transit services (buses, dial-a-ride)?	
	10
	16
	10
	1
	52
	89
	11%
	18%
	11%
	1%
	58%

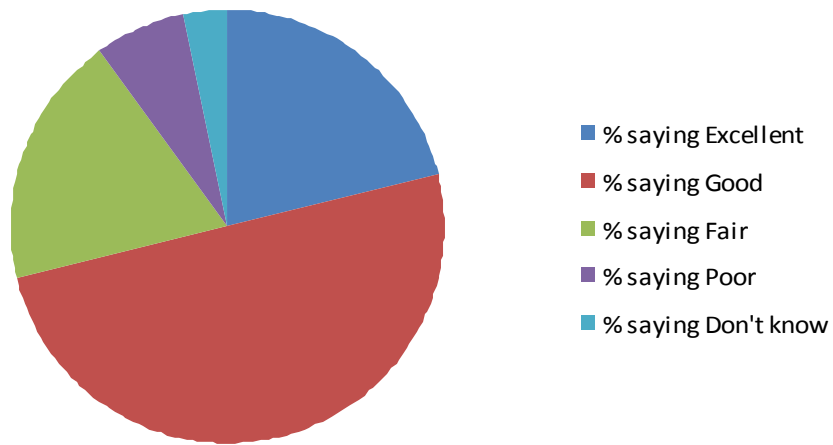


How would you rate the quality of City Library programs and facilities?	
	48
	31
	6
	1
	3
	89
	54%
	35%
	7%
	1%
	3%

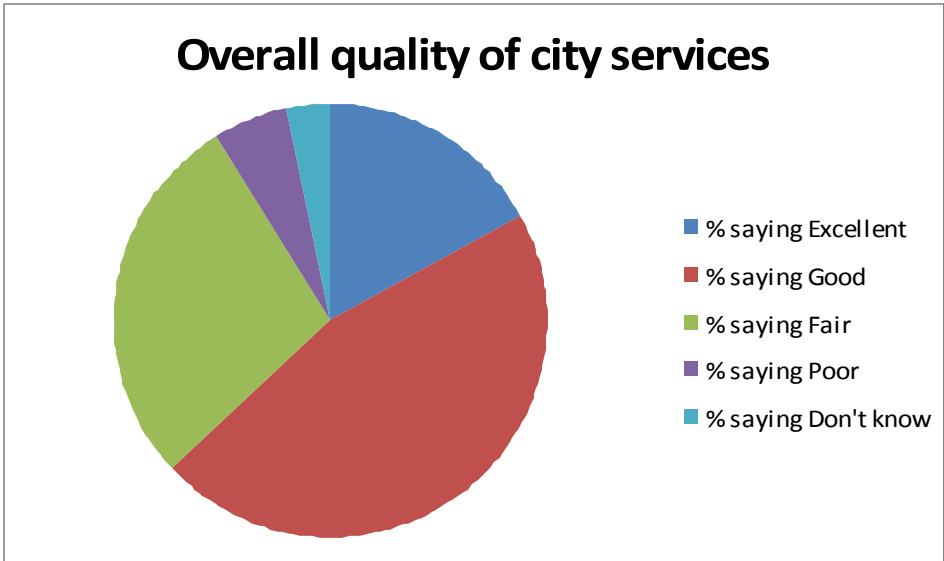


How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?	
	19
	45
	17
	6
	3
	90
	21%
	50%
	19%
	7%
	3%

Overall quality of city park and rec



How would you rate the overall quality of services provided by the city?	
	15
	41
	25
	5
	3
	89
	17%
	46%
	28%
	6%
	3%



RESOLUTION NO. 5826

A RESOLUTION ADOPTING THE CITY OF BEMIDJI'S PERFORMANCE MEASURES RESULTS FOR 2012

WHEREAS, benefits to the City of Bemidji for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, any city participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, the City Council of Bemidji has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

NOW THEREFORE LET IT BE RESOLVED THAT, the City Council of Bemidji will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, the City Council of Bemidji will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

The foregoing resolution was offered by Councilmember Johnson, who moved its adoption, and upon due second by Councilmember Thompson, was passed by the following vote:

Ayes: Albrecht, Meehlhause, Hellquist, Johnson, Olson, Erickson, Thompson
Nays: None
Absent: None

Passed: April 1, 2013

ATTEST:



Kay M. Murphy, City Clerk

APPROVED:



Rita S. Albrecht, Mayor

**CITY OF BEMIDJI
PERFORMANCE MEASURES SUMMARY RESULTS
2012**

Measure	Description	Excellent	Good	Fair	Poor
1	Overall Quality of Services 2011	44% 36%	44% 46%	8% 14%	3% 4%
2	Percent Change in taxable property value	6.8% increase over last year			
3	Overall Appearance of City 2011	27% 34%	56% 46%	15% 18%	1% 2%
4	Safety rating in community 2011	26% 24%	55% 51%	15% 19%	4% 6%
5	Quality of Fire Services 2011	65% 53%	25% 38%	5% 4%	1% 5%
6	Condition of City Streets 2011	30% 21%	55% 58%	12% 16%	3% 5%
7	Quality/timeliness of snowplowing City streets 2011	44% 36%	39% 44%	10% 14%	4% 6%
8	Dependability and Quality of Water Supply 2011 Operating cost per million gallons of water pumped	51% 46%	34% 35%	7% 8%	2% 11%
			\$2,383		
9	Dependability and Quality of Sanitary Sewer 2011 Operating cost per million gallons of water pumped	50% 45%	34% 39%	8% 6%	2% 10%
			\$4,427		
10	Quality of City recreational programs and facilities 2011	68% 59%	26% 34%	5% 6%	1% 1%
11	Bond Rating	Moody's Investors Service Rating of Aa3 Standard and Poors Rating of A+			
12	Number of Library Visits per 1,000 population	2010	2011	2012	
		17,446	17,526	15,700	
13	Insurance industry rating of fire services	Ranges from 4 to 10 within service area			
14	Fire calls per 1,000 of population	198	171	164	
15	Part I and II Crime Clearance Rates	I	II	Total	
		39%	63%	54%	

City of Bemidji Resident Survey
















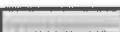



1. Check the circle that best represents your opinion:

	Excellent	Good	Fair	Poor	Rating Average	Response Count			
How would you rate the City as a place to live?	13.6% (37)	30.4% (83)	35.9% (98)	8.4% (23)	9.2% (25)	1.8% (5)	0.7% (2)	2.78	273
How would you rate your neighborhood as a place to live?	21.6% (59)	24.2% (66)	32.2% (88)	10.6% (29)	7.7% (21)	3.3% (9)	0.4% (1)	2.70	273
How would you rate the City as a place to raise children?	12.7% (34)	29.9% (80)	29.9% (80)	12.7% (34)	11.6% (31)	3.4% (9)	0.0% (0)	2.91	268
How would you rate the City as a place to retire?	13.7% (37)	26.7% (72)	25.2% (68)	11.9% (32)	13.3% (36)	6.7% (18)	2.6% (7)	3.15	270
How would you rate the overall quality of life in the City?	9.6% (26)	34.1% (92)	31.1% (84)	12.2% (33)	8.5% (23)	3.0% (8)	1.5% (4)	2.91	270
answered question									273
skipped question									0

2. What do you like most about living in the City ? (Check up to three)

		Response Percent	Response Count
City water & sewer		11.2%	30
Community events		22.4%	60
Ethnic diversity		7.8%	21
Feel safe		14.2%	38
Good economy		2.6%	7
Good streets		8.2%	22
Job opportunities		2.2%	6
Lakes & trees		60.8%	163
Library		13.1%	35
My neighborhood		17.2%	46
Parks & Trails		40.3%	108
Peacefulness		12.7%	34
People		17.5%	47
Quality of life in general		26.9%	72
Schools		11.6%	31
Shopping		4.9%	13
Small town feel		25.7%	69
Weather/seasons		15.7%	42
answered question			268
skipped question			5

3. What do you feel are the most serious issues facing the City? (Check up to three)

		Response Percent	Response Count
Affordable housing		15.4%	42
Alcohol/substance abuse		23.1%	63
Annexation		12.1%	33
Attracting new business		36.6%	100
Condition of streets/infrastructure		4.8%	13
Crime		21.2%	58
Gang activity		11.7%	32
Lack of jobs		33.0%	90
Loss of state revenues		14.3%	39
Mortgage foreclosures		4.0%	11
Parking		8.8%	24
Poverty		32.2%	88
Property taxes		21.2%	58
Racial issues		19.0%	52
Schools		7.3%	20
Neighborhood Blight		10.6%	29
Empty Store Fronts		40.3%	110
answered question			273
skipped question			0

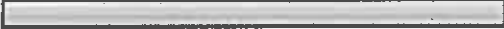

4. How would you rate the City as a place for:

	Excellent	Good	Fair	Poor	Rating Average	Response Count			
Retired adults	12.9% (35)	22.5% (61)	36.2% (98)	10.3% (28)	11.1% (30)	5.5% (15)	1.5% (4)	3.07	271
Young families	9.6% (26)	22.8% (62)	37.1% (101)	11.0% (30)	14.3% (39)	2.9% (8)	2.2% (6)	3.15	272
Single adults	5.6% (15)	15.3% (41)	32.1% (86)	20.5% (55)	17.9% (48)	4.1% (11)	4.5% (12)	3.60	268
Children	6.7% (18)	26.7% (72)	39.3% (106)	9.6% (26)	11.1% (30)	5.2% (14)	1.5% (4)	3.13	270
Business	3.3% (9)	20.1% (54)	29.0% (78)	18.6% (50)	15.2% (41)	4.8% (13)	8.9% (24)	3.72	269
Entertainment	8.1% (22)	15.6% (42)	26.7% (72)	14.1% (38)	20.0% (54)	6.7% (18)	8.9% (24)	3.78	270
Recreation	24.3% (65)	32.5% (87)	25.0% (67)	7.1% (19)	6.0% (16)	2.2% (6)	3.0% (8)	2.57	268
answered question									273
skipped question									0




5. In the last year, how many times have you visited a City park?

	Response Percent	Response Count
None <input type="checkbox"/>	5.1%	14
1 to 5 times <input type="checkbox"/>	37.1%	101
6 to 15 times <input type="checkbox"/>	27.2%	74
16 to 30 times <input type="checkbox"/>	14.0%	38
Over 30 times <input type="checkbox"/>	16.5%	45
answered question		272
skipped question		1

6. In the last year, have you had any contact with an employee of the City?

		Response Percent	Response Count
Yes		80.2%	215
No (skip to question 8)		19.8%	53
answered question			268
skipped question			5

7. If so, how would you describe that experience?

		Response Percent	Response Count
Poor/confrontational		9.2%	20
Acceptable		34.6%	75
Helpful/courteous		56.2%	122
answered question			217
skipped question			56

8. How would you describe the following:

	Excellent		Good		Fair		Poor	N/A	Rating Average	Respon
Overall appearance of the City	5.1% (14)	22.4% (61)	44.5% (121)	11.4% (31)	11.4% (31)	4.0% (11)	1.1% (3)	0.0% (0)	3.18	
Feeling of safety in the City	6.6% (18)	19.0% (52)	42.1% (115)	13.2% (36)	10.3% (28)	4.8% (13)	4.0% (11)	0.0% (0)	3.32	
Quality of fire protection services	29.0% (79)	35.7% (97)	20.6% (56)	4.4% (12)	3.7% (10)	1.5% (4)	0.7% (2)	4.4% (12)	2.22	
Condition of City streets	5.2% (14)	24.4% (66)	41.1% (111)	13.7% (37)	10.7% (29)	1.5% (4)	3.3% (9)	0.0% (0)	3.18	
Quality/timeliness of snowplowing on City streets	12.5% (34)	31.7% (86)	30.6% (83)	8.5% (23)	6.6% (18)	3.0% (8)	4.1% (11)	3.0% (8)	2.90	
Dependability/overall quality of sanitary sewer service	22.2% (60)	28.1% (76)	25.6% (69)	8.1% (22)	4.1% (11)	3.7% (10)	2.2% (6)	5.9% (16)	2.61	
Dependability/overall quality of water supply service	24.0% (65)	26.6% (72)	22.9% (62)	11.1% (30)	4.1% (11)	3.0% (8)	1.5% (4)	7.0% (19)	2.56	
Quality of City parks, trails, and recreational programs	30.4% (82)	37.8% (102)	20.7% (56)	5.2% (14)	4.4% (12)	0.4% (1)	0.7% (2)	0.4% (1)	2.19	
Overall quality of services provided by the City	11.7% (32)	32.2% (88)	30.4% (83)	14.3% (39)	4.4% (12)	4.0% (11)	2.6% (7)	0.4% (1)	2.90	
answered question										
skipped question										



9. Please rate the following categories of Bemidji City government performance:

	Excellent		Good		Fair		Poor	Rating Average	Response Count
The value of services for the taxes paid to the City	4.1% (11)	19.6% (53)	30.4% (82)	16.7% (45)	14.8% (40)	6.3% (17)	8.1% (22)	3.70	270
The overall direction that the City is taking	2.6% (7)	15.8% (43)	32.0% (87)	13.2% (36)	18.8% (51)	9.2% (25)	8.5% (23)	3.91	270
How informed I am on major issues in the City	6.6% (18)	20.2% (55)	33.1% (90)	16.2% (44)	13.2% (36)	5.1% (14)	5.5% (15)	3.47	270
The job City government does in welcoming citizen involvement	1.5% (4)	14.1% (38)	31.5% (85)	19.6% (53)	15.9% (43)	6.3% (17)	11.1% (30)	3.98	270
The extent to which City employees and elected officials care what people like me think	2.9% (8)	11.4% (31)	32.0% (87)	15.1% (41)	14.7% (40)	11.8% (32)	12.1% (33)	4.11	270
Ease of identifying the right person to talk to when I have a concern with the City	3.7% (10)	19.6% (53)	30.4% (82)	18.9% (51)	13.0% (35)	8.5% (23)	5.9% (16)	3.67	270
answered question									270
skipped question									0





10. How would you rate the overall performance of Bemidji City government?

	Response Percent	Response Count
Excellent <input type="checkbox"/>	4.0%	11
Good <input type="checkbox"/>	54.2%	148
Fair <input type="checkbox"/>	32.2%	88
Poor <input type="checkbox"/>	9.5%	26
answered question		273
skipped question		0

11. Have you visited the City website at www.ci.bemidji.mn.us?

		Response Percent	Response Count
Yes		77.0%	208
No		23.0%	62
answered question			270
skipped question			3

12. If yes, how would you rate the site?

		Response Percent	Response Count
Excellent		11.3%	24
Good		64.3%	137
Fair		22.1%	47
Poor		2.3%	5
answered question			213
skipped question			60

13. What City ward do you live in?

		Response Percent	Response Count
Ward 1	<input type="checkbox"/>	10.8%	29
Ward 2	<input type="checkbox"/>	6.3%	17
Ward 3	<input type="checkbox"/>	11.9%	32
Ward 4	<input type="checkbox"/>	12.3%	33
Ward 5	<input type="checkbox"/>	15.7%	42
Don't know	<input type="checkbox"/>	29.1%	78
Not a City resident	<input type="checkbox"/>	13.8%	37
		answered question	268
		skipped question	5

14. Approximately how long have you lived in the Bemidji area?

		Response Percent	Response Count
Less than 2 years	<input type="checkbox"/>	8.1%	22
2 to 5 years	<input type="checkbox"/>	11.5%	31
6 to 10 years	<input type="checkbox"/>	8.9%	24
More than 10 years	<input type="checkbox"/>	71.5%	193
		answered question	270
		skipped question	3

15. Comments/recommendations:

	Response Count
	126
answered question	126
skipped question	147

Q15. Comments/recommendations:

1	Don't need to spend anymore on parks.	Nov 20, 2012 2:12 PM
2	See attached.	Nov 20, 2012 2:10 PM
3	I would recommend getting rid of Venu Works as the management firm of Sanford Center, hard to believe they keep trying to pass on costs when level of service has declined. In the business world when level of service goes down so does the cost to the customer at least in the private sector. Can't believe you let them get away with what they do! As far as I am concerned they have breached their contract and should be shown the door!!	Nov 19, 2012 6:57 AM
4	It seems that city officials are placing a higher emphasis on the status of the city, more than the people of Bemidji. From a distance Bemidji may look like a shining star of the north, but we the people know better. The city has taken great strides to improve itself, at the expense of its people.	Nov 19, 2012 6:50 AM
5	Love the Sanford Center! I think our parks and trails are some of the best in the country. I am impressed with the new expanded airport. Bemidji has made some great improvements over the past 12 years... keep up the good work!	Nov 18, 2012 9:09 PM
6	why so many lights burned out and not replaced along Paul Bunyan Drive going south to Nymore. Public safety should be thought of.	Nov 18, 2012 6:33 PM
7	We live near Northern Park and would like to see it improved. There is always a lot of trash and the benches and tables are broken.	Nov 18, 2012 2:47 PM
8	Have people pay a fee for handicapped parking tags. I think some people are abusing the system. Some folks walk pretty darned good for being "handicapped". And, the exercise wouldn't hurt them a bit. Doesn't have to be a large fee.	Nov 18, 2012 7:56 AM
9	there needs to be options/choices for payments for garbage pickup: example, 1 x/month or 2x/mo., or lower price for low-income. The city gov. and chamber need to provide efforts at positive race relations. City needs to spend more on assisting homeless and hungry and less on commercialism and advertising. The north side of town needs a tornado/emergency siren: maybe by the hospital or northeast area? From quest #3: POVERTY is the #1 prob. in the city, it contributes to all the rest, so DUH: assist the low-income population and the rest will get better. Quest #4: the elderly face issues such as housing, health care, and insurance, self-care, loneliness, and especially a need for cheap transportation. please fix the bus service. Young families need QUALITY childcare and early ed, housing, and jobs, singles need activities besides the bars and bowling and church. Kids and teens have what, movies or the mall? Not all kids are in sports. the city parks get mowed a lot, but need more of a police presence and the no cigarette policy needs to actually be enforced. they are COVERED IN CIGARETTE BUTTS. It would also be nice if people were forced to pick up dog poop after their dogs. and if anyone at city hall actually listens to any of this I will truly be surprised. they really don't listen to the little people/people who don't own a business or bring in money. by the way, more handicap accessibility around town would also be nice. actually giving out tickets for people who park illegally in handicap spots would make me fall over in a dead faint. actually stopping home breeders from pawning off their illegal pet bred cats/dogs in parking lots would be nice too.	Nov 17, 2012 8:51 PM

Q15. Comments/recommendations:

10	FYI - My home in Bemidji is a second home and I'm not there as often as I like or involved in much to do with the city.	Nov 17, 2012 2:44 PM
11	We don't always understand the way the planning committee does things. It seems like they make it really hard for people to improve things on their homes. People are trying to make things better, and there's so many rules and regulations, that people don't even want to try, as they just keep getting put down. I understand that there has to be guidelines, but some of it just gets so crazy. I also feel that the city should be stricter on making people keep their yards neater, and keeping their lawns mowed.Thank you	Nov 17, 2012 2:25 PM
12	As a northern township resident and business owner in Bemidji, I don't feel that I have good representation in elections that affect my business. Building the event center is a great example.	Nov 16, 2012 2:59 PM
13	It really bothers me that in every entrance into Bemidji there is no "welcome to Bemidji" sign anywhere. I'm proud to live here and there should be signs showing what we have to offer. We have a lot of local artists that could submit designs to represent our town.	Nov 16, 2012 2:10 PM
14	I have not appreciated how some things have been handled, like annexation, parking, landlord-tenants, the poor bookings at the Sanford (we paid all that money and haven't had any big name acts) and especially spending money for those park planners that had the big stupid idea of tearing down the old library. Which city council seems determined to back in spite of the fact most constituents are totally against it. Remember, we elect them to represent us, not themselves.	Nov 16, 2012 5:14 AM
15	OVER ALL BEMIDI IS A GOOD PLACE TO LIVE AND I AM PROUD OF MY CITY	Nov 15, 2012 7:04 PM
16	affiliated with a non-profit business in Bemidji. Volunteer full time. Appreciate the city services and the safety of the area.	Nov 15, 2012 5:54 PM
17	I could go on forever. I don't live in the City, but have had a business within the city for nearly 30 years. I am taxed to death as a business in this town. Property values go down, and the taxes go up. I have NO VOTE regarding city issues, but students at BSU and others that don't own real estate can vote on city issues, then leave Bemidji forever when they graduate. I am assessed over \$150 a month for services I don't want, don't need, and don't use. That seems to be an unethical practice at best, even though you say it is legal to do so. I am met with a dilemma, as I can not vote on any city issues, but they certainly impact me directly. I pay more in real estate taxes by far than the exact same businesses throughout MN. They have much larger bldgs, much newer properties, and pay far far less in real estate taxes. Another issue: many times over the past several years, I see this scenario: snow plow #1 spreads sand and salt down. Snowplow #2 is about 200 feet behind snowplow #1, and plowing off what has just been put down. How dumb is that? Their roles are backwards?! Too many free-loaders on the government dole spells greater and greater tax burdens on me to pay for their lack of work. Two kinds of people in this world: those that work, and those that are willing to let them. Sad commentary on the welfare state of MN, and Beltrami County. At some point, it must implode, as there will be fewer and fewer worker bees, and more and more egg suckers. As Margarett Thatcher once	Nov 15, 2012 9:11 AM

Q15. Comments/recommendations:

said, "the problem with socialism is, that eventually you run out of other people's money to spend". When will our city, county and state run out of my money to spend?

- | | | |
|----|--|-----------------------|
| 18 | Next time we need to vote on a multi-million dollar pet project such as an event center, hold a special election in the summer to maximize the ratio of permanent citizens to temporary college residents. This would give a true representation of the residents who are paying for said structure. Or have the college students pay for what they voted for. | Nov 14, 2012 7:05 PM |
| 19 | Business wont come where there is too much regulation, and Bemidji has them! I guess you forgot to include naming rights in the new bridge agreement. When you sell your soul isnt it amazing what goes with it!! | Nov 14, 2012 6:41 PM |
| 20 | Let's get this city more sustainable, like zero waste!!! Some want the weeds out of the sidewalk cracks, that's great, too. Maybe we could identify neighborhoods with more signs...but when we say Nymore we mean what? Lavinia? Irvingboro? Even if no one comes initially, I think City councilors should meet their ward citizens more than at election door knocking time. Jim Heltzer, not an internet genius paid for his own paper copy newsletter and then switched to email. I'd like emails from my councilor on city issues. I'd Really like the 'cat houses' gone. the nightly lit homes for feral cats and I'd like the cat leash ordinance enforced. We have too many feral cats in Ward 5 for our health. Let's get going on Green Steps!!! encouraged by new housing being built inside city limits!!! do more of it. | Nov 14, 2012 11:39 AM |
| 21 | We have a noise ordinance re: automobile exhaust noise and automobile general noise, which I assume includes booming bass. Why is it that I must continually call law enforcement and ask for enforcement of law in my neighborhood? | Nov 13, 2012 2:38 PM |
| 22 | We are thankful the old Carnegie Library is still standing. Progress can be ugly when it takes down a beautiful old building. The renovation on the old bank building is a good direction. | Nov 13, 2012 12:49 PM |
| 23 | Better bus service. The City did not care how many citizens did not want the event center. They rammed it down our throats anyway! | Nov 13, 2012 12:47 PM |
| 24 | Lived in Northern Township for 30 years, now city resident - am not aware of some of these issues in question. | Nov 13, 2012 12:45 PM |
| 25 | The tax rates on real estate are too high. | Nov 12, 2012 2:47 PM |
| 26 | Bring back curbside recycling pick-up. The city should also be vigorous promote trash/garbage reduction and make an effort to be a "green" city. | Nov 12, 2012 1:42 PM |
| 27 | would like to see the city begin planting new trees that we have lost | Nov 12, 2012 12:29 PM |
| 28 | Try promoting business and renewing the area instead of trying to stifle business with over regulation. | Nov 12, 2012 6:17 AM |
| 29 | The only real safety concern we have is walking across the bridge over the Mississippi on the trail- there are often drunks hanging out under the bridge. | Nov 11, 2012 6:56 PM |

Q15. Comments/recommendations:

30	<p>I don't even know where to start. There are NO jobs in Bemidji and the job market here stinks! People want to work but there is nothing so poverty is huge. People on food stamps and assistance is very high. There is a fair amount of the population that is wealthy and the rest poor. Not much middle class here. There are lots of cool events the city puts on but they always charge too much. I cannot afford to bring my family to anything but the free movie night at the lake. That is one thing we really enjoy. There is my husband, myself and our 3 kids and if they charge so much per person, most events are out of our budget. It is sad I know things cost money to put on but the rich kids are the ones at these events and the poor kids are out raising hell in town. So sad. Bemidji is not welcoming in general. Also I have lived here since 2007 and I have only been to a couple of restaurants in town because I cannot afford to go out. There are so many places I have never tried. Kraus Anderson has also ruined the downtown and Bemidji in general. There are so many businesses that cannot afford their high rent so they close. Kraus Anderson can then use it as a write off and they win either way. Bemidji loses, we all lose Now we lost KMART and Play it Again. Downtown is beginning to look like a ghost town. Another thing, affordable housing in Bemidji doesn't exist. I have to rent and the landlords are terrible and run slums and charge 3 times too much for rent. A single family like mine is out of luck! BiCap will not help us because we are married and all our kids are our own. They will only help you if you aren't trying. I give up! The only place I could find to rent is so far out of town and with gas so high, I can hardly afford to go into work. I am not sure anyone will even read this but I need to say these things. So we have a new mayor. BIG DEAL she won't do anything for anyone either. Government workers are usually rude and only worried about helping themselves not others. There needs to be some serious programs out there for kids in the summer. Only the rich kids can be in all these community ed activities. It is not right. I wish I would have never moved here in 2007. We did because of my husband's job and then he got laid off a year later. What a jokel</p>	Nov 11, 2012 3:22 PM
31	<p>Street lighting in residential areas could be alot better.</p>	Nov 11, 2012 11:39 AM
32	<p>I recently moved to Bemidji and was SHOCKED that there is no curbside recycling. It made me wonder where I had moved. It is hard to imagine a community of this size in the 21st century neglecting recycling. Yes, people can take to a recycling drop off - how many do?</p>	Nov 11, 2012 8:25 AM
33	<p>I am under hospice care right now so some things don't apply as they used to</p>	Nov 10, 2012 3:27 PM
34	<p>City manager doesn't know what the downstairs staff are doing.</p>	Nov 9, 2012 6:43 PM
35	<p>If a city worker breaks something the city should PAY FOR IT!!</p>	Nov 9, 2012 10:41 AM
36	<p>I think Bemidji would benefit greatly from a community rec center. Having a complex like a YMCA would really be a nice way to improve activity leveis for folks and have a place where families can go together for fun. Ruttgers' pool doesn't cut it; boys and girls club doesn't cut it, I think a community center would be an incredibly positive addition to our city's amenities.</p>	Nov 9, 2012 10:01 AM
37	<p>It seems like whenever we drive around town half the street lights are not working. Could you guys replace bulbs or work on them or something? It gets really dark some places. One year I injured myself on one of your sidewalks in library park because of lights that weren't working, it's just not a safe practice to</p>	Nov 8, 2012 6:27 PM

Q15. Comments/recommendations:

only be using half of them

38	City council members need to be involved with businesses in their ward, and show they care about the people. Knocking on my door to ask for my vote shouldn't be the only time I see them, at least act like you care.	Nov 8, 2012 1:39 PM
39	I would've rated the quality of city living higher if public transportation was more robust. This is the weaknesses in many of our small towns.	Nov 8, 2012 11:19 AM
40	I would like to see further control placed on home-apartments to move towards apartment complexes in zoned areas instead of homes within the city being used as apartments. I feel this would increase the civic involvement with the city as it would bring in more individuals who are connected to the community, would boost BSU's budget by increasing dorm room use, and would decrease the amount of transient population we have living in homes which would allow for more personal care of the bemidji city area.	Nov 8, 2012 4:07 AM
41	Property taxes for commercial properties are disproportionately high compared to surrounding township commercial property taxes. You are discouraging employment and commercial ventures within the city limits.	Nov 7, 2012 12:03 PM
42	not a city resident but have a business in the city limits	Nov 7, 2012 7:16 AM
43	We need to clean up the city, both of physical/housing problems and of crime/gang activity/poverty-related issues. We need to take ownership and pride in our community and heritage. Unfortunately, I feel much of the problem is race-related, and restricted by tribal government and their unwillingness to also embrace the problems.	Nov 6, 2012 6:02 PM
44	I own property in the city, however, I cannot vote in the city. Many other folks are in the same condition... paying taxes without representation. That situation needs to be recognized by the mayor and the council.	Nov 6, 2012 2:28 PM
45	Art and cultural events are economic drivers (shown in reasearch available from Explore MN and Minnesotans for the Arts) yet the City does not openly endorse arts and arts organisations like they do other "businesses". Why not? Can that be changed? Full-time good paying jobs are difficult to find and if you are not related to someone already on staff forget getting an interview. Not a good way to run government.	Nov 6, 2012 12:15 PM
46	Questions 2 and 3 are a bit general. If I say parking is an issue.. what will that be interpreted as? ex. I have plenty of parking but I am angry that guests are ticketed at 12.01 when we are out enjoying the town. I feel that this town is very unfriendly to late night business and entertainment. I feel that this is the city of "no". We are not: pro earth, pro diverity, pro development, pro fun, pro anything except hunting and fishing. I would leave if I could because I'm so frustrated with the old school thought, false Minnesota Nice, and the constant sense of restraint. Instead of progressive, the city administration is stuck in 1975 and unfriendly to change, growth, and progressive thought.	Nov 6, 2012 11:31 AM
47	You've redesigned park after park in Bemidji so they are useable only by boaters, fishermen, or people with little kids! Many of us used to enjoy sitting in our cars to eat lunch and watch the lake and wildlife there. Now there's nowhere	Nov 6, 2012 9:28 AM

Q15. Comments/recommendations:

to park unless you've got a boat or want your kids to play on the equipment or swim. Any car parking is so far away from the shore & aimed the wrong way that it's useless. Add the fact that you've destroyed wildlife habitat along the shores so there are fewer ducks, geese, etc. and even killed the seagulls!

48	Miss Andy Mack and the engineer that retired	Nov 6, 2012 8:54 AM
49	Even though we only spend five months in Bemidji (surprise, not the winter months), we still proudly call Bemidji home. The new parks and recreation facilities, the Sanford Center, Bemidji State University and excellent city services make Bemidji a wonderful home. Please do what you can to preserve our neighborhoods ... More homeowners and less rentals. More good jobs for young people would be a big plus!!!!	Nov 5, 2012 7:18 PM
50	41 years and counting, great place to live	Nov 5, 2012 4:37 PM
51	more things for young adults/teenagers to do please.....Sanford Center does not have activities for this age group nor parks	Nov 5, 2012 4:24 PM
52	We feel that Bemidji needs to utilize the Sanford Center to bring in more large scale entertainment. This would in turn help our Bemidji economy.	Nov 5, 2012 3:39 PM
53	I like the upgrading and care given the city parks and recreation areas; ditto the desire to make our streets and homes more safe and residents aware of standards of safety. Thank you for caring about our opinion of our city and our community spirit.	Nov 5, 2012 1:35 PM
54	The reason I rated the Streets and Sanitation poorly is because it really is the ONLY area I have had issues with. I have logged at least a dozen calls to that department asking for their services at our address: 1305 South Lake Irving Drive SW (city limits). I have seen a street cleaner down here (we are at a dead end) ONCE IN OUR nearly 6 yrs. !!! With us being at the end of the street and bottom of a hill we DESPARATELY need the cleaning of the excessive sand, salt and leaves! Our neighbors have made repeated requests as well! I would like to make one additional request. This has been brought up with Mayor Larson: a possible large container placed at the SUPERB recycling center for grass clippings and another for other yard debris. This is offered in Grand Forks, ND (our other home) with GREAT SUCCESS! We used to buy the biodegradable bags from City Hall with curbside pickup weekly. This has stopped this year. We would have gladly continued that service. Why did it stop? After 2 flat tires bringing our yard waste to the landfill, where you drive the same road as the construction debris trucks, we stopped! PLEASE, put containers at the Transfer Station! This should offer a much needed service at little to no expense to the city. Residents tend to throw their waste in ditches that smell rotten and eventually end up in our lakes causing weed problems! I can't believe city officials turn a blind eye this continual behavior! We ALL pay the consequences for this behavior. I would be glad to be contacted on either of these issues! Thank you, Karen Lander 701-739-4544	Nov 5, 2012 11:20 AM
55	Our family moved to Bemidji in 1991. We have grown to love the place more and more so that upon my retirement in 2004, we decided to remain here for the rest of our lives! Bemidji offers a "small town feel" with other amenities of larger cities. Public theatre, offerings from Bemidji State University and quality	Nov 5, 2012 11:13 AM

Q15. Comments/recommendations:

programs from our schools and are excellent. Not to mention the outdoor recreational opportunities, plus all that Lake Bemidji offers in fishing, recreation and beauty. As far as I'm concerned, it doesn't get any better.

56	I find the level of poverty disproportionately experienced by people of color in this city to be embarrassing. We need to focus on helping Bemidji's non-white communities through more city employment and educational programs. Also, the police in this city are overly aggressive. I just moved here from Wisconsin while I work on my PhD and I am in shock over the racial politics and aggressive police presence in this city. I am completely disappointed in this city's race politics and the police officers' abuse of native youths (stopping them on the streets, etc.).	Nov 5, 2012 9:02 AM
57	Crime and gang activity is increasing, feeling of public safety is decreasing, stores that have been here for many years are going out of business, and the city continues to try to put in improvements that people don't want or need, and can't afford, such as city utilities. How much time and expense is being exhausted to argue over things that people don't want? The City of Bemidji needs to refocus on helping it's residents, and not spending all their time trying to attract new business. We are a small town, most people can't even afford a ticket to see a show at the Sanford Center, let alone pay more taxes to have it maintained.	Nov 5, 2012 8:50 AM
58	COULD DO A LOT MORE FOR YOUNGER CHILDREN SUMMER ACTIVITES THAT ARE ALREADY ON GOING AND NOT CITY RUN, LIKE SOCCER, SOFTBALL, BASEBALL, ETC.	Nov 5, 2012 8:29 AM
59	We do get some information regarding city decisions in the Bemidji Pioneer, but overall, I do feel that as residents, we don't have much input on city decisions.	Nov 5, 2012 8:19 AM
60	j	Nov 5, 2012 7:40 AM
61	The South Shore Center and the Marina need to be a higher priority. The city manager needs to retire so another city manager can begin to move the project forward. Our city charter needs to be changed to get more power back to the city council the elected officials and away from our city managers.	Nov 5, 2012 6:23 AM
62	I am a student at Bemidji State University. My place of residency is not in Bemidji, except during the school year. I don't know that my submission of this survey should apply to the overall results.	Nov 4, 2012 11:25 PM
63	Could make some of the rules for landlords and other city members easier to decipher also ask for members opinion before deciding to change rules and regulations.	Nov 4, 2012 7:52 PM
64	you need to check on the integrity of the city police-internal contests on arrests and property confiscation	Nov 4, 2012 6:53 PM
65	Street snow plowing is done in a timely manner, however, the city sidewalks esp. on Paul Bunyan Avenue are horrible. I'm am very concerned for our citizens that may be wheelchair bound and their inability to navigate these sidewalks.	Nov 4, 2012 10:25 AM
66	The city needs to prioritize people over business, increase tolerance, and focus on making services delivery meet residents needs. Greatest success was	Nov 4, 2012 8:54 AM

Q15. Comments/recommendations:

pickup of wood from boulevards after storm last Summer. Needs to focus more on how residents want services to be provided and less on making routines. Restore Spring brush and building materials pick-ups.

67	remove the retarded 2 hr parking law in front of downtown stores, very hard to do any shopping and eat when you have to move atuto every two hours	Nov 3, 2012 8:33 PM
68	Need for a reasonably priced loaf of bread in downtown Bemidji.	Nov 3, 2012 8:30 PM
69	The City is not encouraging to building issues. Rather than find a way to allow a building or remodeling, some employees are looking to the regs for a way to waylay the plans. The City needs to be more building friendly.	Nov 3, 2012 5:46 PM
70	Limit development of new "strip malls". Emphasize boulevard enhancement. Develop an active, well funded urban forestry program. Manage and be aware of impacts of increasing the footprint of impermeable surfaces and storm water run-off. There are neighborhoods with run-down, ill-kempt rental properties which detract from the appearance and image of the city. This is a reflection of the grim demographic and economic realities of the population. The distinction between the "haves" and "have nots" is clearly evident by a stroll down the city streets compared to a drive around the lake.	Nov 3, 2012 5:24 AM
71	I have concerns with city blight. I grew up here in Bemidji and recently returned. I remember Birchmont Drive being the elite drive but closer to the university...not so much anymore. Overall, the City does a very good job taking care of the city. Emergency rescue; Fire and Police are on the spot when needed. I feel safe in the City of Bemidji. Our Mayor is out there meeting visitors and residents. Our City Council is very active and cares about the issues. I love going into the Licensing Dept, they are fast, efficient and friendly. I have never had a bad experience in the Administration Building or the Police Station if I have had an issue to resolve or a question that needed answering. I am concerned about empty store fronts and bringing new businesses in. I would LOVE to see the Headwaters Science Center get the old Pamida Building, that would really spruce up that area on the river. The old Wright gas station needs to be acquired and fixed up to spruce up that corner, a popular walk down to the History Center. It is too bad 3rd Street has so many bars right down by the water; one area that can be considered "not safe" especially on a weekend night. The smell of urine has increased in that area; really unattractive for visitors coming up the street from the Chamber. All-in-all I am glad I returned to Bemidji after retiring from the service and I have settled myself in and gotten involved in the community. I feel we are well informed of issues through our extensive media in town. Thanks for all you (collectively) do for the First City.	Nov 3, 2012 3:42 AM
72	Need to deal with the rental problems and parking around BSU and NTC.	Nov 2, 2012 4:00 PM
73	Too many banks, not enough activities or recreational places to keep kids and teens occupied.	Nov 2, 2012 8:35 AM
74	alleys are used as sidewalks late at night need more police in our areas seems to be a lot of slum landlords who dont care who they rent to---seems to be an issue with property crimes and drug house in our area on Mississipi and Park---dumb idea about cats on lease ordinance stupid idea	Nov 2, 2012 8:26 AM

Q15. Comments/recommendations:

75	The stench by the sewer plant is horrible! I wouldn't want to be the business owner of Sparking Waters; it would be difficult to enjoy a dinner on the patio with the sewer smell in the air.	Nov 2, 2012 7:24 AM
76	People need to start cracking down on the downtown bar activity. 3 people going missing & showing up dead, badly injured or still missing is a HORRENDOUS thing to be going with such little care!!!!	Nov 2, 2012 7:18 AM
77	None	Nov 2, 2012 7:13 AM
78	Do something about the neighborhood blight and crowded conditions around the college.	Nov 2, 2012 5:17 AM
79	The workers in City Hall could be more polite and understanding. And answer the phone once in awhile instead of always letting it go to the answering machine.	Nov 2, 2012 3:31 AM
80	We like Bemidji and Beltrami County and intend to spend the rest of our years here.	Nov 1, 2012 2:47 PM
81	get rid of mr jon chattin-he is not worth his salary-in fact he is not worth much of anything-also get rid of greg negaard- a guy with speeding and dui convictions should not be involved ith public transit	Nov 1, 2012 1:52 PM
82	When you talk to a city employee, there should be follow through. There isn't. When you talk to the streets department about the snow plow not coming within 20 feet of your mailbox for 5 years in a row something should happen with that. Believe me when I tell you, that is repeately bringing that to the cities attention.	Nov 1, 2012 1:30 PM
83	Better enforcement of shape of homes and yards. ie Nymore areal	Nov 1, 2012 1:14 PM
84	I believe Bemidji is poorly run and ignores the wishes of the residents and patrons of city services.	Nov 1, 2012 12:50 PM
85	Changing the appearance of the city is costly and would be better spent on people who are in need.	Nov 1, 2012 11:31 AM
86	The city efforts in clean up following the July 2 storm were exceptional.	Nov 1, 2012 10:04 AM
87	Street lights out on Midway Dr. coming into downtown Bemidji, and leaving So. on Midway Dr. More active on property upkeep and appearance of homes etc. Is there a safety and/or building supervisor on staff?	Nov 1, 2012 9:53 AM
88	Please bring back home-recycling service.	Oct 31, 2012 9:00 PM
89	The CITY Sewer plant on the South Side needs to be relocated at least 10miles away from City Limits,urgently .The first greeting for Bemidji guests is often the stink of the Sewer Plant.!!	Oct 28, 2012 2:01 PM
90	Bemidji seems to have a reputation of being a good town / good place to vacation, but not a good place to live - people can't afford to live within city limits. Taxes are just too high, the City needs to quit spending like it has a blank check, people just can not afford it right now - whether it's taxes or franchise fees or whatever. If only (approx) 45% of the city properties are taxable, quit spending	Oct 26, 2012 3:30 PM

Q15. Comments/recommendations:

like there is 90% taxable property. That, combined with less LGA from the State, means the City should do what everyone else has had to do in this economy - concentrate on the basics and not do things that we simply can not afford right now. Everyone has had to cut back, or put off a project because they can't afford it right now. Also, it is critical that Bemidji has jobs that pay better wages. Bemidji has wonderful school system and great opportunities for children's activities, but it's very hard for a family with young children to live around here. Even for college educated parents, low wages, poor benefits and a high cost of living (for just basic expenses, no "extras") make multiple jobs a necessity.

- | | | |
|----|---|-----------------------|
| 91 | We live out of town..north..10 miles and I am concerned about how far away a fire station is to our property. The house will burn before the trucks get here. Our insurance is higher because of it, | Oct 26, 2012 8:32 AM |
| 92 | I would like to be involved in city government, but I don't see any place to say what I really feel would be beneficial to the citizens. | Oct 22, 2012 8:48 PM |
| 93 | Funding for schools and the library. | Oct 21, 2012 10:50 AM |
| 94 | Need more green space, less big box development. Traffic calming and pedestrian safety need more emphasis. | Oct 21, 2012 4:51 AM |
| 95 | Snow removal should be done any other time than at 8AM when everyone is trying to get to work/school. It's make it difficult to maneuver around the city with big banks blocking road ways. The city needs to wake up and realize there is a HUGE drug problem instead of sweeping it under the rug and chasing out those that are trying to break the cycle. This only masks the problem for a little while and crime rates go up because those that are under the rug are stealing from other folks to cure the next fix. Let's FIX the problem, not cover it up! Frankly prescription drug abuse is on the rise and Bemidji is no exception. I enjoy the city, parks and the outdoor feel of Bemidji, but also sick of the city dictating what they are going to allow into the city in desperate attempt to keep it a "small town feel." Let's be real, Pamida closed, Kmart closed, Fashion Bug closed... these are just the ones that I can think of off the top of my head. Look at all the empty buildings? We NEED to do something about this and why not try to bring some jobs into this town. I am a transplant and finding a job here is ridiculous, well let me rephrase, finding a GOOD job here is difficult. I moved up here several years ago and quickly found out to get a good job through the city, county, BSU/Tech or any other good paying job with decent benefits you must know someone who is working there already, have the "right" last name or have a very specific degree/education that they are looking for. Lastly, it would be nice to have schools that offered second languages early on and also offered more whole food/organic options. | Oct 20, 2012 10:03 AM |
| 96 | Why is it that some businesses downtown are exempt from removing snow from sidewalks...also it seems one of the last sidewalks to be plowed after a major snowstorm is the Irvine Ave bridge... | Oct 20, 2012 8:57 AM |
| 97 | The fortune spent on the Ice Arena and the pay back has not been great. Need someone that is more motivated to making the Ice Arena more available to businesses to promote there products etc. in North Central MN. Right in the heart of the north woods! | Oct 20, 2012 6:20 AM |

Q15. Comments/recommendations:

98	I believe the decision to build the Sanford Center was a major mistake and one we (taxpayer) will be paying for, probably forever. City government did NOT listen to the public on this and now look where we are at? Like all other communities, this event center is draining city funds.	Oct 20, 2012 5:24 AM
99	I'd like to see better traffic enforcement. I live on the southside of Bemidji, and the Old Midway Drive has become a racetrack for some drivers, with the majority driving only in the left lane. I see many drivers exceeding 40 mph routinely, zigzagging through traffic. I don't know how you can teach manners to some of these people, but increased enforcement might help.	Oct 20, 2012 4:34 AM
100	Creating jobs with livable wages is creating jobs. Creating jobs that are low hours and minimum wage creates employed poverty. Overspending had forced annexation. It looks desparate. I have been recently annexed but where are the services. No cop ride throughs not a thing added to my nieghborhood but the taxes. Desparate.....	Oct 20, 2012 3:49 AM
101	Business owner in Bemidji	Oct 19, 2012 8:15 PM
102	They are too worried about padding the checkbook with tax money to care how it affects the citizens	Oct 19, 2012 7:53 PM
103	The City Council should think about finding a new City Manager.	Oct 19, 2012 5:03 PM
104	Horrible! You need to redirect your attention to the major issues effecting this town- no jobs, businesses closing, no industry, etc....Instead of worrying about the ugly bike bridge (which, by the way, I have NEVER seen one person on since it opened and I live over there), the parks, and all the "festivals" in this town. You need to open your eyes and take a good look at what people really need! JOBS!	Oct 19, 2012 4:34 PM
105	Not at all happy with all of the development on the west side, will not attend events at the event center because we didn't support it in the first place. The city has the wrong priorities. They are only interested in making big money, not in improving the lives of it's residents.	Oct 19, 2012 3:15 PM
106	need a dog park, more sidewalks, running trails, better restaurants, better clothing stores/department stores	Oct 19, 2012 2:58 PM
107	We wish the city would bring back the leaf pick up(fall and spring) and the curb pick up for appliances and items once a year.	Oct 19, 2012 2:43 PM
108	We would love a city operated water park. Not everyone likes swimming in the lakes. Visit Apple Valley's water park website for ideas! Wonderful place for families and it brings in city revenue! http://www.ci.apple-valley.mn.us/Facilities.aspx?Page=detail&RID=37	Oct 19, 2012 2:35 PM
109	Crime is a major problem. We have been broken into 5 different times at 3 different residences that we have lived. I also feel that the city is not doing enough to help current businesses. The taxes are too high and there are too many regulations, the city needs to try to keep current businesses. I love the parks but I think it is silly that the different events the City holds, (World Day of Play and exercising on the beach and kids activities, etc.) I would rather not have	Oct 19, 2012 5:18 AM

Q15. Comments/recommendations:

the tax dollars wasted on these.

110	There are hardly any affordable entertainment options in this city. It would do the residents a favor if the city offered more activity/family nights	Oct 18, 2012 5:41 PM
111	regional shopping center is not what will support the local economy. of course you know that manufacturing isn't attracted here because of the location with no major support highway.	Oct 18, 2012 6:13 AM
112	Thank you for your hard work after the July storm. I see the sticks in Diamond Point where the new trees will go. Yay! I assume the decrease in LGA has stressed city employees. Thanks for hanging in there through difficult times. I wish the city council would rethink their moratorium on the judicious support of non-profits. High fives to the street plow people. I don't always agree with everything the city does, but I sure appreciate the folks who put themselves out there making the decisions and doing the work.	Oct 18, 2012 5:18 AM
113	We need lower taxes and less regulations so businesses can prosper. We need less low income housing so low income people will not move here.	Oct 16, 2012 2:12 PM
114	The rentals and other neighborhoods in the city need to be cleaned up. This is what people entering the downtown area see and it is not pretty. I have had comments from out of town guests about this. Also we need to have some gift shop/tourist stores in the downtown area to attract visitors ei: Park Rapids and Walker. Not more stores along Paul Bunyan Dr. I would like keep the small town that makes Bemidji great.	Oct 13, 2012 8:51 AM
115	Biggest issue that I see that is easy to fix and needs immediate attention is the sidewalks in the winter HAVE to be maintained and cleared the full width of the sidewalk for children, elderly and handicapped and general publics safety. The lack of that made alot of my answers above a lower point. as there is no excuse for the poor quality of sidewalks.	Oct 13, 2012 8:03 AM
116	Need to be more assertive regarding fundraising for the dog park - this is something that is needed for those with dogs considering the need to leash within the city. A safe place to exercise a dog is needed.	Oct 11, 2012 7:57 AM
117	Would love to see some city incentives to help revitalize downtown. Both to bring business in and help businesses keep up their buildings.	Oct 8, 2012 10:55 AM
118	The City needs to place an emphasis on the basic needs, such as police, fire and streets.	Oct 8, 2012 8:53 AM
119	Too much tax money goes to the event center. Too much crime.	Oct 8, 2012 5:41 AM
120	there should be more connections with Lake Bemidji and the Mississippi River for intentional recreational, educational, and business purposes	Oct 7, 2012 11:23 AM
121	1-Use of "Handicaped" parking spaces by those without stickers is out of control !! A 'crackdown' by the police department and payment of fines posted would benefit both the citizen and the department. With winter coming this is a concern once again. PLEASE institute enforcement of this !! 2)_Absentee landlords not tending to property in a manner suitable to a neighborhood. Example: 1201	Oct 5, 2012 6:09 AM

Q15. Comments/recommendations:

Beltrami....Lovely home for many years..Now looks like a 'dump' !!! Front steps falling apart,weeds growing in front yard,junkie looking all around. Shameful..Take a look..... 3)All in all the city is a great place to live, but there are long standing problems, such as these, that may not be of the greatest importance but it affects MANY people. Thank you.

122	The City Council needs to start looking for a new City Manager. This one has been here long enough. The City needs to finish projects (North Side Park) before starting another project (Waterfront).	Oct 4, 2012 12:54 PM
123	Water quality rating was related to study published on poor quality of water.	Oct 4, 2012 11:53 AM
124	Save the Carnegie!	Oct 4, 2012 10:31 AM
125	I love the Sustainability Focus the City has taken on! More of that!	Oct 4, 2012 10:29 AM
126	Better lighting on the streets at night; it's very dark and nerv racking to be walking outside with no street lamps.	Oct 3, 2012 3:57 PM

11/19/12

As the inner areas of the City of Bemidji, particularly in Wards 1 and 3, become more and more characterized by rental units, neighborhood blight becomes ever so apparent. Absentee landlords exercise little or no control over the condition of their properties, contrary to their self-serving public comments. Uncut lawns, vehicles parked on unpaved areas of such lawns, broken doors and windows hanging askew, garbage bags not in appropriate collection carts, indoor furniture left outside in all types of weather including Winter snows, etc., being very much in evidence.

I understand rental ownership, as I have owned such properties in the past. However, I kept much better control of the condition of such properties. Renters, no matter who they are, just do not have a sense of the manner in which properties should be maintained.

In the areas surrounding the Bemidji State University campus rental units without resident owners have come to dominate, with some entire blocks having no real residential ownership. This is typical of such campus areas, as can be observed in Mankato, St. Cloud, and Minneapolis, among others. Because Bemidji State University is one of the smaller of such schools, rental properties in the past were limited. This has now evidently changed. The term "academic slum" comes to mind, as rental owners seem only interested in the profit to be made from such investments. These absentee owners are not good neighbors.

Within the past ten years three properties along the lakeshore between Diamond Point Park and Cameron Park have become collective rental units. This is my neighborhood, and it pains me most directly to see the present conditions of these properties. It is only a matter of time before the value of my own property declines because of the condition of these rental properties.

Although there was a move recently to limit the number of rental properties in a given area, such was not established and enforced. Having been present at a number of public hearings on this situation I was affronted by the threatening voices and attitudes of some of the absentee landlords present as well as the weak response of the members of the City Council. All of the other dimensions considered in the enclosed resident survey fade in importance next to this issue of developing neighborhood blight, as such blight informs all of the other issues.

As practical proposals, I suggest the following:

- 1) Bemidji State University reestablish an office of off-campus student housing as it once had within the Office of Student Affairs. Students would be allowed to reside only in housing approved by this office.
- 2) Bemidji State University should prepare its students in terms of "good citizenship" living off campus within the larger Bemidji community, including matters of noise, proper parking, tossing of garbage, and smoking on private property across from the campus.
- 3) What ever-codes and/or regulations exist for rental housing should be enforced by law enforcement officers without complaints from citizens being first lodged. Driving through neighborhoods such officers should be on the lookout for such.

What was once a series of neat and clean neighborhoods, with properties owned by those who lived in them, have now become what can only be termed "slums." There is still time to correct these conditions through code and control, but the time grows ever late.

Thank you!

**AUTHORIZING REPORTING REQUIREMENTS FOR THE
LOCAL PERFORMANCE MEASUREMENT PROGRAM**

WHEREAS, the City Council of the City of Bloomington (City) has adopted and implemented the minimum ten performance measures developed by the Council on Local Results and Innovation;


WHEREAS, the City is in the process of implementing a local performance measurement system as developed by the City Council on Local Results and Innovation;

WHEREAS, the City will report the results of the ten adopted measures to its residents before the end of the calendar year through publication, direct mailing, posting on the entity's website, or through a public hearing at which the budget and levy will be discussed and public input allowed;

WHEREAS, the City will survey its residents by the end of the calendar year on the services included in the performance benchmarks;

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF BLOOMINGTON, that the necessary documentation will be filed with the Office of the State Auditor for the Performance Measurement Program to be eligible for a reimbursement of \$0.14 per capita in local government aid, not to exceed \$25,000 and is also exempt from levy limits under Sections 275.70 to 275.74 of State Statute for taxes payable in 2014.

Passed and adopted this 24th day of June, 2013.



Mayor

Attest:



Secretary to the Council

RESOLUTION NO. 2013. 67

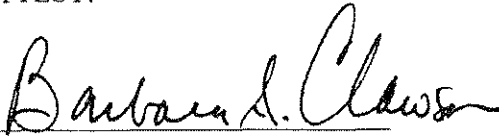
The attached resolution was adopted by the City Council of the City of
Bloomington on June 24, 2013.

The question was on the adoption of the resolution, and there were 7 YEAS
and 0 NAYS as follows:

CITY OF BLOOMINGTON COUNCILMEMBERS:	YEA	NAY	OTHER
Gene Winstead	<u>✓</u>	_____	_____
Jack Baloga	<u>✓</u>	_____	_____
Tim Busse	<u>✓</u>	_____	_____
Tom Hulting	<u>✓</u>	_____	_____
Karen Nordstrom	<u>✓</u>	_____	_____
Steve Peterson	<u>✓</u>	_____	_____
Vern Wilcox	<u>✓</u>	_____	_____

RESOLUTION ADOPTED.

ATTEST:


Secretary to the Council



Report on Performance Measures for 2012 City of Bloomington

General:

1. Rating of the overall quality of services provided by your city Source: 2013 Citizen Survey, Question 14	Excellent 29%	Good 58%	Fair 12%	Poor 1%
--	------------------	-------------	-------------	------------

2. Percent change in the taxable property market value = -1.6% for 2012 payable year 2013

3. Citizen's rating of the overall appearance of the City Source: 2013 Citizen Survey, Question 2	Excellent 19%	Good 61%	Fair 18%	Poor 2%
--	------------------	-------------	-------------	------------

Police Services:

4. Part I and II crime rates

OR Citizens' rating of safety in their community Source: 2013 Citizen Survey, Question 6	Very Safe 75%	Somewhat Safe 22%	Neither 2%	Somewhat Unsafe 1%	Very Unsafe 0%
---	------------------	----------------------	---------------	-----------------------	-------------------

Output Measure: Police response time on top priority calls from dispatch to the first officer on scene= 5.79 min.

Fire Services:

5. Insurance industry rating of fire services ISO 3

OR Citizens' rating of the quality of fire protection services Source: 2013 Citizen Survey, Question 13	Excellent 54%	Good 41%	Fair 5%	Poor 0%
--	------------------	-------------	------------	------------

Output Measure: Fire response time from dispatch to first unit on scene = 4.5 minutes

Streets:

6. Average City street pavement condition rating 72.1 rating on the Pavement Condition Index (PCI)

OR Citizens' rating of the road condition in their city Source: 2013 Citizen Survey, Question 13	Excellent 8%	Good 39%	Fair 36%	Poor 16%
---	-----------------	-------------	-------------	-------------

7. Citizen's rating the quality of snowplowing on City streets Source: 2013 Citizen Survey, Question 13	Excellent 34%	Good 44%	Fair 15%	Poor 6%
--	------------------	-------------	-------------	------------

Water:

8. Citizens' rating of the dependability and quality of City water supply. Source: 2013 Citizen Survey, Question 13	Excellent 51%	Good 38%	Fair 9%	Poor 2%
---	------------------	-------------	------------	------------

Output Measure: Operating cost per 1,000,000 gallons of water pumped/produced (centrally-provided system) (Actual operating expense for water utility/total gallons pumped/1,000,000) = \$910/1,000,000 gal.

Sanitary Sewer

9. Citizens' rating of the dependability and quality of City sanitary sewer service (centrally-provided system) Source: 2013 Citizen Survey, Question 13	Excellent 32%	Good 56%	Fair 10%	Poor 1%
---	------------------	-------------	-------------	------------

Output Measure: Number of sewer blockages on City system per 100 connections (centrally-provided system) (Number of sewer blockages on City system reported by sewer utility/# of connections * 100 = 0.02/100 connections)

Parks & Recreation:

10. Citizens' rating of the quality of City recreational programs and facilities (parks, trails, park buildings) Source: 2013 Citizen Survey, Question 13	Excellent 26%	Good 60%	Fair 13%	Poor 1%
--	------------------	-------------	-------------	------------

Note: The results of the 2013 Citizen's Survey will be on the Bloomington website by September 1, 2013. ☐
Some responses will not add up to 100 due to rounding.

Member Carol Kleven introduced the following resolution and moved its adoption:

RESOLUTION NO. 2013-63

RESOLUTION DECLARING THE CITY OF BROOKLYN CENTER'S PARTICIPATION IN THE STATE PERFORMANCE MEASUREMENT SYSTEM FOR 2013

WHEREAS, in 2010, the Minnesota Legislature created the Council on Local Results and Innovation (CLRI); and

WHEREAS, in February 2011, the CLRI released a standard set of performance measures for cities that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of cities in providing services, and measure resident's opinions of those services; and

WHEREAS, the City of Brooklyn Center's existing goals and measures met or exceeded the State's standard set of measures and were approved by the State in June of 2011 for use in this program; and

WHEREAS, in February 2012, the CLRI created a comprehensive performance measurement system for cities to implement in 2012; and

WHEREAS, participation in the state Performance Measurement System is voluntary; and

WHEREAS, cities that choose to participate in the new standards measure program may be eligible for reimbursement in LGA and exemption from levy limits.

BE IT RESOLVED by the City Council of the City of Brooklyn Center, Minnesota, that:

1. The city had adopted and implemented performance measures as approved by the CLRS; and
2. The city is in the process of implementing a local performance measurement system as prescribed by the Council on Local Results and Innovation; and
3. The city will report the results of the adopted measures to its residents before the end of the calendar year through publication, direct mail, posting on its website, or through a public hearing at which the budget and levy will be discussed and public input allowed; and
4. The city will survey its residents by the end of the calendar year on the services included in the performance benchmarks; and

BE IT FURTHER RESOLVED that the actual results of the performance measures adopted by the city for the program in 2012 will be reported to the Office of the State Auditor by July 1, 2013.

RESOLUTION NO. 2013-63

June 10, 2013

Date

Tim Willson

Mayor

ATTEST: Mara Rosenbaum, Deputy
City Clerk

The motion for the adoption of the foregoing resolution was duly seconded by member

Kris Lawrence-Anderson

and upon vote being taken thereon, the following voted in favor thereof:

Tim Willson, Carol Kleven, Kris Lawrence-Anderson, Lin Myszkowski, and Dan Ryan;
and the following voted against the same: none;

whereupon said resolution was declared duly passed and adopted.



City of Brooklyn Center

Annual
Results for
the year

2012

This report documents results toward the achievement of Strategic and Ongoing Goals Desired Outcome Success Targets established by the Brooklyn Center City Council (Updated 06-30-2013)

Measuring Success



City of Brooklyn Center

OUR MISSION

To ensure an attractive, clean, safe community that enhances the quality of life and preserves the public trust

OUR VALUES

Excellence and Quality

Ethics and Integrity

Vision and Planning

Fiscal Responsibility

Cooperation and Teamwork

Open and Honest Communication

Professionalism

STRATEGIC GOALS-Desired Outcomes-Success Targets

S.G.1. We will ensure a safe and secure community

- **The threat and fear of real or perceived crime among citizens and others will be greatly reduced (d.o.1)**

a. Reduce Violent Crime by 10% or more each year

Target Met	Target Not Met	Undetermined
	X	
Data/Information/Explanation: Reporting Agency: Police Violent crime for 2012 was reduced by 16.3% from 2011. Source: Police Crime Statistics (Note: Hennepin County Crime Statistics not available as of 06-30-2013)		

b. Reduce Property Crime by 10 % or more each year

Target Met	Target Not Met	Undetermined
	X	
Data/Information/Explanation: Reporting Agency: Police Property crime for 2012 increased 0.6% from 2011. Source: Police Crime Statistics		

- **Citizens will feel and be safe in their homes, areas of concern and throughout the City (d.o.2)**

a. City Survey results will reflect that all residents feel safe in their homes.

Target Met	Target Not Met	Undetermined
	X	
<p>Data/Information/Explanation: Reporting Agency-Police In review of the surveys that were taken at each of the four Neighborhood Park meetings a total of 95% residents indicated they felt safe in their homes most of the time. (A total of 203 of 214 responses)</p> <p>Source: 2012 Area Neighborhood Meeting Poll</p>		

b. City Survey results will reflect that all residents feel safe throughout the City (No places deemed unsafe)

Target Met	Target Not Met	Undetermined
	X	
<p>Data/Information/Explanation: Reporting Agency-Police The 2012 Community Survey found an increase of 15% of residents who indicated they felt safe throughout the city since the 2008 Community Survey was completed. (53% in 2008 versus 68% in 2012)</p> <p>Source: 2012 Area Neighborhood Meeting Poll</p>		

- c. *City survey results will reflect that all residents feel safe walking alone at night in their neighborhood.*

Target Met	Target Not Met	Undetermined
	X	
<p>Data/Information/Explanation: Reporting Agency-Police The 2012 Community Survey found an increase of 10% of residents who indicated they felt safe walking alone at night since the 2008 Community Survey was completed. (65% in 2008 and 75% in 2012)</p> <p>Source: 2012 Area Neighborhood Meeting Poll</p>		

S.G.2. We will proceed aggressively with implementation of City redevelopment plans

- **Privately funded redevelopment will expand and improve (d.o.1)**

- a. *At least 50% of the privately owned residential vacant properties will be redeveloped by 2016 adding to the adjusted for inflation taxable value of the City. Redevelopment of these properties will commence by 2012*

Target Met	Target Not Met	Undetermined
	X	
<p>Data/Information/Explanation: Reporting Agency- Business and Development A substantial majority of the privately owned vacant residential property consists of a 2.19 acre parcel which lies immediately west of the River Glen Apartment Complex. The property is part of the approved preliminary plat of Evergreen Villa's Addition, which proposes to increase the size of this vacant parcel to 2.79 acres. There are approximately a dozen vacant lots scattered throughout the community.</p> <p>To preserve the future residential development opportunities of Eastbrook Estates 2nd Addition, the EDA acquired approximately 5.7 acres of the land assembled for the planned development of 20+ residential lots.</p> <p>At this time, the residential housing market has not improved to a level to generate any serious inquiries on the development of</p>		

Target Met	Target Not Met	Undetermined
vacant residential properties.		
Source: Internal Records		

b. *At least 80% of privately owned vacant commercial properties will complete redevelopment by 2016 adding to the adjusted for inflation taxable value of the City. Redevelopment of these properties will commence by 2012.*

Target Met	Target Not Met	Undetermined
	X	
<p>Data/Information/Explanation: Reporting Agency- Business and Development</p> <p>The 5 major vacant commercial properties identified with this goal comprise approximately 36 acres in area and include the following: the former NW Racquet Club (8 acres), the former Howe Fertilizer Site, the former Jerry's Food Site (4 acres) the 2nd phase of the Adult Education/Northwest Family Site (3 acres) and the 3rd phase of the Luther Automotive Site (16 acres)</p> <p>In 2012 certificate of occupancy permits were issued to the following construction projects which comprise 75% of these vacant properties:</p> <ul style="list-style-type: none"> • Northwest Family Service Center for a 63,000 sq. ft. office addition and parking structure to the District 279 Adult Education Building; • the Honda and Toyota Dealerships (52,228 sq. ft. and 52,140 sq. ft. respectively) were completed; and • A 90,000 sq. ft. multi-tenant industrial building was constructed on the former NW Racquet Club/Lifetime Site. <p>The owner/ developer of the former Howe Fertilizer Site is optimistic that they will receive the necessary environmental approvals and clean up funds to construct a 61,000 sq. ft. multi-tenant industrial building for late 2013 occupancy.</p> <p>The market conditions associated with the redevelopment opportunities for the 4 acre Jerry's Food site will improve with the 2013 development activity within the Shingle Creek Crossing PUD; specifically, the renovation of the Food Court Building with jr. box retailers.</p>		

Target Met	Target Not Met	Undetermined
Source: Internal Records		

- c. *At least 50% of blighted/economically obsolete commercial properties will be redeveloped by 2016 adding to the adjusted for inflation City Tax Base. Redevelopment of these properties will commence by 2012*

Target Met	Target Not Met	Undetermined
		X
Data/Information/Explanation: Reporting Agency-Business and Development The properties included in this goal include the Target, Inland Commercial Center, Office Max Center, former Best Buy site, former K-Mart site and Davanni’s restaurant. These properties include 38 acres. The redevelopment of the northern and eastern portion of the Opportunity Site will be highly dependent on the redevelopment of the Brookdale Mall Area (Shingle Creek Crossing PUD), the potential repositioning of the major commercial user in this area (Target), and the reuse of vacant commercial buildings and tenant space, such as the relocation of Brown Business College.		
Source: Internal Records		

- **“Opportunity Site” redevelopment will commence (d.o.2)**
 - a. *30% of the privately owned properties north and east of John Martin Drive will commence redevelopment by 2016*

Target Met	Target Not Met	Undetermined
		X
Data/Information/Explanation: Reporting Agency-Business and Development At this time, discussions for this area have occurred, but development has not started.		

Target Met	Target Not Met	Undetermined
Source: Internal Records		

b. *All of the privately owned properties north and east of John Martin Drive will complete redevelopment by 2021 adding to the adjusted for inflation taxable value of the City*

Target Met	Target Not Met	Undetermined
		X

Data/Information/Explanation: Reporting Agency-Business and Development

The redevelopment of the northern and eastern portions of the Opportunity Site will be highly dependent on the redevelopment of the Brookdale Mall Area (Shingle Creek Crossing) which could cause a repositioning or changes to the Target site, the ability to assemble multiple properties, and the market conditions for multiple family residential development.

In 2012, Best Buy closed their store, adding 50,000 sq. ft. of retail space to the current store front vacancies of approximately 100,000 sq. ft. within the former K-Mart Building and Brookview Plaza/former Office Max Center

To date, the commercial inquires have been on the reuse or repurposing of these vacant retail spaces and the former Best Buy Site.

Source: Internal Data

c. *At least 50% of EDA owned and privately owned properties located south and west of John Martin Drive will commence and complete redevelopment by 2016 adding to the adjusted for inflation taxable value of the City*

Target Met	Target Not Met	Undetermined
		X

Target Met	Target Not Met	Undetermined
<p>Data/Information/Explanation: Reporting Agency-Business and Development</p> <p>The 47 acres of land identified in this goal include the former Brookdale Ford Site (8.4 acres), the Brookdale Square Center (former Circuit City strip center (22.3 acres), the Goldmark Office Building (8 acres) and the 5 lots along John Martin Drive (7 acres).</p> <p>In 2012, the Minnesota School of Business acquired the Goldmark Office Building and continues to occupy the 2nd floor of this 70,000 sq. ft. building. Vacant building and tenant spaces within this area include: the former Audio King Building, Perkins restaurant, 1st floor of the former Goldmark office building and a majority of the Brookdale Square Strip Center, with the exceptions of a long term lease with PEP Boys and a 10 year lease with Ocean Buffets remodeling of the former T Wrights restaurant site.</p> <p>Redevelopment of this portion of the Opportunity Site will be influenced by the proposed Shingle Creek Crossing redevelopment of the Brookdale Mall properties and the market conditions for alternate uses such as offices and residential.</p> <p>The City has employed The McCombs Group to undertake a housing market study for the Opportunity Site which will be available in April-May, 2013</p> <p>Source: Internal Records</p>		

d. All EDA owned and privately owned properties located south and west of John Martin Drive will commence and complete redevelopment by 2021 adding to the adjusted for inflation taxable value of the City.

Target Met	Target Not Met	Undetermined
		X
<p>Data/Information/Explanation: Reporting Agency- Business and Development</p>		

Target Met	Target Not Met	Undetermined
<p>The EDA property referenced in this goal is the 8.6 acre, former Brookdale Ford site. Staff discussions on this property have included the possibilities of a joint planning venture with the adjoining 23 acres owned by Centro Properties/Blackstone Properties, with the possibilities of expanding the conceptual development to include the 8 acre Goldmark Office site, to achieve the type of redevelopment envisioned by the Opportunity Site Master Plan.</p> <p>The redevelopment of this area is highly dependent on the Shingle Creek Crossing Commercial redevelopment of the Brookdale Mall properties and residential market conditions that would support a mixed use redevelopment.</p> <p>Source: Internal Records</p>		

- **EDA owned properties redevelopment will proceed expeditiously**
 - a. *At least 50% of the EDA properties owned (Non Opportunity Site) commercial properties (approximate 12 acres) will commence redevelopment by 2012*

Target Met	Target Not Met	Undetermined
	X	
<p>Data/Information/Explanation: Reporting Agency-Business and Development</p> <p>This goal includes the following properties:</p> <ul style="list-style-type: none"> • the 8.6 acre site that was conveyed and developed by the Molasky Group for the FBI Regional Facilities, • the former Olive Garden and balance of the Cracker Barrel site (approximately 5 acres), • the 1.06 acres being developed with the Shingle Creek Crossing PUD (former Ground Round Restaurant), • the 1.5 acre phase II Embassy Suites lot, and • the 8 acres known as the 57th & Logan Site. <p>The development of the FBI site and the inclusion of the former Ground Round restaurant site into the Shingle Creek Crossing PUD is approximately 40% of this goal.</p> <p>In 2011, the MPCA removed their environmental remediation equipment and the City completed a replat of the properties to facilitate future redevelopment opportunities for the 57th and Logan Ave Site.</p>		

Target Met	Target Not Met	Undetermined
<p>In 2012, the FBI Site was completed and the adjacent 5 acres was positioned as a highly visible site for new office development along the Interstate.</p> <p>The City is aware of interest by the hospitality industry in the development of the Phase II Embassy Suites site.</p> <p>Source: Internal Records</p>		

b. All EDA owned commercial property (approximate 33 acres) will have completed redevelopment within ten years by 2021 adding to the adjusted for inflation taxable value of the City

Target Met	Target Not Met	Undetermined
		X
<p>Data/Information/Explanation: Reporting Agency- Business and Development</p> <p>The development of the FBI Regional Field Offices (8.6 acres) and the approved conveyance of the Ground Round Restaurant site of 1.06 acres is approximately 29% of all of the EDA properties. The remaining 23+ acres are high profile sites and well positioned to be part of the redevelopment of the City that will occur prior to 2020.</p> <p>Source: Internal Records</p>		

S.G.3. We will stabilize and improve residential neighborhoods

- **Citizens will benefit from a diverse stock of housing types and styles (d.o.1)**

a. The number of home improvements and remodels will increase

Target Met	Target Not Met	Undetermined
	X	
<p>Data/Information/Explanation: Reporting Agency- Buildings and Community Standards</p>		

Target Met	Target Not Met	Undetermined
<p>In 2012 2,178 residential construction permits were issued with a valuation of \$7,851,145 versus 2,110 in 2011 with a value of \$6,699,765 and 2,148 in 2010 with a value of \$7,460,320.</p> <p>The number of residential properties that made property improvements in 2012 was 1,422 with an average of \$5,521 per property. Of these 1,422 properties 522 were vacant properties with an average per property of \$5,464.42. This compared to 1,380 with an average of \$4,863 per property in 2011, and 1,265 for \$5,653 per property in 2010.</p> <p>The number of permits issued for property improvements and repairs continues to be high, partly due to the number of repairs of vacant properties and general maintenance required for an older housing stock.</p> <p>Definition: First part means number of all residential permit types (building, plumbing, mechanical, electrical) and value of all permits. Second part is a subset of that indicates the total number of properties that permits were issued to and the average value of improvements per property.</p> <p>Source: LOGIS PIMS database</p>		

b. The value added home improvements will exceed \$7,500 average per permit in each neighborhood (i.e. garage additions, bathrooms, bedrooms, 2nd stories, energy efficiency improvement) annually

Target Met	Target Not Met	Undetermined
X		
<p>Data/Information/Explanation: Reporting Agency- Buildings and Community Standards</p> <p>In 2012 178 properties were issued permits that were considered value added for a total value of \$1,595,788 an average of \$8,965 per property. In 2011 109 properties were issued permits that were considered value added for a total value of \$1,120,515 an average of \$10,280 per property. In 2010, 101 permits were issued for a total value of \$1,039,359 and average of \$10,291.</p>		

Target Met	Target Not Met	Undetermined
<p>Definition: A value added permit includes new garages, new bathrooms, basement finishes, home additions, new decks and similar. Permits analyzed included single family remodels or additions that are not commercial, multifamily or new homes.</p> <p>Source: LOGIS PIMS database</p>		

c. Housing and accommodations for seniors will be available for aging residents consistent with the demand for housing by this demographic group

Target Met	Target Not Met	Undetermined
		X
<p>Data/Information/Explanation: Reporting Agency- Buildings and Community Standards Presbyterian homes is adding a 97 bed skilled nursing facility, construction began in 2012.</p> <p>Source: Senior Housing Search.com and Internal Records</p>		

d. There will be new housing construction to accommodate the needs of those seeking modern housing and move up housing choices

Target Met	Target Not Met	Undetermined
	X	
<p>Data/Information/Explanation: Reporting Agency-Buildings and Community Standards The only new housing construction in 2012 is the construction of the new housing units at the Maranatha Facility.</p> <p>Source: Internal Records</p>		

- **Owners and occupants of housing in residential neighborhoods will comply with City codes and regulations which will be adequate to ensure a safe well maintained and attractive community (d.o.2)**

a. Of all residential properties inspected, 90% will be in full compliance with property maintenance codes (% of properties w/o violation)

Target Met	Target Not Met	Undetermined
	X	
<p>Data/Information/Explanation: Reporting Agency-Buildings and Community Standards In 2012 approximately 70% of the properties within the city were inspected. Of those properties inspected 77% did not have any violations recorded throughout the entire year.</p> <p>1,484 properties had violations and of those properties, 86% were brought into compliance. In certain cases, weather deferrals were appropriate or enforcement actions were required.</p> <p>Source: LOGIS PIMS inspection database</p>		

b. All residents surveyed are aware of, understand and support the enforcement of city housing and neighborhood codes

Target Met	Target Not Met	Undetermined
		X
<p>Data/Information/Explanation: Reporting Agency-Buildings and Community Standards The majority of residents feel the codes are about right, while some feel they are not tough enough and a few feel they are too tough.</p> <p>Source: 2012 Resident Community Survey</p>		

- **Owner occupied housing will increase as a percentage of total housing (d.o.3)**
 - a. *At least 95% of single family residential properties will be owner-occupied*

Target Met	Target Not Met	Undetermined
	X	
<p>Data/Information/Explanation: Reporting Agency-Assessing and Licensing 677 single family properties had an active rental licensed on December 31, 2012.</p> <p>Of 8,183 properties defined as single family homes, end-of-year data indicated 677 active/pending rental licenses in 2012 (91.8%) , 603 active/pending rental licenses in 2011 , 587 active/pending rental licenses in 2010 and 590 active/pending rental licenses in 2009.</p> <p>Definition: A single family property is defined as single family detached, duplex, townhome or condominium. Note: In 2010, a rental license ordinance amendment requires all non-owner-occupied properties to be licensed including relative homesteads.</p> <p>Source: Assessing and Business License data</p>		

- b. *At least 95% of all new housing will be built for owner occupancy*

Target Met	Target Not Met	Undetermined
	X	
<p>Data/Information/Explanation: Reporting Agency-Buildings and Community Standards The only new housing construction in 2012 is the construction of the new housing units at the Maranatha Facility. These units are not owner-occupied.</p> <p>Source: Internal Records</p>		

- **Problems associated with foreclosed residential properties will be dramatically reduced or eliminated (d.o.4)**
 - a. *90% of qualified vacant properties will be registered and in compliance with the vacant building ordinance*

Target Met	Target Not Met	Undetermined
	X	

Data/Information/Explanation: Reporting Agency-Buildings and Community Standards

In 2012, 83.4% of qualified vacant properties were registered in 2012. 295 Properties were issued reoccupancy permits in 2012 and were in compliance with city codes. In 2011, 83% of qualified vacant properties were registered in 2011. 319 properties were issued reoccupancy permits in 2011 and were in compliance with city codes. In 2010, 76.21% of qualified vacant properties were registered in 2010. 229 properties were issued reoccupancy permits in 2010 and were in compliance with city codes.

In 2012, 721 properties were vacant throughout the year of 2012 compared to 916 in 2011 and 848 in 2010. 545 of these properties were qualified to be registered. 455 properties were registered, with 248 newly registered properties in 2012 compared to 351 in 2011 and 301 in 2010.

Definition: Qualified properties do not include HUD exempt, snowbird, vacant for less than 30 days, and rare special circumstances.

Source: LOGIS Pims database

b. All vacant properties will be in compliance with property maintenance codes

Target Met	Target Not Met	Undetermined
	X	
<p>Data/Information/Explanation: Reporting Agency-Buildings and Community Standards Not all vacant properties were in compliance with city codes in 2012. 295 vacant properties were brought into code compliance and issued re-occupancy permits in 2012 versus 319 in 2011 and 229 in 2010.</p> <p>In 2012, 10 properties qualified for a reduced fee vacant building permit based on no exterior property code violations. The city conducted 189 abatements for abatable violations such as junk, unsecure, graffiti, junk vehicles, and long grass compared to 345 abatements in 2011. 42 abatements for junk/securing and debris, in 47 other cases in 2012 corrections were made by a representative of the property versus 52 in 2011.</p> <p>Note: All registered vacant properties are required to pass an inspection and obtain a re-occupancy permit with all maintenance items corrected prior to re-occupancy.</p> <p>Source: LOGIS inspection database</p>		

- **Residential property values will improve and citizens will be proud of their neighborhood and community (d.o.5)**

a. By 2013 the average residential sales price will stop declining

Target Met	Target Not Met	Undetermined						
	X							
<p>Data/Information/Explanation: Reporting Agency-Assessing In 2012 the median sales price was \$95,000, a 15.4% increase from the 2011 median sales price of \$82,400.</p> <p>A 5 year comparison of Median Prices for Brooklyn Center provided by the Minneapolis Area Association of Realtors:</p> <table border="0"> <tr> <td>2008</td> <td>\$115,000</td> <td>(change from 2011 + 15.4% / change from 2008 - 17.4%)</td> </tr> <tr> <td>2009</td> <td>\$ 90,000</td> <td></td> </tr> </table>			2008	\$115,000	(change from 2011 + 15.4% / change from 2008 - 17.4%)	2009	\$ 90,000	
2008	\$115,000	(change from 2011 + 15.4% / change from 2008 - 17.4%)						
2009	\$ 90,000							

	Target Met	Target Not Met	Undetermined
2010	\$110,000		
2011	\$ 82,300		
2012	\$ 95,000		
<p>Definition: MLS includes single family, townhomes and condominium property types. The sales data reported by MLS also includes open market, short, bank and forced sales.</p> <p>Source: 2012 Annual Report on the Twin Cities Housing Market, Minneapolis Area Association of Realtors</p>			

b. By 2016 residential sales prices will increase at a rate equal to or greater than the rate of increase in comparable communities

	Target Met	Target Not Met	Undetermined
		X	
<p>Data/Information/Explanation: Reporting Agency-Assessing</p> <p>A review of comparative Cities indicates that the median home sales price increased in 2012 from 2011 for all cities. The range of increase was 4% to 22.9%, with an average increase of 12.98% and median increase of 10.5%. Brooklyn Center’s median sales price increased 15.4%.</p> <p>Definition: The median is used for city comparison instead of the average since it is a better statistical measure of the average home sale price and comparative data is available throughout the Twin Cities region. Cities compared include Crystal, Robbinsdale, Richfield, Brooklyn Park, New Hope, Maplewood, White Bear Lake, Shoreview, Golden Valley</p> <p>Source: 2012 Annual Report on the Twin Cities Housing Market, Minneapolis Area Association of Realtors</p>			

c. All residential properties will be well maintained and landscaped

Target Met	Target Not Met	Undetermined
		X
<p>Data/Information/Explanation: Reporting Agency-Building and Community Standards No criteria have been established to define a well-maintained and landscaped property beyond minimum code requirements. It is anticipated that criteria will be developed in 2013.</p> <p>Source: Internal resources</p>		

d. All residents surveyed will say they are proud of their neighborhood

Target Met	Target Not Met	Undetermined
	X	
<p>Data/Information/Explanation: Reporting Agency-Administration 85% of residents surveyed stated that people have pride and ownership in their neighborhood, which is a solid rating.</p> <p>Source: 2012 Community Resident Survey</p>		

e. All residents surveyed will say they are proud of Brooklyn Center

Target Met	Target Not Met	Undetermined
	X	
<p>Data/Information/Explanation: Reporting Agency-Administration 89% stated they are proud to live in Brooklyn Center compared, a strong favorable rating. 85% expressed a high quality of life compared to 65% in 2008.</p> <p>Source: 2012 Resident Community Survey</p>		

S.G.4. We will embrace the community demographic makeup and increasing cultural diversity

- **All demographic groups will be represented and encouraged to participate in civic, governmental, community organizations and activities (d.o.1)**
 - a. *Members of all communities will have equal access and representation in civic, governmental, community organizations and activities*

Target Met						Target Not Met						Undetermined						
												X						
Data/Information/Explanation: Reporting Agency-Administration																		
On June 30, 2012									On June 30, 2011									
				Asian or Pacific Islander	American Indian or Alaskan Native					Asian or Pacific Islander	American Indian or Alaskan Native							
Full-time	White	Black	Hispanic			Full-time	White	Black	Hispanic			Full-time	White	Black	Hispanic			
Males	90	4	1	2	1	Males	94	4	1	3	1	Males	94	4	1	3	1	
Females	50	0	0	1	0	Females	52	0	0	0	0	Females	52	0	0	0	0	
				Asian or Pacific Islander	American Indian or Alaskan Native					Asian or Pacific Islander	American Indian or Alaskan Native							
Part-time	White	Black	Hispanic			Part-time	White	Black	Hispanic			Part-time	White	Black	Hispanic			
Males	98	15	2	2	0	Males	70	11	1	1	0	Males	70	11	1	1	0	
Females	85	6	0	7	0	Females	57	4	0	0	1	Females	57	4	0	0	1	
				Asian or Pacific Islander	American Indian or Alaskan Native					Asian or Pacific Islander	American Indian or Alaskan Native							
New Hires During Fiscal Year	White	Black	Hispanic			New Hires During Fiscal Year	White	Black	Hispanic			New Hires During Fiscal Year	White	Black	Hispanic			
Males	4	0	0	0	0	Males	5	0	0	0	0	Males	5	0	0	0	0	
Females	2	0	0	1	0	Females	5	0	0	0	0	Females	5	0	0	0	0	

Source: Human Resources Report EEO4 and Update

- **Youth will be adequately served by recreation and educational programs and activities (d.o.2)**

a. All youth desiring to will be productively engaged in recreational activities or educational programs

Target Met	Target Not Met	Undetermined
		X
<p>Data/Information/Explanation: Reporting Agency-Community Activities Recreation Services During 2012, the Brooklyn Bridge Alliance for Youth refined its vision, purpose, goals and strategies. In addition, an Executive Director was hired and a budget developed to help the work.</p> <p>The new Brooklyn Center Youth Recreation Facility was opened in November of 2012. Built with a grant from the Hennepin Youth Sports Program, the BCYRF will support youth recreation in the community. The City, school districts, along with community groups will have access to the facility.</p> <p>The 2012 Brooklyn Center Citizen survey indicated that 61% of all households with children had participated in recreation programs during the past 2 years. In addition, 100% of respondents rated their child’s experience as either good or excellent.</p> <p>Source: Reporting Agency-Community Activities Recreation Services</p>		

b. Participation in community programs and activities will reflect the demographic makeup of the community

Target Met	Target Not Met	Undetermined
		X
<p>Data/Information/Explanation: Reporting Agency- Community Activities Recreation Services Program promotional materials were provided in multiple languages. Swimming lessons and water safety programs were</p>		

Target Met	Target Not Met	Undetermined
<p>conducted in some of the community's larger multi-family housing complexes. A youth soccer league was conducted that targeted Latino and Liberian youth. Over 125 youth participated in the program.</p> <p>Despite a change in community demographics over the past four years, the percentage of residents participating in recreation programs grew by 2%.</p> <p>Source: Reporting Agency-Community Activities Recreation Services</p>		

- **The social, health and housing needs of the aging and moderate income population will be improved (d.o.3)**
 - a. *Service gaps in the social, health and housing needs of the aging and moderate income community members will be reduced and eliminated over time*

Target Met	Target Not Met	Undetermined
		X
<p>Data/Information/Explanation: Reporting Agency-Business and Development</p> <p>In 2012, through Senior Community Services, approximately 44 Brooklyn Center residents age 60+ were served. In addition smoke alarms were provided to elderly through the Fire Department. CEAP's Meals on Wheels and Senior Chore Services provided seniors and adults with disabilities in Brooklyn Center the help they need that allows them to stay in their own homes. Last year CEAP served 12,400 hot meals in Brooklyn Center through our Meals on Wheels Program and performed 711 chores.</p> <p>Source: Annual reports by CEAP and Senior Community Services for CDBG programing.</p>		

S.G.5. We will maintain and improve City infrastructure

- **The City government buildings and other major equipment and physical assets of the City will be maintained and improved (d.o.1)**

a. Meet or exceed the minimum maintenance condition standard for City facilities

Target Met	Target Not Met	Undetermined
		X
<p>Data/Information/Explanation: Reporting Agency- Community Activities Recreation Services, Public Works Planned capital building improvements as proposed in the 2012 CIP and the long-term Capital Maintenance Building Plan, which outlines specific maintenance priorities for each of the City’s buildings to the year 2025, were partially delayed in 2012 due to funding issues. However, minor scheduled repair work was accomplished through the use of available operating budget funds, including re-staining of the Central Park Gazebo and replacement of minor HVAC equipment in the Police building. Deferred work scheduled for the City Hall/Community Center Campus was addressed through the establishment of a Performance Contract Improvement Project being implemented in 2013. Establishment of a specific maintenance condition standard has not been generated, but evaluation is underway through research conducted on the feasibility of a Building Asset Management Software system.</p> <p>Source: 2012 Capital Improvement Program and Capital Maintenance Building Plan, November 2007</p>		

b. Customers provide positive feedback pertaining to City facilities (clean, attractive buildings)

Target Met	Target Not Met	Undetermined
		X
<p>Data/Information/Explanation: Reporting Agency- Community Activities Recreation Services, Public Works An informal question was polled at four neighborhood meetings held in 2012 relative to Brooklyn Center having city buildings (city hall, public works, police, fire) that are clean and attractive with results as follows: Agree 81%, Somewhat Agree 16%, Somewhat Disagree 2% and Completely Disagree 1%.</p> <p>Source: Police records</p>		

c. Maintain public access and availability for City park facilities and infrastructure

Target Met	Target Not Met	Undetermined
X		
<p>Data/Information/Explanation: Reporting Agency- Public Works In 2012, all parks and trail facilities were maintained to the levels in 2011. 2012 improvements to maintain and promote the City's parks include the following: replaced the old park building with a new picnic shelter at Orchard Lane Park, restored most of the remaining woodchip trails in Palmer Lake Park, removed an unused baseball field at Centennial Park with anticipation of converting it to soccer fields, replaced the old soccer/football field lights at Evergreen Park with new energy efficient lighting, repaved the basketball court at East Palmer Park, repaved and surfaced the Evergreen Park tennis courts and other miscellaneous maintenance activities. Additionally, the park building located at Northport Park was demolished due to structural deficiencies and was deemed unsafe to inhabit by our City building official (scheduled for replacement in 2016 CIP).</p> <p>Source: 2012 Capital Improvement Program and other Public Works records</p>		

d. Reduce graffiti occurrences and complaints.

Target Met	Target Not Met	Undetermined
	X	
<p>Data/Information/Explanation: Reporting Agency-Buildings and Community Standards In 2012, 30 Graffiti cases were reported, a higher number than the 7 cases of graffiti were reported in 2011. There were 39 cases in 2010, 59 in 2009 and 67 in 2008. Staff typically responded to the report within 2 days and achieved compliance in all cases.</p> <p>Source: LOGIS inspection database, Police Database</p>		

- **Neighborhood streets and utilities will be maintained and improved (d.o.2)**

- a. *Citizen rate reconstruction projects as meeting or exceeding expectations via survey sent to project area residents*

Target Met	Target Not Met	Undetermined
X		
<p>Data/Information/Explanation: Reporting Agency-Public Works There were no reconstruction projects in 2012; therefore, no survey results to report. However, in 2011, we conducted surveys with all project area residents dating back to the 2009 Aldrich Neighborhood project. The results are as follows: 2009 Aldrich Area Project, 110 surveys sent, 13 responses received, 92% indicated meeting or exceeding project expectations; 2010 DuPont Avenue Project, 186 surveys sent, 25 responses received, 64% indicated meeting or exceeding project expectations; 2010 Twin Lakes Area Project, 278 surveys sent, 29 responses received, 72% indicated meeting or exceeding project expectations; and 2011 East Palmer Lake Area Project, 430 surveys sent, 72 responses received, 93% indicated meeting or exceeding project expectations.</p> <p>Source: Public Works records/survey results</p>		

b. Using a pavement index rating system, meet or exceed the established acceptable roadway rating standard

Target Met	Target Not Met	Undetermined
		X
<p>Data/Information/Explanation: Reporting Agency- Public Works A pavement rating evaluation and management system is currently being developed. The existing Citywide pavement rating has been completed with an average weighted pavement condition index (PCI) of 75.3. The City will continue updating the pavement management system with a goal of establishing a standard target/goal PCI in 2013 that will be used to program pavement rehabilitation and preventive maintenance measures.</p> <p>Source: Internal Records</p>		

c. Reduce pothole and roadway complaints

Target Met	Target Not Met	Undetermined
	X	
<p>Data/Information/Explanation: Reporting Agency-Public Works In 2010, the City responded to 175 pothole issues, 212 in 2011 and 196 in 2012. Increased pothole patching efforts and better patching methodology have contributed to fewer complaints in certain areas throughout the City where the sealcoat/roadway prematurely failed that was experienced over the past few years. Pavement rehabilitation management methods will be further improved in 2013 through the implementation of the City's pavement management system, which may also contribute to an improved serviceability level.</p> <p>Source: Public Works Records</p>		

d. Reduce sewer blockage and watermain breakage/complaints

Target Met	Target Not Met	Undetermined
	X	
<p>Data/Information/Explanation: Reporting Agency-Public Works In 2009, the City responded to 99 possible sewer backups, only one that was related to a City owned/ maintained sewer line. In 2010 there were 94 possible backups reported, none were in City lines. In 2011 there were 72 possible backups reported, two were related to City issues. In 2012 there were 59 possible backups, none were related to city issues. The City has significant televising, root sawing and visual inspection programs to maintain the sewer capacity and minimize sewer blockages. There were five watermain breaks in 2009 , five in 2010, seven in 2011 and three in 2012. Watermain breaks are highly variable with a multitude of factors ranging from soil conditions to the significance of the seasonal conditions and temperatures. The City's reconstruction program is a significant element in meeting this goal through the systematic replacement of the utilities.</p> <p>Source: Public Works and Finance Utility Records</p>		

e. Complete the citywide street and utility reconstruction program by 2021

Target Met	Target Not Met	Undetermined
		X
<p>Data/Information/Explanation: Reporting Agency- Public Works In 2011, steps were implemented to advance the 2012 neighborhood street and utility reconstruction project to 2011, combining the originally planned 2011 and 2012 projects. This combined project was fully completed in 2011. Due to future funding shortage issues, a major neighborhood reconstruction project was not advanced and the program was put on hold in 2012. However, the design of the 2013 reconstruction project is currently underway and on schedule to be constructed the summer of 2013. Future funding strategies need to be further evaluated to maintain this schedule to address issues with funding shortfalls (e.g. Street Reconstruction and Water Funds).</p> <p>Source: 2013 Capital Improvement Programs</p>		

- **The traveling public will benefit from multi-modal transportation options fostered and provided by the City (d.o.3)**

a. Minimize any increase to future traffic delays and congestion

Target Met	Target Not Met	Undetermined
X		
<p>Data/Information/Explanation: Reporting Agency-Public Works Recent transportation improvements included replacement of the two signal systems at the I-94 north and south ramps at Shingle Creek Parkway in 2011 and upgrading the signal system at the Shingle Creek Parkway/Freeway Boulevard intersection to address the anticipated operation issue prompted by the completion of the FBI site. Measures are currently underway to coordinate these three signal systems to improve the operations and decrease delays experienced through that corridor. Right turn lanes were added along Brooklyn Boulevard and access issues were addressed along 69th Avenue as part of the adjacent Luther Honda/Toyota developments. Intersection and traffic signal improvements were completed at 71st Avenue and Brooklyn Boulevard as part of the Northwest Family Services/CEAP development. A traffic impact study update was completed as part of the Shingle Creek Crossing Phase II development - no further transportation</p>		

Target Met	Target Not Met	Undetermined
improvements were identified as being needed with the minimal internal development changes.		
Source: Public Works records		

b. Minimize the amount of regional traffic flow on local streets

Target Met	Target Not Met	Undetermined
X		
Data/Information/Explanation: Reporting Agency-Public Works The Brooklyn Boulevard Corridor Study was substantially completed in 2012 that includes regional and local transportation planning and is expected to be completed in early 2013. A feasibility study will be initiated 2013 pertaining to the planning of the regional transportation corridor along Highway 252.		
Source: Internal Records		

c. Increase alternative modes of transportation used

Target Met	Target Not Met	Undetermined
X		
Data/Information/Explanation: Reporting Agency-Public Works In 2012, the City continued participation in the Five Cities Senior Transportation Program, the City substantially completed the Brooklyn Boulevard Corridor study that comprehensively evaluated alternative transportation modes relative to that corridor, the Three Rivers Park District completed the reconstruction and realignment of the Shingle Creek Regional Trail from Bass Lake Road to I-94 through Centennial Park, the new Shingle Creek Regional Trail segment through the Shingle Creek Crossing development was completed, the new trail along Azelia Avenue was completed as part of the France Avenue Business Center development, the Three Rivers Park District was awarded a grant for the planned extension of the Twin Lakes Regional Trail along 57 th Avenue to the Mississippi River (2015/2016 construction project), the City was awarded a grant from Hennepin County to develop a Citywide Master Pedestrian and Biking Plan		

Target Met	Target Not Met	Undetermined
(2013 planning project), and the City was awarded a Federal Safe Routes To School Planning Grant that will evaluate transportation infrastructure around nine schools to help encourage more and promote safer biking and walking to and from school (2012-2013 planning project).		
Source: City Records		

- **Citizens will benefit from the expansion and improvement of needed technology infrastructure as viable options become available (d.o.4)**

a. Reduce City government expenses through the application of technology

Target Met	Target Not Met	Undetermined
		X
Data/Information/Explanation: Reporting Agency-Administration		
<ul style="list-style-type: none"> • In 2012, a new server was purchased that combined two hardware components reducing the costs of hardware. • A new computer records backup system was implemented utilizing off-site storage, eliminating some costs of city-owned hardware and creating redundancy protection. 		
Source: Internal records		

b. Improve City Services to the citizens through the application of technology

Target Met	Target Not Met	Undetermined
X		
Data/Information/Explanation: Reporting Agency-Administration		
<ul style="list-style-type: none"> • A new mobile license plate reader system was implemented increasing efficiencies in the Police Department for investigations and enhancing customer service. One example is recovering stolen vehicles. • For Building & Community Standards, additional notifications were printed in the field on demand with mobile 		

Target Met	Target Not Met	Undetermined
<p>equipment and printers allowing staff to complete work in field and provide immediate information onsite to customers. This helped reduce travel time and some mailing costs.</p> <ul style="list-style-type: none"> Some additional handouts were transcribed onto webpages to allow Google translation options for customers who prefer reading languages other than English. <p>Source: Internal data</p>		

c. Preserve environmental resources and conservation of energy through the application of technology

Target Met	Target Not Met	Undetermined
X		
<p>Data/Information/Explanation: Reporting Agency-Administration</p> <ul style="list-style-type: none"> Printers within the organization were consolidated where appropriate to reduce overall maintenance, supply and electricity costs. Additional information was made available on the website to allow customers to view documents without being mailed to them reducing paper use and costs. <p>Source: Internal Data</p>		

S.G.6. We will encourage city wide environmental sustainability efforts

- Public appreciation of the environment will be enhanced and expanded (d.o.1)**
 - a. By 2013 all residents surveyed will understand the value of recycling and energy conservation and at least 70% will have changed their behavior to conserve environmental resources*

Target Met	Target Not Met	Undetermined
------------	----------------	--------------

Target Met	Target Not Met	Undetermined
X		
<p>Data/Information/Explanation: Reporting Agency-Administration Eighty-two percent of the sampled households participate in the curbside recycling program. And, 78% have taken actions to reduce their household energy use – primarily using CFL light bulbs, adjusting thermostats, and buying energy efficient appliances.</p> <p>Source: 2012 Resident Community Survey</p>		

b. By 2016 energy consumption in the City will be reduced significantly

Target Met	Target Not Met	Undetermined
		X
<p>Data/Information/Explanation: Reporting Agency-Administration The Earle Brown and Opportunity area street lighting system upgrade project was initiated in 2012 and will be completed in 2013. The lighting system includes LED lights and a more functional control system to help reduce energy consumption.</p> <p>Source: Internal Records</p>		

c. By 2016 City government energy consumption will be reduced significantly

Target Met	Target Not Met	Undetermined
		X
<p>Data/Information/Explanation: Reporting Agency-Community Activities Recreation Services, Public Works</p> <ul style="list-style-type: none"> • At the Earle Brown Heritage Center, 199 light ballasts were replaced with more energy efficient models. In addition 44 light fixtures were converted from fluorescent to LED. • At the Public Works Garage, cold weather, high-output outdoor ballasts were installed in the cold storage facility. • At the Community Center 47 light ballasts were replaced and automatic shut off valves installed in the locker room. 		

Target Met	Target Not Met	Undetermined
showers. <ul style="list-style-type: none"> In 2012, the City contracted with McKinstry Inc. to conduct a guaranteed energy savings audit and plan for the City Hall and Community Center buildings. 		
Source: Internal Records and CIP		

- The purchasing power of the City will support the goals of an environmentally sustainable community (d.o.2)**
 - The City will purchase recycled materials whenever costs are reasonable and quality is acceptable*

Target Met	Target Not Met	Undetermined
		X
Data/Information/Explanation: Reporting Agency- Fiscal and Support Services The organization has been purchasing paper with a 30% post-consumer (recycled) content (all white paper stock). Source: Purchasing Records		

- The City will increase the share of purchased recycled materials by 10% annually through 2016*

Target Met	Target Not Met	Undetermined
	X	
Data/Information/Explanation: Reporting Agency-Fiscal and Support Services A mechanism to track and calculate such purchases has not yet been developed. Source: Purchasing		

c. The City will eliminate the use of products, chemicals or compounds that pose a risk to human health or to the environment whenever a viable cost effective alternative is available

Target Met	Target Not Met	Undetermined
	X	
Data/Information/Explanation: Reporting Agency- Fiscal and Support Services Target is an ongoing process as new products are developed and introduced. Source: Purchasing, Building Maintenance		

d. The City will purchase environmentally friendly equipment and vehicles whenever performance requirements and cost are comparable.

Target Met	Target Not Met	Undetermined
X		
Data/Information/Explanation: Reporting Agency-Public Works In 2012, the City replaced 8 vehicles (cars and light duty trucks) all with flex fuel capabilities. A single axle dump truck, patch truck and aerial truck that were replaced in 2012 were equipped with the latest environmental equipment that meet or exceed the current EPA standards. Source: Central Garage		

ONGOING GOALS-Desired Outcomes-Success Targets

O.G.1. We will provide streamlined, cost effective, quality services with limited resources

- **The quality of service delivered by the city will consistently meet or exceed customer expectations (d.o.1)**

a. *Customer surveys for City services delivered will reflect customer satisfaction from not less than 90% of respondents*

Target Met	Target Not Met	Undetermined
	X	
<p>Data/Information/Explanation: Reporting Agency-Administration In 2012, a strong 86% of city staff were rated favorably for performance compared to 54% in 2008. 91% of residents stated the city services were easy to obtain compared to 87% in 2008 (The same comprehensive survey last conducted in 2008). Source: 2012 Resident Community Survey Report</p>		

- **Service delivery will improve on an ongoing basis (d.o.2)**

a. *Implementation and execution of continuous improvement programs throughout all departments*

Target Met	Target Not Met	Undetermined
	X	
<p>Data/Information/Explanation: Reporting Agency-Administration City goals with performance measures have been established. Further quality improvement programs are being researched. Source: Internal Data</p>		

b. *Qualification for Malcolm Baldrige or comparable quality improvement award*

Target Met	Target Not Met	Undetermined
	X	
Data/Information/Explanation: Reporting Agency- Administration Implementing a Baldrige or comparable program is anticipated for 2014. Source: Internal		

c. *Cost effectiveness performance benchmark comparisons from each department will reflect upper quartile performance for each high priority benchmark measure*

Target Met	Target Not Met	Undetermined
	X	
Data/Information/Explanation: Reporting Agency-Administration It is anticipated that the benchmarking program will be begin in 2013 and will be implemented by end-year 2014. Source: Internal		

O.G. 2 We will ensure the financial stability of the City

- **City funds will be protected against loss (d.o.1)**

a. *All City funds will be FDIC insured up to the legal maximum per account*

Target Met	Target Not Met	Undetermined
		X
Data/Information/Explanation: Reporting Agency-Fiscal and Support Services Information unavailable.		

Target Met	Target Not Met	Undetermined
Source: 2011 CAFR, 2012 Monthly Financial Reports – Investment Reports		

b. *Any funds in excess of the FDIC maximum in any one account will be properly collateralized*

Target Met	Target Not Met	Undetermined
		X
Data/Information/Explanation: Reporting Agency-Fiscal and Support Services Information unavailable.		
Source: Banking agreement with US Bank/4M; 2011 Auditor’s Report; 2011 CAFR		

c. *The City’s investment portfolio will be diversified so as to minimize potential losses on individual securities*

Target Met	Target Not Met	Undetermined
		X
Data/Information/Explanation: Reporting Agency-Fiscal and Support Services Information unavailable.		
Source: Monthly Investment Securities Inventory report		

- **City administration will provide meaningful short, intermediate and long term fiscal planning (d.o.2)**

a. *The operating budget document will provide annual and multi-year operating plans*

Target Met	Target Not Met	Undetermined
X		
Data/Information/Explanation: Reporting Agency-Fiscal and Support Services A two-year budgeting process was implemented in 2012 for the 2013 and 2014 budget. Source: 2013/2014 Budget document		

b. *Staff will annually provide life-cycle capital plans for all long-lived assets*

Target Met	Target Not Met	Undetermined
		X
Data/Information/Explanation: Reporting Agency-Fiscal and Support Services Information unavailable. Source: 2012 Budget document, 2013 Budget and 2013 Budget workpapers		

- **The City will take appropriate actions to buffer essential government services against the effects of significant economic downturns (d.o.3)**

a. *Fund reserves as indicated by year end cash balances will be maintained at levels allowing for short term funding of operations in emergency situations*

Target Met	Target Not Met	Undetermined
X		

Target Met	Target Not Met	Undetermined
<p>Data/Information/Explanation: Reporting Agency-Fiscal and Support Services Fund reserves were maintained in accordance with city policy to meet short-term emergency operations.</p> <p>Source: 2011 CAFR, 2012 CAFR workpapers</p>		

b. *Essential services as determined by the City Council will be funded from non-volatile resources*

Target Met	Target Not Met	Undetermined
		X
<p>Data/Information/Explanation: Reporting Agency- Administration The City continues to explore non-volatile funding sources for essential services.</p> <p>Source: Internal</p>		

- **The City will position itself for economic growth (d.o.4)**

a. *The City will keep current and adhere to the Comprehensive Plan*

Target Met	Target Not Met	Undetermined
X		
<p>Data/Information/Explanation: Reporting Agency- Business and Development The 2030 Comprehensive Plan, adopted by the City Council on March 22, 210 is current and used by the City as a development guide.</p> <p>In 2012, minor amendments to the land use element of the Comp Plan were completed which enabled the development of a 90,000 sq. ft. industrial building on the former NW Racquet Club Site/Lifetime Site and the replacement of the 97 bed Maranatha Nursing Home and future Senior apartments for Independent living.</p>		

Target Met	Target Not Met	Undetermined
Source: Internal Records		

b. Capital Improvement Plans will reflect the intentions of the Comprehensive Plan

Target Met	Target Not Met	Undetermined
X		
Data/Information/Explanation: Reporting Agency-Business and Development The implementation component of the adopted 2030 Comprehensive Plan includes the City Capital Improvement Plan. Source: Internal Records		

O.G.3 We will move toward maintaining or lowering the level of the City's property taxes

- **Except in extraordinary circumstances the property tax levy will not increase faster than the inflation rate (d.o.1)**

a. Property tax levy increases should not exceed the rate of inflation

Target Met	Target Not Met	Undetermined
X		
Data/Information/Explanation: Reporting Agency-Fiscal & Support Services The property tax levy did not exceed the level of inflation (per O.G.3 b). Source: Federal Bureau of Labor Statistics (for CPI-U), State of Minnesota Implicit Price Deflator (IPD) 2012, 2013 budget workpapers		

b. *If the property tax levy increase exceeds the rate of inflation a clear, extraordinary circumstance justifying the increase will be identified*

Target Met	Target Not Met	Undetermined
		N/A
Data/Information/Explanation: Reporting Agency-Administration Not applicable since the property tax levy increase did not exceed inflation. Source: Federal Bureau of Labor Statistics (for CPI-U), State of Minnesota IPD, 2013 budget workpapers		

- **The City will expand the industrial and commercial tax base to relieve the residential property tax burden (d.o.2)**

a. *The City commercial/industrial tax base increases at a rate faster than the residential tax base*

Target Met	Target Not Met	Undetermined
X		
Data/Information/Explanation: Administration The commercial and industrial tax base experience improvement of \$19,628,000 representing 94% of the total city improvements compared to residential improvements of \$1,016,2000 in 2012, taxes payable in 2013. This indicates a higher growth in the commercial/industrial market than residential market. Source: Internal Records- Assessing Records		

- **The inflation adjusted property taxes paid by households living median valued homes will be stabilized or reduced or reduced over time (d.o.3)**
 - a. *The inflation adjusted city property taxes payable for the median valued single family home will be equal or less than the calculated city taxes payable for the prior year.*

Target Met	Target Not Met	Undetermined
		X
<p>Data/Information/Explanation: Fiscal and Support Services The City taxes payable for 2013 for the median estimated market value house in 2012 was 6.6% less than the City taxes payable for 2012. For City taxes payable in 2013, the median value house was \$119,800 with a City tax of \$734.27. For taxes payable 2012, the median value house was \$133,800 with a City tax of \$786.17.</p> <p>Source: 2013 Budget workpapers and calculations shown in in presentations (reported in City Watch Spring 2013)</p>		

O.G.4. We will ensure the city’s influence at the legislature

- **Local, State and Federal legislators will be informed regarding the City needs that may be affected by legislation (d.o.1)**
 - a. *Annually the City Council and staff will assess legislative needs and communicate directly with appropriate Local, State and Federal legislators*

Target Met	Target Not Met	Undetermined
X		
<p>Data/Information/Explanation: Administration Information was prepared by city staff and Council and provided to the legislators before each session and ongoing as needed.</p>		

Target Met	Target Not Met	Undetermined
Source: Internal		

- **We will maintain positive relationships with Local, State and Federal legislators (d.o.2)**
 - a. *Legislative officials will address the City Council annually regarding their efforts on behalf of our shared constituents*

Target Met	Target Not Met	Undetermined
X		
Data/Information/Explanation: Administration In 2012, State Legislators provided an annual update at the Community Center following the end of legislative session. Source: Internal		

- b. *Legislators will sponsor and support legislation on behalf of the City*

Target Met	Target Not Met	Undetermined
X		
Data/Information/Explanation: Administration The continuation of Hennepin County's ERF program fund part of environmental corrections was supported. Surly Legislation was supported to support a local business. Source: Office of the Reviser of Statutes		

O.G.5. We will improve the image of the City with citizens and others

- **Citizens and others throughout the State will recognize Brooklyn Center as a safe, quality, attractive community in which to live, work and play (d.o.1)**

- a. *The rate of property value increase in each property classification will equal or exceed the average rate of increase in Hennepin County and in the State*

Target Met	Target Not Met			Undetermined		
	X					
Data/Information/Explanation: Business and Development						
Overall property values for several property classifications increased at a higher rate or decreased at a lower rate than the average rate in Suburban Hennepin County, based on figures for tax payable 2012. See the chart below.						
Property Class	Brooklyn Center			Suburban Hennepin County		
	2010 Pay 2011	2011 Pay 2012	% Chg	2010 Pay 2011	2011 Pay 2013	% Chg
Commercial	\$258,151,100	\$245,520,600	-4.89%	\$13,063,354,700	\$12,775,321,200	-2.20%
Farm	\$167,100	\$168,300	0.72%	\$685,190,600	\$665,820,400	-2.83%
Industrial	\$121,236,500	\$117,713,500	-2.91%	\$5,683,175,200	\$5,502,930,400	-3.17%
Residential	\$1,136,222,200	\$1,100,700,500	-3.13%	\$72,285,145,600	\$69,713,741,200	-3.56%
Apartment	\$166,084,000	\$168,768,000	1.62%	\$4,801,064,300	\$4,866,414,700	1.36%
Other	\$457,000	\$457,000	0.00%	\$35,722,600	\$35,629,600	-0.26%
Total	\$1,682,317,900	\$1,633,327,900	-2.91%	\$96,553,653,000	\$93,559,857,500	-3.10%
Source: Hennepin County and City Assessing Records						

b. *Citizen survey results will reflect the perception that Brooklyn Center is a safe, quality, attractive place to live, work and play*

Target Met	Target Not Met	Undetermined
		X
<p>Data/Information/Explanation: Administration In 2012, a strongly positive 85% of residents rated the quality of life favorably in Brooklyn Center compared to 65% in 2008.</p> <p>Source: 2012 Resident Community Survey</p>		

c. *Positive press regarding the City Of Brooklyn Center will increase*

Target Met	Target Not Met	Undetermined
		X
<p>Data/Information/Explanation: Administration Brooklyn Center received positive press on several occasions including topics such as:</p> <ul style="list-style-type: none"> • Development • Multicultural efforts • Rental property awards • Housing programs • Reduced crime • Recreation programs- Halloween party • And other initiatives. <p>Source: Internal Data</p>		

O.G.6 We will ensure the City drinking water is high quality and that the storm water is properly managed

- **The City drinking water will meet or exceed safe drinking water standards of the State of Minnesota (d.o.1)**

a. *City will meet or exceed all safe water standards*

Target Met	Target Not Met	Undetermined
X		
<p>Data/Information/Explanation: Public Works No contaminants were detected at levels that violated federal drinking water standards as outlined in the City’s annual Consumer Confidence Report. This report is prepared in accordance with Environmental Protection Agency and State of Minnesota regulations.</p> <p>Source: City Watch, Summer 2012 Edition 179</p>		

b. *The water supply will be protected against emerging and potential water contaminants*

Target Met	Target Not Met	Undetermined
X		
<p>Data/Information/Explanation: Public Works The City continues to maintain and protect our well water supply through our Wellhead Protection Plan. Additionally, in 2012 we proactively participated with the state agencies by testing our well water including monthly coliform and chlorine residual (32 samples per month), nitrate samples (9 samples), Trihalomethane (1 sample), and fluoride sampling (394 samples) - no issues were identified. Other ongoing partnering work includes remediation of the dry cleaning site at 1910 57th Avenue, remediation of the Joslyn site and associated parcels and continued associated remediation of the dry cleaning site at 6846 Brooklyn Boulevard. Additionally, 10 private wells were sealed and no underground tanks were removed in 2012.</p> <p>Source: Wellhead Protection Plan, July 2005; Public Works records; and Building Department records</p>		

- **Storm water runoff will be managed in an efficient and environmentally sensitive manner (d.o.2)**
 - a. *The City will implement and maintain all priority elements of the Brooklyn Center Local Water Management Plan by 2012*

Target Met	Target Not Met	Undetermined
	X	X
<p>Data/Information/Explanation: Public Works</p> <p>Priority elements completed in 2012 include initiating the 2012 dredging project and completing the Shingle Creek Daylighting project as part of the Shingle Creek Crossings Development. Other ongoing priorities that have been met include street sweeping, pond inspection and maintenance, water quality best management practices maintenance (e.g. sump manholes and grit chambers) and construction of storm water improvements as part of developments that occurred in the City in 2012. An outstanding priority includes updating the City’s illicit discharge ordinance and policy plan, which is planned to be initiated in 2013.</p> <p>Source: Local Water Management Plan, June 2006</p>		

7/1/2013 3:50 PM

Councilmember Miller introduced the following resolution and moved its adoption:

**CITY OF CHAMPLIN
HENNEPIN COUNTY, MINNESOTA
RESOLUTION NO. 2013 - 39**

**RESOLUTION REGARDING PERFORMANCE MEASURES DEVELOPED BY THE
COUNCIL ON LOCAL RESULTS AND INNOVATION**

WHEREAS, benefits to the City of Champlin for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State Statute; and

WHEREAS, any City/County participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, the Champlin City Council has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes.

NOW, THEREFORE, BE IT RESOLVED that the Champlin City Council will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the City's website, or through a public hearing at which the budget and levy will be discussed and public input allowed; and

BE IT FURTHER RESOLVED that the Champlin City Council will submit to the Office of the State Auditor the actual results of the performance measures adopted by the City.

The motion for the adoption of the foregoing resolution was duly seconded by Councilmember Kara Terry, and upon vote being taken thereon, the following voted in favor thereof: Acting Mayor Eric Johnson, Councilmembers Ryan Karasek, Bruce Miller and Kara Terry, and the following voted against the same: none, whereupon said resolution was passed this 24th day of June, 2013.



ArMand Nelson, Mayor

ATTEST:



Roberta Colotti, CMC, City Clerk

DECISION RESOURCES, LTD.
3128 Dean Court
Minneapolis, Minnesota 55416

2012 CITY OF CHAMPLIN
RESIDENTIAL SURVEY
FINAL OCTOBER 2012

Hello, I'm _____ of Decision Resources, Ltd., a nationwide polling firm located in Minneapolis. We've been retained by the City of Champlin to speak with a random sample of residents about issues facing the city. The survey is being taken because your city representatives and staff are interested in your opinions and suggestions. I want to assure you that all individual responses will be held strictly confidential; only summaries of the entire sample will be reported. (DO NOT PAUSE)

- | | |
|---|---------------------------|
| 1. Approximately how many years have you lived in Champlin? | LESS THAN ONE YEAR.....1% |
| | ONE OR TWO YEARS.....5% |
| | THREE TO FIVE YEARS...10% |
| | SIX TO TEN YEARS.....19% |
| | ELEVEN - TWENTY YRS...36% |
| | TWENTY - THIRTY YRS...18% |
| | OVER THIRTY YEARS.....12% |
| | REFUSED.....0% |
| 2. How would you rate the quality of life in Champlin -- excellent, good, only fair, or poor? | EXCELLENT.....34% |
| | GOOD.....63% |
| | ONLY FAIR.....3% |
| | POOR.....1% |
| | DON'T KNOW/REFUSED.....0% |
| 3. What do you like MOST about living in Champlin? | DON'T KNOW/REFUSED.....3% |
| | LOCATION.....16% |
| | HOUSING/NEIGHBORHOOD..19% |
| | FRIENDLY PEOPLE.....18% |
| | SHOPPING/RESTAURANTS...3% |
| | RURAL/OPEN SPACE.....10% |
| | SAFE.....7% |
| | SMALL TOWN FEEL.....14% |
| | GOOD SCHOOLS.....3% |
| | PARKS AND TRAILS.....6% |
| | SCATTERED.....1% |

- | | |
|---|---|
| 4. What do you think is the most serious issue facing Champlin today? | DON'T KNOW/REFUSED...10%
NOTHING.....22%
TOO MUCH GROWTH.....10%
HIGH TAXES.....10%
RISING CRIME.....9%
LOWER PROPERTY VALUES..6%
LACK OF JOBS/BUSINESS.13%
POOR CITY SPENDING.....5%
GROWING DIVERSITY.....5%
TRAFFIC CONGESTION.....7%
SCATTERED.....4% |
|---|---|

Since the Highway 169 corridor expansion to four lanes in 1993, the City of Champlin has experienced significant commercial and industrial growth along Highway 169.

- | | |
|---|--|
| 5. What do you like most about this growth? | UNSURE.....5%
NOTHING.....8%
RESTAURANTS.....6%
NEW BUSINESSES.....16%
SUPER TARGET.....20%
VARIETY.....16%
CONVENIENCE.....22%
PROPERTY TAX BASE.....4%
PROVIDE JOBS.....3%
SCATTERED.....1% |
| 6. What do you like least about it? | UNSURE.....6%
NOTHING.....22%
TRAFFIC CONGESTION...37%
LACK OF RESTAURANTS...6%
EMPTY BUILDINGS.....20%
ALL CHAINS.....2%
TOO MUCH GROWTH.....5%
SCATTERED.....3% |

I would like to read you a list of characteristics of a community. For each one, please tell me if you think Champlin currently has too many or too much, too few or too little, or about the right amount.

	MANY /MCH	FEW/ LITT	ABT RGHT	DK/ REFD
7. affordable rental units?	26%	7%	49%	19%
8. luxury high amenity rental units?	13%	7%	54%	26%
9. Condominiums and townhouses?	13%	6%	72%	10%

	MANY /MCH	FEW/ LITT	ABT RGHT	DK/ REFD
10. Starter homes for young families?	2%	17%	73%	8%
11. "Move up" housing for families looking for a larger home?	2%	8%	82%	8%
12. Executive high-end housing?	7%	10%	58%	25%
13. assisted living for seniors?	1%	19%	57%	23%
14. one level housing for seniors maintained by an association?	1%	21%	53%	25%
15. affordable housing, defined as a single family home costing less than \$160,250?	3%	16%	73%	9%
16. Parks and open spaces?	1%	4%	94%	1%
17. Trails and bikeways?	1%	7%	90%	2%
18. Light manufacturing businesses and jobs?	1%	42%	50%	8%
19. Service and retail establishments?	1%	32%	66%	1%
20. Entertainment establishments, such as movie theaters and night clubs?	1%	29%	69%	1%
21. Restaurants?	2%	49%	49%	1%
22. Are there any types of development or redevelopment you would like to see in the city? (IF "YES," ASK:) What are they?				DON'T KNOW/REFUSED.....3% NOTHING.....31% FINE DINING.....10% ENTERTAINMENT.....10% FAMILY SITDOWN RESTAUR..28% BOUTIQUES.....3% HOME IMPROVEMENT.....3% WAL-MART.....6% SENIOR HOUSING.....2% JOBS.....2% SCATTERED.....3%

The City is considering a project to improve the water quality in the mill pond at the Intersection of Highway 169 and West River Road. The project would cost approximately \$2 million over 15 years. It would cost the owner of a median valued home of \$166,000 about \$17 per year.

23. Do you support or oppose the use of property tax dollars to improve the water quality in the mill pond? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY SUPPORT.....16% SUPPORT.....44% OPPOSE.....21% STRONGLY OPPOSE.....9% DON'T KNOW/REFUSED.....10%
--	---

Changing topics....

24. Do you think ethnic diversity has increased, decreased, or remained about the same in the City of Champlin during the past ten years?

	INCREASED.....	73%
	DECREASED.....	1%
	REMAINED ABOUT SAME...	20%
	DON'T KNOW/REFUSED.....	7%

For your information, the city's minority population has increased since 1990 from 2.5% to 12.5%.

25. Do you think ethnic diversity is a very positive community aspect, somewhat positive, somewhat negative, or very negative community aspect?

	VERY POSITIVE.....	16%
	SOMEWHAT POSITIVE.....	27%
	NEUTRAL/MIXED.....	32%
	SOMEWHAT NEGATIVE.....	18%
	VERY NEGATIVE.....	4%
	DON'T KNOW/REFUSED.....	3%

IF A RESPONSE IS GIVEN, ASK: (n=259)

26. Why do you feel that way?

	DON'T KNOW/REFUSED.....	2%
	WAY OF THE WORLD.....	34%
	LEARN OTHER CULTURES..	22%
	LEARN TOLERANCE.....	8%
	CRIME.....	26%
	PROPERTY VALUES.....	4%
	SCATTERED.....	4%

27. Do you think the City of Champlin is doing too much, too little, or about the right amount for ethnic families in the city?

	TOO MUCH.....	4%
	TOO LITTLE.....	1%
	ABOUT RIGHT.....	71%
	DON'T KNOW/REFUSED....	24%

IF "TOO LITTLE" OR "TOO MUCH," ASK: (n=21)

28. Why do you feel that way?

UNSURE, 5%; TOO MUCH LOW INCOME HOUSING, 52%; TOO MUCH CATERING, 24%; TOO MANY WEFARE PROGRAMS, 5%; DON'T DOING ANYTHING FOR ETHNIC FAMILIES, 15%.

Moving on...

In response to resident concerns about property maintenance code enforcement and its impact on property values, in 2006 the City of Champlin hired a code enforcement officer to enforce property maintenance codes in a more proactive manner, instead of a reactive way when a resident calls City Hall to report a potential violation.

29. Do you support or oppose the City taking a proactive approach to property maintenance and code enforcement? (WAIT FOR RESPONSE) Do you feel strongly that way?
- STRONGLY SUPPORT.....18%
SUPPORT.....65%
OPPOSE.....10%
STRONGLY OPPOSE.....2%
DON'T KNOW/REFUSED.....6%
30. How would you rate the general condition and appearance of properties in your neighborhood -- excellent, good, only fair, or poor?
- EXCELLENT.....13%
GOOD.....78%
ONLY FAIR.....8%
POOR.....0%
DON'T KNOW/REFUSED.....1%

For each of the following, please tell me whether the City is too tough, about right, or not tough enough in enforcing city codes on the nuisances.

	TOO TOU	ABO RIG	NOT TOU	DK/ REF
31. Animal control?	3%	75%	18%	4%
32. Storage of cars, trucks and recreation vehicles on unapproved surfaces?	8%	76%	15%	1%
33. Messy yards?	5%	72%	22%	1%
34. Exterior home maintenance?	3%	83%	14%	1%
35. Storage of garbage cans?	4%	91%	5%	1%

Currently, the City of Champlin requires a single family home owners to purchase a license to rent their home.

36. How effective do you feel the rental licensing program of single family home has been in maintaining the condition of rental housing in the city -- very effective, somewhat effective, not too effective, or not at all effective?
- VERY EFFECTIVE.....4%
SOMEWHAT EFFECTIVE....35%
NOT TOO EFFECTIVE.....15%
NOT AT ALL EFFECTIVE...9%
DON'T KNOW/REFUSED....37%

Currently, the City of Champlin's policy on business signage across the community allows the use of temporary signs or banners with a permit.

37. Do you favor or oppose this policy? (WAIT FOR RESPONSE) Do you feel strongly that way?
- STRONGLY FAVOR.....11%
FAVOR.....42%
OPPOSE.....15%
STRONGLY OPPOSE.....4%
DON'T KNOW/REFUSED...29%

IF A RESPONSE IS GIVEN, ASK: (n=286)

38. Why do you feel that way?

DON'T KNOW/REFUSED, 11%; KEEPS THE CITY LOOKING NICE, 49%; TOO RESTRICTIVE, 21%; PROVIDES REVENUE TO CITY, 2%; GOOD CITY POLICY, 5%; NO PROBLEMS, 2%; DOESN'T ALLOW BUSINESS TO PROPERLY ADVERTISE, 4%; LOOKS TACKY, 3%; SCATTERED, 3%.

Moving on....

During the past fifteen to twenty years, the population of Champlin has increased significantly.

39. Do you feel the quality of city services has been able to keep pace with the population growth? YES.....88%
NO.....11%
DON'T KNOW/REFUSED.....1%

IF "NO," ASK: (n=44)

40. What services have not been able to keep pace? DON'T KNOW/REFUSED.....2%
SNOW PLOWING.....9%
POLICE.....36%
STREET MAINTENANCE....23%
PARK MAINTENANCE.....5%
CODE ENFORCEMENT.....25%

I would like to read you a list of a few city services. For each one, please tell me whether you would rate the quality of the service as excellent, good, only fair, or poor?

	EXC	GOO	FAI	POO	DKR
41. Police protection?	42%	49%	9%	0%	0%
42. Fire protection?	51%	45%	1%	0%	3%
43. Quality and taste of drinking water?	19%	54%	22%	4%	2%
44. Sidewalk and trail maintenance?	19%	72%	8%	0%	2%
45. Park maintenance?	30%	68%	2%	0%	1%
46. City-sponsored recreational programs?	14%	69%	6%	1%	11%
47. Garbage and recycling services?	46%	52%	2%	0%	1%
48. Neighborhood property maintenance code enforcement?	9%	71%	14%	4%	2%

Now, for the next four city services, please consider only city-maintained streets and roads. Do not consider state and county roads, which are taken care of by other levels of government. Hence, Highway 169, Winnetka Avenue, Douglas Drive, West River Road or Dayton Road should not be considered. How would you rate....

	EXC	GOO	FAI	POO	DKR
49. City street repair and maintenance?	9%	68%	21%	2%	0%
50. Snow plowing?	15%	65%	19%	2%	0%
51. Street lighting?	8%	81%	11%	1%	0%
52. City sanding and salting of streets?	10%	78%	10%	1%	0%

Now, I would like to re-read you that list of city services. For each one, please tell me if you consider it be an essential city service, a very important city service, a somewhat important city service, or not a very important service at all.

	ESS	VIM	SIM	NAA	DKR
53. Police protection?	74%	25%	1%	0%	0%
54. Fire protection?	78%	22%	0%	0%	0%
55. Quality and taste of drinking water?	56%	34%	10%	0%	0%
56. Sidewalk and trail maintenance?	29%	45%	25%	2%	0%
57. Park maintenance?	21%	49%	28%	2%	0%
58. City-sponsored recreational programs?	24%	48%	22%	6%	0%
59. Garbage and recycling services?	54%	35%	10%	1%	0%
60. Neighborhood property maintenance code enforcement?	32%	54%	13%	1%	0%
61. City street repair and maintenance?	64%	35%	1%	0%	0%
62. Snow plowing?	67%	33%	1%	0%	0%
63. Street lighting?	38%	50%	12%	0%	0%
64. City sanding and salting of streets?	52%	46%	2%	0%	0%

Now, for the final time I am going to read the list of city services. Given the current economic and financial environment, the city may have to make some additional tough choices in the next couple of years with respect to scaling back or eliminating certain city services. For each of the following please tell me if you would support an increase in funding for the service, keep the funding for

the service at its current level, make cuts in the funding for the service, or eliminate funding for the service. (ROTATE)

	INC	MAI	CUT	ELM	DKR
65. Police protection?	6%	90%	4%	0%	0%
66. Fire protection?	4%	96%	1%	0%	0%
67. Quality and taste of drinking water?	14%	84%	2%	0%	1%
68. Sidewalk and trail maintenance?	2%	87%	12%	0%	0%
69. Park maintenance?	1%	83%	16%	0%	0%
70. City-sponsored recreational programs?	4%	79%	17%	0%	1%
71. Garbage and recycling services?	2%	94%	5%	0%	0%
72. Neighborhood property maintenance code enforcement?	8%	83%	7%	2%	1%
73. City street repair and maintenance?	15%	85%	0%	0%	0%
74. Snow plowing?	11%	88%	1%	0%	0%
75. Street lighting?	6%	91%	3%	0%	0%
76. City sanding and salting of streets?	12%	87%	1%	0%	0%
77. Would you favor or oppose a reduction in city services if your city property taxes could be reduced?	FAVOR.....26%				
	OPPOSE.....66%				
	DON'T KNOW/REFUSED.....8%				

IF "FAVOR," ASK: (n=103)

78. What services would you be willing to see cut to reduce your property taxes?	DON'T KNOW/REFUSED.....7%
	ADMINISTRATION.....39%
	NO NEED/CUT WASTE.....18%
	POLICE.....13%
	PARKS.....21%
	STREET MAINTENANCE.....2%

In the past three years, the city has made cuts to services offered to residents.

79. Have you noticed any differences in the city services offered in the community?	YES.....6%
	NO.....91%
	DON'T KNOW/REFUSED.....3%

IF "YES," ASK: (n=24)

80. What differences have you noticed?

UNSURE, 4%; SNOW PLOWING, 33%; STREET REPAIR, 8%; CODE ENFORCEMENT, 21%; CITY CLEAN UP DAY, 13%; LESS POLICE PATROLLING, 13%; SCATTERED, 8%.

As you may know, property taxes are divided between the City of Champlin, Hennepin County, and your school district.

- | | |
|---|---------------------------|
| 81. In comparison with neighboring cities, do you consider the City portion of your property taxes to be very high, somewhat high, about average, somewhat low, or very low? | VERY HIGH.....7% |
| | SOMEWHAT HIGH.....34% |
| | ABOUT AVERAGE.....45% |
| | SOMEWHAT LOW.....3% |
| | VERY LOW.....1% |
| | DON'T KNOW/REFUSED....11% |
| 82. When you consider the city portion of property taxes you pay and the quality of city services you receive would you rate the general value of city services as excellent, good, only fair, or poor? | EXCELLENT.....7% |
| | GOOD.....77% |
| | ONLY FAIR.....12% |
| | POOR.....0% |
| | DON'T KNOW/REFUSED.....5% |

As you may know, the City of Champlin receives no state aid, and relies on property taxes to fund basic services. Eighty-three percent of the property tax levy pays for basic city services, including Police, Fire, Street Maintenance and Snowplowing, and Parks and Recreation.

- | | |
|--|---------------------------|
| 83. If you could decrease the budget by 1%, which ONE of these major areas would you prioritize for the decrease -- Police, Fire, Street Maintenance and Snowplowing, or Parks and Recreation? | POLICE.....6% |
| | FIRE.....1% |
| | STREET MAINT/SNOW.....3% |
| | PARKS AND RECREATION..28% |
| | NONE (VOL.).....56% |
| | DON'T KNOW/REFUSED.....7% |

The City of Champlin switched to a single-sort curbside recycling program in 2011.

- | | |
|---|---------------------------|
| 84. Since this change, is your household recycling more, about the same amount or less? | MORE.....35% |
| | ABOUT THE SAME.....60% |
| | LESS.....3% |
| | DON'T KNOW/REFUSED.....3% |

85. Have you reduced the size of your garbage can since the change in 2011? YES.....21%
NO.....77%
DON'T KNOW/REFUSED.....2%
86. Do you like or dislike the single-sort curbside recycling program? (WAIT FOR RESPONSE) Do you feel strongly that way? STRONGLY LIKE.....38%
LIKE.....52%
DISLIKE.....3%
STRONGLY DISLIKE.....1%
DON'T KNOW/REFUSED.....6%

Moving on....

87. In one or two words, what is your perception of the Champlin Police Department? DON'T KNOW/REFUSED.....4%
NOTHING.....2%
EXCELLENT.....18%
GOOD.....46%
STRICT.....13%
LAZY.....3%
KIND/NICE.....3%
HELPFUL.....6%
AGGRESSIVE.....2%
UNCARING.....2%
SCATTERED.....2%
88. In the past two years, have you had any personal contact with the Champlin Police Department? YES.....26%
NO.....74%
DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (n=103)

89. Was the situation one involving traffic violations, investigation of a crime, providing emergency services, public service information or something else? TRAFFIC VIOLATION.....26%
INVESTIGATION.....9%
EMERGENCY SERVICES....36%
PUBLIC SERVICE INFO...12%
SOMETHING ELSE.....15%
DON'T KNOW/REFUSED.....2%
90. Would you say the way the Police Department handled the situation was excellent, good, only fair, or poor? EXCELLENT.....31%
GOOD.....45%
ONLY FAIR.....15%
POOR.....10%
DON'T KNOW/REFUSED.....0%
91. Would you say the time it took the Police Department to respond was prompt? YES.....92%
NO.....4%
DON'T KNOW/REFUSED.....4%

92. Would you say the Police Department personnel were courteous and acted in a professional manner? YES.....84%
 NO.....15%
 DON'T KNOW/REFUSED.....2%
93. Are there areas in Champlin where you do not feel safe? YES.....7%
 NO.....94%
 DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (n=26)

94. In which areas do you not feel safe? APARTMENTS.....31%
 RETAIL AREAS.....12%
 TRAILS.....15%
 PARKS.....15%
 ALONG THE RIVER.....12%
 EVERYWHERE.....8%
 SCATTERED HOMES.....8%
95. What makes you feel unsafe? NO LIGHTS.....35%
 NO POLICE PATROLS.....35%
 DIVERSITY.....15%
 LOITERING TEENS.....12%
 SCATTERED.....4%
96. How would you rate the amount of traffic enforcement, such as speeding and stop sign violations, by the police - too much, about right or not enough? TOO MUCH.....22%
 ABOUT RIGHT AMOUNT....73%
 NOT ENOUGH.....5%
 DON'T KNOW/REFUSED.....1%
97. How would you rate the amount of police patrolling in your residential neighborhood -- too much, about right, or not enough? TOO MUCH.....3%
 ABOUT RIGHT AMOUNT....85%
 NOT ENOUGH.....11%
 DON'T KNOW/REFUSED.....1%

I would like to read you a short list of public safety problems.

98. Please tell me which one you consider to be the greatest problem in Champlin? If you feel that none of these problems are serious in Champlin, just say so. (READ LIST)
99. Which do you consider to be the second major concern in the city? Again, if you feel that none of the remaining problems are serious in the city, just say so. (DELETE FIRST CHOICE AND RE-READ LIST)

	FIRST	SECOND
Juvenile crime, such as vandalism.....	28%	18%
Domestic abuse.....	1%	4%
Violent crime.....	2%	1%
Traffic safety.....	21%	12%
Drugs.....	4%	9%
Business crimes, such as shop- lifting and check fraud.....	6%	5%
Residential crimes, such as burglary, theft and disorderly houses.....	10%	15%
ALL EQUALLY.....	5%	6%
NONE OF THE ABOVE.....	20%	26%
DON'T KNOW/REFUSED.....	3%	5%

The City of Champlin's Police Department enforces traffic laws in a proactive manner to help reduce accidents and personal injuries.

100. Do you support or oppose the City using proactive enforcement as a means to achieve traffic safety? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY SUPPORT.....	19%
	SUPPORT.....	57%
	OPPOSE.....	13%
	STRONGLY OPPOSE.....	6%
	DON'T KNOW/REFUSED.....	6%

Moving on...

The City of Champlin has lawn sprinkling regulations. The regulations currently state that odd-numbered addresses may water only on odd-numbered days and even-numbered addresses may water only on even-numbered days. The regulations also prohibit lawn sprinkling between the hours of 10 am and 7 pm. The policy attempts to address water conservation and allow watering only during the most efficient times of the day. These regulations will also minimize the chance of shortfalls during times of peak water use.

101. Prior to this survey, were you aware of the lawn-sprinkling regulations?	YES.....	93%
	NO.....	5%
	DON'T KNOW/REFUSED.....	2%
102. Do you favor or oppose the lawn sprinkling regulations? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY FAVOR.....	14%
	FAVOR.....	68%
	OPPOSE.....	9%
	STRONGLY OPPOSE.....	3%
	DON'T KNOW/REFUSED.....	7%

103. Do the lawn sprinkling regulations allow you to care for your yard adequately? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY YES.....11% YES.....66% NO.....9% STRONGLY NO.....3% NO YARD (VOL.).....7% DON'T KNOW/REFUSED.....4%
--	--

Continuing....

104. Other than voting, do you feel that if you wanted to, you could have a say about the way the City of Champlin runs things?	YES.....63% NO.....30% DON'T KNOW/REFUSED.....7%
---	--

105. How much do you feel you know about the work of the Mayor and City Council -- a great deal, a fair amount, or very little?	GREAT DEAL.....6% FAIR AMOUNT.....50% VERY LITTLE.....40% DON'T KNOW/REFUSED.....4%
---	--

106. From what you know, do you approve or disapprove of the job the Mayor and City Council are doing? (WAIT FOR RESPONSE) And do you feel strongly that way?	STRONGLY APPROVE.....15% SOMEWHAT APPROVE.....69% SOMEWHAT DISAPPROVE...10% STRONGLY DISAPPROVE...1% DON'T KNOW/REFUSED.....6%
---	--

IF "SOMEWHAT DISAPPROVE" OR "STRONGLY DISAPPROVE," ASK: (n=40)

107. Why did you rate them (some-what/strongly disapprove?	DON'T LISTEN.....25% POOR JOB.....10% IN-FIGHTING.....5% POOR DEVELOPMENT DECISIONS.....53% COPS ARE TOO STRICT....5% SCATTERED.....3%
--	--

108. How much first-hand contact have you had with the Champlin City staff -- quite a lot, some, very little, or none at all?	QUITE A LOT.....3% SOME.....44% VERY LITTLE.....39% NONE AT ALL.....14% DON'T KNOW/REFUSED.....1%
---	---

109. From what you have seen or heard, how would you rate the job performance of the Champlin City staff -- excellent, good, only fair, or poor?	EXCELLENT.....10% GOOD.....73% ONLY FAIR.....7% POOR.....0% DON'T KNOW/REFUSED....10%
--	---

IF A JUDGMENT IS GIVEN, ASK: (n=360)

110. Could you tell me why you feel that way?	DON'T KNOW/REFUSED.....1%
	GOOD JOB.....55%
	HELPFUL.....22%
	KIND/NICE.....11%
	LISTEN.....6%
	DON'T LISTEN.....3%
	SCATTERED.....2%
111. During the past year, have you visited or contacted Champlin City Hall in person, or on the telephone?	YES.....35%
	NO.....65%
	DON'T KNOW/REFUSED.....1%

IF "YES," ASK: (n=138)

Thinking about your last contact with the City, for each of the following characteristics, please rate the service as excellent, good, only fair, or poor....

	EXC	GOO	FAI	POO	DKR
112. Ease of reaching a City Staff member who could help you?	33%	55%	9%	2%	0%
113. Courtesy of the City Staff?	41%	53%	4%	2%	0%
114. Efficiency of the City Staff?	28%	62%	7%	3%	0%

Moving on....

115. How would you rate the maintenance and condition of City parks and trails -- excellent, good, only fair, or poor?	EXCELLENT.....25%
	GOOD.....70%
	ONLY FAIR.....5%
	POOR.....0%
	DON'T KNOW/REFUSED.....0%

Since its construction in 1996....

116. Other than for voting, have you or members of your household used the Champlin Ice Forum? (IF "YES," ASK:) How would you rate your experience -- excellent, good, only fair, or poor?	NO.....66%
	YES/EXCELLENT.....10%
	YES/GOOD.....22%
	YES/ONLY FAIR.....2%
	YES/POOR.....0%
	DON'T KNOW/REFUSED.....0%

117. How often do you or members of your household use the pedestrian bridge over Highway 169 -- frequently, occasionally, rarely, or never?

FREQUENTLY.....	2%
OCCASIONALLY.....	20%
RARELY.....	24%
NEVER.....	53%
DON'T KNOW/REFUSED.....	1%

IF "FREQUENTLY," "OCCASIONALLY," OR "RARELY," ASK: (n=183)

118. When you use the pedestrian bridge, is it primarily for recreation or to go to a specific destination?

RECREATION.....	50%
SPECIFIC DESTINATION..	16%
BOTH (VOL.).....	32%
DON'T KNOW.....	0%
REFUSED.....	1%

I would like to read you a short list of community facilities, which could be developed in the City of Champlin in the future. For each one, please tell me if you would strongly support the use of city funding for the facility, somewhat support, somewhat oppose or strongly oppose the use of city funding for the facility. (ROTATE)

	STS	SMS	SMO	STO	DKR
119. Outdoor performance area?	10%	38%	28%	20%	4%
120. Gymnasium space?	9%	24%	33%	29%	6%
121. Large meeting and/or banquet rooms with kitchen facilities for uses such as weddings and community events?	17%	36%	21%	22%	5%
122. Expansion of the skate park Facilities at Northland Park?	3%	26%	29%	35%	8%
123. Skate park in the northwest area of the city?	3%	23%	33%	35%	7%

124. Are there any other community facilities you feel are needed in Champlin? (IF "YES," ASK:) What would those be?

UNSURE, 2%; NO, 91%; TEEN CENTER, 2%; COMMUNITY CENTER, 2%; INDOOR POOL, 2%; SCATTERED, 2%.

125. Does the current mix of City park and recreation programming meet the needs of your household?

YES.....	94%
NO.....	5%
DON'T KNOW/REFUSED.....	2%

IF "NO," ASK: (n=18)

126. What program(s) do you feel are lacking?

SENIOR PROGRAMS, 28%; PROGRAMS FOR DISABLED, 33%;
ADULT FITNESS, 11%; TEEN PROGRAMS, 17%; SWIMMING, 11%.

127. During the past five years, have you or members of your household attended the Father Hennepin Festival? (IF YES, ASK:) How would you rate your experience -- excellent, good, only fair, or poor?

NO.....	26%
YES/EXCELLENT.....	14%
YES/GOOD.....	55%
YES/ONLY FAIR.....	5%
YES/POOR.....	1%
DON'T KNOW/REFUSED.....	0%

IF "NO," ASK: (n=104)

128. Are there any changes or improvements which would induce you to attend the Father Hennepin Festival?

UNSURE, 2%; NO, 93%; BETTER ENTERTAINMENT, 2%; LOWER COST, 3%.

Changing topics....

If you work outside of the home, please answer the next questions about your own job; if you do not work outside of the home, please answer the next question in terms of the job of your spouse or partner, if applicable.

129. What is your average commute time to your job location?

DON'T KNOW/REFUSED.....	0%
10 MINUTES OR LESS.....	15%
11 TO 20 MINUTES.....	23%
21 TO 30 MINUTES.....	19%
OVER 30 MINUTES.....	13%
NOT APPLICABLE.....	30%

130. In what city is your job located?

NOT APPLICABLE.....	30%
CHAMPLIN.....	14%
MINNEAPOLIS.....	9%
SAINT PAUL.....	3%
MAPLE GROVE.....	6%
BROOKLYN PARK.....	7%
REST OF ANOKA COUNTY...	9%
REST OF HENNEPIN CO...	12%
REST OF RAMSEY CO.....	4%
REST OF METRO.....	6%

131. How do you normally commute to work -- drive alone, ride in a van or car pool, take the bus from near home, use a park and ride lot, use Northstar Commuter Rail, walk or bike, or something else?	DRIVE ALONE.....65% VAN OR CAR POOL.....2% TAKE BUS.....2% PARK AND RIDE LOT.....1% NORTHSTAR COMMUTER.....0% WALK OR BIKE.....1% SOMETHING ELSE.....0% DON'T KNOW/REFUSED.....0% NOT APPLICABLE.....30%
---	--

The city has completed the construction of a five roundabouts in Champlin to help improve traffic flow and safety.

132. Have you used a roundabout? (IF "YES," ASK:) How often do you use it -- daily, weekly, or less often?	NO.....7% YES/DAILY.....45% YES/WEEKLY.....35% YES/LESS OFTEN.....13% DON'T KNOW/REFUSED.....1%
---	---

IF USED, ASK: (n=373)

133. Do you think the round about is easy or difficult to navigate?	EASY.....84% DIFFICULT.....15% DON'T KNOW/REFUSED.....1%
---	--

In comparison to traditional traffic lights....

134. Has this roundabout improved the flow of traffic?	YES.....70% NO.....26% DON'T KNOW/REFUSED.....4%
--	--

135. Has this roundabout improved the safety?	YES.....69% NO.....25% DON'T KNOW/REFUSED.....7%
---	--

Moving on....

136. What is your principal source of information about Champlin City Government and its activities?	UNSURE.....0% CHAMPLIN CHRONICLE....46% CABLE TV.....8% LOCAL NEWSPAPER.....19% MAILINGS.....9% WORD OF MOUTH.....13% WEBSITE.....4% SCATTERED.....2%
--	--

137. How would you prefer to receive information about Champlin City Government and its activities?

UNSURE.....	1%
CHAMPLIN CHRONICLE....	50%
CABLE TV.....	6%
LOCAL NEWSPAPER.....	16%
MAILINGS.....	12%
WORD OF MOUTH.....	7%
WEBSITE.....	6%
E-MAIL.....	2%

138. During the past year, did you or members of your household regularly read the "Champlin Chronicle," the City's newsletter?

YES.....	87%
NO.....	13%
DON'T KNOW/REFUSED.....	1%

IF "YES," ASK: (n=348)

139. How would you rate the quality of the newsletter -- excellent, good, only fair, or poor?

EXCELLENT.....	14%
GOOD.....	77%
ONLY FAIR.....	8%
POOR.....	0%
DON'T KNOW/REFUSED.....	0%

As you may know, the City of Champlin publishes the "Champlin Chronicle" fives times per year.

140. Do you think this is about the right amount, or should the "Champlin Chronicle" be published more often or less often?

ABOUT THE RIGHT AMT....	75%
MORE OFTEN.....	17%
LESS OFTEN.....	4%
DON'T KNOW/REFUSED.....	4%

Moving on....

141. Do you recall receiving the quarterly City Park and Recreation Brochure during the past year?

YES.....	72%
NO.....	25%
DON'T KNOW/REFUSED.....	3%

The official city newspaper publication is the "Champlin-Dayton Press."

142. Do you or any members of your household receive and read the "Champlin-Dayton Press?"

YES.....	60%
NO.....	39%
DON'T KNOW/REFUSED.....	2%

143. Does your household currently subscribe to cable television, satellite television or neither?

CABLE.....	59%
SATELLITE.....	32%
NEITHER.....	9%
DON'T KNOW/REFUSED.....	0%

IF "NEITHER," ASK: (n=36)

144. Do you have access to local government access QCTV, Channel 16? (IF "NO," ASK:)	YES.....	25%
Were you aware you could receive local government access channel free of charge?	NO/YES.....	3%
	NO/NO.....	72%
	DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (n=237)

145. How often during the past year have you watched Champlin City Council, an Advisory Commission, such as Planning or Parks, meeting telecasts, or the City Manager Updates on QCTV, Channel 16 - frequently, occasionally, rarely, or never?	FREQUENTLY.....	7%
	OCCASIONALLY.....	33%
	RARELY.....	25%
	NEVER.....	35%
	DON'T KNOW/REFUSED.....	0%

146. How would you rate the quality of the telecasts -- excellent, good, only fair, or poor?	EXCELLENT.....	4%
	GOOD.....	57%
	ONLY FAIR.....	8%
	POOR.....	0%
	DON'T KNOW/REFUSED.....	30%

147. Do you have access to the Internet at home? (WAIT FOR RESPONSE) Do you have access to the Internet at work?	HOME ONLY.....	47%
	WORK ONLY.....	1%
	BOTH.....	44%
	NEITHER.....	8%
	DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (n=366)

In 2011, the City of Champlin redesigned its website.....

148. Have you accessed the City's new website?	YES.....	51%
	NO.....	49%
	DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (n=185)

149. How would you evaluate the content of the city's website -- excellent, good, only fair, or poor?

EXCELLENT.....	4%
GOOD.....	91%
ONLY FAIR.....	4%
POOR.....	1%
DON'T KNOW/REFUSED.....	0%

150. How would you rate the ease of navigating the site and finding the information you sought -- excellent, good, only fair, or poor?

EXCELLENT.....	3%
GOOD.....	91%
ONLY FAIR.....	5%
POOR.....	1%
DON'T KNOW/REFUSED.....	0%

151. What information would you like to see on the City of Champlin's website?

UNSURE, 6%; NONE/FINE AS IS, 71%; CITY COUNCIL DECISIONS, 3%; COMMUNITY EVENTS, 5%; SCHOOL INFORMATION, 2%; RECREATION ACTIVITIES, 2%; DEVELOPMENT, 5%; CODES AND ORDINANCES, 2%; SCATTERED, 3%.

The City could discontinue the printed version of the "Champlin Chronicle" to be more environmentally friendly, save costs and provide more timely information.

152. How interested would you be in receiving the city's newsletter in an electronic-only format -- very interested, somewhat interested, not too interested or not at all interested?

VERY INTERESTED.....	19%
SOMEWHAT INTERESTED...	34%
NOT TOO INTERESTED....	22%
NOT AT ALL INTERESTED..	25%
DON'T KNOW/REFUSED.....	0%

153. How interested would you be in subscribing to receive e-mails containing city information and news - very interested, somewhat interested, not too interested or not at all interested?

VERY INTERESTED.....	16%
SOMEWHAT INTERESTED....	35%
NOT TOO INTERESTED....	24%
NOT AT ALL INTERESTED..	24%
DON'T KNOW/REFUSED.....	1%

154. Are you aware residents can watch past city meetings on QCTV's website? (IF "YES," ASK:) Have you viewed a city meeting on the QCTV website?

NO.....	64%
YES/YES.....	8%
YES/NO.....	28%
DON'T KNOW/REFUSED.....	1%

I would like to ask you about social media sources. For each one, tell me if you currently use that source of information; then, for each you currently use, tell me if you would be likely or unlikely to use it to obtain information about the City of Champlin.

	NOT USE	USE LIK	USE NLK	DK/ REF
155. Facebook?	48%	22%	31%	0%
156. Twitter?	76%	7%	17%	0%
157. YouTube?	67%	13%	20%	0%
158. Blogs?	81%	11%	8%	0%
159. Podcasts?	85%	7%	7%	0%

Now, just a few more questions for demographic purposes....

Could you please tell me how many people in each of the following age groups live in your household. Let's start oldest to youngest....

160. First, persons 65 or over?	0.....83%
	1.....9%
	2 OR MORE.....8%
161. Adults under 65?	0.....11%
	1.....13%
	2.....66%
	3 OR MORE.....10%
162. School-aged children or pre-schoolers?	0.....58%
	1.....14%
	2.....22%
	3 OR MORE.....7%
163. Do you own or rent your present residence?	OWN.....85%
	RENT.....14%
	DON'T KNOW/REFUSED.....1%
164. What is your age, please?	18-34.....14%
	35-44.....21%
	45-54.....34%
	55-64.....17%
	65 AND OVER.....13%
	REFUSED.....0%

165. Which of the following categories represents your ethnicity --	WHITE.....	88%
White, African-American, Hispanic-Latino, Asian-Pacific Islander, Native American, or something else? (IF "SOMETHING ELSE," ASK:) What would that be?	AFRICAN-AMERICAN.....	6%
	HISPANIC-LATINO.....	3%
	ASIAN-PACIFIC ISLANDE..	2%
	NATIVE AMERICAN.....	0%
	SOMETHING ELSE.....	1%
	MIXED/BI-RACIAL.....	0%
	DON'T KNOW.....	0%
	REFUSED.....	1%
166. Gender	MALE.....	50%
	FEMALE.....	50%
167. WARD	ONE.....	27%
	TWO.....	27%
	THREE.....	23%
	FOUR.....	24%

- f. Adopt Resolution No. 13-49 Approving Solicitor Permit for Garbageman of Chanhassen
Motion to adopt Resolution No. 13-49 approving Solicitor Permit No. SOL.13-14 for Mike VanBeusekom of Garbageman of Chanhassen LLC located at 7901 Lilac Lane, Victoria, Mn. 55386, for the period of June 18, 2013 through December 31, 2013.
- g. Adopt Resolution No. 13-50 Approving Solicitor Permits for Southwestern Company
Motion to adopt Resolution No. 13-50 approving Solicitor Permit Nos. SOL.13-15 and SOL.13-16 for Laura Dormeister and Wiktorio Bromisz of Southwestern Company located at 2651 Atrium Way, Nashville, Tennessee for the period of June 18, 2013 through December 31, 2013.
- h. Adopt Resolution No. 13-51 Approving Solicitor Permits for Custom Remodelers
Motion to adopt Resolution No. 13-51 approving Solicitor Permit Nos. SOL.13-17 through SOL.13-25 for Devin Verlin Sellin, Caleb Druckemiller, Tara Faye Anderson, Jordan Darlene Oihus, Thomas A. Bannochie, Brandon Christopher Meyer, Bryan Wayne Jedlicki, Hannah Jean Gerdesmeier, and Erik William Johnson respectively of Custom Remodlers, of 474 Apollo Drive, Lino Lakes, Minnesota 55014, a residential roofing business, for the period June 18, 2013 through December 31, 2012.
- i. Approve Construction Plans and Solicit Bids for Removal of Bridge No. L2728 on Old Victoria Drive and Crossing the TC & W Railroad
Motion to approve construction plans for the removal of Bridge No. L2728 as prepared by Stantec and dated 03-15-13; and further, City Staff is directed to solicit public bids for the project.
- j. Approve Resolution No. 13-52 adopting 2013 Performance Measures
Motion to adopt Resolution No. 13-52 adopting 2013 Performance measures.
- k. Approve Joint Powers Agreement – Minnesota River Bluffs/SW Regional Trail Connection
Motion to approve the Joint Powers agreement for the construction of the easterly portion of the Minnesota River Bluffs/SW Regional Trail connection.
- l. Adopt Resolution No. 13-59 Approving Interfund TIF Loan for Creeks Run Development
Motion to approve Resolution 13-59, authorizing an interfund tax increment loan for advance of certain costs in connection with TIF District #17.
- m. Adopt Resolution No. 13-61 Relating to Financing Proposed Projects and Establish Compliance with Reimbursement Bond Regulations Under the Internal Revenue Code
Motion to adopt Resolution No. 13-61, relating to financing certain proposed projects and establishing compliance with reimbursement bond regulations under the Internal Revenue Code.

Motion carried.

8. Public Hearing: Approve Chaska Storm Water Management Pursuant to Best Management Practice No. 2-4 of the City's Storm Water Pollution Prevention Program

This item, including the Public Hearing, was moved to position 13a on the Agenda.

CITY OF CHASKA
CARVER COUNTY, MINNESOTA

RESOLUTION

DATE JUNE 17, 2013 RESOLUTION NO. 13-52

MOTION BY COUNCILMEMBER SCHULZ SECOND BY COUNCILMEMBER BOE

Resolution Adopting 2013 Performance Measures

WHEREAS, Benefits to the City of Chaska for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and,

WHEREAS, Any city participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and,

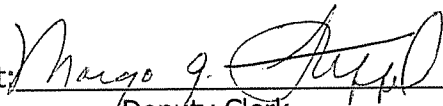
WHEREAS, The City Council of the City of Chaska has adopted and implemented at least ten of the performance measures, as developed by the Council on Local Results and innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and,

NOW, THEREFORE, BE IT RESOLVED, that the City Council of the City of Chaska, Minnesota, will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's website., or through a public hearing at which the budget and levy will be discussed and public input allowed.

FURTHER, BE IT RESOLVED, that the City Council of the City of Chaska will submit to the Office of the State Auditor prior to July 1, 2013 the actual results of the performance measures adopted by the City of Chaska.

Passed and adopted by the City Council of the City of Chaska, Minnesota, this 17th day of June 2013.


Mark Windschitl, Mayor

Attest: 
Deputy Clerk

City of Chaska
Model Performance Measures Results for 2012

The City of Chaska has chosen to participate in a standard measures program put on by the State. The following is the most current information obtained regarding the 10 adopted measures set by the State.

General:

- ❖ 84% of Chaska citizens believe the overall quality of services provided by the City is good or excellent.*
- ❖ According to Carver County records for taxes payable in 2012, taxable (real, and personal property) market value for the City declined 9.0%.
- ❖ 82% of Chaska citizens believe that the overall appearance of the City is good or excellent and heading in the right direction.*

Police Services:

- ❖ From a survey conducted by the Chaska Police Department 93% of citizens have not limited or changed their activities in the past year due to fear of crime. Also, 91% of residents responded no when asked if they had been a victim of a crime in Chaska within the past year. When asked if they have considered moving because of a dangerous neighborhood 95% said no.
- ❖ The average police response time for the Chaska Police Department is 3 minutes, 39 seconds.

Fire Services:

- ❖ The City of Chaska's insurance industry rating of fire services is 4. The Insurance Service Office issues these ratings throughout the country for the effectiveness of their fire protection services and equipment to protect their community. The classification ranges from 1 to 10, with 1 being the highest ranking.
- ❖ The Chaska Fire Department's average response time for 2012 was 4 minutes, 47 seconds.
- ❖ Emergency Medical Services response time for 2012 was 5 minutes, 11 seconds.

Streets:

- ❖ 82% of citizens rated the road conditions for Chaska as good or excellent.*
- ❖ 87% of citizens rated the quality of snowplowing on city streets as good or excellent.*

Water:

- ❖ 94% of citizens rated the dependability of city water supply services as good or excellent.*
- ❖ 83% of citizens rated the quality of city water supply services as good or excellent.*
- ❖ The operating cost per 1,000,000 gallons of water pumped was \$1,791.

Sanitary Sewer:

- ❖ 95% of citizens rated the dependability of sanitary sewer services as good or excellent.*
- ❖ 95% of citizens rated the quality of sanitary sewer services as good or excellent.*
- ❖ The number of sewer blockages on the city system per 100 connections for 2012 was 0.

Parks and Recreation:

- ❖ 79% of citizens rated the quality of city recreational programs and facilities as good or excellent.*

* City of Chaska Residential Study 2012, *Decision Resources, Ltd.*

RESOLUTION NO. 2013-06

STATE OF MINNESOTA
COUNTY OF ANOKA
CITY OF CIRCLE PINES

Resolution Authorizing Participation in State Performance Measures and Continuation of the Ten City Performance Measures of the Local Results and Innovation Council

WHEREAS, Benefits to the City of Circle Pines for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, Any city participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, The City Council of Circle Pines has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and


NOW THEREFORE LET IT BE RESOLVED THAT, The City Council of Circle Pines will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

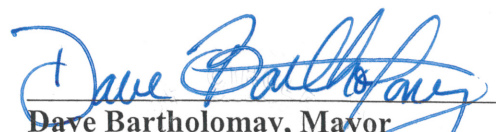
BE IT FURTHER RESOLVED, The City Council of Circle Pines will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

Adopted this 25th day of June, 2013 by the City Council of the City of Circle Pines.

4 Ayes, 0 Nays, 0 Abstention

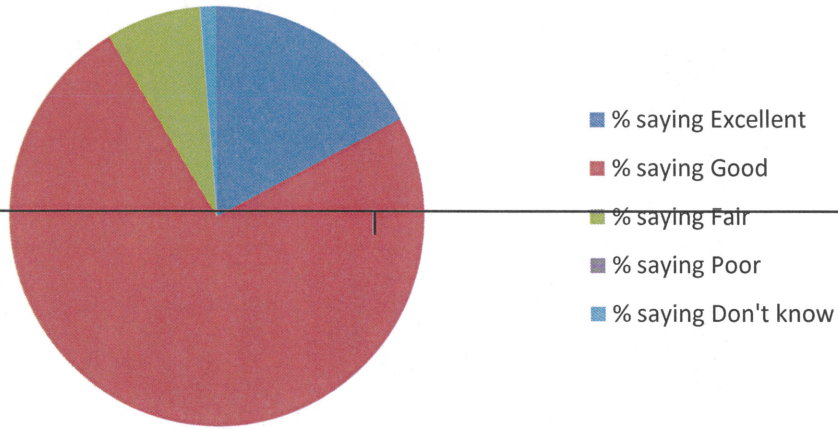
ATTEST:


James W. Keinath, City Administrator


Dave Bartholomay, Mayor
(Seal)

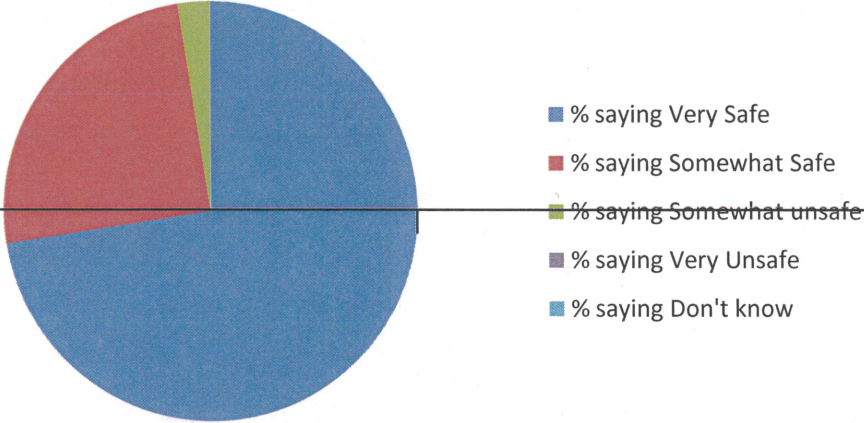
	How would you rate the overall appearance of the city?
# saying Excellent	14
# saying Good	60
# saying Fair	6
# saying Poor	0
# saying Don't know	1
Total Responses	81
% saying Excellent	17%
% saying Good	74%
% saying Fair	7%
% saying Poor	0%
% saying Don't know	1%

Overall appearance of city



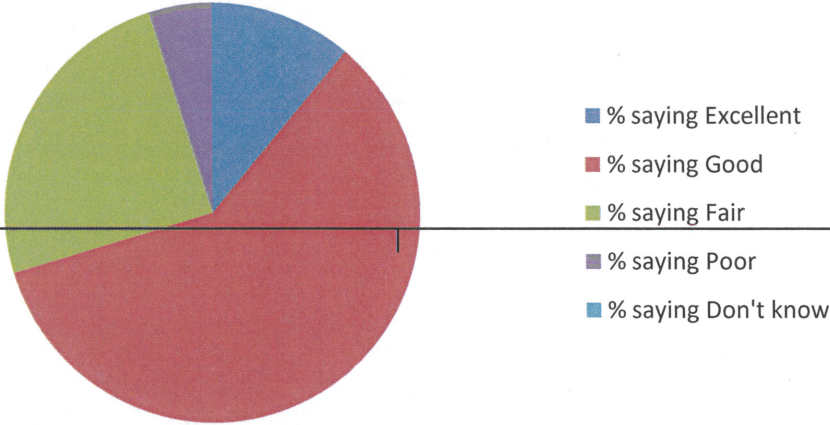
	How would you describe your overall feeling of safety in the city?
# saying Very Safe	58
# saying Somewhat Safe	20
# saying Somewhat unsafe	2
# saying Very Unsafe	0
# saying Don't know	0
Total Responses	80
% saying Very Safe	73%
% saying Somewhat Safe	25%
% saying Somewhat unsafe	3%
% saying Very Unsafe	0%
% saying Don't know	0%

Overall feeling of safety



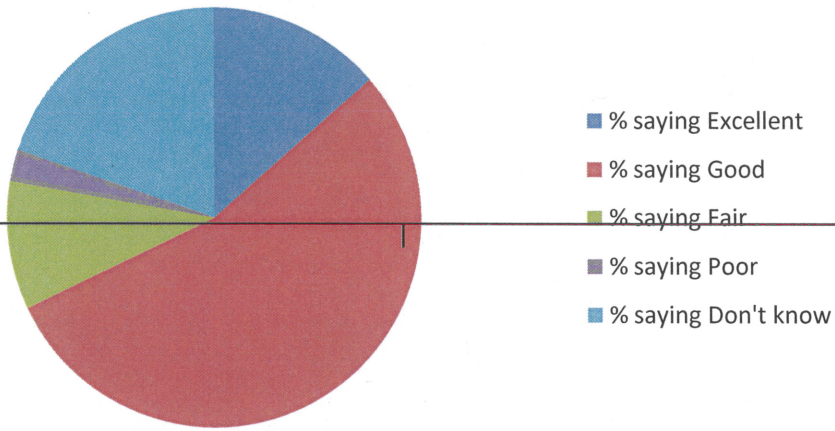
How would you rate the overall condition of city streets?	
	9
	48
	20
	4
	0
	81
	11%
	59%
	25%
	5%
	0%

Overall condition of city streets



How would you rate the overall quality of snowplowing on city streets?	
	11
	44
	8
	2
	16
	81
	14%
	54%
	10%
	2%
	20%

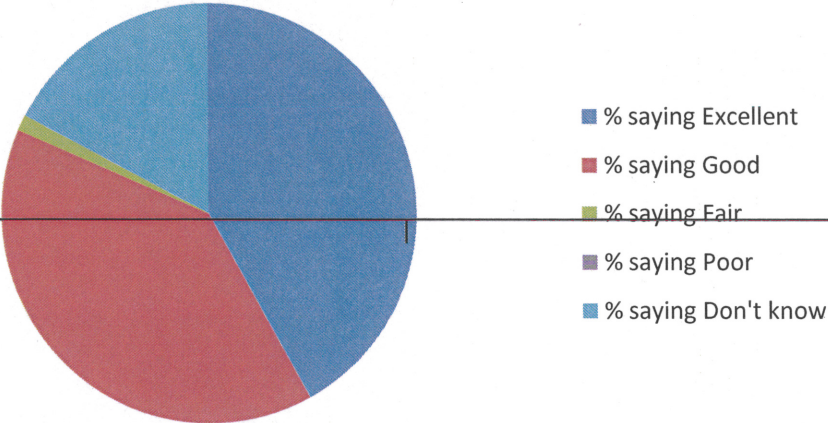
Quality of snowplowing



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

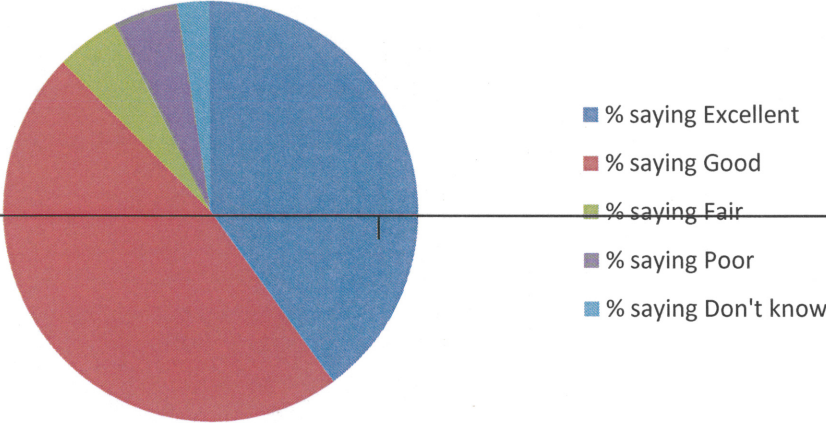
34
32
1
0
14
81
42%
40%
1%
0%
17%

Quality of sanitary sewer



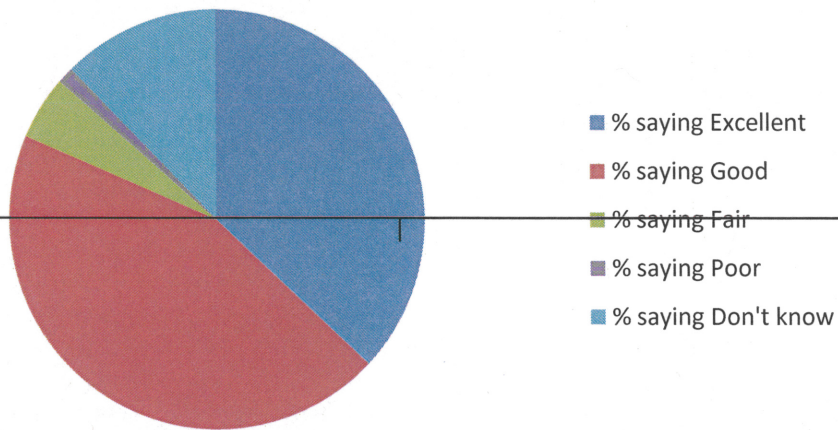
How would you rate the dependability and overall quality of the city water supply?	
	32
	38
	4
	4
	2
	80
	40%
	48%
	5%
	5%
	3%

Quality of city water



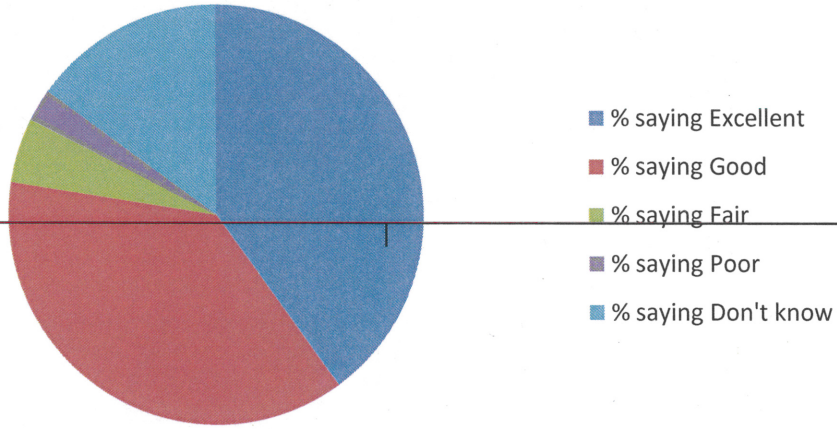
How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?	
	30
	36
	4
	1
	10
	81
	37%
	44%
	5%
	1%
	12%

City rec programs and facilities



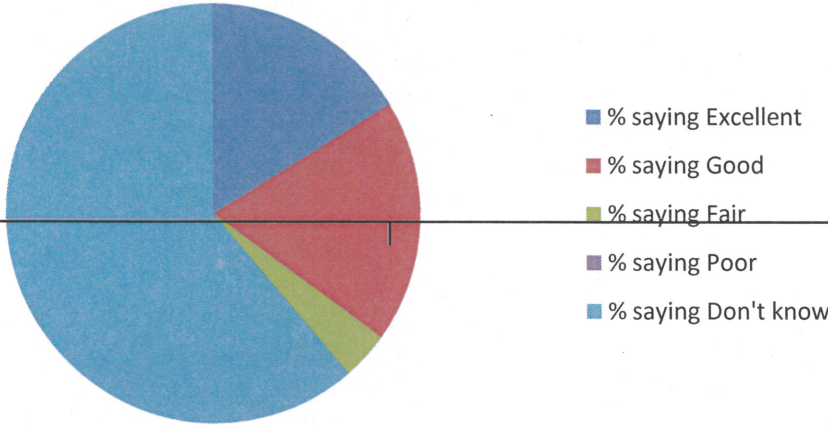
How would you rate police services in your city?	
	32
	30
	4
	2
	12
	80
	40%
	38%
	5%
	3%
	15%

Police Services

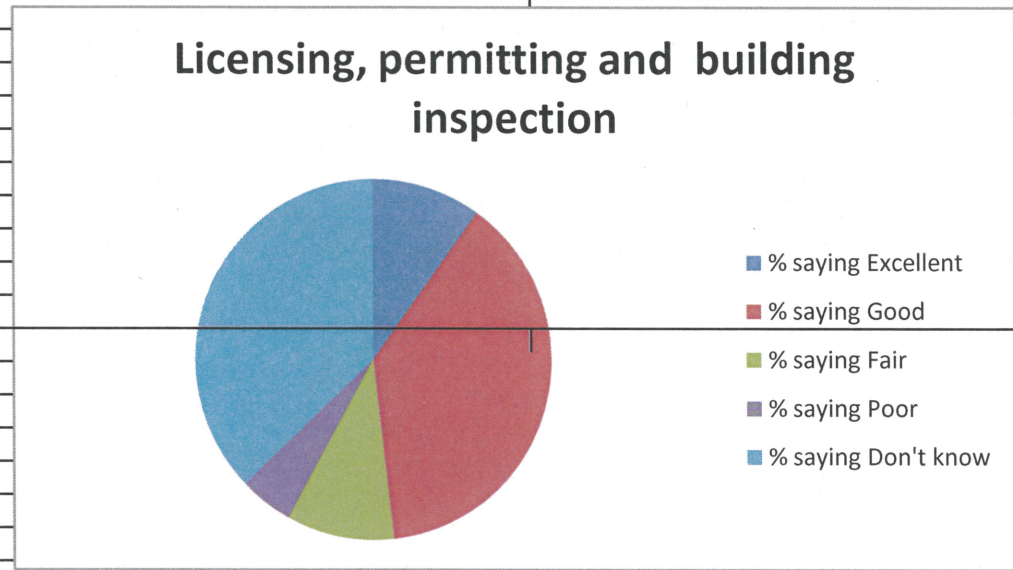


How would you rate the ambulance services in your city?	
	13
	15
	3
	0
	49
	80
	16%
	19%
	4%
	0%
	61%

Ambulance services

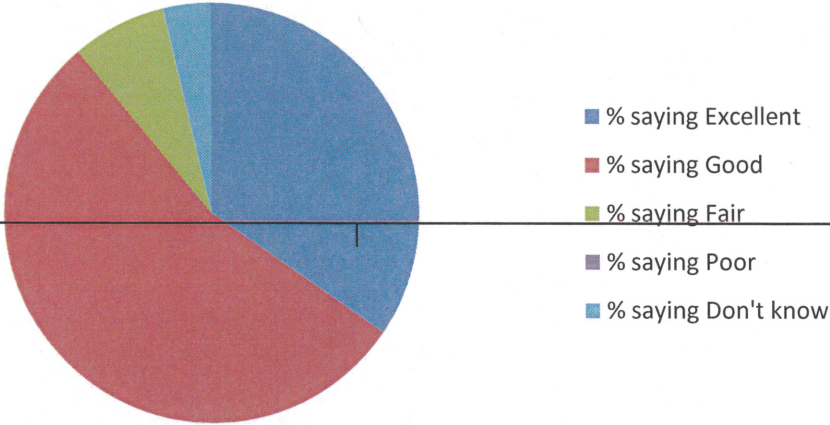


How would you rate the quality of licensing, permitting and building inspection services in your city?	
	8
	31
	8
	4
	30
	81
	10%
	38%
	10%
	5%
	37%



How would you rate the overall quality of services provided by the city?	
	28
	44
	6
	0
	3
	81
	35%
	54%
	7%
	0%
	4%

Overall quality of services



RESOLUTION NO. 13-68

RESOLUTION DECLARING THE CITY OF COON RAPIDS' PARTICIPATION IN THE COUNCIL ON LOCAL RESULTS AND INNOVATION – PERFORMANCE MEASUREMENT PROGRAM

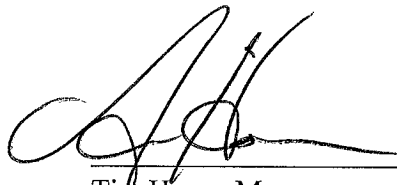
WHEREAS, the benefits to the City of Coon Rapids for participation in the Minnesota Council on Local Results and Innovation's Comprehensive Performance Measurement Program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State Statute; and

WHEREAS, the City Council has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes.

NOW THEREFORE LET IT BE RESOLVED by the City Council that the City of Coon Rapids will report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's/county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.


BE IT FURTHER RESOLVED by the City Council that the City of Coon Rapids will submit to the Office of the State Auditor the actual results of the performance measures adopted by the City.

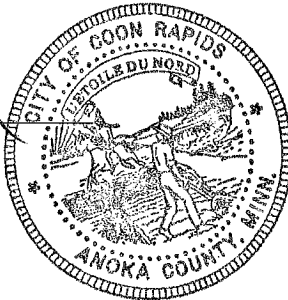
Adopted this 18th day of June, 2013.



Tim Howe, Mayor

ATTEST:


Catherine M. Sorensen, City Clerk



**City of Coon Rapids Data for Council on Local Results and Innovation -
Performance Measurement Program**

Category	#	Measure	2012 Data
General	1.	Rating of the overall quality of services provided by your city (survey data, provide year completed and total responses)	Excellent - 10%, Good - 74%, Fair - 16%, Poor - 1% (2012 survey, 400 random telephone interviews)
	2.	Percent change in the taxable property market value	2012 to 2013 taxable market value change: -10.5%
	3.	Citizens' rating of the overall appearance of the city (survey data, provide year completed and total responses)	Excellent - 12%, Good - 74%, Fair - 13%, Poor - 2% (2012 survey, 400 random telephone interviews)
	4.*	Nuisance code enforcement cases per 1,000 population	n/a
	5.*	Number of library visits per 1,000 population	n/a
	6.*	Bond rating	Aa1 (Moody's)
	7.	Citizens' rating of the quality of city recreational programs and facilities (survey data, provide year completed and total responses)	<u>Facilities:</u> Excellent - 30%, Good - 59%, Fair - 10%, Poor - 1%, Don't Know/Refused - 1% <u>Programs:</u> Excellent - 26%, Good - 71%, Fair - 3%, Poor - 0% (2013 survey, 400 random telephone interviews)
	8.*	Accuracy of post election audit (% of ballots counted accurately)	100% (excluding voter error)
Police Services	9.	Part I and II Crime Rates	Part I: 34.2 per 1,000 pop., Part II: 71.0 per 1,000 pop.
	10.*	Part I and II Crime Clearance Rates	Part I Clearance Rate: 36.93%, Part II Clearance Rate: 77.74%
	11.	Citizens' rating of safety in their community (survey data, provide year completed and total responses)	Very Safe - 38%, Reasonably Safe - 57%, Somewhat Unsafe - 4%, Very Unsafe - 1%, (2012 survey, 400 random telephone interviews)
	12.	Average police response time	n/a
Fire & EMS Services	13.	Insurance industry rating of fire services	ISO rating: 4
	14.	Citizens' rating of the quality of fire protection services (survey data, provide year completed and total responses)	Excellent - 61%, Good - 34%, Fair - 1%, Poor - 0%, Don't Know/Refused - 5% (2012 survey, 400 random telephone interviews)
	15.	Average fire response time	4.84 minutes
	16.*	Fire calls per 1,000 population	27.6 calls per 1,000 pop.
	17.*	Number of fires with loss resulting in investigation	n/a
	18.*	EMS calls per 1,000 population	51.3 per 1,000 pop.
Streets	19.	Emergency Medical Services average response time	4.28 minutes
	20.	Average city street pavement condition rating	43.5% of City Streets were rated in Excellent or Good condition (2012 study, all city streets were rating using PCI and assigned a score - excellent, good, fair, or poor.)
	21.	Citizens' rating of the road conditions in their city (survey data, provide year completed and total responses)	Excellent - 4%, Good - 60%, Fair - 32%, Poor - 4% (2012 survey, 400 random telephone interviews)
	22.*	Expenditures for road rehabilitation per paved lane mile rehabilitated (jurisdiction only roads)	n/a
	23.*	Percentage of all jurisdiction lane miles rehabilitated in the year	n/a
	24.*	Average hours to complete road system during snow event	n/a
Water	25.	Citizens' rating of the quality of snowplowing on city streets (survey data, provide year completed and total responses)	Excellent - 12%, Good - 67%, Fair - 19%, Poor - 4%, Don't Know/Refused - 0% (2012 survey, 400 random telephone interviews)
	26.	Citizens' rating of the dependability and quality of the city water supply (survey data, provide year completed and total responses)	<u>Dependability:</u> Excellent - 28%, Good - 68%, Fair - 2%, Poor - 1%, Don't Know/Refused - 1% <u>Quality:</u> Excellent - 20%, Good - 59%, Fair - 16%, Poor - 4%, Don't Know/Refused - 1% (2012 survey, 400 random telephone interviews)
Sanitary Sewer	27.	Operating cost per 1,000,000 gallons of water pumped/produced	n/a
	28.	Citizens' rating of the dependability and quality of city sanitary sewer service (Provide year completed and total responses)	Excellent - 23%, Good - 70%, Fair - 5%, Poor - 0%, Don't Know/Refused - 3% (2012 survey, 400 random telephone interviews)
	29.	Number of sewer blockages on city system per 100 connections	n/a

RESOLUTION NO. 2013-058

**RESOLUTION TO CONTINUE PARTICIPATION IN COMPREHENSIVE
PERFORMANCE MEASUREMENT PROGRAM**

WHEREAS, Benefits to the City of Cottage Grove for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and


WHEREAS, Any city participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, The City Council of Cottage Grove has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes.

NOW THEREFORE LET IT BE RESOLVED THAT, The City Council of Cottage Grove will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, The City Council of Cottage Grove will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

Passed this 15th day of May, 2013.



Myron Bailey, Mayor

Attest:



Caron M. Stransky, City Clerk

Caron M. Stransky, City Clerk

Standard Measures for Cities
Local Performance Measures Program
2012.

Measure	Result
Citizen rating of the overall quality of services provided by the City.	2012 Decision Resources Survey – 79% rated excellent or good.
Percent change in the taxable property market value.	2012 decreased from 2011 by 8.58%
Citizen rating of the overall appearance of the city	2012 Decision Resources Survey – 90% positive rating
Part I and II crime rates	2012 Part I = 756 (4.3%); 2012 Part II = 1614 (9.3%). Total crimes reported = 17,348
Citizens rating of safety in their community	2012 Decision Resources Survey – 88% feel safe in the city.
Insurance industry rating of fire services.	ISO rating class 4
Average city pavement condition rating	82.4
Citizen rating the quality of snowplowing on city streets.	2012 Decision Resources Survey – 64% Positive rating
Citizen rating of the dependability and quality of city water supply	2012 Decision Resources Survey – 64% Positive rating
Citizen rating of the dependability and quality of city sanitary sewer service.	2012 Decision Resources Survey – 64% Positive rating
Citizen rating of the quality of city recreational programs and facilities (parks, trails & park buildings).	2012 Decision Resources Survey – 77% excellent or good recreational programs and 90% excellent or good facilities
Notes: <i>The 2012 Decision Resources Survey was conducted using 400 randomly selected residents in a phone survey with 51 questions in July 2012.</i>	

CITY OF EAGAN

RESOLUTION NO. 13-49

RESOLUTION APPROVING PERFORMANCE MEASURES

WHEREAS, the State Legislature created the Council on Local Results and Innovation; and

WHEREAS, Eagan has implemented a local performance measurement system as developed by the Council on Local Results and Innovation; and

WHEREAS, Eagan surveys its residents every other calendar year on services included in the performance benchmarks; and

WHEREAS, the Council on Local Results and Innovation released a standard set of performance measures for counties and cities that will aid residents, taxpayers and state and local elected officials in determining the efficacy of counties and cities in providing services and measure residents' opinions of those services; and

WHEREAS, cities and counties that choose to participate in the new performance measurement program may be eligible for a reimbursement from Local Government Aid and exemption from levy limits.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Eagan does hereby approve the following Performance Measures and will publish the results of the Performance Measures before the end of the calendar year.

Performance Indicator

General

- Citizen survey - quality of services
- Citizen survey - overall appearance
- Percent change in the taxable property market value

Police

- Citizen survey rating safety or ...Part I and II crime rates
- Police response times

Fire

- Citizen survey - quality of services or ISO rating
- Fire response times

Streets

- Citizen survey - quality of road conditions or...
- Average pavement condition rating.
- Citizen survey - quality of snow plowing

Water

- Citizen survey - quality and dependability

Operating cost per million gallons
Sanitary sewer
Citizen survey - quality and dependability
Number of sewer blockages
Parks and Recreation
Citizen survey - quality of services

APPROVED by the City Council of the City of Eagan, Minnesota, this 4th day of June 2013.

CITY OF EAGAN

By: 
Mike Maguire, Mayor

ATTEST:


Deputy City Clerk



- Newsletters & Publications
- Requests for Proposals
- Road Work & Closures
- Seasonal Notices
- Watch Video
- City Calendar
- City Jobs
- News Releases
 - > City News
 - > Police News
 - > Fire News
 - > Park News

[Home](#) / [News Releases](#) / [City News](#) / [City Performance Indicators](#)

City Performance Indicators

Created on Monday, 04 February 2013 14:22

The Council on Local Results and Innovation, in concert with the Minnesota Legislature and the Office of the State Auditor has created a series of local performance indicators residents can use to monitor city performance. The Eagan City Council has embraced these indicators and is the process of implementing a performance management system.

So how are we doing?

In addition to the biennial [residential survey results](#) and the [presentation shared](#) with the City Council, here are specific performance indicators established in the voluntary statewide program:

Quality of City Services (as determined by a random sample poll of 400 Eagan residents by an independent research firm, results accurate to +/- 5%:

Ease of Reaching Staff Who Could Help	90% Excellent or Good 10% Fair or Poor
Courtesy of City Staff	93% Excellent or Good 06% Fair or Poor 01% Don't Know
Promptness of Response	91% Excellent or Good 09% Fair or Poor 01% Don't Know
Answering Your Question	89% Excellent or Good 11% Fair or Poor
General	
Percent change in taxable property market value	Down 6.3%

Percent change in taxable property market value	Down 6.3%
Specific Services	
Police Protection	96% Excellent or Good 03% Fair or Poor 01% Don't Know/Refused
Police Response Times	2011 Average: 8.3 minutes for all calls
Fire Protection	97% Excellent or Good 01% Fair or Poor 03% Don't Know/Refused
Fire Response Times	2011 Average: 6.14 minutes
Insurance Service Organization (ISO) Rating	3 (2012 Citywide)
Street Repair & Maintenance	85% Excellent or Good 15% Fair or Poor 01% Don't Know/Refused
Snow Plowing City Streets	86% Excellent or Good 14% Fair or Poor
Average Pavement Condition Rating	83 on scale of 100
Water Utilities & Sanitary Sewer:	
Water quality	No contaminants were detected at levels that violated federal drinking water standards. However, some contaminants were detected in trace amounts that were below legal limits. See: Water Quality Report
Water Operating Cost Per Million Gallons	\$1.22 in 2011
Dependability	24 sewer blockages in 2011

Rating	
Street Repair & Maintenance	85% Excellent or Good 15% Fair or Poor 01% Don't Know/Refused
Snow Plowing City Streets	86% Excellent or Good 14% Fair or Poor
Average Pavement Condition Rating	83 on scale of 100
Water Utilities & Sanitary Sewer:	
Water quality	No contaminants were detected at levels that violated federal drinking water standards. However, some contaminants were detected in trace amounts that were below legal limits. See: Water Quality Report
Water Operating Cost Per Million Gallons	\$1.22 in 2011
Dependability	24 sewer blockages in 2011
Parks & Recreation	
Park Maintenance	93% Excellent or Good 05% Fair or Poor 01% Don't Know/Refused
Recreation Programming	99% Satisfied (of those who participated) 01% Dissatisfied

Note: some #s are < or > 100% because of rounding

Citizen Request
 Events
 Subscribe
 eConnect
 Contact
 Publications
 Maps
 Follow Us
 News

CITY OF ELKO NEW MARKET
SCOTT COUNTY, MINNESOTA

RESOLUTION NO. 13-48

RESOLUTION REPORTING THE RESULTS OF THE PERFORMANCE
MEASUREMENT SYSTEM TO THE OFFICE OF THE STATE AUDITOR

WHEREAS, Benefits to the City of Elko New Market for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, Any city/county participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, The City Council of Elko New Market has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

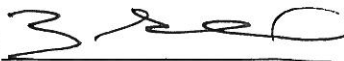
NOW THEREFORE LET IT BE RESOLVED THAT, The City Council of Elko New Market will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's/county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, The City Council of Elko New Market will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city/county, as attached in Appendix A.

Detail of Voting: Ayes 5 Nays 0

ADOPTED by the City Council of Elko New Market this 23rd day of May, 2013.

CITY OF ELKO NEW MARKET

By: 
Tony Gabriel, Mayor

ATTEST:


Sandra Green, City Clerk

CITY OF ELKO NEW MARKET
SCOTT COUNTY, MINNESOTA

RESOLUTION NO. 12-37

RESOLUTION ADOPTING AND IMPLEMENTING MODEL PERFORMANCE MEASURES FOR CITIES AS ESTABLISHED BY THE COUNCIL ON LOCAL RESULTS AND INNOVATION, CREATING A COMPREHENSIVE PERFORMANCE MEASUREMENT SYSTEM, REPORTING THE RESULTS OF SUCH REPORT TO THE LOCAL PUBLIC, AUTHORIZING THE SURVEY OF RESIDENTS, AND REPORTING RESULTS TO THE OFFICE OF THE STATE AUDITOR

WHEREAS, in 2010, the Legislature created the Council on Local Results and Innovation; and

WHEREAS, in February 2011, the Council released a standard set of performance measures for cities that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of cities in providing services, and measure resident's opinions of those services; and

WHEREAS, in February 2012, the Council created a comprehensive performance measurement system for cities to implement in 2012; and

WHEREAS, cities that choose to participate in the new standards measure program may be eligible for reimbursement in LGA, and exemption from levy limits; and

WHEREAS, participation in the standard measures program by a city is voluntary; and

WHEREAS, cities that choose to participate in the standard measures program must officially adopt the performance benchmarks developed by the Council, and implement them; and

WHEREAS, the following performance measures were adopted:

- Percent change in the taxable property market value
- Part I and II crime rates
- Police response time
- Insurance industry rating of fire services
- Fire response time
- Average city street pavement condition rating
- Operating cost per 1,000,000 gallons of water pumped/produced
- Number of sanitary sewer back-ups for public sanitary sewer system

WHEREAS, the results of the citizen survey conducted were also released and the following areas were reviewed and commented on;

- Overall appearance

- Overall safety
- Fire protection
- Overall street conditions
 - Snowplowing
 - Sanitary sewer
 - Water supply
 - Park and recreation
 - Overall quality of service

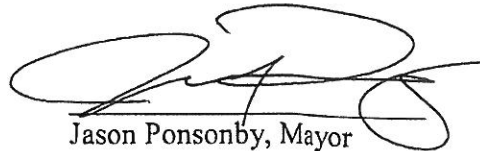
NOW BE IT RESOLVED that the City Council of the City of Elko New Market, Minnesota, hereby certifies that;

1. The city had adopted and implemented the performance measures as developed by the Council on Local Results and Innovation; and
2. The city is in the process of implementing a local performance measurement system as developed by the Council on Local Results and Innovation; and
3. The city will report the results of the adopted measures to its residents before the end of the calendar year through publication, direct mail, posting on its website, or through a public hearing at which the budget and levy will be discussed and public input allowed; and
4. The city will survey its residents by the end of the calendar year on the services included in the performance benchmarks; and

BE IT FURTHER RESOLVED that the actual results of the performance measures adopted by the city for the program in 2011 were reported to the Office of the State Auditor prior to the July 1, 2012 deadline.

PASSED AND DULY ADOPTED by the City Council of the City of Elko New Market this 14th day of June, 2012.

CITY OF ELKO NEW MARKET

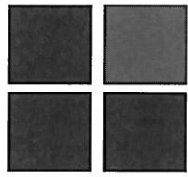


Jason Ponsonby, Mayor

ATTEST:



Sandra Green, Deputy Clerk Administration



Decision
Resources Ltd.

Survey

Survey Overview

Decision Resources, Ltd., is pleased to present the results of this study to the City of Elko New Market. This section provides a brief introduction to the specifications of the survey and a guide to the organization of the written analysis.

While the most statistically sound procedures have been used to collect and analyze the information presented herein, it must always be kept in mind that surveys are not predictions. They are designed to measure public opinion within identifiable limits of accuracy at *specific points in time*. This survey is in no way a prediction of opinions, perceptions, or actions at any future point in time. After all, in public policy analysis, the major task is to impact these revealed opinions in a constructive fashion.

The Principal Investigator for this study was Dr. William D. Morris; the Project Director overseeing all phases of the research and analysis was Ms. Diane Traxler.

Research Design

This study contains the results of a telephone survey of 228 randomly selected residents of the City of Elko New Market. The average interview took twenty-three minutes.

All respondents interviewed in this study were part of a randomly generated sample of the City of Elko New Market. In general, random samples such as this yield results projectable to their respective universe within ± 5.0 percent in 95 out of 100 cases.

Interviews were conducted by **Decision Resources, Ltd.**, trained personnel from telephone banks in St. Paul, Minnesota. Approximately twenty percent of all interviews were independently validated for procedure and content by a Decision Resources, Ltd., supervisor. Completed interviews were edited and coded at the company's headquarters in Minneapolis, Minnesota. Statistical analysis and cross-tabulations were produced by the company's CfMC Mentor Analysis System and SPSS 18.0 FOR WINDOWS.

Organization of the Study

The results of this study are presented in the following order:

The *Analysis* consists of a written report of the major findings. The results contained herein were also presented verbally to the client.

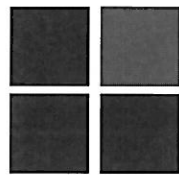
The *Questionnaire* reproduces the survey instrument as it was used in the interviewing process. This section also includes a response frequency distribution for each question.

Any further questions the reader may have about this study which are not answered in this report should be directed to either Dr. Morris or Ms. Traxler.

TABLE OF CONTENTS

Chapter One: Residential Demographics.	6
Residential Demographics.	7
Residential Longevity.	7
School-Aged Children.	8
Age of Respondent.	8
Gender.	8
Summary and Conclusions.	8
Chapter Two: Quality of Life.	9
Quality of Life.	10
Like Most.	10
Most Serious Issue.	10
Quality of Life.	11
Summary and Conclusions.	11
Chapter Three: City Services.	13
City Services.	14
General Value of City Services.	14
City Service Ratings.	14
City Services Lacking.	17
Drinking Water Improvement.	18
Library Hours.	19
Summary and Conclusions.	19
Chapter Four: Public Safety.	21
Public Safety.	22
Public Safety Issues.	22
Summary and Conclusions.	24
Chapter Five: Parks and Recreation.	25
Parks and Recreation.	26
Use of Recreation Facilities.	26
Adequacy of Recreation Facilities.	28
Adequacy of Recreation Programs.	29
Participation in Recreation Programs.	30
Adequacy of Community Events.	31
Participation in Community Events.	31
Summary and Conclusions.	33
Chapter Six: City Hall.	34
City Hall.	35
City Hall.	35
Summary and Conclusions.	36
Chapter Seven: Website.	38
Website.	39

City's Website. 39
Summary and Conclusions.. . . . 39
Chapter Eight: Concluding Thoughts. 41
Concluding Thoughts.. . . . 42



Decision
Resources Ltd.

Analysis

Chapter One: Residential Demographics

Residential Demographics

Residents of the City of Elko New Market were asked a series of questions about their demographic backgrounds. These questions were asked for two reasons: first, to validate this sample against the 2010 U.S. Census findings; and, second, to track any differences between subgroups and the rest of the population. There were no statistically significant differences between the findings of this survey and the census data. And, throughout the course of this study, subgroup differences will be discussed.

Residential Longevity

Approximately how many years have you lived in the City of Elko New Market?

LESS THAN TWO YEARS.	6%
TWO TO FIVE YEARS.	13%
5.1 TO TEN YEARS.	26%
10. TO TWENTY YEARS.	30%
20.1 TO 30 YEARS.	13%
OVER THIRTY YEARS.	12%
DON'T KNOW/REFUSED.	0%

“Two to five years” is posted more frequently by:

- households with children
- eighteen to thirty-four year olds

“Six to ten years” is indicated more frequently by:

- those who have accessed the city’s website

“Twenty-one to thirty years” is cited more often by:

- those who have not accessed the city’s website

“Over thirty years” is indicated more often by:

- those who have not accessed the city’s website
- households without children
- over fifty-four year olds

School-Aged Children

Do you have school-aged children or pre-schoolers in your household?

YES	58%
NO	42%
DON'T KNOW/REFUSED.....	1%

Age of Respondent

What is your age, please?

18-24	4%
25-34	22%
35-44	32%
45-54	25%
55-64	11%
65 AND OVER.....	7%

Gender

Gender

MALE.....	50%
FEMALE.....	50%

Summary and Conclusions

Elko New Market is a growing exurban community. The median longevity of adult residents is 11.8 years. Nineteen percent of the sample report moving to the city during the past five years, while 25% were there for over two decades. Newcomers are more apt to be 18-34 year olds with children. Over 20 year residents are more likely to be empty-nesters and over 55 year olds. Fifty-eight percent of the households contain school-aged children or pre-schoolers.

The average age of respondents is 42.3 years old. Eighteen percent of the sample fall into the over 55 years age range, while 26% are less than 35 years old. Women and men are equally represented in the sample.

Chapter Two: Quality of Life

Quality of Life

Like Most

What do you like most about living in the City of Elko New Market?

SMALL TOWN FEEL.....	43%
QUIET AND PEACEFUL.....	16%
HOUSING/NEIGHBORHOOD.	6%
RURAL/OPEN SPACE.....	16%
SAFE	4%
FRIENDLY PEOPLE.	6%
CONVENIENT LOCATION.....	6%
SCATTERED.	2%

“Rural/Open Space” is key to:

- residents for six to ten years

Most Serious Issue

What do you think is the most serious issue facing the city today?

UNSURE.	11%
NOTHING.	12%
HIGH TAXES.	8%
LACK OF BUSINESSES.	20%
EXPANDING RACE TRACK.	8%
CITY SPENDING.	4%
TOO MUCH GROWTH.	4%
DRINKING WATER QUALITY.	13%
NOTHING FOR YOUTH TO DO.....	7%
RISING CRIME.....	5%
LACK OF JOBS.	2%
SCHOOL QUALITY.....	3%
SCATTERED.	4%

“Drinking water quality” is a concern among:

- those rating the value of city services negatively
- those who have contacted City Hall

“Nothing” is posted at a higher rate by:

- those rating the quality of life as excellent
- those rating the value of city services positively

“Expanding race track” troubled:

- those rating the value of city services positively
- those who have not accessed the city’s website

Quality of Life

How would you rate the quality of life in Elko New Market -- excellent, good, only fair, or poor?

EXCELLENT.....	32%
GOOD.	58%
ONLY FAIR.....	9%
POOR	0%
DON'T KNOW/REFUSED.....	0%

Ratings increase among:

- those rating the value of city services positively

They decrease among:

- residents for six to ten years
- those rating the value of city services negatively
- thirty-five to forty-four year olds

Summary and Conclusions

Ninety percent rate their quality of life as either “excellent” or “good.” In fact, 32% deem it “excellent,” placing the city well within the top quartile of Metropolitan Area suburbs and in the top 10% of exurban cities. Nine percent rate the quality of life lower. In comparison with other Metropolitan Area suburban communities, the quality of life rating is in the top quartile of those cities. The quality of life rating varies directly with the perceived value of city services.

At 43%, “small town feel” leads the list of attributes people liked most about living in the community. “Quiet and peaceful” and “rural/open space” are second, each at 16%, followed by “housing/neighborhood,” “friendly people,” and “convenient location,” each at six percent. “Rural/Open space” is particularly important to residents for 5-10 years. The most serious issues

facing the city are “lack of businesses,” at 20%, and “drinking water quality,” at 13%. Property taxes were mentioned by 8%, well below the metro average of 20%. A “booster” group of 12%, almost twice as high as the Metropolitan Area norm, says there are “no” serious issues facing the community.

When property taxes are weighed against the quality of city services, 67% rate the value as “excellent” or “good..” Thirty-one percent rate the quality as “only fair” or “poor.” The over two-to-one favorable-to-unfavorable ratio reveals a community which is generally satisfied with the cost of currently-offered city services. In fact, this rating ranks within the top decile of suburban communities and in the top 3% of exurban communities.

Chapter Three: City Services

City Services

General Value of City Services

Property tax revenues are divided among the City of Elko New Market, Dakota County, and your local public school district. In 2012, the actual percentage of your property taxes going to the City of Elko New Market was 42 percent.

When you consider the property taxes you pay and the quality of city services you receive, would you rate the general value of city services as excellent, good, only fair, or poor?

EXCELLENT.....	5%
GOOD.	62%
ONLY FAIR.....	27%
POOR	4%
DON'T KNOW/REFUSED.....	3%

Ratings peak among:

- those rating the quality of life as excellent

City Service Ratings

I would like to read you a list of a few city services. For each one, please tell me whether you would rate the quality of the service as excellent, good, only fair, or poor?

Police protection?

EXCELLENT.....	29%
GOOD.	54%
ONLY FAIR.....	11%
POOR	6%
DON'T KNOW/REFUSED.....	0%

There are no statistically significant sub-group differences.

Fire protection?

EXCELLENT.....	40%
GOOD.	53%
ONLY FAIR.....	4%
POOR	0%
DON'T KNOW/REFUSED.....	4%

There are no statistically significant sub-group differences.

Storm drainage, ponds, wetland maintenance and flood control?

EXCELLENT.....	13%
GOOD.	68%
ONLY FAIR.....	9%
POOR	6%
DON'T KNOW/REFUSED.....	4%

Favorable ratings are posted at a higher rate by:

- residents for over twenty years

Park maintenance?

EXCELLENT.....	21%
GOOD.	64%
ONLY FAIR.....	9%
POOR	2%
DON'T KNOW/REFUSED.....	4%

There are no statistically significant sub-group differences.

City-sponsored recreation programs?

EXCELLENT.....	8%
GOOD.	60%
ONLY FAIR.....	15%
POOR	4%
DON'T KNOW/REFUSED.....	12%

Unfavorable ratings indicated more frequently by:

- resident for five years or less
- those who have accessed the city's website
- households with children

Code Enforcement?

EXCELLENT.....	7%
GOOD.	73%
ONLY FAIR.....	14%
POOR	4%
DON'T KNOW/REFUSED.....	3%

There are no statistically significant sub-group differences.

Now, for the next three city services, please consider only their job on city-maintained street and roads. That means excluding interstate highways, state and county roads that are taken care of by other levels of government. Hence, Interstate 35, County Road 2, also known as 260th Street or Main Street and County Road 91, also known as Natchez Avenue, should not be considered. How would you rate

City street repair and maintenance?

EXCELLENT.....	10%
GOOD.	72%
ONLY FAIR.....	17%
POOR	1%
DON'T KNOW/REFUSED.....	0%

Favorable ratings are posted at a higher rate by:

- households with children
- thirty-five to forty-four year olds

Unfavorable ratings indicated more frequently by:

- over fifty-four year olds

Snow plowing?

EXCELLENT.....	6%
GOOD.	65%
ONLY FAIR.....	24%
POOR	5%
DON'T KNOW/REFUSED.....	0%

Favorable ratings are posted at a higher rate by:

- those who have not contacted City Hall

Unfavorable ratings stated more often by:

- those who have contacted City Hall

Why did you rate that service as (only fair/poor?)

POOR SNOW PLOWING.....	17%
LACK OF DRAINAGE.....	13%
POORLY MAINTAINED PARKS.....	2%
SLOW RESPONSE.....	18%
POOR QUALITY OF STREET REPAIR.....	7%
NOT ENOUGH POLICE PATROLLING.....	13%
LACK OF CODE ENFORCEMENT.....	15%
NOT ENOUGH RECREATION PROGRAMS.....	14%
SCATTERED.....	2%

“Slow response” is posted more often by:

- residents for over twenty years
- those who have not accessed the city’s website
- households without children

“Poor snow plowing” is reported more often by:

- those rating the value of city services positively
- those who have accessed the city’s website
- forty-five to fifty-four year olds
- men

“Not enough recreation programs” is cited more often by:

- those who have accessed the city’s website
- households with children

“Lack of drainage” is mentioned more frequently by:

- those rating the value of city services negatively

City Services Lacking

In general, what city services do you feel are lacking or should be added?

UNSURE.	11%
NONE.	46%
WATER TREATMENT PLANT.	7%
CODE ENFORCEMENT.	3%
STREET MAINTENANCE..	13%
MORE POLICE.	8%
MORE RECREATION PROGRAMS..	7%
MORE PARK FACILITIES.	3%
SCATTERED.	3%

“None” is indicated more often by:

- residents for over twenty years
- those rating the value of city services positively
- those who have not contacted City Hall
- households without children

“Street maintenance” is mentioned most frequently by:

- households with children

Drinking Water Improvement

The City of Elko New Market could improve the quality of drinking water in the city so residents would not have any home treatment....

How much would you be willing to pay in order to improve the quality of drinking water? How about \$___?

NOTHING.	43%
\$5 A MONTH.	23%
\$10 A MONTH.	15%
\$15 A MONTH.	5%
\$20 A MONTH.	5%
\$25 A MONTH.	1%
\$30 A MONTH.	0%
OVER \$30 A MONTH.	0%
DON'T KNOW/REFUSED.	8%

There are no statistically significant sub-group differences.

Library Hours

Currently the library is open for twenty-one hours per week, Monday and Wednesday from 1pm to 8pm and Friday from 10am to 5pm.

If library hours were expanded, which of the following days and times would you most prefer?

MONDAY MORNING.	1%
TUESDAY MORNING AND AFTERNOON.	6%
TUESDAY AFTERNOON AND EVENING.	5%
WEDNESDAY MORNING.	7%
THURSDAY MORNING AND AFTERNOON.	11%
SATURDAY MORNING AND AFTERNOON.	40%
SOMETHING ELSE.	3%
NONE.	18%
DON'T KNOW/REFUSED.	9%

“Saturday morning and afternoon” is stated more often by:

- those who have accessed the city’s website
- households with children
- thirty-five to forty-four year olds

Summary and Conclusions

In evaluating specific city services, the mean approval rating is 80.4%, at the median for the Metropolitan Area. Over 90% favorably rate one city service, “fire protection,” as either “excellent” or “good.” Between 80% and 89% favorably rate “police protection,” “storm drainage, ponds, wetland maintenance and flood control,” “park maintenance,” “code enforcement” and “city street repair and maintenance.” Seventy-one percent rate “snow plowing” highly, while 68% feel the same way about “city-sponsored recreation programs.”

Negative city service ratings arise from concerns about the quality and the timeliness of a particularly service. Snow plowing is criticized by 29% for both thoroughness and promptness. Critics are most often empty-nesters and over 20 year residents. City-sponsored recreation programs earn negative ratings from 19% due to their limited nature. Negatives are posted most often by parents/guardians of children. And, police protection is viewed negatively by 17% because of a lack of patrolling.

Forty-six percent feel the City of Elko New Market is not lacking any city services, while another 11% are “unsure.” This response is well below the metro average of 80%, Elko New Market residents feel that the city does need to increase services. Specifically, 13% would augment

“street maintenance,” eight percent would add “more police,” and seven percent each would “build a water treatment plant” or “add more recreation programs.” 18-34 year olds were most concerned about street maintenance.

The typical resident of the community would be willing to pay an additional \$3.25 per month to improve the quality of their drinking water. Even though it would mean home water treatment would no longer be necessary, 43% would be unwilling to pay anything. Twenty-six percent, on the other hand, would be willing to pay \$10.00 per month.

If library hours were expanded, 40% would prefer it be open on Saturday morning and afternoon. Eleven percent would like to see hours expanded to include Tuesday morning and afternoon. But, 18% want no expansion of the current hours. The Saturday hours are particularly important to households containing children and 35-44 year olds.

Chapter Four: Public Safety

Public Safety

Public Safety Issues

How would you rate the amount of police patrolling in your neighborhood -- too much, about the right amount or not enough?

TOO MUCH.	3%
ABOUT RIGHT AMOUNT.	83%
NOT ENOUGH.	14%
DON'T KNOW/REFUSED.	1%

“About right amount” is selected more often by:

- those rating the quality of life as excellent
- those rating the value of city services positively

“Not enough” is cited most frequently by:

- those rating the value of city services negatively

How would you rate the amount of traffic enforcement by the police in your neighborhood -- too much, about right amount or not enough?

TOO MUCH.	2%
ABOUT RIGHT AMOUNT.	83%
NOT ENOUGH.	15%
DON'T KNOW/REFUSED.	1%

“About right amount” is indicated more often by:

- households with children
- thirty-five to forty-four year olds

How serious of a problem is traffic speeding in your neighborhood -- very serious, somewhat serious, not too serious, or not at all serious?

VERY SERIOUS.	5%
SOMEWHAT SERIOUS.	29%
NOT TOO SERIOUS.	43%

NOT AT ALL SERIOUS.....	22%
DON'T KNOW/REFUSED.....	0%

“Serious” is posted at a higher rate by:

- those rating the value of city services negatively

And, how serious of a problem are stop sign violations in your neighborhood -- very serious, somewhat serious, not too serious, or not at all serious?

VERY SERIOUS.....	4%
SOMEWHAT SERIOUS.....	22%
NOT TOO SERIOUS.....	47%
NOT AT ALL SERIOUS.....	25%
DON'T KNOW/REFUSED.....	2%

“Serious” is cited more often by:

- those who have contacted City Hall

“Not serious” is mentioned more frequently by:

- resident for five years or less
- those who have not contacted City Hall

Please tell me which one you consider to be the greatest concern in Elko New Market? If you feel that none of these problems are serious in the city, just say so....

Violent crime.....	2%
Traffic speeding.....	20%
Drugs.....	6%
Youth crimes and vandalism.....	19%
Identity theft.....	0%
Business crimes, such as shoplifting and check fraud.....	1%
Residential crimes, such as burglary, and theft.....	13%
ALL EQUALLY.....	8%
NONE OF THE ABOVE.....	24%
DON'T KNOW/REFUSED.....	7%

“Youth crimes and vandalism” is indicated more often by:

- those who have contacted City Hall

“Residential crimes” is reported more often by:

- those rating the quality of life as excellent

“None” is posted more often by:

- those who have not accessed the city’s website
- households without children

Summary and Conclusions

A solid 83% rate the amount of police patrolling in their neighborhood as “about the right amount.” Only 14% think the amount is “not enough.” Similarly, 83% rate the amount of traffic enforcement by the police in their neighborhood as “about the right amount.” Fifteen percent, though, think it is “not enough.” These ratings of police patrolling are among the top ten percent of communities across the Metropolitan Area and among the top five percent of exurban communities.

Thirty-four percent think the problem of traffic speeding in their neighborhood is either “very serious” or “somewhat serious.” Sixty-five percent see it as “not serious.” Twenty-six percent view the problem of stop sign violations in their neighborhood as either “very serious” or “somewhat serious.” Seventy-two percent think it is “not too serious” or “not at all serious.” Both levels of concern are consistent with other suburban and exurban communities.

Twenty percent think the greatest public safety concern in Elko New Market is “traffic speeding,” while 19% see it as “youth crimes and vandalism,” and 13% view the greatest public safety concern as “residential crimes, such as burglary and theft.” Twenty-four percent think “none” of the enumerated public safety concerns are a problem in the city. While the greatest public safety concern tends to vary between communities, the 24% of residents posting “none” is consistent with third-ring suburban and exurban communities.

Chapter Five: Parks and Recreation

Parks and Recreation

Use of Recreation Facilities

The Elko New Market park system is composed of larger community parks, like Windrose Park and Wagner Park, and smaller neighborhood parks, like Woodcrest Park and Rowena Ponds Park, trails, and community ballfields. Of these facilities, which have you or members of your household used during the past year?

Larger community parks?

YES	55%
NO	45%
DON'T KNOW/REFUSED.	0%

Use is higher among:

- those who have contacted City Hall
- those who have accessed the city's website
- households with children
- thirty-five to forty-four year olds

It is lower among:

- residents for over twenty years
- those who have not contacted City Hall
- those who have not accessed the city's website
- households without children
- over fifty-four year olds

Smaller neighborhood parks?

YES	56%
NO	44%
DON'T KNOW/REFUSED.	0%

Use increases among:

- those who have accessed the city’s website
- households with children
- thirty-five to forty-four year olds

It decreases among:

- residents for over twenty years
- those who have not accessed the city’s website
- households without children
- over fifty-four year olds

Trails and Sidewalks?

YES	72%
NO	28%
DON'T KNOW/REFUSED.....	0%

Users tend to be:

- those who have contacted City Hall
- those who have accessed the city’s website
- households with children
- thirty-five to forty-four year olds

Non-users are typically:

- residents for over twenty years
- those who have not contacted City Hall
- those who have not accessed the city’s website
- households without children
- over fifty-four year olds

Community ballfields?

YES	43%
NO	57%
DON'T KNOW/REFUSED.....	0%

Use is higher among:

- resident for five years or less
- those who have contacted City Hall
- those who have accessed the city’s website
- households with children
- thirty-five to forty-four year olds

It is lower among:

- residents for over twenty years
- those who have not contacted City Hall
- those who have not accessed the city’s website
- households without children
- over fifty-four year olds

Wagner Park skatepark?

YES	31%
NO	69%
DON'T KNOW/REFUSED.....	0%

Use increases among:

- those who have accessed the city’s website
- households with children
- thirty-five to forty-four year olds

It decreases among:

- residents for over twenty years
- those who have not accessed the city’s website
- households without children
- over fifty-four year olds

**Adequacy of Recreation
Facilities**

In general, do you feel that existing recreational facilities offered by the City meet the needs of you and members of your household?

YES	85%
NO	14%
DON'T KNOW/REFUSED.....	1%

Agreement increases among:

- those rating the quality of life as excellent
- those rating the value of city services positively
- those who have not contacted City Hall
- households without children
- eighteen to thirty-four year olds

It decreases among:

- those rating the value of city services negatively
- those who have contacted City Hall
- those who have accessed the city’s website
- households with children
- thirty-five to forty-four year olds

What additional recreational facilities would you like to see the City offer its residents?

TRAILS.	7%
TENNIS COURTS..	10%
SWIMMING POOL..	55%
ATHLETIC FIELDS.	19%
SCATTERED.	10%

There are no statistically significant sub-group differences.

Adequacy of Recreation Programs

In general, do you feel that existing recreational programs offered by the City meet the needs of you and members of your household?

YES	84%
NO	14%
DON'T KNOW/REFUSED.....	3%

Agreement is higher among:

- those rating the value of city services positively
- forty-five to fifty-four year olds

It is lower among:

- residents for six to ten years
- those rating the value of city services negatively
- those who have accessed the city’s website
- households with children
- thirty-five to forty-four year olds

What additional recreational programs would you like to see the City offer its residents?

UNSURE.....	3%
SENIOR PROGRAMS.....	16%
YOUTH PROGRAMS.....	68%
ARTS AND HOBBIES.....	7%
SCATTERED SPORTS.....	6%

“Youth programs” is posted at a higher rate by:

- those rating the value of city services positively
- households with children

Participation in Recreation Programs

Have you or members of your household participated in any City park and recreation programs?

YES	33%
NO	65%
DON'T KNOW/REFUSED.....	1%

Participation increases among:

- those who have accessed the city’s website
- households with children
- thirty-five to forty-four year olds

It decreases among:

- residents for over twenty years
- those who have not accessed the city’s website
- households without children
- over fifty-four year olds

Which ones?

BASEBALL/SOFTBALL.....	49%
MULTIPLE SPORTS.....	25%
SOCCER.....	16%
SWIMMING.....	4%
SCATTERED.....	6%

“Soccer” is posted at a higher rate by:

- those rating the value of city services negatively

Were you satisfied or dissatisfied with your experience?

SATISFIED.	96%
DISSATISFIED.	3%
DON'T KNOW/REFUSED.	1%

Satisfaction is higher among:

- those who have not contacted City Hall

It is lower among:

- forty-five to fifty-four year olds

Adequacy of Community Events

In general, do you feel that existing community events offered by the City meets the needs of you and members of your household?

YES	92%
NO	6%
DON'T KNOW/REFUSED.	2%

There are no statistically significant sub-group differences.

What additional community events would you like to see the City offer its residents?

UNSURE.	21%
SENIOR EVENTS.	21%
MOVIES IN THE PARK.	50%
YOUTH-ORIENTED EVENTS.	7%

There are no statistically significant sub-group differences.

Participation in Community Events

Have you or members of your household participated in any community events?

YES	41%
NO	58%
DON'T KNOW/REFUSED.....	1%

Participation increases among:

- residents for six to ten years
- those who have accessed the city's website
- households with children
- thirty-five to forty-four year olds

It decreases among:

- residents for over twenty years
- those who have not accessed the city's website
- households without children
- over fifty-four year olds

Which ones?

LION'S EVENTS.....	3%
BLOCK PARTIES.....	4%
FIRE AND RESCUE DAYS.....	37%
PARADE.....	28%
NIGHT TO UNITE.....	17%
EASTER EGG HUNT.....	5%
SCATTERED.....	6%

“Fire and Rescue Days” is stated more often by:

- those who have contacted City Hall

“Parade” is posted more frequently by:

- those rating the value of city services negatively
- those who have not contacted City Hall
- women

“Night to Unite” is stated more often by:

- residents for over twenty years
- those rating the value of city services positively
- men

Were you satisfied or dissatisfied with your experience?

SATISFIED.	93%
DISSATISFIED.	7%
DON'T KNOW/REFUSED.	1%

There are no statistically significant sub-group differences.

Summary and Conclusions

The household use during the past year of existing facilities in the park system was examined in some detail. Seventy-two percent report members using the trails and sidewalks. Fifty-six percent visit the smaller neighborhood parks, and 55% visit large community parks. Forty-three percent use the community ballfields, while 31% report usage of the Wagner Park skatepark. Park facility users are most apt to be households containing children and 35-44 year olds.

Nonusers are more frequently over 20 year residents, empty-nesters, and over 55 year olds. Eighty-five percent of the residents feel that existing recreational facilities offered by the City meet the needs of their household. Fourteen percent disagree, citing the lack of a swimming pool, athletic fields, or tennis courts. Disagreement is higher among parents/guardians of children and 35-44 year olds.

Eighty-four percent similarly feel that existing recreational programs offered by the City meets the needs of their households. Fourteen percent disagree, citing particularly the lack of youth programs. Again, disagreement peaks among parents/ guardians of children and 35-44 year olds.

Thirty-three percent report household members participated in a City park and recreation program, especially parents/guardians of children and 35-44 year olds. This level of participation is at the norm for all Minnesota communities. The most popular are baseball/softball programs, accounting for almost one-half of the participation. Among participants, a very high 96% are satisfied with the experience. This level of satisfaction places the community in the top quartile across exurban communities.

Ninety-two percent believe existing community events offered by the City meet the needs of their households. The very small six percent disagreeing suggest a “movies in the park” program. Forty-one percent of community households participate in community events. Participation levels are higher among 5-10 year residents, parents/guardians of children, and 35-44 year olds. They are lower among over 55 year olds, empty-nesters, and over 55 year olds. Among participants, 37% attended “Fire Rescue Days,” 28% watched the “parade,” especially women, and 17% joined neighbors in the “Night to Unite,” particularly over 20 year residents and men. Ninety-three percent are satisfied with their experiences there. This level of satisfaction is just above the norm for community events across the suburbs and exurban areas.

Chapter Six: City Hall

City Hall

City Hall

During the past year, have you contacted Elko New Market City Hall?

YES	43%
NO	56%
DON'T KNOW/REFUSED.....	1%

“Yes” is cited more often by:

- those who have accessed the city’s website

“No” is mentioned more often by:

- those who have not accessed the city’s website

On your last telephone call or visit, which Department did you contact -- the Police Department, Fire Department, Public Works, Park and Recreation, Building Inspections, Engineering, Planning, Administration, Billing Department, or the General Information Desk receptionist?

POLICE DEPARTMENT.....	9%
FIRE DEPARTMENT.....	2%
PUBLIC WORKS.....	27%
PARKS AND RECREATION.....	14%
BUILDING INSPECTION.....	4%
ENGINEERING.....	2%
PLANNING.....	2%
ADMINISTRATION.....	4%
BILLING DEPARTMENT.....	18%
GENERAL INFORMATION.....	18%
DON'T KNOW/REFUSED.....	0%

“Parks and recreation” is indicated more often by:

- households with children

“Billing Department” is mentioned more frequently by:

- residents for over twenty years
- over fifty-four year olds

“General information” is cited at a higher rate by:

- forty-five to fifty-four year olds

Thinking about your last contact with the City, for each of the following characteristics, please rate the service as excellent, good, only fair, or poor....

Response time from City Staff to assist you?

EXCELLENT.....	41%
GOOD.	52%
ONLY FAIR.....	7%
POOR	0%
DON'T KNOW/REFUSED.....	0%

Ratings are higher among:

- those who have accessed the city’s website
- women

They are lower among:

- those who have not accessed the city’s website
- men

Courtesy of city staff?

EXCELLENT.....	44%
GOOD.	51%
ONLY FAIR.....	2%
POOR	2%
DON'T KNOW/REFUSED.....	1%

There are no statistically significant sub-group differences.

Summary and Conclusions

Forty-three percent of the sample contacted Elko New Market City Hall during the past twelve months. This level of contact is well above the exurban average of 28%. Three-quarters called

or visited one of four departments: Public Works, Billing, General Information Desk receptionist, or Parks and Recreation. On two aspects of customer service, staff members are rated as either “excellent” or “good” by at least 93% of those who contacted City Hall: “response time from City Staff to assist” and “courtesy of city staff.” The standard threshold indicating quality customer service in the public sector is an 80% positive rating. Overall, residents are extremely satisfied with their contacts with City Hall and make Elko New Market a “best practices” city in providing customer service.

Chapter Seven: Website

Website

City's Website

Have you accessed the City's website?

YES	65%
NO	35%
DON'T KNOW/REFUSED.....	0%

“Yes” is reported at a higher rate by:

- residents for six to ten years
- those who have contacted City Hall
- those who have accessed the city’s website
- households with children
- thirty-five to forty-four year olds

“No” is cited more often by:

- residents for over twenty years
- those who have not contacted City Hall
- those who have not accessed the city’s website
- households without children
- over fifty-four year olds

Did you find what were you looking for? What were you looking for?

YES	91%
CODE AND ORDINANCES.	3%
RECREATION PROGRAM REGISTRATION.....	4%
PAY UTILITY BILLS.....	2%

There are no statistically significant sub-group differences.

Summary and Conclusions

Sixty-five percent of the households in the community accessed the City's website, almost 20% higher than the suburban and exurban norm. Website visitors are more often 5-10 year residents, parents/guardians of children, and 35-44 year olds. Non-visitors are more apt to be over 20 year residents, empty-nesters, and over 55 year olds. Ninety-one percent found what they were looking for. Small percentages report trouble find information on codes and ordinances, recreation program registration, or paying utility bills.

Chapter Eight: Concluding Thoughts

Concluding Thoughts

In general, Elko New Market citizens are very satisfied with their community. The key issues facing decision-makers in the future are maintaining the “small town ambience” and improving key city services, such as snow plowing, street maintenance, and city-sponsored recreation programs. Secondly, attracting more businesses to Elko New Market and construction of a water treatment plan are development priorities.

The City does a very good job of communicating with residents through the website. Over time, this communications network will prove to be an asset. Most citizens are generally content and view their City and its services in a positive light. With the “City Booster” percentage at 12%, or twice the suburban norm, a reservoir of goodwill has already been established; this will serve decision-makers very well as new issues are encountered and relatively hard decision must be made.



Elko New Market's citizen survey finds high satisfaction

A new citizen survey, the city's first ever, finds high satisfaction despite challenges facing exurbs.

Article by: David Peterson , Star Tribune

Updated: May 7, 2013 - 4:07 PM

The city of Elko New Market, one of the stingiest you'll find anywhere, had never before paid for a scientific survey aimed at finding out what the folks who live there like and dislike.

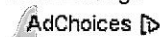
Now that the results are in, it sounds like it wasn't all that important to do.

Drinking water's a problem? The city knew that and is planning a new treatment plant.

Snowplowing in winter is "only fair," far from excellent? The city knew that and has hired a public-works guy.

[View Foreclosure Listings](#) BankForeclosuresListi...

Enter Your Zip to View the Best Deals Near You. Listings for Free!



The town of 4,000 lacks even a fast-food joint, much less a supermarket? The city knew that too, though the fix there is not so readily within its grasp.

The challenge for a city the size of Elko New Market, in fact, is to avoid getting ahead of itself: Gearing up so much for the needs of newly arriving commuters with high-amenity suburban backgrounds that it overspends and forfeits the tax advantage it now holds.

"We're so small," said City Administrator Tom Terry, "that just adding one new police officer means a significant increase to our entire budget. But I think we've done this well. Other cities, before the bubble burst, were expanding infrastructure and services based on aggressive growth projections, while we tended to be much more conservative in our approach."

Indeed, several exurban cities around the metro borrowed tens of millions for things like oversized sewer plants and ended up with galloping rate increases and severe financial pain as growth slackened.

Elko remained cautious, and civic leaders say that's one reason why the new survey shows a high level of satisfaction in a number of areas compared to other suburbs and exurbs.

"I really think the city has tried to do a good job not creating a bureaucracy," said town banker Bob Vogel. "We never had a parks department. Heck, we only got a fire department 30 years ago. We'd have 20-minute response times [to fires — 5 minutes is considered more like it]. People have recognized we have to participate and take care of ourselves because there's no big entity serving us. Call it small-town charm, call it common sense.

"I and some others started a fire department in 1978 by raising \$2,500 in a community auction and going up to Lake Johanna to get a used truck, because there was a feeling of, 'If we don't do this, it won't happen.' "

Today's Elko New Market emerges from the survey proudest of two findings:

- Its description as an elite, "best practices" city others could learn from when it comes to high customer satisfaction, and
- A series of unusually high rankings on other services despite its rank in the bottom sixth for per-capita spending on operations among Minnesota cities over 2,500 population. A lot of times smaller cities actually have high per-capita spending because there are fewer households to share basic costs that all cities need to cover.

Cops are a case in point. Despite a bare-bones police operation, with many hours covered by sheriff's deputies, the city's rating for police patrols is in the top 10 percent in the metro as a whole and the top 5 percent among exurbs, city officials say.

Parks, too: A satisfaction rate of 96 percent for recreational programs places it in the top 25 percent among exurbs. The city says that's despite the fact that most rec programs have come online only in the past few years. An alternative reading: There's still a glow of newness and gratitude around such programs precisely because they're new. Residents speak proudly of the hundreds of kids taking part.

Overall, 90 percent described the city's quality of life as good or excellent, again a notable high: top 10 percent for exurbs, top 25 percent for all metro cities, many of whom share the same local pollster, a firm called Decision Resources.

To be fair, Elko does have some built-in advantages a lot of those places don't have.

It's just off Interstate 35W, meaning a fairly quick jump into the thick of things, especially now that MnPass lanes farther north make quick work of the trip downtown for those willing to pay.

It's part of Scott County, meaning it can take advantage of an aggressive program of sharing costly equipment and technology with the county and the three big suburbs to its north — things like excavators, which can cost a fortune yet be rarely used.

“We smaller towns wouldn’t have nearly the capacity we have if not for the bigger-city partners,” said Bob Malz, police chief in Jordan. “Computer-wise, for instance, if we were stand-alone, we’d be hurting. Records, dispatch, it’s a lot of things.”

Yet Elko New Market’s tax rate is lower than other outlying Scott cities.

“If you take a median home here,” Terry said, “and compare what you pay on the same value home in Belle Plaine, Jordan, Lonsdale, Savage, Prior Lake, Farmington, Burnsville, we do very well, and on top of that, what you get there [in a home] is much less than in suburban communities, so the lower tax rate is a multiplier on that value.”

Beyond that, said Chamber of Commerce head Todd Anderson, who lives in New Prague:

“Elko truly is a small town,” as opposed to a suburb which fancies itself as being one. “I grew up in Burnsville and Lakeville at a time when they were not yet fully suburbanized, when 35 was one lane. Now it’s towns like Elko that, as far as small-town living, are the real deal.”

David Peterson • 952-746-3285

[E-mail story](#) | [View on full site](#) | [Back to top](#)

more from latest news »

[IBM chops 1,600 jobs so far; unknown number in Rochester](#)

[Best Buy will feature Microsoft's products in latest store-in-store](#)

[Crematory fumes cause concern in Minneapolis neighborhood](#)

[Home](#) | [Latest news](#) | [Local](#) | [Sports](#) | [Business](#) | [Politics](#) | [Opinion](#) | [Entertainment](#) | [Lifestyle](#) | [Out There](#) | [Nation](#) | [World](#) | [Weather](#) | [Daily Deals](#) | [Obituaries](#) | [Homes](#) | [Rentals](#) | [Jobs](#) | [Movie Finder](#)

[Help](#) | [View full site](#) | [Back to top](#) | [Download news apps](#) | [Sign in](#)

© 2013 Star Tribune
Powered by Limelight Networks

**CITY OF FALCON HEIGHTS
COUNCIL RESOLUTION**

June 12, 2013

No. 13-14

RESOLUTION CONTINUING PERFORMANCE MEASUREMENT STANDARDS

WHEREAS, benefits to the City of Falcon Heights for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, any city/county participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, the City Council of Falcon Heights has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

NOW, THEREFORE, BE IT RESOLVED that the City Council of Falcon Heights will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, the City Council of Falcon Heights will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

Adopted by the City Council of Falcon Heights, Minnesota, this 12th day of June, 2013.

Moved by: *Harris*

Approved by: *Peter Lindstrom*

Peter Lindstrom, Mayor
June 12, 2013

LINDSTROM 4 In Favor
GOSLINE
HARRIS 0 Against
LONG
MERCER-TAYLOR *Absent*

Attested by: *Bart Fischer*

Bart Fischer
City Administrator
June 12, 2013



CITY OF
FALCON HEIGHTS

2077 W. LARPEUR AVENUE FALCON HEIGHTS, MN 55113-5594 PHONE (651) 792-7600 FAX (651) 792-7610

2012 CITY OF FALCON HEIGHTS CITIZEN SURVEY

Thank you for taking the time to fill out the 2012 City of Falcon Heights Resident Survey. City Council and Staff appreciate the feedback on how we are doing as well as how we can improve our efforts to make the City of Falcon Heights the best community in Minnesota!

1. As a resident, how would you rate the overall quality of services provided by the City of Falcon Heights (examples: Police, Fire, Public Works, Building Inspections, Parks & Recreation, Administration)?

Excellent Good Fair Poor

2. As a resident, how would you rate the overall appearance of the City of Falcon Heights?

Excellent Good Fair Poor

3. As a citizen, how would you rate the dependability and quality of the City's water supply?

Excellent Good Fair Poor

4. As a resident, how would you rate the dependability and quality of the City's sanitary sewer service?

Excellent Good Fair Poor

5. As a citizen, how would you rate the quality of the City's recreational programs and facilities (examples: parks, trails, park buildings)?

Excellent Good Fair Poor

Please complete the other side of this page.

6. Several Falcon Heights businesses have made inquiries about the possibility of holding a special temporary event in a tent on their property/parking lot one or two weekends per year. Many cities allow business to do this under a special permit, but Falcon Heights does not have such a provision.

Please give your opinion of the City allowing Falcon Heights businesses to hold special, temporary events on their own property by special permit, one to three times per year.

Strongly
In Favor

Somewhat
In Favor

No
Opinion

Somewhat
Opposed

Strongly
Opposed

Comments. Please provide any comments below that you may have on the questions above as well as other aspects of the City. Thank you!

2012 CITY OF FALCON HEIGHTS CITIZEN SURVEY

ITEM NO.	SURVEY QUESTION	EXCELLENT	%	GOOD	%	FAIR	%	POOR	%	NO RESPONSE	%		
1	As a resident would you rate the overall quality of services provided by the City of Falcon Heights?	53	73.61%	19	26.39%	0	0.00%	0	0.00%	0	0.00%		
2	As a resident, how would you rate the overall appearance the City of Falcon Heights?	46	63.89%	26	36.11%	0	0.00%	0	0.00%	0	0.00%		
3	As a citizen, how would you rate the dependability and quality of the City's water supply?	51	70.83%	17	23.61%	1	1.39%	0	0.00%	3	4.17%		
4	As a resident, how would you rate the dependability and quality of the City's sanitary sewer service?	50	69.44%	20	27.78%	0	0.00%	0	0.00%	2	2.78%		
5	As a citizen, how would you rate the quality of the City's recreational programs and facilities?	40	55.56%	28	38.89%	3	4.17%	0	0.00%	1	1.39%		
	ADDITIONAL SURVEY QUESTION	STRONGLY IN FAVOR	%	SOMEWHAT IN FAVOR	%	NO OPINION	%	SOMEWHAT OPPOSED	%	STRONGLY OPPOSED	%	NO RESPONSE	%
6	Give your opinion of the city allowing Falcon Heights businesses to hold special, temporary, events on their own property by special permit, one to three times per year.	29	40.28%	32	44.44%	3	4.17%	2	2.78%	1	1.39%	5	6.94%

2012 CITIZEN SURVEY COMMENTS:

"City needs more events to bring public together. Start a softball league".

"We love living here."

"Please - no bees and chickens."

"Keep park walking trail plowed."

"I question the rationale to have a gay registry. Why is sexual orientation something we want to embrace? Unbelievable!"

"I would want to see limits on the hours so that the noise of bands and crowds wouldn't disurb residents' sleep."

"Please allow chickens!"

"Lets get some more great restaurants/cafes!!"

"Especially fire!" Re: Question 1

2012 CITIZEN SURVEY COMMENTS CONTINUED:

"Mayor and City Council need to be more open to chickens/goats allowed on property in FH. All the surrounding communities (St. Paul, Lauderdale, RV) allow these animals w/regulations."

"I feel at home living in Falcon Heights!"

"Cement coming through the rocks on playground Snelling & Larpenteur call if needed Joe 612-4322340." Re: Question 1

"My safety is significant to me. As a family man I feel reassured by the presence of officials." Re: Question 1

"I am often amazed at the amount of things to do in the area." Re: Question 5

"Larpenteur looks beautiful." Re: Question 2

"We love the summer programs." Re: Question 5

CITY OF FARIBAULT

RESOLUTION #2013-115

AUTHORIZATION TO PARTICIPATE IN THE COUNCIL ON LOCAL RESULTS AND INNOVATION'S PERFORMANCE MEASUREMENT PROGRAM ESTABLISHED BY THE STATE OF MINNESOTA AND THE COUNCIL ON LOCAL RESULTS AND INNOVATION

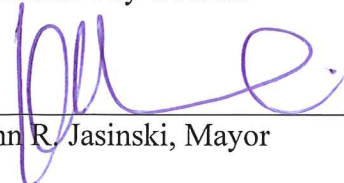
- WHEREAS,** In 2010, the Minnesota Legislature created the Council on Local Results and Innovation; and
- WHEREAS,** The Council on Local Results and Innovation developed a standard set of performance measures that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of cities in providing services and measure residents' opinion of those services; and
- WHEREAS,** Benefits to the City of Faribault are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and
- WHEREAS,** Any city participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and
- WHEREAS,** The City Council of Faribault has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

NOW THEREFORE LET IT BE RESOLVED THAT, The City Council of Faribault will report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's/county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, The City Council of Faribault will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.


Date Adopted: June 25, 2013

Faribault City Council



John R. Jasinski, Mayor

ATTEST:



Brian J. Anderson, City Administrator

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	(Number of cases / Population) x 1,000 = cases per 1,000 population
	5.*	Number of library visits per 1,000 population	(Number of visits / Population) x 1,000 = 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	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
Services	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	(Number of calls / population) x 1,000 = calls per 1,000 population
	17.*	Number of fires with loss resulting in investigation	(Number of calls / population) x 1,000 = calls per 1,000 population
	18.*	EMS calls per 1,000 population	(Number of calls / population) x 1,000 = 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	Example of responses: excellent, good, fair, poor
Water	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
	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: (actual operating expense for water utility / (total gallons pumped / 1,000,000)) = 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: (Number of blockages / number of connections) x 100 = blockages per 100 connections

*New or amended measure

RESOLUTION #67-2013
RESOLUTION IMPLEMENTING THE MINNESOTA COUNCIL ON LOCAL RESULTS
AND INNOVATION PERFORMANCE MEASUREMENT SYSTEM

WHEREAS, benefits to the City of Fergus Falls for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State Statute; and

WHEREAS, any city participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, the City Council of the City of Fergus Falls has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local results and Innovation, and a system to use this information to help plan, budget, manage, and evaluate programs and processes for optimal future outcomes; and

NOW BE IT RESOLVED, the City Council of the City of Fergus Falls will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, the City Council of the City of Fergus Falls will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

The above and foregoing resolution was offered at a regular meeting of the City Council held on April 15, 2013 by Council Member R Synstelien who offered its adoption, was seconded by Council Member Hicks and adopted by the following vote:

AYES: Fish, Cichosz, Rundquist, R Synstelien, Hicks, S Synstelien, Schierer, Rachels
NAYES: None

Whereupon the above resolution was duly adopted.

ATTEST:



City Administrator

ADOPTED:



Mayor



Performance Measurement
System and Citizens' Ratings
2012

Table of Contents

	Page
Introduction	1
Performance Measurement System	3
Measured Outcomes	
• Percent change in the taxable market value	4
• Annual clearance rates for Part I and II crimes	5
• Police response times	7
• Insurance industry rating of fire services	8
• Fire response time	8
• Average street pavement condition rating	10
• Operating cost per 1,000,000 gallons of water pumped/produced	10
• Number of sanitary sewer back-ups for public sanitary sewer system	11
Citizen Rating	13
Letter to residents	14
2012 City of Fergus Falls Citizen Feedback Survey	15
2012 Survey results	
• How would you rate the overall appearance of the city?	17
• How would you describe the overall feeling of safety in the city?	18
• How would you rate the overall quality of fire protection services in the city?	19
• How would you rate the overall condition of city streets?	19
• How would you rate the overall quality of snowplowing on city streets?	20
• How would you rate the dependability and overall quality of sanitary sewer service?	21
• How would you rate the dependability and overall quality of the city water supply?	22
• How would you rate the overall quality of city recreational programs and facilities?	22
• How would you rate the overall quality of service provided by the city?	23
Appendix	25
Survey Comments	26



In 2010, the Legislature created the Council on Local Results and Innovation. In 2011, the Council released a standard set of performance measures for counties and performance measures for cities that are intended to aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties and cities in providing services, and measure residents' opinions of those services.

Participation in the standard measures program by a county or city is voluntary. Counties and cities that choose to participate must officially adopt and implement the corresponding performance benchmarks developed by the Council. The Fergus Falls City Council adopted the program 2011. This is the second year the City has participated in the program.

Once again, the performance measures were updated and the citizen survey conducted. This document reports the results, which must also be communicated to the public and reported to the Minnesota Office of the State Auditor.

A county or city that elects to participate in the standard measures program for 2012 is eligible for a reimbursement of \$0.14 per capita in local government aid and is also exempt from levy limits for taxes payable in 2013, if levy limits are in effect.

The model performance measures utilized by the City of Fergus Falls incorporate a combination of eight measured outcomes and nine citizens' ratings (survey), as noted below;

Measures Outcomes:

1. Percent change in taxable property market value
2. Annual Clearance Rate for Part I and II crime rates
3. Police response times
4. Insurance industry rating of fire services
5. Fire response time
6. Average city street pavement condition rating
7. Operating cost per 1,000,000 gallons of water pumped/produced
8. Number of sanitary sewer back-ups for public sanitary sewer system

Citizens' Ratings (Survey):

1. Rating of overall appearance of the city
2. Rating of overall feeling of safety in the city
3. Rating of overall quality of fire protection services in the city
4. Rating of overall condition of city streets
5. Rating of overall quality of snowplowing on city streets
6. Rating of dependability and overall quality of city sanitary sewer service
7. Rating of dependability and overall quality of city water supply
8. Rating of overall quality of city recreational programs and facilities
9. Rating of overall quality of services by the city

Within the measured outcomes section, each performance measure is listed along with an outcome goal, explanation of why the measure is important, the outcome performance measure; what are the results and what the data tells us, and how the information will be used. These eight performance measures will be monitored and the information updated on a regular basis to, as noted previously, aid residents, taxpayers, and state and local elected officials in determining the efficacy of providing services in the City of Fergus Falls.

The citizens' rating, or survey, was distributed with resident's utility bills. Residents had the option of filling-out the survey on-line (This was conducted with the assistance of the League of Minnesota Cities using an online survey tool) or returning it to city hall. A total of 975 responses were received (A total of 442 responses were received in 2011). No determination has been made as to the statistical validity of the survey.

Respondents were asked to rate services as excellent, good, fair or poor. The survey section shows the tabulation of responses to each question, numbers and percentages, as well as comments. Comments were summarized for illustrative purposes, however all comments are included in this document. Ratings and comments will be used to focus on improving service delivery. All City department heads have received copies of this information.

Performance Measurement System

MEASURED OUTCOMES

PERFORMANCE MEASURE: Percent change in the taxable property market value.

Outcome Goal: achieve positive and steady yearly increase in taxable market value.

Why is this measure important?

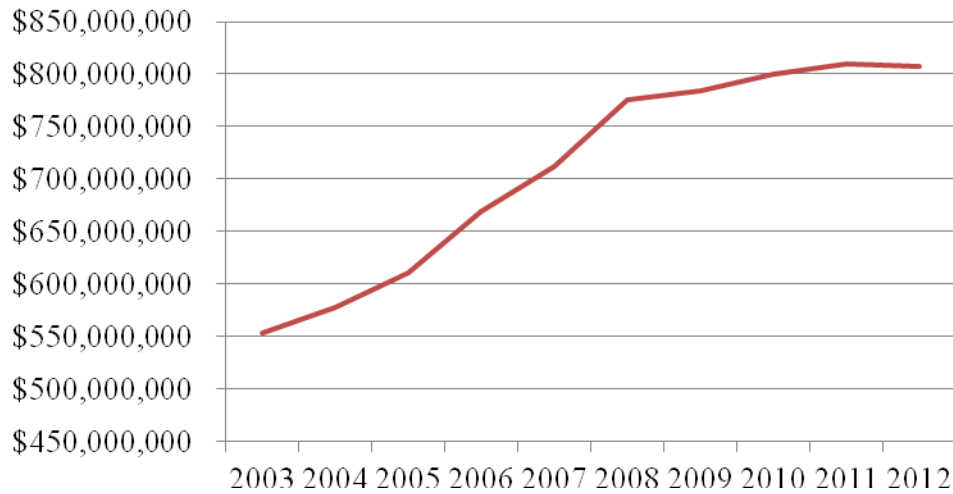
Percent change in the taxable property market value is an indicator of the growth or decline of the tax base of a community. Property taxes are levied against the taxable market value of the community. Because property taxes are the largest source of revenue a city uses to pay for the provision of services, increases in market value can help support the revenue required to provide services and can help to distribute the burden of providing services over a greater number of properties.

Outcome Performance Measure: what are the results and what does the data tell us?

The data demonstrates the City of Fergus Falls has experienced steady growth in taxable market value from 2003-2011. The growth was more significant from 2003 through 2008 due to commercial and industrial expansion of the west side of the City as well as stronger housing growth in developing areas. The down turn in the economy during 2008 was reflected in a more stagnant growth rate in taxable market value from 2009 through 2011. The taxable market value decreased .3% from 2011 to 2012 (not considering the market value exclusion*).

<u>Payable Year</u>	<u>Taxable Market Value</u>	<u>Percent Change</u>
2003	\$552,708,100	12.67%
2004	578,260,300	4.62%
2005	611,205,700	5.70%
2006	669,805,200	9.59%
2007	711,801,100	6.27%
2008	775,983,800	9.02%
2009	783,664,000	0.99%
2010	800,074,800	2.09%
2011	809,845,400	1.22%
2012	807,383,200*	-0.30%

Taxable Market Value



*The State of Minnesota eliminated the Market Value Homestead Credit for 2012. The credit was replaced with a market value exclusion which excludes \$89,081,800 of market value from taxation, resulting in a 2012 taxable market value of \$718,301,400. The changes to the program resulted in shifting the property tax burden to higher valued homes and commercial properties.

The City of Fergus Falls is a regional center with a strong base of utilities, education, retail, and healthcare. This base provides on-going security for our taxable market value.

How will this information be used?

This information will help the city plan for changes in service delivery as city demographics change along with related required services. By monitoring growth trends, we can anticipate effects on taxes and tax increases. This will help in making budget decisions, capital planning for future debt, and maintaining moderate tax rates. This information will also help us determine the effectiveness of our economic development efforts.

PERFORMANCE MEASURE: Annual Clearance Rates for Part I and II Crimes

Outcome Goal: Achieve and maintain an annual overall clearance rate of 75 percent.

Why is the measure important?

Annual Crime Clearance rates are a mandate by the Minnesota Bureau of Criminal Apprehension and the Federal Bureau of Investigations, which records the number of criminal incidents within a municipality and the successful clearance of those reported crimes. There are stringent parameters in reporting that are set by the FBI and insures consistent and accurate reporting from agency to agency and from year to year. This measure is nationally recognized and approved method for analyzing crime.

Part I and II crimes show us annual trends in specific areas of criminal activity. By analyzing this information, it allows the police department to focus manpower and resources to a specific problem area. In addition, clearance rates are a measure of how successful the organization is in solving all crimes that are reported.

Outcome Performance Measure: what are the results and what does the data tell us?

The following is a spreadsheet containing crime statistics for the past 12 years. The information allows us to see changes in occurrences by type of crime, as well as increase in the tabulation of Part I and II crimes. This information allows us to direct resources and manpower to those areas that are showing the most significant increases. The spreadsheet also allows us to see clearance rates for all crimes reported. This is important in evaluating how effective we are, and how successful the methods we are implementing in the field are at solving crime.

Year	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002
Clearance	75%	73%	74%	76%	73%	69%	68%	65%	66%	61%
Total	1538	1501	1689	1715	1822	1750	1861	1708	1703	2191
<u>Part 1 Total</u>	<u>419</u>	<u>374</u>	<u>449</u>	<u>459</u>	<u>465</u>	<u>442</u>	<u>520</u>	<u>515</u>	<u>484</u>	<u>588</u>
Murder	0	0	0	0	0	0	0	0	0	0
Rape	0	2	4	2	4	3	15	7	8	10
Robbery	4	2	0	1	3	3	2	2	0	0
Agg. Asslt	22	19	23	31	21	27	19	23	26	35
Burglary	58	35	77	81	78	84	86	61	64	89
Larceny	325	309	331	332	342	303	381	394	357	430
MV Theft	9	6	9	10	14	20	15	26	24	18
Arson	1	1	5	2	3	2	2	2	5	6
<u>Part 2 Total</u>	<u>1119</u>	<u>1127</u>	<u>1240</u>	<u>1256</u>	<u>1357</u>	<u>1308</u>	<u>1341</u>	<u>1193</u>	<u>1219</u>	<u>1603</u>
Assaults	214	171	155	168	190	172	202	141	137	147
Forgery	11	8	19	36	36	41	59	31	44	31
Fraud	50	52	101	78	68	60	52	63	121	563
Embzzlmt	0	0	0	0	0	0	0	0	0	0
<i>Stolen Prop</i>	2	0	1	1	0	1	3	2	5	3
Vandalism	178	226	204	186	214	264	209	210	210	236
Weapons	5	6	15	19	7	7	12	8	10	5
Prost'n	2	0	4	0	0	0	0	0	0	0
Sex Offen	22	20	21	22	17	21	11	27	30	26
Narcotics	72	38	54	62	69	53	129	82	58	94
Gambling	0	0	0	0	0	0	0	2	0	3
Family/Child	182	178	239	248	240	182	234	194	112	77
DUI	45	42	60	82	112	125	88	85	104	90
Liquor Vio	26	43	50	42	58	53	53	39	52	50
Disorderly	200	197	196	183	195	190	159	142	161	127
Other	110	146	121	129	151	139	130	167	175	149

How will this information be used?

This information has allowed us to establish a significant baseline for what crimes have occurred within the city, where increases in crimes have occurred, and how successful the agency has been at solving crime. By continuing to chart these reports, we can evaluate the methods we are using to control crime and make appropriate changes to maintain our current level of service. We can also use this measure to see when it would be appropriate to add personnel based on longitudinal trends in crime, and when maintaining current levels are appropriate.

PERFORMANCE MEASURE: Police Response Times

Outcome Goal: Achieve and maintain an average response time to emergency calls to 3 minutes and routine calls to 10 minutes.

Why is the measure important?

Response time is crucial measurement in two distinct areas of police service: the preservation of life and safety and the successful apprehension of criminals. Our response times are broken down into two categories, priority calls and routine calls. Priority calls would include calls where the health and welfare of community members are at risk. They may include medicals, auto accidents, domestic assaults, and robberies. The quicker officers can respond to these calls the better the chance of having a positive intervention to preserve or protect life. In cases of accidents and medicals, officers can quickly start emergency medical treatment, bettering the community member's chance of survival. In cases of crime, officers can quickly intervene during violent encounters offering protection for victims from criminal perpetrators.

In addition to emergency calls, quick response to other routine calls provides officers with a higher probability of solving a crime the more quickly they can respond to an incident and recover evidence or talk to witnesses who may still be in the area. Quick response to calls along with a team oriented philosophy on solving crime has allowed our department to see dramatic improvements in our clearance rates. This approach to crime response also instills a sense of safety within the community by its members.

Outcome Performance Measure: what are the results and what does the data tell us?

A sample of calls involving injury accidents and assaults in progress was taken in order to quantify priority call response time. The sample indicates an average response time of less than 3 minutes.

A sample of calls involving vandalism and theft was taken to quantify routine call response. The sample indicates an average response time of less than 10 minutes.

How will this information be used?

The analysis of response time can be useful in determining upward or downward trends in priority calls and the need for additional staffing. The response time analysis can also be used in conjunction with clearance rates to see if prolonged response times have an adverse affect on the solving of crime.

PERFORMANCE MEASURE: Insurance industry rating of fire services

Outcome Goal: Achieve and maintain an Insurance Service Office rating of Class 3.

Why is this measure important?

The Insurance Service Office (ISO) issues ratings to fire departments throughout the country for the effectiveness of their fire protection services and equipment to protect their community. The ISO rating is a numerical grading system and is one of the primary elements used by the insurance industry to develop premium rates for residential and commercial businesses.

ISO analyzes data using Fire Suppression Rating Schedule (FSRS) and then assigns a Public Protection Classification from 1 to 10. Class 1 generally represents superior property fire protection and Class 10 indicated that the area's fire suppression program does not meet ISO's minimum criteria.

Outcome Performance Measure: what are the results and what does the data tell us?

The Fergus Falls Fire Department holds a Class 4 rating. On September 1, 1992 the department improved from a Class 5 to Class 4. Every 10 years the ISO conducts an evaluation of the department. Cities can request a rating evaluation at anytime. The department will be reevaluated in 2012.

How will this information be used?

With improvements to our training program and maintenance to the water system (fire hydrants) we hope to reach a Class 3 rating in 2012. We will work towards maintaining that rating by maintaining adequate response times, maintaining adequate manpower levels for emergency calls, continued training and maintaining equipment performance levels.

PERFORMANCE MEASURE: Fire response time

Outcome Goal: Achieve and maintain an average response time of less than 10 minutes.

Why is this measure important?

Fire response time is the average time it takes to arrive on scene from page to arrival of the first truck. Emergency situations need quick responses to increase the chances of successful outcomes. Minutes can save lives and property. The goal of the National Fire Protection Association is to achieve a response time of less than 10 minutes.

Outcome Performance Measure: what are the results and what does the data tell us?

The city is divided into 5 zones or districts. The river divides the districts by north and south while Mill St. divides the districts again by east and west; thus making four districts. The fifth district is the north western portion of district 2 which is divided by College Way and Weyren’s Rd. Response times were calculated using only emergency incidents involving fires, overpressure, rescues and hazardous conditions.

For the combined years of 2009 & 2010 & 2011

<u>District</u>	<u>Average time min:sec</u>
C1	9:05.0
C2	7:37.6
C3	6:49.8
C4	9:09.6
C5	7:35.5

Average overall response time for calls in the city limits 7:44.3 (min:sec)

District response by year

<u>District</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>
C1	09:00	08:00	09:17
C2	07:48	09:35	06:12
C3	08:18	06:27	06:08
C4	08:42	07:20	10:20
C5	<u>06:34</u>	<u>06:53</u>	<u>09:50</u>
Average	07:58	07:38	07:36
	3 year average		07:44

How will this information be used?

By monitoring the average yearly response times, we’ll know if it is taking longer to arrive on scene and start performing emergency services. If the response time increases, we can look at finding solutions to lower those response times. We can look at the availability of the current POC (paid on call firefighters) and increase the number of POC firefighters to improve response times. If hiring more POC firefighters is not feasible, we would have to consider hiring more full time firefighters. We can also evaluate our current equipment to see if there are ways to improve. This could include our paging equipment, turnout gear, fire station building layout, and the trucks. We would look at what is hindering the firefighters from arriving in a timely manner. Undoubtedly, additions of firefighters and equipment will impact budgets.

PERFORMANCE MEASURE: Average city street pavement condition rating

Outcome Goal: Maintain a Pavement Condition Index of at least 70.

Why is this measure important?

The Pavement Condition Index (PCI) is a numerical index between 0 and 100, with 100 representing an excellent pavement, and is used to indicate the condition of a roadway. It is widely used in transportation civil engineering. This condition index can give a good indication of the pavement condition of a city.

The goal of the city pavement management program is to keep the overall network of streets in a serviceable condition and optimize the financial resources available in a cost effective manner. The city attempts to maintain a PCI of at least 70. (Streets with a PCI rating of less than 70 have increasingly rough rides and a growing number of potholes, along with other problems.)

Outcome Performance Measure: what are the results and what does the data tell us?

As of 2009 the PCI is 79. Staff and consultant are resurveying the community to re-evaluate the PCI. The pavement conditions should be re-evaluated every 5 years.

How will this information be used?

Knowing an individual street PCI helps the city to direct dollars were needed and where most effective. Having an accurate and up to date pavement management system assists in budgeting to ensure consistent maintenance funding; assists with educating the public that it costs less to keep good pavement in good condition; and continues to use technology to assist with the decision making process.

The PCI is only one element when reviewing improvements within the public way. The age and condition of underground infrastructure is also reviewed to determine the scope and extent of improvement projects.

PERFORMANCE MEASURE: Operating cost per 1,000,000 gallons of water pumped/produced

Outcome Goal: Provide the city with safety drinking water in the most cost effective and compliant manner.

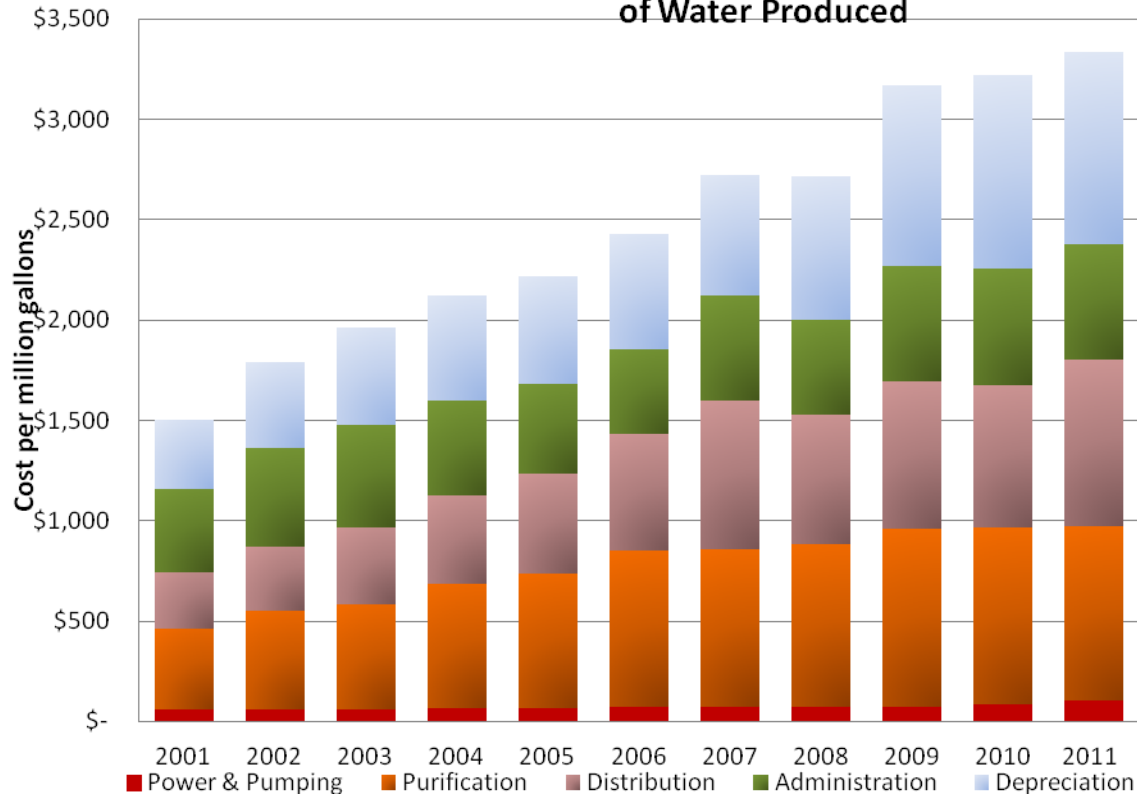
Why is this measure important?

Since the water utility revenue must cover operating costs, it is important to track these costs to ensure that we operate as efficiently as possible.

Outcome Performance Measure: what are the results and what does the data tell us?

The graph below indicates that while our operating costs have generally been maintained the amount of water produced has decreased. Therefore the cost to produce a million gallons of water has increased. This information guides us in evaluating elements in the treatment process to maintain or reduce the operating costs.

Water Division Total Operating Costs per Million Gallons of Water Produced



How will this information be used?

It is important to track and project cost accurately so that the utility will stay within its budget. The city monitors such cost components as power, pumping, purification, distribution, administration, and depreciation, and targets such areas to reduce cost and optimize performance. Revenues are also monitored as necessary. Constant review of operation procedures and upkeep on plant improvements can assist to reduce the operating costs.

PERFORMANCE MEASURE: Number of sanitary sewer back-ups for public sanitary sewer system

Outcome Goal: Provide the city with effective sanitary sewer system.

Why is this measure important?

The prevention of sanitary sewer backups in the public sanitary sewer system is a primary health and human services issue in providing a clean and livable city. Public sewer lines that cause backups into private property have a financial liability potential to the city for reimbursement to property owners for the resulting damages.

Outcome Performance Measure: what are the results and what does the data tell us?

The low number of public sanitary sewer back-ups indicates that the city is proactive in its preventative maintenance and capital improvement program. There was no claims paid for sewer backups in mainlines or related to lift station in since 2009.

Number of Sanitary Sewer Back-up

Year	Number of Sewer Back-up Mainline Claims Paid	Number of Claims paid related to Lift Stations	Total Paid Claims
2004	0	1	1
2005	3	2	5
2006	1	0	1
2007	2	0	2
2008	2	1	3
2009	1	0	1
2010	0	0	0
2011	0	0	0

How will this information be used?

This measure can be used as an indicator of how well the city is managing its sanitary sewer collection system. Important components include managing and regulating what is being discharged into the system and regular cleaning of the sanitary sewer mains. By managing the sanitary sewer system, problem areas can be identified and public education regarding acceptable material and preventative maintenance can be performed. Investment in the maintenance and replacement offsets the claims and prevents problems within the system.

Citizens' Ratings



112 West Washington Avenue
Fergus Falls, MN 56537

Fax: 218-332-5449
e-mail: city.hall@ci.fergus-falls.mn.us
www.ci.fergus-falls.mn.us

July 2012

Dear Resident,

Last October we asked for your cooperation and participation in a survey designed to measure the services provided by the City of Fergus Falls. Approximately 450 surveys were returned and staff have been reviewing the data and responding to the suggestions you shared. Your valuable input will help us continue our focus on improving service delivery. The results are posted on our website if you are interested in reviewing the 2011 survey.

The City of Fergus Falls is a participant in the Legislature's Council on Local Results and Innovation. We have agreed to participate in this Council for three reasons. First and foremost, we want to know what our residents think about our services and how they are delivered to the community. As participants we are eligible for a small amount of per capita reimbursement of local government aid and for the exemption of levy limits if they are in effect for the upcoming year.

Our involvement in this program requires us to survey the community on an annual basis and we are once again asking for your help in filling out the survey. ***Surveys will be accepted throughout the month of July*** and the results will be shared as a part of our budget presentation in December.

We listened and learned from your responses to the previous survey and are directly mailing this to each property owner. The survey is available on-line at www.ci.fergus-falls.mn.us and your filling it out electronically will help save staff time on data entry. If you prefer to fill out the enclosed survey, you can return it to the city in one of the following methods:

1. Bring it to City Hall and leave it with the front desk staff
2. Place the survey in our drop box in the alley behind the Senior Center
3. Email the survey to city.hall@ci.fergus-falls.mn.us
4. Mail the survey to City Hall at 112 W Washington Avenue, Fergus Falls

Thank you in advance for your participation and please call 332-5436 with any questions you have.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Sievert".

Mark Sievert
City Administrator

2012 City of Fergus Falls Citizen Feedback Survey

How many years have you lived in the city? _____

How would you rate the overall appearance of the city?

- Excellent
- Good
- Fair
- Poor
- Don't Know

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

- Very Safe
- Somewhat Safe
- Somewhat Unsafe
- Very Unsafe
- Don't Know

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

- Excellent
- Good
- Fair
- Poor
- Don't Know

How would you rate the overall condition of city streets?

- Excellent
- Good
- Fair
- Poor
- Don't Know

How would you rate the overall quality of snowplowing on city streets?

- Excellent
- Good
- Fair
- Poor
- Don't Know

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

- Excellent
- Good
- Fair
- Poor
- Don't Know

Please turn over to complete survey

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

- Excellent
- Good
- Fair
- Poor
- Don't Know

**How would you rate the overall quality of city recreational programs and facilities?
(This includes parks, trails, park facilities etc..)**

- Excellent
- Good
- Fair
- Poor
- Don't Know

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

- Excellent
- Good
- Fair
- Poor
- Don't Know

Please share any comments, ideas or feedback you have for the city:

You have completed the survey! Thank you for participating.



**Citizen Survey Results
July 2012**

**Question:
How would you rate the overall appearance of the city?**

Appearance of the City	2011 Response and Percentage	2012 Response and Percentage
Excellent	19 / 18%	204 / 21%
Good	249 / 61%	619 / 63%
Fair	80 / 19%	134 / 14%
Poor	16 / 2%	17 / 2%
Don't Know	0 / 0%	1 / 0%
Total	428	975

General Comments

There are many residents who believe Fergus Falls is a beautiful city. The clean parks, abundance of trees and well cared for yards were mentioned many times in the survey responses. 84% of the residents rated the overall appearance as good to excellent. The main issues for improvement were remarks about cleaning up areas viewed as eyesores; particularly the old mill and dairy properties.

Common themes and *how we address them:*

- Pointing out areas that residents believe should be cleaned-up. *Comments regarding these areas are referred to the appropriate staff to be addressed.*
- Comments for and against the demolition of the Regional Treatment Center. *The council has been listening to comments, both for and against demolition, as they continue to address this issue.*
- Requests to have citywide pick-up days on the boulevard. *If so desired by the city council, staff will research the cost and details of this and bring it forward to the public works committee for consideration.*
- Further enforcement of the code regarding items left on the curb. *Comments regarding these areas are referred to the appropriate staff to be addressed.*
- Weed control. *Comments regarding these areas are referred to the appropriate staff to be addressed.*

- Getting the word out about the Code regulations. *At various times of the year (through utility inserts, newsletters, website, local media, etc.), residents are reminded of regulations regarding property standards which include weeds and maintenance.*

Question

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

Overall Feeling of Safety	2011 Response and Percentage	2012 Response and Percentage
Very Safe	220 / 50%	478 / 49%
Somewhat Safe	195 / 45%	445 / 46%
Somewhat Unsafe	21 / 5%	41 / 4%
Very Unsafe	0 / 0%	6 / 1%
Don't Know	0 / 0%	2 / 0%
Total	438	972

General Comments

95% of the people responding to this question said they feel Fergus Falls is either somewhat safe or very safe. There were any comments about the good job our police force does. There were a number of comments from people worried crime may be on the rise.

Common themes and how we address them:

- Intersections that are viewed as unsafe, in particular the three way stops are confusing. *Three-way stops can be confusing. However, they have been specifically planned as such to accommodate the effective flow and control of traffic. Intersections can and are restudied when warranted.*
- Enforcement of the speed limits. *The police department generally focuses on higher traffic areas; however, when complaints are received specialized enforcement is performed.*
- Enforcement of lease laws for dogs. *City staff does respond to calls regarding dogs running at-large. However, staff levels do not allow for full-time enforcement.*

Question

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

Quality of Fire Protection Services	2011 Response and Percentage	2012 Response and Percentage
Excellent	273 / 68%	606 / 62%
Good	121 / 30%	280 / 29%
Fair	8 / 2%	15 / 2%
Poor	2 / 0%	1 / 0%
Don't Know	0 / 0%	72 / 7%
Total	404	974

General Comments

91% of the responses regarding the Fire Department said they are doing a good to excellent job. In fact the only individual comment made was “The Fire Department is the only department we could say is doing a good job.”

Question

How would you rate the overall condition of city streets?

Overall Condition of City Streets	2011 Response and Percentage	2012 Response and Percentage
Excellent	8 / 2%	23 / 2%
Good	125 / 28%	289 / 30%
Fair	181 / 41%	389 / 40%
Poor	128 / 29%	270 / 28%
Don't Know	0 / 0%	3 / 0%
Total	442	974

General Comments

The condition of our streets was the most prevalent theme with those who chose to weigh in on areas of improvement. Although there were comments made acknowledging there are efforts being made to improve the streets in Fergus Falls, many people commented negatively on the condition of our streets.

Common themes and *how we address them*:

- Fix the streets before taking on any other public improvements. *The fixing of public streets is a high priority of the council and a plan is in place. However, at times other improvements are necessary as well.*

- After street projects are finished, the finishing touches do not seem to be made, such as the manhole covers are low and create hazards. *Often time's street projects take more than one construction season to finish, especially the finishing touches. City staff continually monitors manhole covers to ensure they are adequately placed and do not create hazards.*
- The paving of parking lots and additional sidewalks are community needs. *We agree and we try to work this into our plans. However, street maintenance and reconstruction so often takes priority*
- There are many streets throughout the community that need the city's attention. *The city has developed a capital improvement (5 year) plan where streets are prioritized and scheduled for repair/replacement based on their Pavement Management Index (condition of driving surface and underground utilities) and funding limitations.*
- *Fewer individual streets were named in the 202 survey. In 2011, many mentioned the condition of the city's southern streets which are currently being addressed with a \$2.5 million street improvement project.*

Question

How would you rate the overall quality of snowplowing on city streets?

Dependability and Quality of Water Supply	2011 Response and Percentage	2012 Response and Percentage
Excellent	99 / 23%	210 / 22%
Good	200 / 46%	512 / 53%
Fair	90 / 20%	176 / 18%
Poor	50 / 11%	59 / 6%
Don't Know	0 / 0%	17 / 2%
Total	439	969

General Comments

The 2011 survey was done in the fall while the 2012 survey was conducted in the very hot month of July, so fewer comments were supplied about snowplowing. Those who did comment overall felt the quality was better (17% responded more favorably about the quality over the previous year).

Common themes and how we address them:

- People who requested their streets to be cleaned off in a timelier manner. *We have a snowplowing process/schedule that works quite well (Plowing starts with major corridors, school routes and routes to healthcare providers). However, it all depends on the type and amount of snow we get.*
- Many requests to leave less snow at the bottom of driveways. *We understand this frustration, but it is unfortunately unavoidable unless we were to take much longer to plow; which staffing does not allow.*
- Many requests to have an odd/even system for parking cars to aid in snowplowing efforts. *Actually, such a system would add at least one additional day for plowing. The best solution would be to entirely prohibit street parking during snow months.*
- Concerns with property damages resulting from snowplowing efforts. *We encourage residents to call-in with their complaints which we then address/repair in the Spring.*

Question

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

Quality of Sanitary Sewer Service	2011 Response and Percentage	2012 Response and Percentage
Excellent	162 / 39%	355 / 37%
Good	227 / 54%	514 / 53%
Fair	23 / 6%	50 / 5%
Poor	5 / 1%	5 / 1%
Don't Know	0 / 0%	46 / 4%
Total	417	970

Common themes and how we address them:

- Not knowing the difference between public and private responsibility for sewer lines. *The homeowner is responsible for their water/sewer service lines from the city's main to their house.*
- There are streets in this town that don't have city sanitary sewer. *This may certainly be the case, as some properties are served by onsite septic systems.*

Question

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

Dependability and Quality of Water Supply	2011 Response and Percentage	2012 Response and Percentage
Excellent	161 / 37%	351 / 36%
Good	208 / 48%	505 / 53%
Fair	50 / 12%	82 / 8%
Poor	12 / 3%	21 / 2%
Don't Know	0 / 0%	10 / 1%
Total	431	969

Common themes and *how we address them*

- The taste and smell are not always pleasant. *The city gets the majority of its drinking water from Wright Lake. As such, the smell and taste is affected when lakes are turning-over. Public safety is not affected.*
- A number of neighborhoods do not feel they have adequate water pressure. *The city offers a program to assist residents with booster pumps. Although water pressure may be low, adequate volumes are available for fire suppression.*

Question

How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?

Quality of Recreational Programs and Facilities	2011 Response and Percentage	2012 Response and Percentage
Excellent	116 / 27%	250 / 26%
Good	205 / 49%	490 / 51%
Fair	72 / 17%	128 / 14%
Poor	29 / 7%	33 / 3%
Don't Know	0 / 0%	62 / 6%
Total	422	963

General Comments

Many of the comments offered regarding park and recreation programs felt the city needs to offer more opportunities for young people to participate in activities at a reasonable price. This survey was conducted during the very hot month of July and many comments were made about building a community swimming pool. Many surveys also remarked Fergus Falls should have 4th of July fireworks.

Common themes and *how we address them:*

- Fergus Falls should have an outdoor public swimming pool. *The city operates a public beach to service resident’s needs.*
- Finish the improvements to Lake Alice. *Phase 1 of the Lake Alice Project is complete. Additional work is subject to the results of the on-going investigation (testing and monitoring) and funding availability.*
- Provide more affordable options for people of all ages to participate in. *The Park Board and park staff continually assesses programs for cost and participation. Specific suggestions are welcomed.*
- Geese are a nuisance. *We agree. However, they are also enjoyed by many.*

Question

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

Quality of Services	2011 Response and Percentage	2012 Response and Percentage
Excellent	83 / 19%	192 / 20%
Good	249 / 58%	605 / 63%
Fair	80 / 19%	133 / 14%
Poor	4 / 4%	127 / 3%
Don’t Know	0 / 0%	7 / 0%
Total	428	964

General Comments

Many of the comments made regarding the overall quality of services fell into miscellaneous categories. These comments were lumped together regarding management of the city. It is always nice to hear that people enjoying living in your town. But of course, not all of the comments were that positive! There were many references to the displeasure residents still have over the community arena issue.

Common themes and *how we address them:*

- Comments about management decisions. *The day-to-day operations of the city are administered through the city administrator. Policy decisions are made by the city council. Residents should feel free to contact either the city administrator, mayor or a city council member.*
- Keeping services at a high level, but affordable cost. *The city council and all employees share in this effort and take their responsibility very seriously.*
- Bring more stores/shopping opportunities to town. *The city council contracts with the Fergus Falls Area Economic Improvement Commission for economic development. Their main focus is job retention, expansion and recruitment. Retail opportunities follow that effort.*

Appendix

Appendix

A listing of all citizen comments from the 2012 survey

I think there is a major problem with sewers. They came for us and tried to find tree roots but told us its our problem we had to get Ugstad Plumbing because they had a camera at the end of a roto rooter.

A rain storm blew up the cover of my garbage can- one bag of tied garbage flew out-Do you think the men would get out and pick it up? NO! I'm thankful no dogs and cats that are running around free didn't get to it!!

I feel our summer youth programs could be improve vastly if a summer swimming program was in place and Pebble Beach could be once again open with lifeguards and no cost so every child in FF could learn to swim. Costly I know but our children are our most precious and important citizens! So much is done for Sr. Citizens, hockey, golfers etc. I feel a great push for our kids to get them off the TV outdoors and active lifestyle would be a very rewarding health promoting, morale boosting and character building. The city has put so much time and effort into the Kirkbride project and the new landfill and garbage area. I told the attendant at the landfill where I brought my garden waste- our land fill has a far more appealing picnic sites than Lake Alice!

I think our city garbage containers are great. I have been in other towns that have similar containers for the recyclable materials. I think this is a great idea and would encourage more recycling.

Junk yard on North Union on old Beckland site should go

No pool! The park lawns are always full of weeds

One day a year would be nice when we could put "stuff" on the boulevard. People pick a lot of this stuff up and it would eliminate a lot of the stuff going to the dump. Where people aren't allowed to go and pick up good things that people haul to the dump. We are a throw away society

Too bad more don't take more pride in keeping their homes, especially their alleys.

What happened to that small section of the south side of Lake Alice. it's like they ran out of tar and never came back to finish.

"Noise" Crack down on loud mufflers, motor cycles with straight pipes and trucks using jake breaks

3 way stop signs-very bad for those unfamiliar with FF

3 way stops (North Union and Vernon/Union) dangerous. Target intersection dangerous

A beautiful city to live in- really needs more regular activity for children that cannot afford the YMCA and the hockey and swim teams are expensive. Need for more open swimming for young people and children at the YMCA as the Peble Beach is not maintained as it used to be

A city pool would be great-some cannot afford the YMCA and Pebble Beach is too crowded

A city this size should have an outdoor heated water park/pool. Also my garbage was not taken this week

A LARGE community swimming pool.

A large number of city streets are in very poor condition.

A larger library with more resources and extended hours would be awesome.

A little bit more organization/structure for summer swimming lessons. It's confusing and difficult to know who is in charge or what to do? Can we add sand to Pebble Beach to make it nicer or get a city pool? Why isn't soccer available through summer rec? Some cities have combined soccer/t-ball for small kids ages 4-6. It would be great to see that.

A lot of negative news regarding crime and drugs in Fergus Falls lately

A pet owner- keep the trash/disposal containers (all of them) year round. Do more to keep the geese off Lake Alice streets, sidewalks and home owner lawns.

A municipal pool is needed.

Addition of a splashpark or city pool!

A lot of people speed in this town which concerns me with a young daughter. Maybe the police could watch side streets a little better

A waterpark of some sort-maybe in cooperation with the Y or school or both? Fireworks July 4

A senior rate on garbage collection would be nice. I'm elderly and recycle, so I put my garbage can out very little, especially in the winter when its icy as I have no garbage.

A small minority has too much say with the input of the majority on many issues

After living in 3rd world Africa- we are blessed in this city to have what we have. So my rating could be high in comparison to rural poor African village. We do need to improve on taking care of what we do have. I get the impression 1/2 pop. Of Fergus doesn't understand the value of what they have nor do they take responsibility or pride in caring for it and it shows!

All the torn up streets at one time are very inconvenient. Western Avenue has been torn up for close to a year with only occasional work being done on it. What was the rush in tearing it up along with an overabundance of trees being removed?

Alleys should be maintained better, ruts filled in, bladed

A swimming pool would be nice for the kids to have somewhere to go. There is a lack of places for teens to hang out!

Always room for improvement everywhere

Add a turn signal at Broadway and Lincoln (or is that the state?)

B***K kids are forming gangs now and harassing people

An indoor/outdoor pool would be great!

Also, the potholes created by manhole covers are extreme-especially on Beech Ave

Always have plenty of water, sometimes it tastes bad.

An aquatic pool is a definite need- please make that a planning priority!

Are great City Fathers can spend all that tax payers money on the ice arena that nobody wanted but cannot afford fireworks on the 4th of July

Beautify downtown- more flowers in city lot behind Viking/Riverfront Square archways and colorful hanging baskets

Be sure you follow up on complaints, no matter who it is the complaint is about!

Bike trail around the city. More park equipment for small children

Boulevard trees very skraggly- need trimming. Streets in poor shape

Blue trash cans look BAD!!

Build new or upgrade city library ASAP

Can snowbirds discontinue their garbage pick-up for a period of time yet?

Camping out at Pebble Lake. Put in cable, water, power and waste. Do it right and it will be a gold mine for the city

Bike racks around town are smart and look good-like new street lights by Lake Alice and bike lane. Good # of parks/playground equipment for kids and strategically located. Would like a frisbee or disc golf site- Would like the park and tree area of RTC expanded-beautiful city to live in and drive thru- the Parks Dept does a phenomenal job with employees and budget. Too bad it offers nothing as a destination for weekend trips for people NOT living here. Would certainly help the treasure-trover for tax dollars from people NOT living here, if we had money coming in from out-of-town. People living on the fringe will always choose Alex or Fargo for shopping or day out with the girls. Landfill needs to be open until 4:30 on Saturdays-

City Hall officials? Engineer- why are so many jobs not completed in house? City ordinances- why not review all of them annually? It appears they are reviewed only when an issue is brought up. Signs at Team Electronics, Dairyland were an issues earlier and now we have a problem with the Gate City Bank- new technology but the city officials need to get these.

City Council still refuses to "listen" to the people. They do whatever they seem to want. They should wake up, "go out" and talk to their constituents.

City Council not listening to citizens- they ask for input & then do what they want anyway

City Council members don't listen to the citizens. Work with blinders on- have their own ideas and go forward. Don't think they are very open minded to new ideas.

City clean up day-curb side

Check building permits- don't see one on major reno in neighborhood-on Lincoln

Bring back the spring clean up and collection of old appliances

City Hall, Courthouse and old Post Office on Mill Street are great buildings!

City leadership needs to appear less showing favoritism and parnoia and more towards the "growing" of the greater good. Proactive to solutions-we need to get our youth off the streets and out of trouble making and have more "work" options- not just "play" options

City looks good when flags are up- otherwise is pretty shabby.

City need an outdoor pool (on state hospital grounds) like Wahpeton has.

City needs to get more industry, jobs in order to keep the city viable, to keep more younger people the opportunity to find jobs here, raise families, etc. Lots of things for seniors but they will not keep the city viable. Also something needs to be done for shopping etc. to keep folks in town and supporting it. Pretty sad when only one shoe store (Herbergers) in town and they cater only one age group

City parks are beautiful. Would encourage use with updated and clean bathroom facilities. Plan to keep Roosevelt Park open in the winter and plow the area routinely so that citizens of all ages can easily access the hill AND keep traffic off the street in the winter. A Councilmen made this happen one year and then it has not happened again. It smells of someone being too lazy to do this task. But the positive gained by plowing that road will outweigh any negative.

City pool is deperately needed.

City streets desperately need attention before new city construction. Ice arena and police station should have come after street repairs. City lacks vision, forward planning a must

Community arena a great addition!

City services quality of living is already good (and you are to be commended for that), but more city money, efforts needs to go into economic development. I don't mean "Save the Kirkbride", but true economic development- new businesses, new jobs, new works and families from out of town and thus a better tax base. I know- its easy to talk about- challenging to accomplish

City streets are not good. There are many with large pits or roughness. Lots of bumps and generally not great. There is lots of construction, but that does not maintain what is already needing to be fixed.

Continue to support the Ottertail bike trail, Delagoon Park and Pebble Lake Golf Course which are all important for visitors etc.

City waterpark would be a great addition!

City should have better parking regulations when we get heavy snow- odd/even/street/avenue
Clean up Lake Alice appropriately. What happened to the grand Lake Alice plans? You have created a monster. Why is the issue of the cormorants destroying nesting on islands being addressed?

Concerned about the library building a new or added on facility when technology would lend a lesser need for space. Also please see that the library works with our school system on technology when possible. The schools labs sit empty after hours- these could be used by the library or have people go to and through community education. Watch for duplication of services. OK, Forward Fergus Falls, only one Council rep is present. What is up with that?

City streets are in very poor condition!

City services have gotten worse over the years- but costs still go up. Snow plowing used to be top notch and streets got fixed on time

Demolish the state hospital and use grounds for residential buildings. Additional retail needed in vacant stores downtown, mini-malls and Westridge Mall (not the deteriorating state hospital). The City Administrator, Department Heads and Foremans should live in the city and pay city taxes (like the city alderman). City leaders are quite affluent with spending city taxes. Why isn't there a yearly financial report on the Bigwood Center in the Journal like the liquor stores?

Council and city staff do not convey the public (tax payers) very well as to what is happening in the city. Lots of times cannot hear on TV what is being said or done. Very poor quality. Fix it, we are also paying extra for this

Concentrate more on the eyesore buildings-flour mill, dairy before Kirkbride

Dog park!!

Council wants to build monuments while in office-refuse to adhere to wishes of citizens-took away neighborhood schools, way overspendt on schools, wouldn't defer hockey until economy better. No voice for public-need to vote! Property taxes may be in line but assessments are way too high. People angry!

Cost different between city run sanitary service (pickup at curb) and private contractors?

Could clean up the parks better. Would be nice to have a city water park. Close Pebble Lake and sell then build water park. Firework show be nice.

Could use some "Welcome to Fergus Falls" structure on some of the entrance roadways.

Did not need new hockey arena!

Crosswalks and downtown not kept open with plowing.

Don't demolish the Kirkbride

Dog lease law needs to be enforced.

Council needs to listen to majority of residents, not what the Council wants.

Cut waist

Delagoon Park could have a shower house, better toilets, very smelly if you camp next to outhouse. Nice camping area, but it needs some work.

Do more to revitalized downtown-tax incentives, aggressive marketing and billboards, maps, guides. Find a way to convert the old RTC into a picturesque cultural center or a functional effection learning facility- a small private college, a Bible college or a military training facility

Do something with the RTC- it is too beautiful of a building to tear down!

Enjoy living in city instead of country living

Either tear down or remodel building behind Service Foods! It is an "eye sore"!

Downtown parking lots need to be black topped

Enjoy living here. We think the way you keep up the downtown area and buildings is good.

Don't you think its time to start listening to the people instead of making decisions based on what you as an individual want?

Eye sores in Fergus that should be taken of flour mill, dairy, old surplus lumber building- too many slum lord houses around town.

Excellent services!

Excellent park facilities.

Excellent appearance except for bridge construction area. Some streets are getting bad tho.

Excellent city to raise a family. City Council does a very bad job-rubber stamp requests by those in management positions. Population inc. by 1000 or so in 60 years- WHY. Look at other cities-Brainerd, Alex, Willmar and others who continue to grow!

Excellent but overcharging costs. The refuse/recycling fees are too high.

Every once in a while we get some funny tasting water.

Extend the rails to trails, bike, hike, jogging, snowmobile path thru town to Fargo, ND

Enjoyed the Riverwalk with my family recently- is it monitored regularly?

Fergus Falls is a great place to live

Everyone's property taxes are going up because of the hockey arena and people are loosing their homes because they are struggling financially.

Even though city ordinance allowed for the building of an ice arena without taxpayers voting for this project, it was not the right or fair decision. We residents, taxpayers of Fergus Falls should have the right to the decision vote on any major building project, that we are required to pay for. This decision created too many hard feelings that are still there

Fergus Falls should spray for mosquitos

Fergus Falls needs an outdoor aquatic center!!!

Fergus Falls needs a public outdoor swimming pool.

Fortunately, we have not needed fire protection. They do a fine job along with all the departments in the city

Fergus needs to get more of a variety of places instead of housing ore than 1 or 2 of the same thing. Check on some of the other places. Alex is full downtown and the mall

Fix the streets

Fix the roads. I have been on better goat paths.

First of all, I still resent the luxury hockey arena without voting for it. It didn't pass in the school district bond issue, then the city council brought it through the back door, without a citizen vote, which directly increased our property taxes. I suppose we still have the opportunity to vote at our next city councilperson election. I would have much preferred an outdoor swimming pool with young child attractions, such as Breckenridge has, which would be used by more people. The library also needs refurbishing.

Flooding no concern for pedestrians, no enforcement running red lights, blocking crosswalk
I believe people in the winter should shovel their walks and corners better than they do. There is a lot of corners you cannot walk through with snow piles. Make a rule people have to shovel their walks better and corners.

I appreciate the new trees being planted to replace the elm trees. I also appreciate the roads being "swept"

Fix what we have instead of always adding new like a police station and public library
Finish draining Lake Alice and cut or burn off all the weeds and crap that have grown up-what an isore and imbarsement to this town

For 3 weeks in a row the garbage truck only took half of the garbage. We had to run him down and tell him. He said his machine hadn't been working riht but he never had it fixed.

For all trees being taken down, need to replace with new ones. Some places need to mow and remove weeds and trash to eliminate wood chucks.

I don't like your refuse collection policy. I live alone and only have a small bag per week. Sometimes I can get two or three weeks, while I see my neighbor fill their can so full they can't shut the lids and I am charged the same

I am very proud to live in Fergus Falls. Streets need help otherwise no complaints.

I am extremely dissatisfied with the city's work on Lake Alice- it appears you have no intention of completing the job you started. The work that has been done on the streets (patching and retarring) has been much lower quality than it should be. Basically the road team has done a pretty crappy job and the snow removal team is not careful enough

I am a senior citizen and have someone do the snowplowing. I do not appreciate the snowplows always plugging the driveways.

I believe we should have a swimming park for all more for our young people that can't afford, so many of the things that are provided. Yes I know there are programs for the under privileged, but than so does everyone else. We need youth area addressed by the young folks.

I can't believe a town this size doesn't have an outdoor swimming pool for kids to enjoy in the summer yet it has a hockey arena to accommodate a handful of families. I purchase as many taxable items as I can in Alexandria or Fargo so I don't contribute to the hockey tax

I do a lot of traveling and often compare resources and activities for youth in similar size communities. Fergus would rank near the bottom. I also feel the Council is dysfunctional and lacks the ability to problem solve and work together

I enjoy Fergus very much... I especially appreciate all the parks and trails for walking (and the trees)

I don't know if we add floride to the water system, but I would like that to stop if we do. My guests say it tastes bad. It's been called "swamp water"

I feel too much is spent on park trails and such things

I enjoy living in Fergus Falls and will continue to make this my home. I lived in Fargo for 9 years and Fergus Falls knows how to clean their streets much better than Fargo
I do not feel as safe as the 60's. Not the fault of the Police Dept. Trash and litter and so close to the garbage cans provided.

I follow City Council notes and I think they do an excellent job!

I feel Lake Alice needs to be dredged deeper and the soil could be piled to make the island bigger. Barley bale could help to improve the water quality.

Don't make anymore mess out of Lake Alice than you already have, it went from a Lake to a smelly swamp.

I have been disappointed that our city doesn't have a water park and a dog park

I feel residents are much better about not littering than they were maybe 10 years ago.

I have found that it is not easy to get the city to (get on) people with property that is not mowed and has debris/clutters and stuff all over to clean them up

I have noticed that the entrance into the parking lot between S Union, 200 block of W Lincoln, S Court St and the river are WAY too narrow! If a vehicle is at the stop sign facing west, a vehicle attempting to enter the lot may have to jump the curb to avoid the waiting vehicle. Also the cement triangles are broken and heaped with dirt and litter around them. Not a good image for our shoppers who utilize this lot daily!

I am hoping and praying that the city does not demolish or in any way destroy, wreck etc. the Kirkbride building. This is an icon and FF would not be the same with it gone.

I know it is not "city" but hospital sucks after merging with clinic. Admin is terrible in both or if

I have a medical emergency I would rather drive to Fargo! Had to get that off my chest.

I hope we can keep the Kirkbride Building. Its very nice.

I know you are doing your best on the streets.

I like that you make it easy to recycle. Curbside pickup for this makes it easy to do. Thank you!

I hope care is taken to decrease the charge for waste to match a decrease in amount of water used, as it is supposed to be. Costs are a concern for many residents. Thank you for listening.

I know we should be patient about Lake Alice but it kind of looks like a swamp now

I live in the northeast area of Fergus wouldn't miss the Axel Nelson Apts. I bet the city police wouldn't either

I live across the street from someone who have 4 vehicles and 2 drivers plus they have 2 men living with them who has a truck & they park in front of my house for days and not move it. In the winter its awful.

I like the trees and flags other than that the city could do a lot with the river

I live on Oakwood View in the area of Stony Brook. I wish our street could be plowed a little sooner than it is after snowfall. We have all retired and older people here and may need to get out for emergency!

I miss the 4th of July fireworks. I don't go to any other towns to see their fireworks so the celebration here would be nice. I know the other small towns have the, but I don't drive much out of town. Clunky car and gas prices but that is my problem not the cities

I live at the end of a water line and feel the system should be flush. Black guck comes out of my faucet from time to time. Would like to see city recycle Plastic #1-7 as they do in Fargo

I love the trees and squirrels, but the roadkill lays to long on the streets

I think street work could be better coordinated as to which streets are under construction.

I love the beautiful trees that this city has, and so well trimmed. The streets are well lit and marked also in good shape, never see much trash on streets or yards, so people are proud of our city. Our motto should be "ask not what our city can do for me, but what I can do for my city!" I think most neighbors feel that way so, that is why it looks so beautiful and quiet...

I have only been in one other town that has worse streets than Fergus Falls and that was Ontonagon, Mich. A town that had 269. Unemployment because of the closing of a silver mine and very little snow for the snowmobiles. What is our excuse?

I really believe in recycling. Has the city ever considered charging residents if they do not recycle? I think you should give some thought to it.

I think this city needs a community swimming pool-outdoor. Many towns smaller than this have one. My kids are grown now and we have always wanted one.

I sometimes see things are fixed very nice, but not maintained afterwards. I'm sure there are not enough employees to oversee everything. Also some empty places should be kept up better.

I love this city. I have lived in FF for 23 years, but live where I live now for one year.

I think we need to bring back city wide clean-up. It would give residents a chance to clean up their junk in their yards and make the city appearance better. Many people have no way to take stuff to the landfill. Answer= city wide cleanup!

I would like to comment about the large amount of "riffraff" that wander through the alley between Lincoln to Stanton. I would like to see housing standards improved possibly like Alexandria, MN. When police are called for noise complaints numerous times to the same location, citations should be issued. The Police should do their job and not worry about the public saying their discriminating and prejudice against any race, treat all people the same according to the law.

I think this city needs a community swimming pool-outdoor. Many towns smaller than this have one. My kids are grown now and we have always wanted one.

I usually don't take part in surveys. If sent another one I will not be part.

I should clean my sidewalks as poorly as some streets are plowed. Give us more places to ice skate outdoors and fewer ball diamonds.

I think we need to quit picking at the Kirkbride Building and concentrate on 2 other eyesores... the Flour Mill on Stanton/Union and the old Mid-AM Dairy- they look horrible and we see absolutely no future use for either building. "Save the Kirkbride"

I want to see all the former state hospital buildings reused. I do not want them torn down. They are a national treasure.

I would like to be able to recycle more items.

I wish we could have some fun things for the kids that don't have money to get in sports and paying at the YMCA. A lot of parents are having a hard time right now and all that ever happens the parents that have only their kids get to go. Why can't we have a swimming water park. Whapteon has one. We don't do anything in our town- these little towns do more fun things like on the 4th of July look what Erhard does, Pelican, Park Rapids and many. We do NOTHING.

I was greatly disappointed in how the hockey arena was handled.

I would like my mail to come at or near the same time each time.

I realize there are a lot of streets to plow but it is totally unacceptable to have to plow your own street so you get to work before noon. Need better plowing of all the streets behind the mall-even when there is not construction. Every winter is the same. I do not appreciate shoveling the street so I can get out. Would be nice to have all streets plowed before 2 pm.

I would like to see more safe and clear location for dropping/disposing of sharps (ie insulin, needles, lancets). Maybe a large locked metal container by the police department with surveillance to prevent theft. Same for disposing of old medications. That way the sanitary department can pick them up and dispose of them properly/safely. Just a thought.

I would like to see a decent disc golfing course. The one at the college doesn't get mowed and a person spends half of time looking for discs. I have family, friends that golf and we go to other communities like Elbow Lake, Barnesville, DL and Fargo. While we are there we eat out and shop. The city should look at some of those courses to get ideas on what to do in Fergus Falls. The disc golf is inexpensive and something the whole family can enjoy. It takes some skill and the walking is good for the health.

I would like to see a water park in the city. It would be nice to see flowers planted by the city once again.

I would LOVE to have the yearly special garbage pick-up where you were able to get rid of lots of items.

I would like to see some more trees planted to replace all the trees that have been cut down. Trees are so much a part of the beauty of the city.

I would like to see mosquito spraying done here as they do in Fargo/West Fargo when their #'s are high. Spread it out on our utility bill like they do there. Spend more \$ on the streets and less on consultants. Do we really need a personnel manager here? Assistant Administrator here etc?

I would like to see a community center w/pool for kids of all ages, water slides, etc.

In cleaning snow the crew gets about 4 ft from the curb making parking on the road dangerous.

I'm very happy living here. There are many opportunities to take part in many activities if you wish. Love the Center for the Arts entertainment shows. People in Fergus are very friendly and helpful!

I would have rated safety higher when considering my own safety. However, when viewed from the general population I downgraded the subject. I believe law enforcement does an excellent job considering constraints

If the city can spend mega bucks on the golf course why can't the city fix some of the streets? Its mostly the wealthier people who can afford to play golf-however everyone who drives a car most travel on any of the rutted streets.

If there are laws on the books why are they ignored? The temporary signs that are left up for long periods of time are a good example.

If possible to resurface the road from Salvation Army east to Union Avenue and fill in and around water and sewer covers that are in driving lanes

In street plowing, don't leave snow ridge at end of my driveway! "Refuse" charges- too high for aged!

In winter sanding/salting PRIOR to plowing makes for too much "slush" on the streets. It freezes and makes ruts!

Is the City Council a service? If so, very poor. What are utility minimums so high? How long will we have to pay for those big holes close to where people built on swamps? Did we really need that hockey rink? And let's never get a city outside pool when we have Pebble Lake so close. Some streets are really rough/holey. Oh those nasty cell phone drivers!

In order to receive one week unemployment or social services a days worth of work would be great. Ex. City parks

In winter time ends of back alleys block-they don't come back and open the ends

In watching the Council on TV, would be nice if the Council and workers would be a little more considerate of the people they represent-might not always be easy but some could be a little more respectful.

Infrastructure is in need of repair/replacement. Many streets are in very poor condition. No sidewalks or sidewalks in very poor condition in many areas. No curb and gutter on our street= washouts in heavy rain. I feel infrastructure is not given adequate priority-available funds are spent for projects of less importance.

Install stop signs, lights or a round about on Vernon and Sheridan

Increase library services- NEW library or enlarged

It is a good place to live. We raised our 3 children here. Good schools. Need better Streets

I'm charged for recycling-where are my containers to set out on trash collection day? You do have GOOD PEOPLE at the city dump!

Is there a reason that boulevard trees get planted almost on top of our sewer pipe? We know that tree roots penetrate into the pipe causing headache and much expense for we homeowners

Isn't there some way to keep the plows from filling our driveways so full? It is a monumental task to move all of that hard packed snow!

Is there any control over unoccupied homes and yards never cared for? For year like 3-4. It's a real eyesore! 600 block east Cavour.

We have enjoyed living in FF. Keep up the good work!

It's a darned good place to live!

It seems the Council is more interested in providing opportunities for the few than the community as a whole

It would be really helpful if you would put "gates" on the snowplows that would allow the plows the ability to not fill up driveways. Check with the City of Jamestown, ND- they have them.

It would be nice to use a building downtown for garage sales for people who don't have garages

It would be nice to have more city police checks around Hillcrest in the wee hours of the night! Especially Bethel parking lot!

It seems that way too much is spent on getting rid of garbage and recycling by county but on our city bill more than once. I was in the garbage and rubbish bus at one time & can't believe the money spent, and what is left to dump (unbelievable)

It is my humble opinion as a transplant, 20 years ago from ND and CA, my home state, before that we're very fortunate in Fergus to have very good leadership-we're a well run community, by elected and non-elected officials and staff. No complaints from us!

Keep striving for better city streets.

It is good to have streets repaired that need it

Just have to keep loader off the boulevard. Keeps crushing the sewer pipe area when snowplowing.

Junk buildings. Junk in yards.

Keep blue waste containers off streets-streets are for cars.

July 2nd the damages from the storm was excellent. I have oxygen in the house. I was very glad the electric turn on so quickly

Just wondering why there is an old building with broken windows, walls with holes, over all in very unsafe condition and very ugly appearance allowed to exist by the river in the middle of the downtown area.

Keep it up!!!

Keep up the good work, but one of the first priorities on the next city budget should be adequate figure to repair city streets.

Keep the state hospital building. Its our legacy. We need more clothing stores with reasonable prices

Keep up the excellent work

Kids waterpark?

Keep resurfacing the roads. Peck Street is so much nicer, as well as Friberg. Thank you!

Lake Alice needs better care-remove dead tree on island, water quality etc.

Lake Alice is an eyesore; the weeds have taken over.

Keep up the good work!

Keep up the good work!

Lack of enforcement on parking regulations year around but specialy in winter

Lake Alice: weeds, island, not pleasant

Lake Alice needs to be dredged and a water fountain put in where island is. Remove island. It looks awful.

Lake Alice needs restoration. Save RTC.

Lake Alice really looks bad!

Lake Alice is special- let's keep it that way. How about some swans? The falls and river are assets. Keep the river walk. Our parks were prettier in the past, with flowers!

Lack of explanation on st projects. Overspend on police station when other option existed.

Lake Alice looks like a real mess. And cutting down all those trees- what a shame and my favorite one was the one with the big hole in it. Lake Alice is now an eyesore.

Like to see Lake Alice taken care of so one could walk decent and for appearance

Lake Alice-keep the water low and fill in the areas with sand fill. Place lilac bushes around to confine the geese

Lacking swimming pool.

Love Fergus Falls- love the trails for walking and biking. Love the theatre and Center for the Arts. Love the parks.

Lot of run down houses- need to keep up! Send letters to those!

Libraries are obsolete, modest improvements would be preferable to a major expansion. We will never vote for what some want (provided we get the chance to).

Need some new faces at City Hall. In with the new, out with the old

Let's get the streets fixed before we build any more hockey arenas

Low water pressure-odor

Lately all the road construction everywhere you go is ridiculous.

Love the Park and Rec kids programs, ECFE, public beaches (Pebble). Wish we had a city pool, park close enough to walk to from my neighborhood (Hoot Lake)

Need to enforce noise levels of cars roaring up and down streets and kids fooling around in high school parking lot. Police could patrol parking lot more often and enforce curfew laws.

The high school park lot and street often has litter and trash

Newcomers to Fergus say the water smells and tastes "fishy"

Landlords- too many renters getting away with not mowing, garbage, PARKING issues! Always parking in front of homeowners! Landlords need to be responsible for off street parking.

Need something for kids to do in summertime like swimming pool or etc

Need more senior discounts and programs. Senior golf program.

No annual leaf and rubbish pickup. No 4th of July fireworks.

Need enforcement or leash law for dogs!

Need to do something to stop owners from sitting unwanted furniture and other on street curbs, does nothing for our city, especially on Lincoln Avenue entrance to our fine city.

No more strip malls please! They end up unfilled and look trashy. Instead get more retail downtown.

Nice parks! RTC grounds beautiful-use it.

Need to enforce the laws we already have such as loose dogs and cats; old buildings and excessive junk on lots!

Need to fix up the streets

Need an outdoor pool recreation area (ideal spot is RTC)

Need to spend more time and money on infrastructure, streets, prioritize projects better

Need more access to Ottetail river in town. Need a city swimming pool rec area

Need more flowers

Need an in-town swimming pool. Thanks for the new hockey arena. Keep the Kirkbride!

Replace all trees cut down because of insects. Enlarge the Library

OK if you golf but no city pool Don't want to have to join the Y

OK to charge more or tax more if we get better streets or better facilities. We need to pay for these improvements! Like the idea of moving the Cleveland rink to the south of the main ice arena.

Otter Tail County has the largest amount of meth labs.

Odd/even snow removal would be far more beneficial

Not enough activities for children and adults who don't go to the bar. The activities you do have for recreation are way too costly for the average wage earner in this area

Not very happy with Council-seem they just want to cross unpleasant topics off their list-take the easy way out-not far reaching plans- hope the new municipal building is as well done as Courthouse and City Hall- it "could" be special

Our cars keep getting stuff like cigarettes and small tools taken when we forget to lock it.

Nothing for teens to do other than skate park

Overall planning by city is generally lacking when completion of projects end up having to be finished under freezing conditions and requiring re-finishing in the following spring.

The City Council is nothing more than a bunch of rubber stamps and this includes that poor excuse of City Attorney!!

One morning (6 am) I walked out in my front yard and looked at the street and Unions Avenue after the sweeper had "swept" it. I was so impressed with the cleanliness of the street.

The well trimmed trees and the lovely Geo B Wright Parks. FF is a good place to live
Only the "eyesore" of the old mill down off Union Avenue- when will we ever see it gone? I'm sure it would take millions and that doesn't come easy. Can it possibly be made into something better?

Our streets are in very bad shape! The money spent on funding the new hockey arena, was very misplaced!!!

Our city feels like it is retired. Downtown shuts down 5-6 pm nothing open on Sunday and very little for children and young adults to do. In comparison to other city's our size (Alexandria, Marshall) we aren't growing.

Our grandchildren from St Cloud go to something they call a "splash pad" in one of their parks. No pool, just a lot of water to run through. Shouldn't be that expensive. Not every little kid has a chance to go way out to Pebble Lake in the summer.

Overall, I believe the city does a good job in services provided at a reasonable rate.

Overall pretty good. I don't like to see cars/trucks on lawns for sale as it makes too enforce and streets look junky.

Our city has such great parks. I'd love to see our City Park Dep and Community use them to the "max" for our families. I'd love to have our summer slogan to be Fergus Falls "City of Parks" and outdoor recreation center

Our metal dumpster was replaced with a smaller plastic barrel dumpster which is inadequate to say the least. Knowing that a problem was created for some with this change, I wonder if a second complimentary empty/pick-up could be done when a dumpster is obviously overflowing. Dumptrucks-their drivers meet regularly eating lunch or simply visiting- only a few yards from our overflowing dumpster, but drive away again. Our renters do some recycling but need to see what is and is not accepted

Our downtown could use more shopping and less insurance business offices and other offices. stores like BonJo's and Christopher Banks would be nice

Quit wasting our money on unneeded sports facilities that only benefit a select few and fix some streets. We pay too much for what we get for sanitary sewer service

Quality of the water is poor. I buy water to drink.

Owners control dogs. Barking. Running loose.

Race track noise should end by 10 pm at the latest.

Overall, I dislike FF very, very much!!

Quit remodeling/repairing City Hall- knock it down! Buy the post office across the river. Knock down the RTC, this city really needs more vacant waste land

Are overall appearance of city- seems like a lot of junk/trash sitting around. Have a overall city cleanup week where junk is curbed & picked up. Its so highly successful in Moorhead * Fargo. Also note a lot of bored/foul mouthed kids hanging around in parks at nite. These kids need to be sent home & parents alerted. Groups of B***K kids sit around Athletic Park and curse and damage tennis courts and have no respect for anything or anyone. People playing tennis have to warn the kids to keep away from their vehicles. How about a 4 way stop at the corner of Fir and Union? How many accidents does it take?

Still think there should be more pick up for leaves and brush and other stuff

Still waiting for dog park to open. I would enjoy the city far more, if it would be more dog-friendly.

Streets are very bad!!! A lot of work needs to be done!

Streets are in bad need of repair.
Streets are horrible
Streets are bumpy and full of ruts.
Take the flouride out of the water
Street mtce seems to fall 2nd place to "all other" projects in the city. Better raise priority of street maintainence from low to priority No 1
Streets are very poor. If you don't fix some of these streets you will soon have to turn them back into gravel roads.
Tear down the old mill (eyesore). Leave the RTC alone!!!
Thank you for all the hard work that the city employees do to make Fergus Falls such a clean beautiful city. I am so proud that my family lives here.
Thank you to ALL city staff
Thank you for fixing the dip on Broadway-very nice job!
Summit Ave between Mill and Cascade seems to be a gathering place for questionable residents and visitors. I feel very uncomfortable walking there. How about more presence of police?
Streets-poor, terrible, awful, pathetic, appalling, horrible, lousy
Thanks again for the ice arena. State hospital: pile it right where it stands and make it a ski hill. (Save Kirkbride for youth hostel/ski lodge)
Thank you for making Fergus Falls such a nice place to live!
The 3 way stop on Union and Vernon should be a 4 way stop. Very frustrating!
Thank you for your efforts and competence in working to make our city a good place to live
Thanks for running a clean operation in the City of Fergus Falls. I feel I get what I pay for and its good value.
Streets depend where you drive in which neighborhood. They seem to be working all over doing something.
The approaches to our city are nice- the Lake Alice Drive is disheartening-the north side especially.
The city doesn't plow snow from my street by myhome. They don't cut the grass growing in the driving lane of the road either.
The city does a great job of providing services with the monies it has to work with. The city also does well in keeping the community informed.
The city is lacking in a growth plan. FF is obviously falling behind its neighboring communities such as Alex. There needs to be more of a commitment to the city as a whole, not just to the retirement countiy. The city is NOT well rounded. This must change for its success!
Attract business.
The City Council is NOT definitely representing the people who voted them into that office- the arrogant attitude portrayed by them is anything but democratic representation
The city could use more "greenspace parks". The water gets very "slough like" in the spring.
The bike trail conditions are poor along Cty #1 until you get to the new section. I don't understand why all the surrounding citys can afford fireworks and all "same size" citys have them but somehow we cannot.
The city could not find a place for my son to play ball
The Fire Department is the only department we could say is doing a good job.

The city is taking on too many big projects- slow down until some of the other projects are paid for. People are struggling just to keep their homes and care of their families, while it seems the city has millions to spend, which is eventually paid by the taxpayers. I applaud the desire for improvements but the comments I hear all around town is that it is too much, too fast given the economic times. The people need a voice when it comes to spending these large sums of money.

The city needs a competitive disk golf course!! It would only cost about \$20,000 to put up and would bring a lot of people of all ages to the city to play!! Call me with questions if you'd like (provided phone number)

The city needs a pool, like Pelican Rapids. Not a swimming beach 5 miles out. Not another indoor center, not a theme park. 1 basic pool.

The city should have repaired streets or built a swimming pool, instead of an ice arena and convention center

The city needs to be more strict on regulations related to number of dogs and barking. (noise complaints need to be taken more seriously)

The city should go together with service clubs and have a commercial shredder. Come in and have city residents bring in their documents. You could charge a fee and split the proceeds with the service clubs

The city still hasn't fixed the water pressure on the south part of the city. Hilltop Addition. They put a bandaid on it. But is not fair for us to pay more for our water pressure than the rest of the city that has adequate water pressure

The dog lease law is a joke-how many small dogs will have to be killed and people injured by loose dogs before their law is enforced? I no longer dare to walk my dog- 4 people have been attacked by loose LARGE dogs in my neighborhood

The ideas of city staff that our utility rates should rise because other cities are charging more

The city needs an outdoor swimming pool/complex for families to go. Pebble Beach is far out to get to unless you have a car. A pool would bring people from other towns instead of them traveling to Breckenridge or Wahpeton. Park and rec programs are all scheduled during the day when many parents work or are unable to get kids to programs. Snowplows could remove more snow and use less salt when the snow is 1-2 inches. The roads are hard to travel when it all turns to slush

The city needs to get the snow off all the corners better. And quicker. It's hard for people to see. and it gets very dangerous. I had several close calls because of this last winter. Thanks for your work.

The park area by Lake Alice needs some upkeep and care. The garden areas there are not kept up and groomed. More care and landscape to these type areas in the city please. The painting of crosswalks and yellow curbing should be refreshed in spring. Area by schools need prompt attention

The old flour mill on Union and the old RTC need to be demolished. They are eyesores.

The water tastes as the river smells.

The parks are nice but the kids need other things to do!

The parking lot behind Olson's Furniture is disgraceful. You cannot even walk there without stumbling- what an eyesore it is.

The Westridge Mall needs more stores

The intersection of Vernon and Union is very poorly planned. It needs a stop light not dangerous 3 way stop signs. Also, all the cars that park on Vasa by the hospital is hazardous especially in the winter. I've been told they are hospital employees who do not want to use the hospital parking lots because they can't go out to the parking lots and smoke during their breaks. If even one side of the street had no parking it would enable two cars to pass each other safely-especially in the wintertime.

The person or persons responsible for the "pea-gravel" at Pebble Beach should be made to walk in it. It's just awful! Should be replaced with sand! There isn't that much beach! It needs cleaning up!

The only thing we've been disappointed and frustrated with is the idea of tarring our road. We live on gravel on Somerset. We've done 2 petitions to have it done and nothing ever happens. We've talked to City Council members also. We're so tired of dust everywhere and not being able to open windows. We never get a response or answer. Not good!

The old feed fill on the corner of Stanton and Union is an eyesore and should be razed or sold to be improved or replaced by another structure

The Library needs expansion!

There are a few streets that need re-surfacing worse than some being done

The water is dependable, but tastes terrible

There are a few streets that need re-surfacing worse than some being done

The white birds and black birds that have come in over the past 10 years and killing trees (the park where the Otter is and Lake Alice). Please get them to leave. They are both protected birds- very destructive (worse than geese). They are increasing in number every year destroying the trees and the beauty of the city

There are always need to repair many streets, costs and tie cannot make this happen soon enough to please everyone.

The Sumer Fest up at RTC was magical but you seem hell bent to tear it down. You SHOULD tear down the old mill on the river and make a nice bandshell/performance area. If it is privately owner- seize it and destroy it. Eminent domain. You should also make the owner of the place where that brick parapet killed that woman in the hair salon "finish" that crappy looking slum wall.

The streets are very poor! And the patch jobs make them even worse!

The top tar coat on Peck Street is lousy-if that were a state or federal highway it would have been rejected but it was good enough for Fergus Falls. I'm glad I'm not a property on that street

The streets are terrible. What's with the gravel street on Vasa east of Union and on Vasa/Freemont. Looks like a temporary fix!

The statute on Main Street (man) should be facing the st where people could see the front of him. The clock is nice but coming from east lincoln a lamp post covers the view of it

The stop lights on West Lincoln need to be regulated: it is maddening to have to stop at every light. What fool decided brick was appropriate for sidewalk? Someone is going to fall and you will have a lawsuit.

The speed limit on Alcott/Hwy 1 should be lowered as it is through a residential neighborhood. It is currently 45. I would like to see it reduced to 35.

The streets and sidewalks are falling apart. We are really lacking in streets and sidewalks. Some smaller towns are way better than Fergus

The quality of snowplowing is sometimes not good or timely. More repairs are needed.
The roads need to be fixed!! Summit is horrible
The snowplowing is not good-seems to me they use enough salt for three cities. Whatever doesn't melt gets pushed into my driveway.
The snow plowing is severely lacking.
The Runnigen Fur business is an eyesore to the area. The smell in the spring and summer covers several blocks-smells like rotting flesh. There is a liquid discharge which I am concerned could pose a health hazard. Also, with the junk and animal carcasses I believe there are rodents. Isn't there a city ordinance or health department rule that could be enforced?
The police department is good
The recycling program-why is it necessary to do weekly? Twice a month perhaps.
The quality of services provided I see as poor for the cost to us as citizens. The city seems to think we have endlessly deep pockets
They are beautiful to look at, but sometime concern about many trees in the town. They damages power lines, sewer pipes and well pipes many other things.
There is nothing in this city, the mall is not even a mall. We have a tech school and no jobs.
The city takes down instead of using what we have. The city doesn't leason to its people. The city can't even have fireworks. This city isn't even a city.
There's always a nasty smell and taste from the water from the tap. I don't drink it. I buy bottled water for drinking. In this day and age, why can't this problem be fixed?
There is NOTHING for young people-teens. What happened to Canteens for Kids to hang out at or rollerskating? Or summer dances?
There is to much road construction going on all at once
There really needs to be some sort of celebration for the 4th of July. City picnic with a band or something. The cost of fireworks is pricey-but a community picnic would not be.
There needs to be an aggressive street surface replacement program! There also needs to be more left turn lanes on high traffic streets (Lincoln and Union Ave) for safety and better traffic flow
There are streets in this town that don't have city sanitary sewer
There should be bike patrols
Think residents should have more input on decisions being made
There was so much turmoil regarding the arena the past couple of years. It is hard to understand we are in the heart of the lakes area- and no safe place for people to swim. We should have a pool and a beach area! To many kids in summer aren't learning to swim and just have fun in the water!
This city needs a pool or nice beach for kids. This city needs places for kids to hang out and do things besides sports events. These are things I hear from y customers at my busniess.
This is a good place to live. Streets need improving, but I know you are working on this
This is a beautiful town but it seems like thngs have been more neglected the last couple of years. Please don't cut back on services from the police or fire depatment or cut their pay. They deserve every penny of it. The snowplowing could be better on back streets & intersections. Intersections they leave "big" rows across the street & the cars have to flatten it out and back streets, especially by group homes & elderly aren't cleaned well enough for handicap or school busses to get through very easily. Just a few thoughts.
Water a little "rivery" tasting especially late summer

Thanks for asking. Also, I think you need to promote this city better, better support for the business and get a better variety of stores and restaurants here. Our mall is an embarrassment and in serious need of a good cleaning. The bathrooms are gross.. And,... try to Save the Kirkbride! We are surrounded by tourist that have lots of money to spend. Why aren't we taking advantage of being in the "heart of lakes country" where's the charm? Time for the state hospital and the old mill to go.

This town has a lot of blighted buildings. When we lived in Glencoe, MN they were tough on absentee landlords who didn't keep their properties up.

Upset with city Counsel decisions-They need input from the residents. They do not represent us- They make many of their own personal decisions and they are "smug" and forget a whole city may not be supporting their choices!

Water tastes fishy

This town needs a dog park! Dog walkers need more trash receptacles along streets-year round. There were no trash cans even in the parks all winter. People will quit cleaning up after dogs. We need noise ordinance enforced (late nights and early mornings) along Union and Alcott. Many loud cycles and trucks. How about some bike lanes? (espeically on Union, Alcott and Lincoln). It is scarier to ride bike in this town than on Nicoleet in Minneapolis! Maybe eliminate on street parking? Let's get green!!!

Vegetation needs to be trimmed well back from road entry-from Meadow Hill Lane onto Alcott-hard to see. Entry from Alcott unto Union hard to see with big vans parked in front of houses on corner

Water has excess chlorine-strange smell and taste

Too many Muslims here that want to kill us! Did you forget about 9/11? No support for them-no tax money! Send them back to the Middle East!

Too much delayed construction - Lake Alice and Western Avenue. Finish what you start.

Very impressed with City of Fergus Falls. Small town feel with big city services- Keep up the good work!

Was happy the Council denied removal of trees from the landfill by area artist. One of the best decisions they have made. Council members represent the residents and need to make decisions that are acceptable to the residents!

Understanding the City is doing what they can. There are many streets that have been in rough shape for many years.

Water has always been very good, but since Jan 2012 seems more treated and harder (?)

Water pressure on Summit Avenue W is poor

Water and sewer (public utilities) seem pretty pricey in this city.

Too bad the streets where businesses are located are full of garbage, dog crap and weeds-fix it!

Provided contact information to discuss these issues further

Too many houses in disrepair

Water too often smells fishy

Too much sand

Too many of the rich have too much say in how city money is spent. (Port Authority overriding votes of citizens) Bigwood, ice arena, Putters, Golf Course, City money spent for few citizens with power and money! Forgot "the Airport"

Time to start listening to the people

We are in dire need to attract people coming to FF for a reason-a good reason.

We appreciate the city workers in all areas. Good job!

We are concerned about water quality-runoff from spring fertilizing etc. Atrazine plus who knows what else that can't be tested for. Also there should be a park, children's play area on the north side.

We are blessed to be able to live in Fergus Falls!

Waterpark

We encourage the scheduling of a clean up/pick up event.

We encourage the installation of a municipal pool.

We could really use a playground for children 5 and under. So many communities smaller than us have wonderful playgrounds for 0-5's. City pool is also a big need in our community

We could use curb cleaning day or days once or twice a year or every other year just so we could have this service. It would make it a lot easier for a lot of people.

We could use some more flowers. I always looked forward to the gardens

We "should" have fireworks!

We do not need a bowhunting season in the city limits. That's crazy!

We feel that you need to improve the repair on the city streets; someone is really slacking on this. The roads shouldn't be neglected for so long and then the repairs wouldn't be so costly. Please everyone deserves to drive on smooth roads; its hard on your cars. Thank you . I hope you give this your utter most attention!

We enjoy Fergus very much. We moved here from the Twin Cities because we wanted a simpler way of life. We would like to see more activities/services for young people

We have a beautiful city tree lined streets-but people are leaving to move to the cities with more to offer families. We go out of town for swimming pools, water parks, shopping and eating out. We have lived here for 35 years and not much has changed. We need "progressive" people running our city- where are the big stores? Where are we to shop and receive good quality goods and services. Other cities like Alexandria, Fargo have several stores that we do not. We need "progressive city management". Fergus has been lost in the past- please move forward and developers out city into the "must go to place"

We have accidently left our garage door wide open one night very busy street. Couldn't believe nothing was disturbed or stolen! Very good volunteer force.

We have a Mayor who is the greatest. He has done so many wonderful things for our city. Thank you and stay with us.

We love living in Fergus Falls.

We have always loved FF and make the remark often how blessed we are to have lived 8 miles out of FF and now back in town. Have been going to write a letter congratulating the merchants of FF for what they've done. We loved the addition of trees and other. Even tho city is progressive, we really have the feeling (in a quaint way) Center for the Arts and many others- we are proud to say we are from Fergus Falls. We both graduated from FFHS - we love it. I have always wondered why we don't have an Elm Street. Every city like ours has an Elm Street. Is it possible? Please?

We have beautiful trees which makes a beautiful city.

We need an indoor play facility for young children

We need a pool and go kart track or mini golf or something!

We need an outdoor swimming pool for the residents

We need a public pool!

We love living in Fergus Falls. The city has conscientious workers and dedicated fire volunteers and staff

We need a rental housing code and enforcement penalties (fines). How can this happen when we have 3 slumlords on the Council?

We need a city pool. It is ridiculous how all the small towns around us can afford one but we can't. Must be in city so kids can bike.

We must get rid of some geese in Fergus and on golf course. A bow season on deer in city limits is needed-safety hazard

We need Dept Stores so we can shop in Fergus instead going out of town like Fargo & Alex.

We lived in Fargo for 8 years in the mid 1990's. Every spring there was a spring clean up week. This allowed residents to put their junk on the front curb to be picked up by the city and thrown/hailed to the dump- FREE of charge. Many pieces were picked up by others as it was a treasure or recycled. People appreciate the FREE service once a year. Let's do it here in Fergus

We listen to your Council meetings regularly, but sometimes hard to hear speakers when they stay at the desk instead of speaking at the podium.

We knew for years that there were auto repair shops in residential areas. One even had a fire that damaged the neighbor's property. Why didn't the city know?

We have to clean white chunks out of faucet screens twice a week and flush water heater every other week.

We have to clean white chunks out of faucet screens twice a week and flush water heater every other week. Our street dumps street water down our driveway right into our home.

We live on Lake Alice and are disappointed the "project" is not progressing more rapidly. We like what has been done on the south end and would like to see it continue. We understood there were funds available when it was begun. What has happened?

We live in AZ for the 6 months of winter so said "don't know" regarding snow removal. Have heard no complaints from family or neighbors

We have never seen a recycling truck anywhere near my house. I put out recycling and left it there for a week and it was never picked up (1000 block of E Vernon)

We have had no serious problems concerning the city

We have lived on Somerset Road for 45 years and constantly fight the dust when there is a easterly or southeasterly wind (which prevails most of the summer and fall). It is unhealthy and prevents us from opening windows. Problem with correcting?

seems to me that the training for new employees by the "outgoing" employees-training could be of a better quality-i.e. snow removal personnel do a less than complete and efficient job--there just does not seem to be a consistent-concerned follow through on many observed levels

We need more services for children's entertainment. We need a quality waterpark. It is shameful to see our residents going to Breckenridge water parks because this retirement community refuses to meet the needs of our youth! We need a special place to take dogs for exercises as well- this town is for tax conservatives- need to keep up with services offered in other communities if we are to attract quality citizens- come on!

We need self sealing envelopes like the rest of the utilities departments

We need something for our children to do like swimming pool, kid friendly community center activities not everyone will be able to use the new ice arena we need some other things for kids to do other than drugs, and shooting out car windows and vandalizing property.

For these reasons we are considering moving out of the area.

We have money for a bridge, police station, hockey arena for approx 250-300 children, but tear up Lake Alice and Grotto and Channing hockey and skating rinks for the 500 or so other kids? PS no more money for fireworks for the forth?? But Dalton has them every year? Really that expensive? So we have a bridge to give people a short cut out of town and no fireworks to draw people into town. No wonder our downtown businesses are drying up.

We need good paying jobs!!! Clothing and stores. Then work on the other things such as the library.

We think the water is very good. We don't even need a water softener and the taste is just fine.

We need more stores- for people to shop at. The mall is horrible!

We need for kids to have a real operational recreation in FF. An INDOOR WATER PARK would be a recommendation for both of these issues. Yes, we have the YMCA and also a pool at the school- any do not utilize either place. How does Wah-Breck area afford a zoo and a pool?

Let's wake up! The state hospital grounds would make a fantastic site. Fergus Falls definitely NEEDS a drawing card!

We should have things for low income families to do. We should let people have permits for their hobby

We strongly agree with a man that spoke at one of the RTC meetings. He said he was neither friend or foe and he didn't care how long it stood there, but he didn't want his taxes to go up because the grant money wasn't used properly.

We shouldn't have to pay for recycling if we don't put it out. The cost should be cheaper.

We need to keep the RTC building. City Council needs to care more about the RTC history. The woman on the City Council needs to be voted out. The RTC building should not be used for city police. They are destroying it. It looks to me the City is destroying the RTC. The tunnels are not good because electric is shut off. In other countries they keep old buildings. Eugene Schmidt is God of the Kirkbride and doesn't live in the City limits. Who made him God of the Kirkbride?

We need to clean out City Hall from the Mayor on down. We need Councilmen that will listen to, or care about the people in their ward.

We need to enforce or pass ordinances to address parking on streets that hamper snow removal.

We need the city's help with this problem. Please contact DNR to help on control of geese. This is a very serious health problem. Two of my neighbors have sold homes and move to other areas. We have had signed petitions of 75-80 residents and taken to Council for help. My wife has MS and has a hard time avoiding crap on the yard. You cannot walk around Lake Alice. I know with the help of the Council going to the DNR. We could get some help. Other cities who have had a problem did the same thing. Friends who come to visit you will not come unless 3 months in the summer otherwise vehicles are stained. This is very serious.

We took our grandchildren up to Red Sox Park one Sunday. It's very nicely mowed but the Porta Potty was very smelly and the garbage contained was overflowing. I also noticed some used condoms laying out in plain sight right where the kids play.

We need to hire managers from within, not resume builders that have no ties to the city and no knowledge of our infrastructure. We waste a lot of tax dollars on poor management decisions- we should empower our workers to do what is right on their own more of the time

We traveled to other cities this summer and realized our fair city is lacking-swimming pool, waterpark, campground with bathrooms (showers), signage at I-94 advertising points of interest in Fergus Falls-i.e. antique shops , sights of our city, tourism is booming in other communities- we need to attract tourists. Please develop our RTC to make it a must see destination. Mitchell, SD has a corn palace- attracts 100s of thousands- Wall Drug, Wall, ND attracts thousands the RTC could be "our" Wall Drug- "Come Visit Our Castle"

When will the city trim trees along Hilltop Drive?

What about that huge eyesore old grain elevator behind Service Food. Doesn't anyone care to complain about that unpleasant, ugly, run-down, broken piece of real estate. We have written editorial opinions and talked to city council reps-nothing gets any attention. Who else do we go to for action?

What is going on with Lake Alice? The south side street is awesome, but now nothing seems to be happening. Once that is completed having some kind of canoe or paddle boat or row boat rental would be a lot of fun.

When our public works director said she didn't want anyone in the dump gathering wood etc. that should have been the end of it. The rules should apply to everyone.

We're lucky, too have a good group of hard working, city employees. They don't stand around holding shovels

What is the amount of the small amount per capita do we get from gov't? Where does it go?

When it rains it washes down in the alley can't drive on it

What's happened to the Lake Alice project? No construction this year? Please keep the public informed on this

Welcome to new resident (non-existing) Council could use new leaders

Why decide when Crazy Days are? Shouldn't it be another date other than the fair week?

Why don't you provide a return envelope when you expect a payment?

We want the city to look good but grass and weeds grow out of cracks and along curbs.

Why do we pay storm drain fees when we live on a gravel road with no storm drain. The same goes for recycling when we do it ourselves

Weed, weed, weed control-residential and commercial and city. Yellow curb painting at corners

Why don't we think "outside the box" for the use of the state hospital? The mill and dairy are eyesores, whoever bought the is the a way to get the to at least repair windows etc?

Why don't you give envelope's with your monthly bill?

When the subject of Lake Alice smelling bad is talked about, the engineers never mentioned that FF has way too many geese.

When plowing snow, I know they don't have to pack the end of driveways. I have had different snow plows turn the blade so it doesn't plug up the end of the driveways so bad. They do an excellent job. Thank you!

Why is it that we don't have an established system to clear snow from our streets curb to curb in a regular and timely manner? Get the cars off the streets (tow them) and plow curb to curb

Would like to see "city clean up week" back

Wish city had given wood gathering option to Jay MacDougall. Result seems petty and strongly non-arts appreciative

Why we sort recycling but other areas such as Minneapolis just have I can for everything all mixed together

Why was the Lake Alice project done but then completely finished in the SE corner?

Would like to see a few areas cleaned up-such as the back of the building on corner of Union and Lincoln with back of Service Food parking lot.

Would like to see leaf, grass etc. pick up once a month or so instead of recycling that week in the spring through fall

Why is their a gate on Connell Drive-isn't that a public road- not necessary

Why! Can't we have another department store to shop in-a quality shoe store too! What do we get instead-another stupid stores store! This is a beautiful town. I just wish there were more stores to shop in! Why can't we have a mall like Alex?

Would like to see a community center-with a pool

Would like to see more block partys and more things going on in the park

Would like to bring fireworks back and spring clean up. Spend less money on surveys and studys and spend the money on the people

Would like the city to enforce "no plantings on boulevards"- there are several on major city streets. You do not see this in other towns. There are weedy beds where there should be trees planted.

Would like an ordinance regarding noisy vehicles. This has really gotten bad- loud mufflers and loud music after 10:00 and in the middle of the night.

Would be nice if we had better shopping-more clothing and shoe stores and another restaurant (nicer) so you had something to choose from

With Maple Street closing, we will see more traffic on 7 Ave. Look at 7 Ave Vine to Broadway.

Wish the city would take a look at some interseioins that have tree branches hanging over the street. Unsafe- some intersections also need to be yield or stop-almost hit on Aurdahl. I go down Cherry from Union, and there's a couple of intersections that people just speed down. Wish snow was plowed on Everett before staff gets to Children's Corner

Would like to see more bug spraying and more tree planting.

Would like to see more college kids and young families here.

Concern: Snow removal from downtown streets and parking areas.

Would like to see some retail stores in the downtown area and not so much concentration on new extravagant buildings.

Years ago downtown Fergus was much better than now. Should be more stores downtown like dress shops, hardware stores and drug stores. Also those of us used to skate outdoors and we are much healthier for being out in the fresh air

Would LOVE to see a waterpark come to fruition for the next generation of young people, so that we can all enjoy with our kids and grandkids. We have our convention center which we did not vote for and we have a wonderful hockey arean. I would love to say I didn't have to go to Breck or Whap or Thumper or Arrowood etc.

Would love a public waterpark or pool! Need more for kids to do!

You need to pay more attention to the condition of your streets than what is on residence yards.

Send your Dept Heads to a Walt Disney course on Customer Services

You could fix the streets. They are pretty rough

Years ago I informed our Mayor to have a "weed patrol" to remove weeds in the gutters, in the parking lots and in the sidewalks. Also around light poles etc. SN Depot does not do a good job of cleaning their property and also around the library. Also in alleys. Our Mayor followed them and did a great job of taking my suggestion.

You need a welcome wagon package for newcomers. Package should include information about the city and map. I may not vote in Nov.-Don't know where? Give packages to real estate agencies for distribution. Minn taxes and auto fees and license costs way too damn high! Thinkin of moving back to N. Dak.

Years ago when my kids were still at home, I was on a limited income and my kids and I had trouble finding things for them to do over the summer that didn't cost an arm and a leg to do. Things sure haven't changed in 25 years. My kids are on their own now, but I am still on a limited income and from what I have seen and heard

You do good on removing snow quickly but-most boulevards look bad especially mine and along side of yard. Dig blade into grass. They took a large area of bark off a beautiful tree-hit with blade- they have pushed snow over boulevard over sidewalk and on to yard at times-leaving tire tracks. They need to be more careful-

You got to be kidding (about overall condition of streets)

You have a long long long way to go to get a good rating on streets. I live on a street that is quite heavily traveled and probably one of the older streets in town that does not even have curb and gutter. The rest of the streets are rough and a little bit of patching every year does not make them better

FF has some great services. Tops are the fire department, police department, snowplowing, and library. One side comment is while we all would like the RTC saved, do not do so at the expense of the taxpayers. I would rather see a park with no buildings that a rise in property taxes to save the buildings

Downtown is looking really shabby with broken curbs, weeds sprouting up in all the cracks, and empty flower beds full of weeds. It has an look of decay and abandonment.

Your people work very hard. Winter they are so very faithful to take care of us. Thank you very much for all you do.

Your street are in bad shape. The lakes look like swamps. You pushed on us a ice arena, now push the streets & lakes?

Downtown looks tired. Buildings need refreshing and alleys and streets need resurfacing. The downtown could be charming if an effort to clean up where started buy the building owners and the city. Could attract more shoppers and residents to the shopping area. Charming is better than looking used up and waiting to die.

You need to do a survey on how many kids are here and want they would like as waterpark and rollerskate rink and to leave some business come into town not to turn them away and save the state hospital. Why can't we have 4th of July when smaller towns can have them.

Develop the area along the river from Union to behind Sunmart - walking, biking trail, greenspace, maybe condos or a highrise apartment facility. Prime space in the heart of town is being wasted by crumbling structures. Prioritize fixing some of the worst streets as the next big project.

City pool would be great!

A better recycling program is needed.

City Streets Tar surfaces are POVERTY LEVEL. We the public pay enough in taxes already if it were used for things we need like street repairs & updates. RATHER than spending 10M on a ICE AREANA? The infrastructure of any city comes before sports! It also would be nice if the city Fresh Water Pressure AND Flow were sufficient and not variable in the same. Mainly Low. This also comes before SPORTS?

Compared to similar cities in our region our streets are in terrible condition. One of many examples would be the 400-500 block of Spruce. When coming back to Fergus after being out of town, one can tell when you hit the city limits by the bumps and rough ride. The snow plowing techniques used by the city is a joke. It seems that we have to have a steady diet of salt slush from November to December. Unless there is a major snowfall, we have snowplow trucks covering most of the residential streets with a high percentage salt mixture with the plows up. Consequently the salt usage is much greater than it would have to be. I can understand treating intersections, hills and hazard areas, but not blanketing the streets with that kind of mixture. Not only is the initial salt cost is higher than it should be, but this kind of mixture is harmful to the streets, bridges, and most anything that it comes in contact with. Also, runoff cannot be beneficial to the environment. Trying to clear snow without plowing and using a high percentage salt-sand mixture is not a sensible practice.

It is very disappointing that the outdoor ice rinks are all closed in the winter, with the exception of a couple.

I live by L. Alice and, regarding snow plowing, there are many trees that have been damaged by the plows.

Greater speed controls on Cleveland Avenue, near the school, would be a good idea. A 20 mph zone seems appropriate.

Fire and police protection and a solid public works are top priorities. Period.

Good decision on the police station. Don't skimp on it and give us some architecture we can be proud of. Plant more boulevard trees. Previous generations gave us an attractive community. Let's not let it slip into mediocrity.

I do have one question --- Why do we build beautiful new streets (and they are nice) and then you manage to build "Chuck-Holes" into them. I believe you call them "Man-hole Covers" but I prefer "Chuck-Holes" . This is a thought I have when ever hit one of them.

I live on Union, but a lady that lives at 317 W. Vasa constantly has sewer back ups into her basement. She has replaced all sewer line from her house out to the boulevard. The issue lies on city property. Can't you check this out? She is 88 years old and her happiness is my happiness.

I think getting more stores and eating establishment like a sports bar downtown would be ideal.

I hope the city continues to support our youth and young adults as much as possible

I think it's silly to charge people to load mulch/wood chips at the dump; especially when it's given to the dump for "free" in the 1st place. There's enough charges (ex. charge for recycling - even if we don't use that pickup) that you already enforce on the citizens.

I think they do an excellent job for us. If we have a complaint, they listen. May not be able to do what we want but listen. They are regulated by the state.

I have a feeling of general disappointment in that it seems we are losing ground and falling into dis-repair. I understand budget restriction, but perhaps our priorities are misaligned.

In August every year our water smells like a lake.

Focus should be on maintaining the facilities that are used by the greatest cross section of the residents, like the library and park system. For example, in years past, our library surpassed even those of larger nearby cities, like Fargo. Today, it is just run down and sad. Perhaps a bit melodramatic, but it is an example of continued deferred maintenance that will only compound if not addressed. We have a beautiful city, I want to be proud of it again.

I wish you were not owned by OTPCo. A few years back, the city water report listed lead as a contaminant in the water, not a lot, no big deal. It then listed possible sources - listing all but the most common source of lead in water (according to such sources as the US Geological Survey and the EPA) which is coal burning power plants. When I contacted the person responsible for the report, (Anne Maertens I think) she blew me off. This really ticked me off. My name hangs in the chemistry building at Michigan State University for analytical chemistry excellence - I think I know what I am talking about. I considered writing an Op Ed but figured the Daily Journal was also a subsidiary of OTPCo and would not really be of use, besides, my beef is not with OTPCo but with the author of that report and her unwillingness to tell the truth. I don't really care if OTPCo is the #1 employer in town, a fact is a fact. The Hoot Lake Plant emits several dozen pounds of lead a year. The report would not have to editorialize - it did not have to say "wicked, evil OTPCo is poisoning your water with its dirty coal plants" - although a quick check of the facility emissions report on the EPA website list it as a top 25 lead (and sulfur) emitter in the state of MN. Does Anne's Dad work for OTPCo? How about some honesty in city reports!

Many streets are poorly kept up. The busy/main streets are in pretty good shape, but when it comes to doing physical activity it is more convenient to stay on the secondary streets, but when most of the time a user has to watch closely to dodge potholes and other breaks in the pavement it makes the entire experience difficult and less enjoyable. Good to see a few streets projects near the hospital. Excited for the Tower Bridge project to complete and to use the roundabout.

It would be nice to have more things for kids to do that were not too expensive, and bringing back fireworks into the budget would be nice so we don't have to drive to another city to view them every year.

Many city streets are in rough shape but I understand budget constraints contribute to this. I'd love to see a community pool or waterpark to draw people to Fergus Falls. Again, I understand budget hampers these wish lists.

Overall appearance of the city is quite average; but we lack color in flowers and planting; lack visual esthetics and beauty (artwork, murals, statues, historical markers); many unkept homes and yards. I live on a dead end and the snowplowing tends to dump in my yard rather than the end, does not follow the contours of the street, some digging up of my lawn and grass. Sanitary sewers have some trash and lawn debris in them for months. Vacant lots are not mowed adequately by property owners. City water sometimes still smells fishy. There is little for me to do in city parks and facilities if I am not an athlete - play hockey, softball, golf, or ride bike. The golf course needs more funding and services from the private citizens who use or benefit from the course, are those homes adjacent to the golf course paying city taxes for benefiting from a city service???

Our roads are starting to fall apart and we should have spent the money that was waisted on ICE ARENA and FURTHER TAXING US on roads. Being able to get to work for those of use with jobs is much more important as we are supporting the state, feds and community. Fir Avenue is very rough and hard on our vehicals suspection. Sports are just fun, NOT important. Yes I did play sports in school but we did not have to have fabulous buildings to have fun or the best equipment. We learned with a old bat, ball, gloves and friends. We played BB with ball, hoop, semi hard surface, friends and imagination. Ice scaking was done on a pond. Of note 2 of the boys that played this way play hockey later for NDSU. One boy played basket ball at Mayville State U in ND, another played Football for Concordia. They all have 3.8 or better grade averages. These boys completed their education and are a DVM, Chiropractor, CPA and MD. Go figure!

Number 1 priority is to tear down state hospital and use property for more productive purpose.
2nd priority to is improve appearance of downtown by getting businesses in stores.

More street lights. Living on W 7th Ave and considering goings on in this area -I would feel safer with more light at night. Thank you for your consideration!

Mosquito Spraying?? Slough treatment for mosquitos?

Snowplowing is inconsistent throughout the city. Main routes go (esp. Lincoln) go far to long without a 2nd cleanup after the 1st plows have gone through. There shouldn't be any reason that that route can't be kept clean, especially during the week when city crews are working anyway, but they apparently are not plowing snow.

our water pressure is poor in our area of town (NW)

Water is usually good but sometimes we get a sort of swampy odor and we get some rust staining now and again.

There are not many public beaches left. Let's keep Pebble Lake beach & park.

There are not enough activities for the young.

This is a great place to live.

They should fix more the streets as they are bad. There is nothing for the younger children to do.

The residents in the Hilltop Drive area could use some decent water pressure!

The street in front of my house on North Vine is getting bad at the edges of the curb and behind my driveway. It is breaking away. Snow plowing has been better, they don't get up on

Vine sometimes until afternoon. Not as good a job as it once was.

The city needs to focus on being fiscally responsible.

The City of Fergus Falls governing board (city Council) seems to be bent on spending money on the wants not the needs of the community. I wonder how much my taxes will be going up when the State Hospital needs to be removed after the council has decided to put off the demolition until the STATE MONEY is no longer available.

The condition of city streets remains the same to me as the time when we last received the survey. Rough in a lot of places.

Plowing on my road (Two Rivers Road) was terrible this year. It was left for weeks before anyone plowed it and it ended up becoming a complete sheet of ice for the duration of the winter. Perhaps the city is not in charge of plowing that road, but it could use definite improvement in frequency of plows.

We would love to see a city pool or waterpark.

A walking/bike path across 210 West. More bike trails.

People in city hall are always friendly and helpful. The cost of utilities has been going up over the past couple of years. I bought my property six years ago and have had a 40 % increase in the cost of utilities. That's pretty high and hope the city is going to hold the line on future increases. Thank you.

The major concern I have today for all Governmental units is Retirement costs for employees. We hear about Cities going broke, not only for spending too much money, but the burden of legacy costs for generous retirements. A couple years ago, I spoke with an elderly gentlemen that had been retired about 18 years, similar to my retirement. He stated that his retirement income was DOUBLE his ending salary when he worked!! I have 4 children and their spouses who have been in the workforce for 25 or more years. All but one (who works for a governmental unit) has ONLY 401K's- NO defined retirement plan. Isn't it time Government gets the message??!!

Personally, I am so pleased to be a Fergus Falls resident. To be completely truthful, we did not live within the city all those years; we had a home on a nearby lake for several years, but my husband worked in the town, our children were in school here, we attended church here, we used the library, and so many other services offered. Once the streets get put in good shape and we all get back to 'shopping in the community', we should return to "excellent" ratings!

Regarding safety: There are many areas within the city that are poorly lit at night. A specific example is east-side of the 700-block of South Union. There is only one street light in this entire block, which is located in an alley and paid for personally by myself to Otter Tail Power. Regarding road condition: There are many roads that are in very bad condition. I'm not sure what the plan is (if there is one) for fixing any of these roads. Many of these roads have been in poor condition for as long as I can remember. Regarding snowplowing: The quality of snowplowing service has always been a problem, in my opinion. It seems that the city sends out snowplows to clear roads once, and do not continue to remove slush and snow that builds up from traffic, which makes it difficult and dangerous to drive. Regarding traffic flow (not on survey): There are a few intersections in Fergus that need help. Union Ave @ Vernon Ave is a really bad intersection. I feel that the four-lane road should continue from Union Ave @ Lincoln Ave all the way to Union Ave @ Vernon Ave. This would allow southbound traffic to (legally) pass left-turning traffic (into Holiday, to the OTC Courthouse). The inner southbound lane should end as a left-turn only lane at the intersection, while the outer southbound lane should be a through-and-right-turn lane allowing southbound traffic to travel through the intersection toward Adams school unobstructed by left-turning traffic. Coming to the intersection from the south, there should be a through-and-left-turn lane, as well as a right-turn only lane. This would allow traffic heading north on Union and traffic turning right onto Union from Vernon to navigate the intersection much freer. Currently, this intersection is very dangerous and a free-for-all that very few people seem to know how to navigate through properly. Another intersection that needs help is Lincoln Ave @ Union Ave. There should be an "added lane" sign for traffic turning right onto Union, so traffic does not get backed up at the yield sign, because people are not aware that they can drive in the added lane. Lincoln Ave between Oak and Vine is poorly marked. The eastbound lane is far too wide in this section. Needs a longer left turn lane (or perhaps center turn lane). Outside eastbound lane of Lincoln Ave in front of the

museum should have different signage. It was recently painted to become a right-turn lane at 3rd Ave, but is signed as being a lane that ends, and to merge left. I think it should be marked as "Right lane must turn right".

We have been frustrated with the snow plow piling heavy, wet snow at the end of our driveway. Is there a technique the drive might use to minimize the pile-up? Sometimes it is nearly impossible to move with a heavy duty snow blower, and I know some elderly people try to move their own snow. Also, we enjoy walking around the city, but many of the residential areas lack sidewalks making it unsafe, especially for children. We do really enjoy living in Fergus Falls. The citizens basically care for their yards and homes and there aren't many unkempt locations.

The quality of what we have in place is great! We would love to see some different things available for the youth of our city, though. Our mall is in desperate need of help (old news to everyone, I know...) and there isn't much to do for the younger generation. I realize that there are a lot of elderly people in our community, but we need to start having something available for the younger generation if we don't want town to die out with the older generation. Taking care of the elderly is important, but maybe some balance with the younger ones is good, too. Our friends go

Water pressure in Hilltop area is poor, and not everyone can add booster pumps due to finances or space available. Can't something be done about the taste and odor of the water? It is to be bad only in late summer but now it seems to be all year long. When the city re-asphalts the streets they don't adjust the manhole heights, and example is Beech between Union and Cleveland. Also, can't the city afford to put traffic signs on kore of the uncontrolled intersections mainly on the south side of the city? Does someone have to be killed at one of these intersections before something is done? Thank you for the opportunity to voice one' concern's.

We have a \$5.40 fee every month for recycling weather you use this service or not. Some of the larger cities will reimburse this fee depending on the weight/amount of items you recycle-not sure if this is an option for the future but it might help encourage people to recycle as well as reward thoughts who do recycle.

We would love to see a community, outdoor swimming pool built in Fergus Falls. It's amazing that a town of this size does not have one. It would be an excellent place for families to meet, teach children to swim, and just enjoy time together. The public beach at Pebble Lake is not that appealing and when trying to teach children to swim it's difficult in dark brown water. Another addition we would love to see is a community center for families. Unless you pay the high price for being a member of the YMCA access to this type of facility is not available to the residents here.

While I find the dependability & quality of the water & sewer services excellent, I believe the monthly charges are way too high. Most of each month I am the only person in our home and quite frugal with water usage, so I can only assume that there is a minimum monthly charge. If this is the case, I believe the City should allow a lower minimum charge for 1 or 2 occupant homes. I'm happy to pay for every drop of water I use, just not a high minimum monthly charge.

When we have visitors they always comment on the city cleanliness

We would like to see some park area preserved on the RTC grounds. It's a great gathering place. Would the city consider diagonally striping the parking lot behind the Federal building - I think it would make it easier to park especially backing out of the parking spots - I believe most of the other lots are diagonal.

Would like to see Taco Bell, Culvers, or Long John Silvers/A&W come to town. Also, please tear down that massive, broken-down mill building at the corner of Union and Stanton. It would be a great spot for an apartment highrise or office setting. Thanks!

Wish we could have installed a roundabout on the intersection of 210 and Pebble Lake road. Would have been more efficient and notable for out of towners. Would like to see improvements in appearance of eastern entry on 210 into the city. Also, think it is unfortunate that we have beautiful river property that is almost invisible and underutilized.

We need to do a better job of utilizing the parks and resources that we have available to us to bring more events to town. DeLagoon is a perfect example-with the camping facilities, swimming, and parks just in that complex, we should have something going on every weekend during the summer months. Look at Bemidji-they have dragon boat races, art and craft shows, etc. That brings thousands of dollars to their town. We need to invest in things like that.

Get parked cars off the streets for safety. Corner of Alcott and Union will be the next place for a fatal accident because of on street parking- especially bad in the winter.

While we do have an abundant number of playgrounds for the children of Fergus Falls to play in, I feel that our city could use some sort of water park or pool I am aware in the past it was voted down but I think that the youth of this town need something to do so they are not getting into trouble or drugs and experimenting!

Garbage and water bills are high

Get rid of old mill

Get real people- there are more people in this town but for how long anymore? Other than retired folks.

Glad to see the Council planning well for the future and not building so cheaply-facilities are outdated soon.

Get rid of the geese, I am tired of goose poop around Lake Alice and all over the parks.

George Wright Park- I miss the beauty of a well-kept perennial garden. Hannah Park is a hidden treasure needing to be developed. The most beautiful spot of all the parks, but it needs shade and picnic tables by river. Many people come and eat lunch in their cars at noon. "Basketball hoops and floor" need help. When landscaped, the playground equipment should have been placed close to the basketball area. Young others and strollers do not climb to top of hill for fun. A level area needs to be excavated for people to use this equipment. Trees and shade are needed.

How bout putting benches on main street. Long walks really would be nice to sit and rest. Glad they working on streets, nice when completed

Good job! Beautiful city. Streets need help!

Guttenberg Heights is a difficult hill if the snow isn't plowed. It should be done soon after a snowfall. The plow should try not to block driveways. I love this city, and it is particularly beautiful this summer.

Have more trees that turn color in the fall. Don't have ones that have all of those seeds in the summer unless you want to have seed pick up days

Have more homeowners remove excessive junk cars-junk in there yards
Have a spring disguard.
Horrible water pressure!! Building inspector very helpful to me!
Happy to see the city is planting trees as soon as one is cut
Hey the landfill was able to bill the spot for services performed by others-that was very helpful.
Higher taxes incourage people to live outside city limits-considering it ourselves
Have the neighborhood clean up their yards. Too much junk- old trucks-cars etc. Lots of run
down neighborhoods and out of season items. Looks trashy.
Good except for twice yearly "lake turnover" taste
Replace Mayor and City Council in 2012. Jerry Ness is a poor supervisor. All of my grandkids
homeschool or go to Christian schools. They all still participate n school sports and
band. There needs to be more police presence on my street. I live on the 900 block of
N Buse. One house has loud music and marajuana smoking openly. The police say there
is nothing they can do about it! Most streets are in bad shape. Too many cluttered
yards. My street sometimes doesn't get plowed or is done late.
Replace trees taken down; repair poor streets; contact owners of property where grass and
knnoxious weeds are out of control or not properly mowed or taken care of. We want to
"thank" the city for not picking up Christmas trees until after the 1st of the New Year
instead of the day after Christmas.
Recreation for youth.
regarding overall condition of city streets my opinion is that there are a few areas that need
improvement; i.e. the road (Benjamin Lane) on the river side, at certain times there are
bad frost humps which can damage your car.
Resurface more streets- not one block here and their
Recycling-milk and soap jugs and such can lay out by the trash can for a month or more till it
finally blows away. I still have to pay for recycling but don't get much service.
Really could use a water park for youth- very important to keep city growth.
Resurface the streets that are full of potholes.
Roads by LRH bad and others on south side of town.
Save the RTC! If a building ever needed to be destroyed its that old (eyesore) mill on Stanton
and Union!
Run down houses, vacant houses, weeds in yards, junk in yards at 902 W Linden and N
Cleveland and other homes. Have called city to report, you don't care. If I have a complaint you
get short with on the phone! I give up! I will no longer call or complain! You do not
care! You win!
Good except for the garage sale signs and the people who have items for sale in their front yards.
Also the junk yard in the 1100 block of N Union
Save the Kirkbride, it would be a shame to destroy this beautiful piece of history.
Service needed to pick up yard waste. Water tastes good it always comes through the tap.
Send me an envelope with my utility bill!!
Services, road etc. are slowly deteriorating; Lake Alice should have been named Lake Stinky
Services for single people is too high. I have 1 can every month and don't use 1,500 gels of
waste water
Sand first then plowe later- waste of time and supplies. The leftover sand can also be sucked up
and reused again.

Sidewalks need repair.

Should have swimming pool or water park for kids in the city, not Pebble Lake its bad! I think it's pathetic that we have to go to Breck or Pelican to swim since the City doesn't have any money except for hockey.

Single sort recycling including paperboard

Should have a stop light or lights at Union and Vernon.

Should have a day in Fall and Spring to pick up junk besides leaves. Some of us have no way to haul unused items away! Perhaps we could pay a small fee for this.

Since Canadian geese have caused sickness and death in other communities, either get rid of them or drastically reduce the population

Should have a system to let us know when and hours there will be plowing or snow removal.

Years ago there was a good system in place.

Sewer covers too low on new roads.

Several important streets are terrible, rough. Potholes etc. well traveled streets need improving

Shouldn't block driveways! Terrible in AM when you have to drive thru packed snow!

RTC- I think everything painted yellow should be torn down and focus on saving tower building

Spray for mosquitoes- charge extra dollar or two on each month utility bill to pay for this

Snow removal is not the best or fastest

Snow removal good, big mound at end of my driveway-somewhat of a problem.

Snow plowing can be a joke. Our plows hit mailboxes, bury people in their driveway when they don't need to, wait too long sometimes to start plowing and at times oversand.

Snowplowing is not so good. Streets are often snow-packed and slippery.

Snowplows leave several feet from curb and not done early enough. Several people have to start out for work at 4:30 am

Some roads are in bad shape. Otherwise city is in OK shape

Snowplows watch for driveway and not dump so much snow into them

Snowplowing- ends very late afternoon on side road- especially behind Home Dept housing development. Can be up to 3 pm which isn't gd with our employers to get there!

Some streets are really rough (bad). Not all the streets.

Snowplow drivers do a good job with the poor system that is in place. There needs to be a schedule that tells people what side of the street to park on which days-this will greatly improve the efficiency of snow removal. The random high curbs at sidewalk/street intersections make it difficult to bike or push a stroller around town-not very family friendly. the number of uncontrolled intersections especially near schools is another problem that needs to be addressed.

Snowplow needs to push snow to dead end and NOT push it down the street depositing grass and rocks onto the tar portion of the street. The rocks cause for problems with snowblowers and lawnmowers

Snow removal is terrible, street cleaning poor. Cross walks need paint.

Some streets are poorly lit at night. Many streets are in need of repair in FF.

Some residential properties should be cleaned up. Too much junk sitting around

So many streets in such poor condition is the number one problem for the City of Fergus Falls.

Would seem like, for whatever reason, this has not been attended to like it should have been.

So many things suck around this town-city council, many of the department heads-thank goodness for the little man. We need somehow to bring this city back to the thriving of the 60's and 70's. Shame on the ice "castle" and shame if you destroy the RTC

Some streets are an absolute nightmare to drive on. None of our vehicles can ride smoothly on certain streets.

Some homes and yards need clean-up. Building inspectors need to review and enforce yard appearance

Snowplowing in bad storms 210 to Mabels/Walmart needs emergency lane for travelers and truckers all the way to the airport. It can be so bad from there and people coming off interstate need to be able to get to our hotels, motels and Walmart. For crying out loud-it has been so thick you can hardly go through from interstate to safety- I know they should not be out there! But they are! Some travelers go to Mabels thinking it's a hotel * can hardly get back to the fast food or hotels- need to keep open lane at least to Mabels /Walmart for truckers. What is going on with the progress of Lake Alice? Fergus Falls loves to eat-another ice cream place on the west end of town!

Snowplows come through the streets going 100mph and most of the time the blade is a foot off the ground.

Still candles for street lights on Co. 1 (West Alcott). Can't see any house numbers. Should be either four way stop signs or better yet, lights at corner of So Union and Vernon

Sorry some parks could use equipment for kids who are not babies. Roosevelt lost all its good park area. We are not into skateboarding. I like the area out at Pebble Beach. Did you put that up? Good choices.

Spend money to fix streets if you want your beautiful Fergus Falls

Spend the money on fireworks versus X-mas decor. Ideally both, but you could let downtown businesses decorate their own streets and use the money for fireworks instead! Most things are rated good-but it would be better to be EXCELLENT!

Start enforcing traffic laws. You could pay for law enforcement with ticket revenue and improve safety.

Snowplowing or street cleaning- the system as it is is not working. Please have certain times to not park on the streets so this work can be done in a timely manner and on budget (no extra trips to backtrack for snow or cleaning)

Start by cleaning the north end of Lake Alice and finish the street around the lake

Spring clean up with everything picked up on the boulevard would greatly improve the appearance of the city. Please consider this when making the budget for next year. Also, ban vehicles, appliances and other junk on yards; and enforce it.

Spend the money on fireworks!

People wonder why the teenagers party and get into trouble? What else is there for them to do when there is some activity for them. Most of the time the cost is so high. The kids can't afford to do them.

Pick up people with warrants. More police-too short staffed

Parks are not kept up very well-done by volunteers. More work on parks- too many ducks, geese poop!

Please fire the City Administrator and his attorney Mr. Nycklemoe. They are dangerous!

Parks- play parks need swings for younger children. Really need good summer swimming facility.

Parks great if you are a hockey player. It still angers me the way the City Council pushed the hockey arena through when so many other things are needed. Especially city streets parks have playgrounds. Roosevelt has 4 old swings and a teeter totter Watch the kids at a "concert in the park". They play with sticks because there is no playground equipment power hungry majority in charge-does not listen or care about the majority!

Potholes are a nuisance but we live in cold climate.

Planters all should be filled with flowers (how about store businesses donate/fill) Fireworks Please be a forward looking Council, proactive & active to maintain our city and to make it even better. Do not be stagnant or old fashioned. Inform us at every step.

Please consider raising funds to upgrade the Roosevelt Park playground. It would be especially beneficial to the community and compliment the Concerts in the Park events

Please enact and enforce a snowplowing parking ordinance. The Council needs to have the courage to do this. What is happening is inefficient, unsafe and just plain sloppy

Please complete the Lake Alice project as soon as possible. This is a gem in our city and is currently an eyesore. Thanks.

Plowing of alley on neighboring block ended up depositing many rock on my yard

Police department-excellent- if called come quickly. Ambulance service is excellent.

Please do something about that UGLY downtown elevator! Regarding the RTC buildings- just save that one main big tower for the history value. Sorry but say good bye to the long old buildings connected to it. The other brick buildings are very beautiful and could be fixed and used. Make a beautiful swimming pool/rec area!! The RTC grounds are beautiful.

That old creamery site building that could be awesome for hi-end condos. Beautiful views.

More publicity on the river walk trail. Its very pretty and safe.

Please repair the streets-the amount of potholes /rough/uneven roads is ridiculous!

Please fix more streets.

Pool needed. Open Channing hockey rink with a warming house

Poor bathrooms at parks

Police need to stop B***K kids from harassing people!

Poor snowplowing as all main roads are done before side roads.

Poor water pressure and poor taste.

Port-a potties are necessary by the boat landing at Delagoon Park

Please keep working towards greater accessibiity to walking and biking infrastructure (trails, routes, sidewalk connections)

Make Lake Alice a usable asset please!

Mall? What an abomination-no where to shop except Herbergers. No one seems to be able to stay in business here. Town seems to be dying. Do certain people run the city?

Make Lake Alice a beautiful park with walking track.

Please save RTC and all campus grounds. We walk there all the time-so beautiful

Please leave the large black display boards up- very helpful for knowing what is going on in our city!

Please publish how often you take an "actual" reading for the determination of my water bill. It is estimated far too often and I feel taken advantage of with this method.

Pothole city. Please fix more roads little more imporant than an ice arena, might as well slide a few new road projects by the city residents like they did the arena

Many of us senior citizens agree- we don't benefit from the new ice arena at all.

Many times we put out our recycling and they don't take. I thought we paid for this service (500 block of Lincoln).

Many, many city streets in poor-bad shape and then even when they are milled and resurfaced they have bone-jarring bumps because sewer covers aren't raised up or whatever.

Many streets need new lines. Others are rough! Tend to fill driveways with more snow that needed.

Many run down homes-eyesore and makes the city less desirable.

More activities for 50+ yrs old

More for kids to do. Outdoor facilities, pool, waterpark etc.

Miss Broadway ice

More needs to be done to preserve the elm trees.

Maybe a little more focus on creating real jobs to attract and retain young people. Look into expanding the nursing type programs at the college.

More parks for small children

More focus on maintaining our city streets is needed. Perhaps a higher priority?

More bike lanes. Sidewalk on Fir.

More incentives for business to come in-create more jobs. Ideas to update the mall. Expand shops downtown with more variety. Utilize RTC grounds- loved SummerFest this year because of where it was at.

More things for kids to do. Why can't we have a water park like some small towns do. This is not a retirement community, we have a lot of kids here that have nothing to do in the summer and I bet a lot of seniors would also take advantage also. Get the Council off their butts and do something. Yards need to be kept free of trash.

Maybe the culverts on West Maple could have the sand and dirt cleaned out of them

Many properties in the city are eyesores and the city should have some type of program that holds the owners responsible to correct this

Monthly utilities could and should be more affordable. When out 'n about the last 20 years, have often heard the phrase "highway robbers" when it comes to the monthly statements rec'd. Lower end employees would benefit from in-serving trng regarding taking pride in one's community.

Many major streets like Fir Avenue, need repair

Need a water park like Breckenridge

Most first impressions would be relected by the rough ride in traversing the city streets.

Most streets need work (potholes and cracks).

More vandalism and groups behaving badly. Not yet gangs, but just give it time.

Most parks are good. Need a public swimmg pool badly. Lake Alice is lousy.

My driveway gets plugged with snow

My city utilities bil is too high for what I use

My only comment is that I am very unhappy with two council members. I hope they are replaced!

My question is how come this city has the Express Transit Alternatives bus service. They are usually empty. But I have to call 2 days ahead for service. Its especially bad in winter because I never know when its going to snow and the snowplow pushes snow into my driveway so I can't get out of my garage.

Need 2 more good restaurants (such as Olive Garden) need a water park for the kids and need better shopping options

My rating of the streets is based on those I travel the most. When I lived in Woodland Heights coming to downtown was bumpy. Now, coming in on Alcott and onto Union is bumpy.

The most traveled should get some priority as visitors to the city "feel" those.

My water pressure is good but what about the homes in the southside. Are they still low in pressure?

Need a connection to the bike trail on the east side. The parks are really, really nice.

Need a splash park and pool. Should have had that for children instead of hockey arena for the elite

Need a new City Administrator! One with a positive attitude!

Need a new City Administrator and services office. Need to focus on preserving RTC-not demolishing it. Mayor deserves more respect than shown by Council and Administrator.

Peck Street was rebuilt and already needs repair.

**CITY OF FOREST LAKE, MINNESOTA
PERFORMANCE MEASUREMENT PROGRAM**

RESOLUTION NUMBER 5-13-13-02

WHEREAS, benefits to the City of Forest Lake for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in M.S. § 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, any city or county participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, the City Council of Forest Lake has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage, and evaluate programs and processes for optimal future outcomes.

NOW, THEREFORE BE IT RESOLVED that the City Council of Forest Lake will continue to report the results of the performance measures to its citizens by the end of the year through publication, direct mailing, posting on the City's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

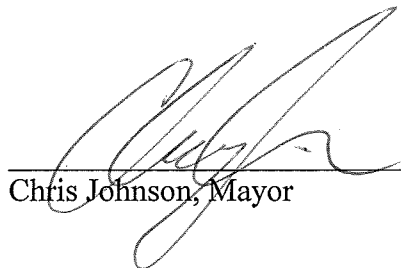
BE IT FURTHER RESOLVED that the City Council of Forest Lake will submit to the Office of the State Auditor the actual results of the performance measures adopted by the City.

Adopted by the Council this 13th day of May, 2013.

ATTEST:

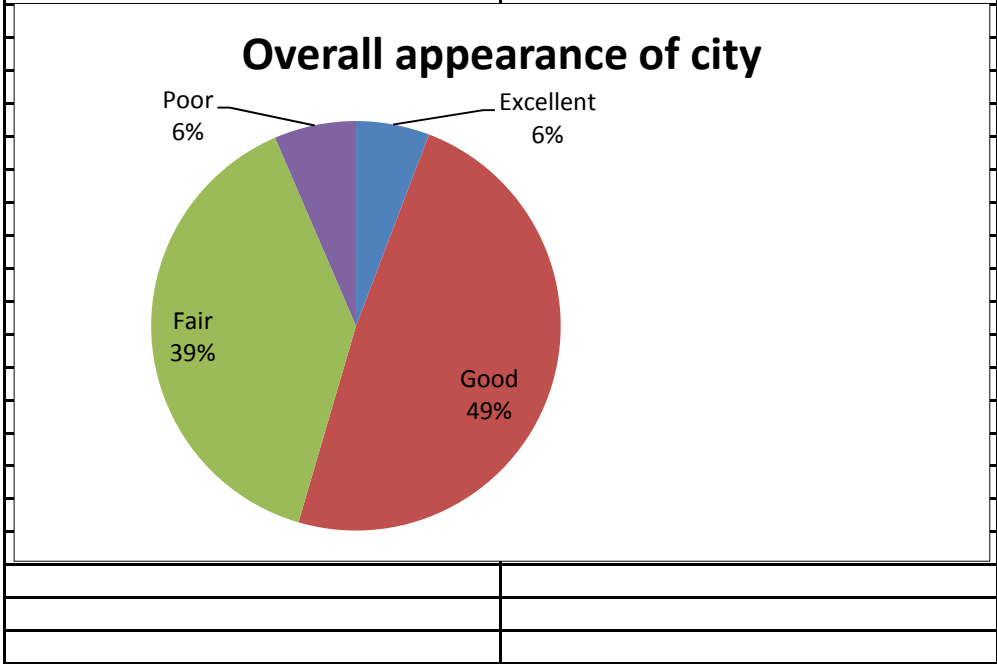


Aaron Parrish, Clerk/Administrator

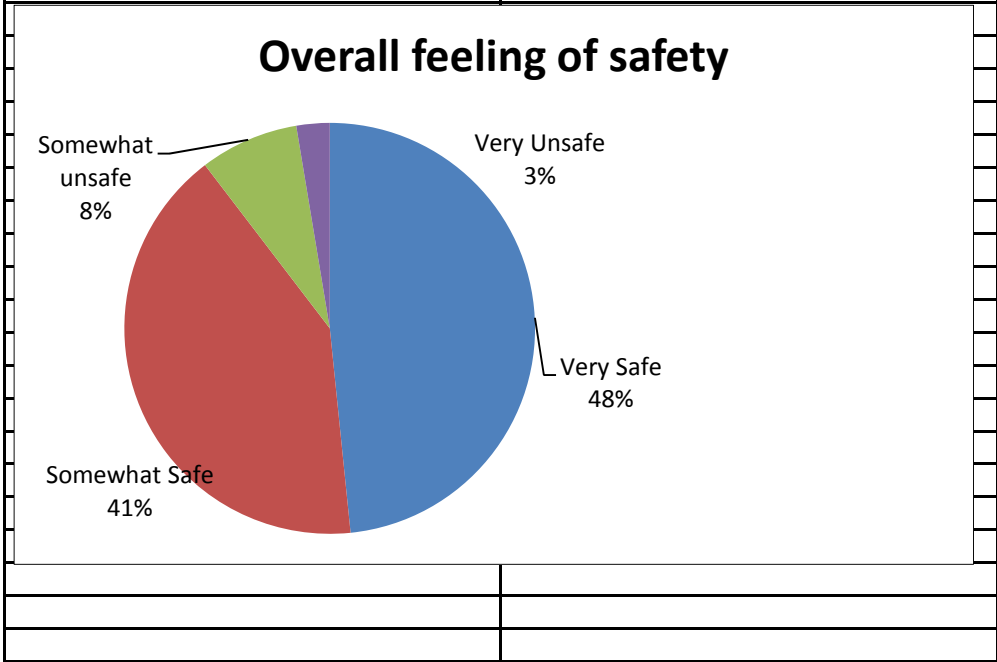


Chris Johnson, Mayor

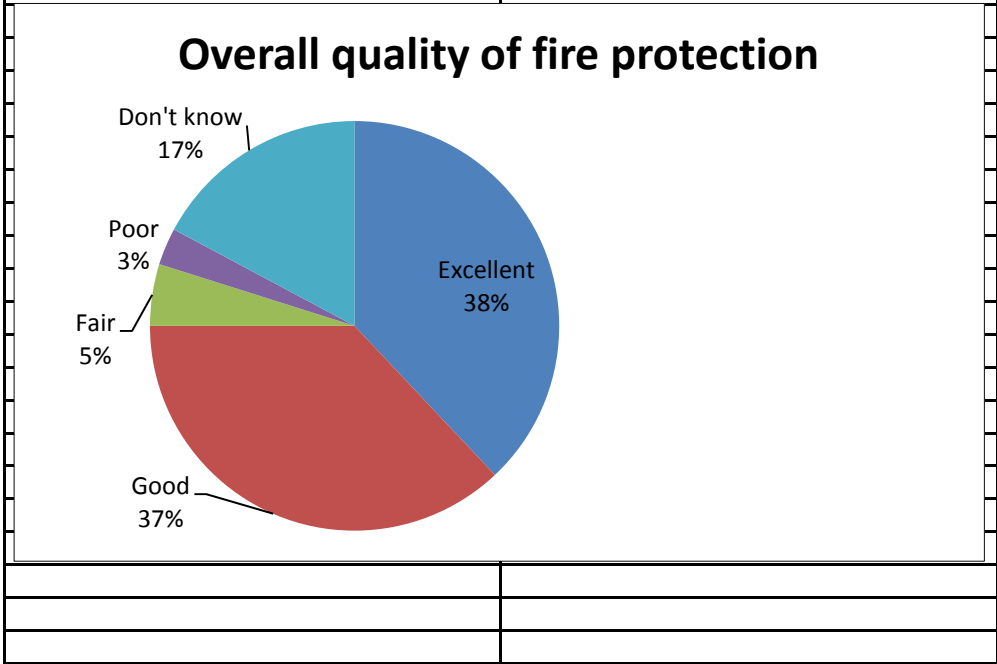
	How would you rate the overall appearance of the city?
# saying Excellent	18
# saying Good	151
# saying Fair	121
# saying Poor	20
# saying Don't know	0
Total Responses	310
Excellent	6%
Good	49%
Fair	39%
Poor	6%
Don't Know	



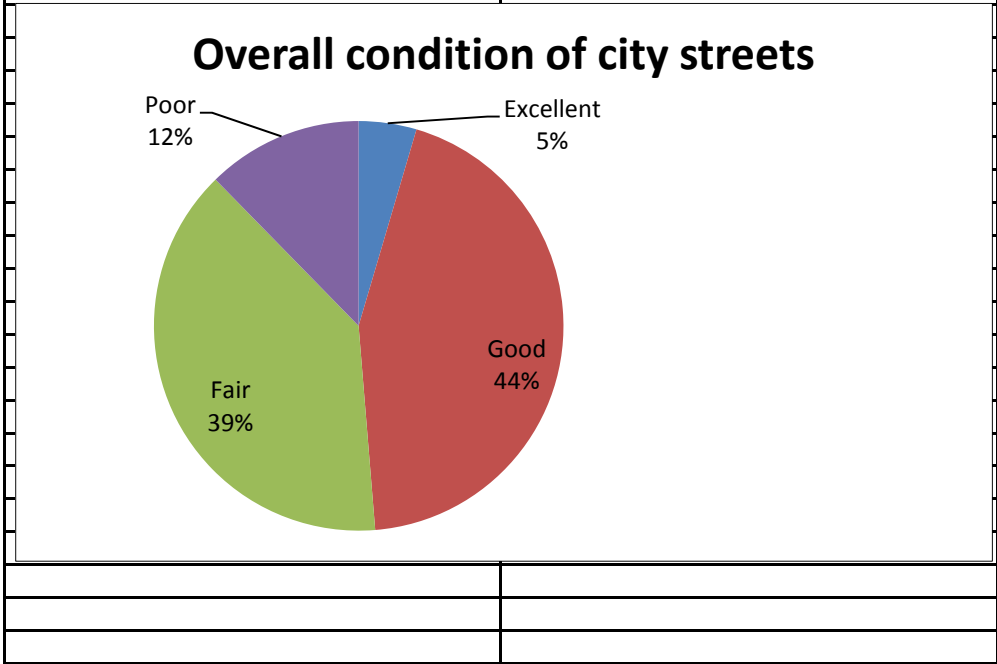
Comments:	How would you describe your overall feeling of safety in the city?
# saying Very Safe	149
# saying Somewhat Safe	127
# saying Somewhat unsafe	24
# saying Very Unsafe	8
# saying Don't know	0
Total Responses	308
Very Safe	48%
Somewhat Safe	41%
Somewhat unsafe	8%
Very Unsafe	3%
% saying Don't know	0%



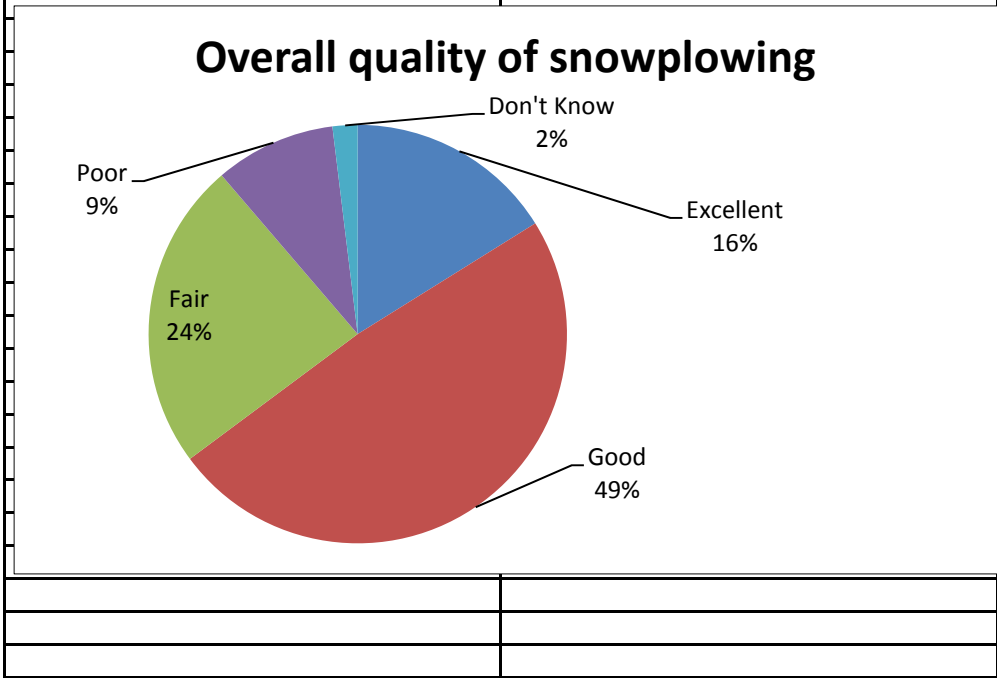
Comments:	How would you rate the overall quality of fire protection services in the city?
# saying Excellent	117
# saying Good	114
# saying Fair	15
# saying Poor	9
# saying Don't know	53
Total Responses	308
Excellent	38%
Good	37%
Fair	5%
Poor	3%
Don't know	17%



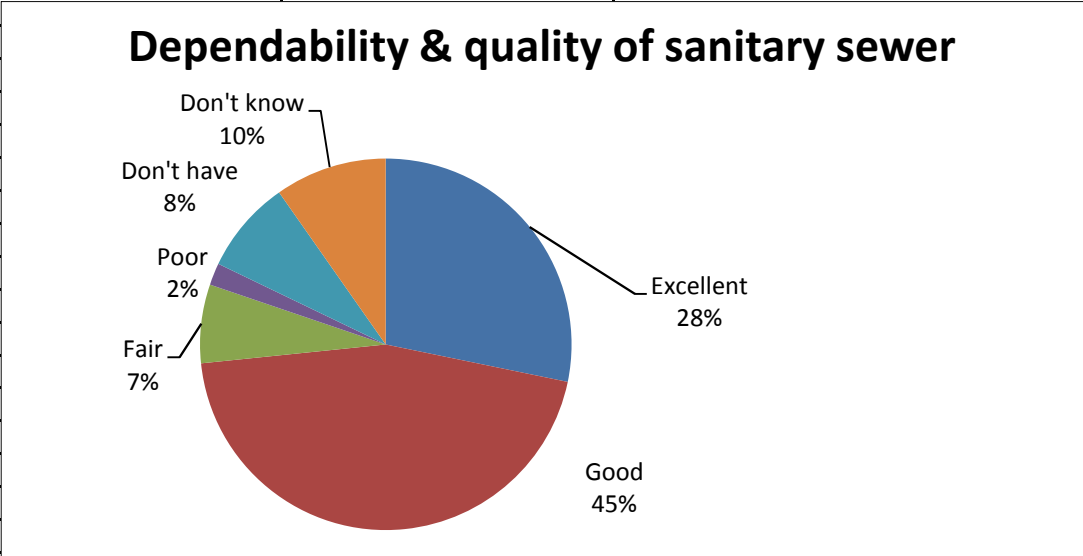
Comments:	How would you rate the overall condition of city streets?
	14
	136
	120
	38
	1
	309
	5%
	44%
	39%
	12%
	0%



Comments:	How would you rate the overall quality of snowplowing on city streets?
	50
	151
	74
	29
	6
	310
	16%
	49%
	24%
	9%
	2%

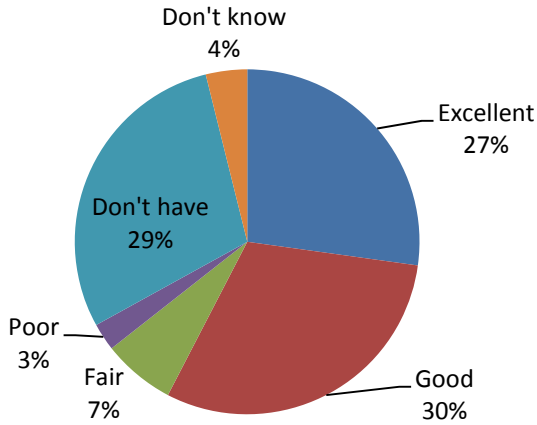


Comments:	Comments:	How would you rate the dependability and overall quality of city sanitary sewer service?
	# saying Excellent	87
	# saying Good	139
	# saying Fair	21
	# saying Poor	6
	# saying Don't know	25
	# saying don't have	30
	Total Responses	308
	Excellent	28%
	Good	45%
	Fair	7%
	Poor	2%
	Don't have	8%
	Don't know	10%

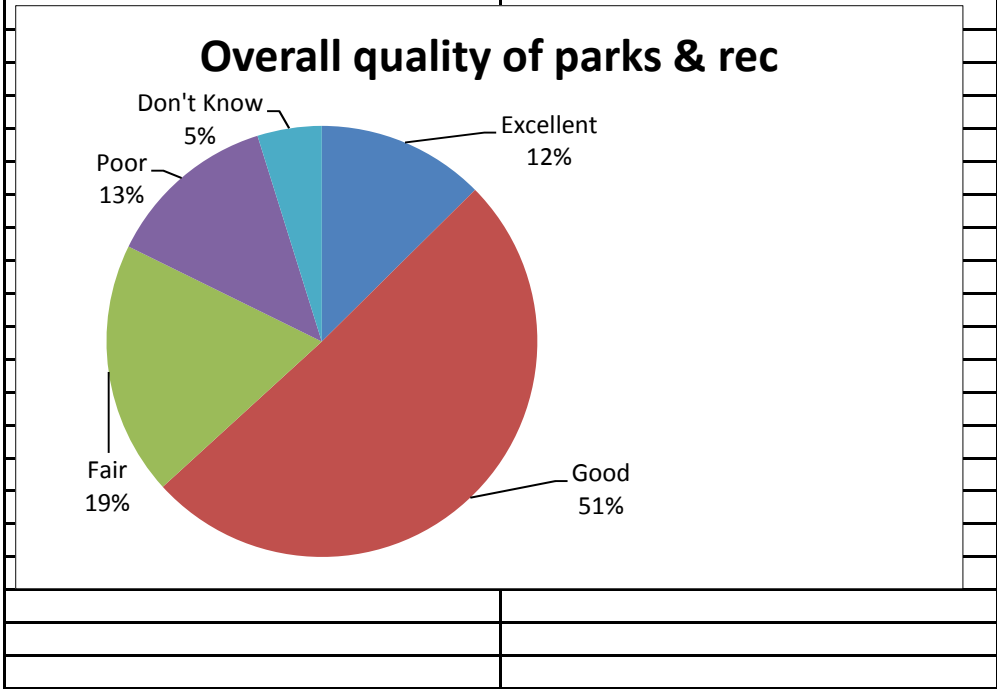


Comments:	How would you rate the dependability and overall quality of the city water supply?
# saying Excellent	84
# saying Good	94
# saying Fair	21
# saying Poor	8
# saying Don't know	90
# saying don't have city water service	12
Total Responses	309
Excellent	27%
Good	30%
Fair	7%
Poor	3%
Don't have	29%
Don't know	4%

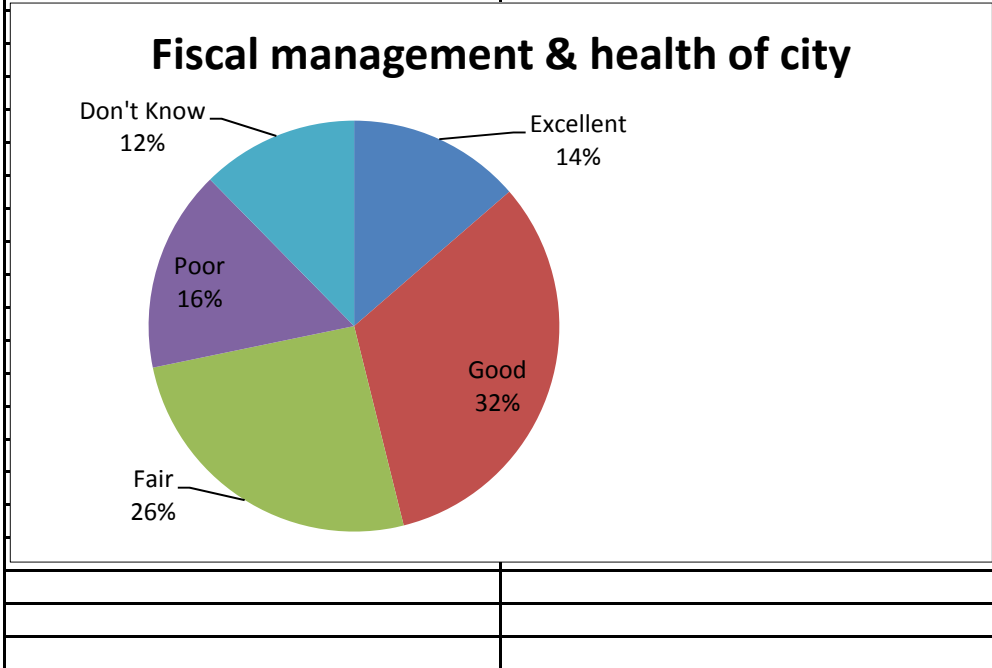
Dependability & quality of city water



How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?	Comments:
39	
157	
59	
40	
15	
310	
13%	
51%	
19%	
13%	
5%	

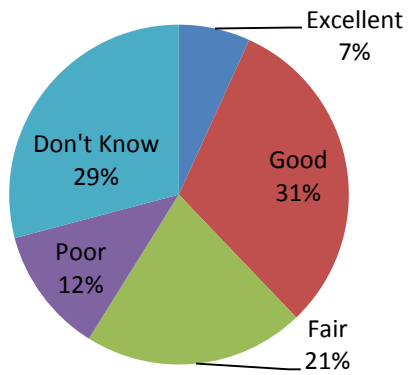


How would you rate the fiscal management and health of your city?	Comments:
42	
100	
79	
49	
38	
308	
14%	
32%	
26%	
16%	
12%	



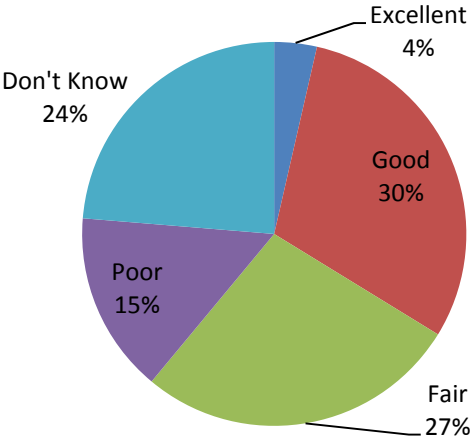
How would you rate the quality of licensing, permitting and building inspection services in your city?	Comments:
21	
96	
65	
37	
90	
309	
7%	
31%	
21%	
12%	
29%	

Licensing, permitting & building inspection



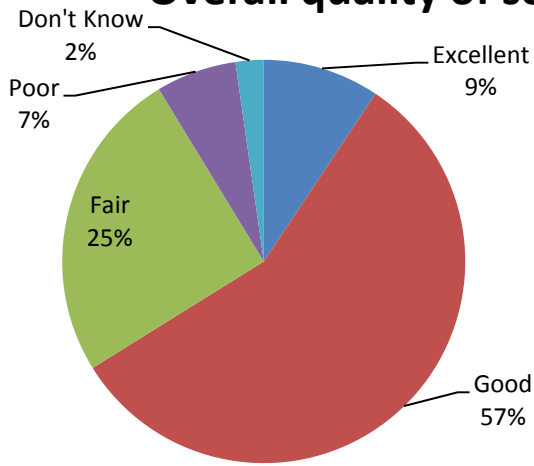
How would you rate the quality of code enforcement services in your city (e.g. zoning, property maintenance)?	Comments:
11	
93	
84	
47	
73	
308	
4%	
30%	
27%	
15%	
24%	

Code enforcement services



How would you rate the overall quality of services provided by the city?	Comments:
29	
176	
78	
20	
7	
310	
9%	
57%	
25%	
6%	
2%	

Overall quality of services



How many years have you lived in this city?	How would you rate the overall appearance of the city?	Comments:	How would you describe your overall feeling of safety in the city?
40	Fair	You build a few new bridges in town and don't mow the grass by them	
40	Good	Would like the city to take better maintenance care of the tennis courts at Beltz Park. We are pickle ball & tennis players. Also, the kids use it for a skate board park and ruins it.	Very safe
25	Good	Would be better if Houle's feed mill was renovated.	
5	Excellent	With roundabout improvements on 61 & Broadway. City is very welcoming. Welcome signs, flowers, etc. make this a city one is proud of. Hopefully city can now take a good look at HW 61 going south towards winnicks. Also can anything be done about the appearance of Houle's feed mill. Really needs an update.	
8	Fair	Winnick Supply is an absolute eyesore front and back. How is it that he can have a scrap heap as high as the new bridge with runoff running through it poisoning our lakes and streams?	

		West Broadway looks excellent. South 61 looks poor. Many family homes are also looking poor, Perhaps organize a effort with businesses who sell paint to encourage exterior house painting.	
30	Poor		
		was a nice downtown 10 years back but now a lot of big concrete buildings	
6	Fair		
		vThe downtown has improved. We also need to remove the sex store in downtown - that is embarrassing. Hwy 61 looks like a dump when you drive into Forest Lake from Hwy 97. We lose business opportunities because many commuters use 61 and 97 and would not know the wonders of Forest Lake from what they see.	
11	Fair		Very safe
		View of the lane ends signs at the traffic circle are blocked from by flower pots in the summer	
43	Good		
		Vacant store fronts - but this is a problem everywhere.	
2	Good		
		vacant buildings do to lack of business support , excessive regulation and high taxes	
40	Fair		Very safe

44	Good	Too much "hodge podge", no real theme or coordination in the downtown area.	Very safe
16	Fair	too many vacant buildings- -mall	
33	Fair	Too many vacant buildings. I like how the Broadway corridor turned out.	
6	Fair	Too many vacant buildings (esp around hwy 61), uneven development, downtown roundabout/path turned out nicely, but city still doesn't feel like a city with a formal downtown (like Stillwater for example). No shopping/destination area in town, just scattered stores. Not enough restaurants. Need more PARKS and places for kids/tweens/teens to hang out (basket ball courts, tennis courts, big parks with equipment etc).	

	3 Poor	too many run down buildings, empty businesses, not enough bike paths, lake access	
	39 Fair	Too many residents are concerned with low taxes so many improvements such as a community center don't happen. Business areas aren't upscale because of the poor planning of the city.	
	35 Good	Too many old buildings needing repair	Somewhat unsafe
	20 Poor	to run down thru out town main drags	
	7 Fair	three main streets, clumps of business, clumps of rundown empty sites	Somewhat safe
	10 Poor	This city is completely unorganized. The transition to new buildings, clearing out the gas station at 61 and Broadway are positive. But, the positive is outweighed by dilapidated downtown buildings. Is there a master plan being followed? It is asinine to build a plastics production-type plant on the airport land.	

19	Fair	There is an equal ratio of a clean community to a rundown community it seems.	
2	Good	There are to many flags on Broadway. They are to distracting to drivers.	
9	Fair	There are many parts of forest lake that look run down and outdated. Look at the round about area. Right by the round about it's nice and newer, neat looking go down just a bit and you have several old run down buildings (dewey's vaccuum old location) and south of the round about where the used sporting good equipment store is.	Somewhat safe
10	Fair	There are a lot of buildings on Broadway and Lake St that could use some sprucing up. Do new buildings have to 'blend in' for example: have a brick exterior facing the road. Have similar set backs, appropriate sized signage etc. I've seen what are apparently private homes on Broadway with furniture on the porch...looks very tacky.	
50	Poor	The Winnick salvage yard pollutes Clear Lake and is an eyesore for people using the Hardwood Creek trail.	

	6	Good	The run-down strip malls could go away!	
	10	Good	The recent improvements to Broadway is a step in the right direction. Looks and functions great	
	8	Fair	The recent improvements along Broadway, roundabout etc look great. Now Hwy 61 needs to be updated (especially where the old mall was)	
	35	Fair	The park is very nice. I would like to see Lake St. look a little better with more variety of shops to attract more people to shop.	
	20	Poor	The only decent appearance of the city is Lakeside park, which was only recently cleaned up.	Somewhat unsafe
	34	Fair	The new work looks great, but there are still many parts of the "older" City that are quite tacky and need incentives for redevelopment.	Very safe

	12 Fair	The new Broadway Avenue project looks nice but most of the city is rundown.	
	39 Fair	The new Broadway and Roundabout areas look great! The empty downtown and Northland Mall building look sad and uninviting. There are also some trash houses that should be made to clean up their yards.	
	17 Good	The mill detracts from the overall work that has been done.	
	25 Fair	The mall is an eye sore.	
	1 Fair	The main beach area looks great but the Northland Mall area is very run-down and the parking lot is awful. Also, the area where the taco bell was knocked down still has nothing on it.	
	2 Good	The improvements of bridges, roads, etc. over the past 2.7 years is commendable. Keep up the great work.	

		The downtown area is old and run-down for the most part. The City should implement tax incentives and any other ideas that would attractive to new businesses. A nicely finished Broadway does not lead to a `cool` city with a Wow factor.	
3	Fair		
		the city is very dated. building's are run down and what is with the bright colors on sum businesses on hwy 61 in town	
15	Fair		
		The city has made many great changes in the last few years, such as adding a roundabout, building two new bridges, and re-paving Broadway. It looks much nicer in these areas, but there are other areas that need attention.	Very safe
5	Good		
		The buildings are crumbling and the schools need enhancements. The Northland mall is falling apart and it is wasted space. It would be great to have some more restaurant options.	
9	Fair		
		THE APPEARANCE IS FINE	
11	Good		

		The appearance along Lake St is trashy, from the bike trail even worse	
23	Fair		
		Streets are beat up. We have no local businesses of high quality or character. They are all rundown.	Somewhat safe
3	Fair		
		Southern side of the city surrounding hwy 61 looks bad	
25	Fair		
		southern half of 61 needs lots of updating/replacement, etc. Hopefully the new city hall in old mall will bring some energy/focus to the area	
30	Fair		
		South end of downtown is run down on both sides of 61	
43	Fair		
		South end needs a lot of work to update	
23	Fair		

	12 Fair	<p>Something needs to be done about the main center of our city by the round-about, the empty old Stock lumber building looks terrible as does Houles mkt. If Houles is going to stay it should be identified as an historical part of the city, otherwise it needs to be cleaned up, the other eye sore is Winnicks I would have thought that the City would have had an opportunity to insist that some type of barrier be established around the unsightly yard. Planting a few small evergreens certainly did not do the job. It seems that when a new commercial building is proposed for the city they have to adhere to a lot of guidelines regarding curb appeal/landscaping - why are so many of the older commercial sites left looking so terrible. The new Broadway corridor</p>	
	8 Fair	<p>Some run down business buildings or exteriors, signs, that need updating. Need ordinances or enforced ordinances about trash in front of houses for long periods of time, cars parking on lawn areas that are not driveways, cars/other vehicles stored on lawn areas.</p>	

		Some run down buildings or properties, some outdated or in need of new paint exteriors, signs, etc. Work done has been nice to see though.	
8	Fair		
		some run down buildings and homes could use updating, street improvements have made a big difference	
1	Good		
		Some properties are not well cared-for. Examples: Winnick Supply (dumpsters and products arranged in a hodge-podge manner, large weeds growing here & there) and the building at the north end of Lake Street where the siding is coming off and the windows are broken. There are others, too.	
24	Good		
		some parts look very nice, some parts are aging an could use updating	
1	Good		

		Some of the residential areas need to have the junk and abandon cars removed, grass and weeds cut etc.	
12	Fair		Somewhat safe
		Some of the downtown building north could look bad and others down lake street could use some major remodeling or removal.	
20	Fair		
		Some improvements we can not make b/c private business owners should not be forced to change their businesses appearance only b/c property is located on visible streets	
20	Fair		Somewhat unsafe
		some buildings on broadway and the mall needs to be cleaned up, and some yards through out the town.	
15	Fair		
		Some areas are great, some are poor. The blend is Fair-good.	
8	Fair		

	10	Good	Put a privacy fence around the business on 11th & 61, on the SW corner.
	6	Fair	Progressing slowly but not city driven
	49	Fair	Poor zoning (spot) gives FL a unorganized appearance, city maintenance, weeds, misc junky debris allowed to be left uncared for.
			Very safe
	15	Fair	Poor planning in issuing building permits - too many metal buildings. Houle's and Winnick's are eyesores.
	8	Good	Piles of material [concrete, scrap metal etc.] and vacant buildings could be dealt with
	18	Good	Parts of Hwy 61 area need help
	7	Fair	Parking of trailers & boats not desirable not enforced. Garbage cans outside unsightly. yard codes not enforced.
			Very unsafe
	7	Poor	Overall very poor. An area either looks really good or really bad.
			Somewhat unsafe

	11 Good	Overall good. Lots of construction, which I know will make things better. Empty mall space is an issue....things look rundown	
	10 Fair	Out dated buildings, need to attract new businesses. Broadway needs to have some knock downs, Forest Lake Flags are cheap looking. The city needs a good organizer/ with a plan - instead of throwing up a building here and there without any continuity.	
	15 Good	Old highway 61, going north from the City offices, needs some help. I like the downtown roundabout.	Somewhat safe
	50 Fair	Not enough planning Hodge podge look	
	22 Good	Northland Mall - What a mess!	
	54 Good	North area downtown is not an asset to the city	
	30 Fair	North and South, Hwy 61 is not attractive or welcoming. Homes and businesses are not all well maintained	
	20 Fair	Nice road improvements but businesses don't have much uniformity in style and design. Would love for our community to have a downtown people want to come to experience.	Very safe

	14	Good	New office buildings block view of lake from Broadway.	
	4	Good	Needs improvement at the Broadway/Hwy 61 corner still - old lumber bldg & Houles could use facelifts.	
	40	Poor	needs cleaning. get rid of old and unoccupied building. get rid of the group for planning such as the building around the park and lake;	Somewhat unsafe
	8	Fair	need sidewalks on 12th St. On the south end by 11th Ave also. 15th St is a shame - bad road and no sidewalk. I have a scooter and don't dare go out on our streets.	Somewhat safe
	4	Good	Much improved with Round about and beautification to the downtown by Lakeside Park, Broadway mega project and signage and flags, dress it up. 61 and Northland Mall are eyesores	Very safe

		Many of the traffic light post along Lake street are in need of painting. They look rusted and look plain ugly.	
17	Fair		Very safe
		Many neglected areas and missed opportunities for enhanced community	
7	Poor		
		MANY GREAT IMPROVEMENTS IN THE LAST FEW YEARS. BIKE AND PEDISTRIAN BRIDGES. ROUNDABOUT IS GREAT. LAKESIDE PARK+++	
43	Excellent		
		Love the roundabout and Broadway looks great too!	
35	Good		
		Love all the improvements, the appearance is getting better and better all the time!	
13	Good		

		Lots of empty buildings, no restaurants. Need to go to other cities for things to do.	
9	Fair		
50	Excellent	Looks just fine everywhere	
13	Good	Looks a little dingy and unkempt.	Very safe
13	Good	Lately, it seems to be under constant construction, but I think renovation is a good thing. We still have several business spaces that look vacant and something should be done with those spaces.	
8	Fair	Kind of an overall run down look especially the Winnick Supply and Northland Mall area. However the downtown is showing promise if we keep going!	Somewhat safe
18	Good	It's too bad there are tall buildings blocking the view of the lake.	Somewhat safe
22	Good	It's much improved the last couple of years - starting with Lakeside park	
40	Good	It's getting better each month	

32	Good	it will be better after all the construction is complete.	
20	Poor	It seems like every time the city does something to improve it backfires. The new banners have been up a short time and they are faded and dull. The Lakeside park was redone but not the bath house. The down town started many years ago to be redone n then it stopped. There is so many old rundown buildings. Compared to so rounding cities Forest Lake is stuck back in time.	
60	Excellent	It looks so progressive and welcoming to any and all.	Very safe
25	Good	It is getting much better. Now we need to do somthing about South Lake Street.	
32	Good	It has improved. But until the economy improves retailers can't do any repairs	
5	Fair	It has improved since I have moved here.	
27	Good	It has improved on Broadway and the lake side, but I would like to see improvements along highway 61.	
40	Fair	It feels to crowded	Somewhat unsafe

	9 Fair	It continues to look more & more run down every year....what a shame!	Somewhat safe
	23 Good	It continues to look better. The roundabout & landscaping, bike path bridge, Lakeside Park, and Broadway look attractive and welcoming. We don't look as if we are stuck in 1970 any more.	Very safe
	12 Fair	is a little unkempt looking a little dingy	
	12 Fair	improving - signage crazy - mowing lacking - park maint good - snow plowing very good - hoping new roadway improvements are taken care of	

	39 Fair	Improvements are being made each year.	
	34 Poor	If you are going to continue to put all this landscape in and around the city then start taking care of it!!!!	
	59 Good	I wish we could get rid of those ugly spots on the north end of Lake Street, like the vacant Holiday store, etc.	
	15 Fair	I walk everyday down Goodview Ave. to the horse stables and back. There is a dead racoon on each side of the road. They have been there for over a month. Not very pleasant to look at. :)	

	8 Fair	I think there is room for improvement along the Highway 61 corridor.	
	9 Good	I think Forest Lake is doing a good job on Broadway St. Some houses there could clean up their appearances...	Somewhat safe
	7 Good	I really like the downtown area and how it is kept, especially on the summer.	
	20 Fair	I preferred the older style buildings, and I won't use the round-a-bout	Somewhat unsafe
	2 Excellent	I love the updated roads, makes it easier to travel and looks modern.	
	39 Good	I love the new trail bridges, roundabout and roadway upgrades!	
	3 Good	I love downtown now and Broadway!	
	5 Good	I love Broadway's new look!!!!	

58		I love all the work that has gone into our streets. I love the round-a -bout and I think Broadway is beautiful.	
10	Good	I like the new banners, road up-dates	Somewhat safe
30	Good	I have notice quite a few portable signs, truck signs etc, It is starting to look like Hugo of old or Columbus of present.	
7	Fair	I believe the current City Hall is way outdated, and needs more improvements of other infrastructure.	
62	Good	I believe some smaller projects need to be addressed in the older parts of the City. I had to have wheel bearings installed on my 130,000 mile car as a result of the sewer covers setting about 1 1/2 inches below the roadways, even though some of these roads have recently been resurfaced. It,s difficult to remember where these covers are placed in no particular order. There are other probably less expensive repairs that can be made around the entire city. I believe more conservative planning should be the order of the spending process.	Somewhat safe

		I appreciate all of the work being done to the Broadway corridor but the southern end of town on highway 61 continues to be an eye sore with little to no development.	
6	Good		
		I am happy with the improvements to the roads and paths this year. I support all financially reasonable changes to the city in order to improve its overall look in order to attract more business and strengthen a sense of community.	
3	Good		
		Hwy 61 from the High School to Wells Fargo just looks old, worn out, and dumpy (not all buildings, but 75%). Northland Mall is horrendous, Winnick Supply looks like a dump.	
8	Fair		Somewhat safe

	13 Good	Houle's feedmill should be asked to clean up their appearance. It is nice to still have them, but they could help to spruce up the look of our city if they cleaned up their area and freshened up their paint.	Very safe
	30 Fair	Houle Feeds' rancid piece of crap building needs to go	
	9 Poor	homes and businesses have no standards and look run down	
	23 Fair	Hiway 61 cooridor, from 97 to lake is trashy; repells people form coming to the rest of our city.	
	27 Good	Historic downtown could use some aid so that business owners can afford to repaint, etc. Remove old Holiday station, across 61 from PD. Clean up east side of 12th by all the apartment buildings	
	22 Fair	Highway 61 coridor could use some work	
	50 Fair	Has no rhyme or reason. Little attraction downtown and the round about is a deterrent for many.	

	19 Fair	GREENWAY AVE STREET OFF HWY 8 GIVES A VERY POOR IMPRESSION OF FOREST LAKE AND POTENTIAL VEHICLE SAFETY HAZARD	
	41 Fair	Getting much better, love Broadway and the round about....need to keep moving on it!!	
	24 Good	Getting better. Let's keep the momentum of making the City's appearance better. 61 corridor needs attention.	Very safe
	40 Good	Getting better. Finally people in office that are progressive thinkers that want to improve on what we have here. I love the round-a-bout-. The new street lights, Broadway, the bridge, landscaping, the beach, all of it. We need more Christmas lighting though.	Very safe
	45 Good	Getting better. Great job on redefining Forest Lake, the work downtown, and getting street improvements done.	
	14 Good	getting better but there are still many run down buildings in town.	
	16 Fair	Getting better but still looks rundown with houl's, lumber yard, northland mall etc	

	14 Fair	<p>Forest Lake is an eclectic mix of attractive and shoddy. Businesses that front on 61 that have no landscaping and are ugly storage space detract from the urban renewal seen closer to the round about. Updating places like Northland Mall to a new city center will help some. Some of the businesses like Winek's and others with unsightly outdoor storage should be required to landscape, use decorative fencing, something to improve the overall presentation of FL.</p>	
	27 Poor	<p>Forest Lake has always been considered the armpit of the northern metro. Buildings along Highway 61 to the north and south, and along Broadway are beat up and run down. The only improvements that this city sees is when big retailers and fast food joints come in. Take a look at the local businesses. Most are shady and scary and I don't shop there.</p>	Somewhat unsafe
	26 Fair	<p>For years, the city did not have ordinances (or weren't followed) regarding the type of structures that could be built on Lake street. Consequently, the result is an unsightly "hodge podge". Unfortunately, this cannot be changed. However, the project on Broadway is a nice improvement (including the round-about).</p>	Somewhat safe
	43 Excellent	<p>flowers are nice in the summer but they should cover important traffic signs.</p>	

35	Good	Flag or pennants along Broadway seem a waste of resources \$.	
8	Fair	Downtown -pet store looks bad on the exterior of the bldg. Winnicks looks bad, and the BIG pile of junk scrap metal they have downtown is ridiculous now even worse is the view from the new walking bridge on the trail. They should only be allowed to store a certain size pile downtown before they have to ship it out. This business should not be downtown.	
41	Fair	downtown looks bad	
20	Fair	Downtown area is old and fading - Northland Mall area is old and fading	
48	Fair	Downtown (specifically the roundabout), Lakeside Park, Castlewood, the new Broadway corridor, and most of our parks are beautiful. The area along 61 south and north of downtown, especially the Northland Mall area is an eyesore. Would also love to see business development, especially a grocery store, in this area but I understand the desire to be closer to the freeway and Broadway area.	Somewhat safe
15	Fair	Don't raise taxes to change it.	Very unsafe

		Current county driven improvements of Broadway and Lake are great. Both sides of 61 from that point are pretty blighted. Most notably Northland Mall and the Winnick Supply scrap heap as tall as the new bridge behind it. Major eyesore and polluter.	
7	Fair		Somewhat safe
		coming from the south along 61 you get a poor impression of the city lots of old, empty store fronts, malls, etc. The downtown area could use a facelift - fresh paint, etc.	
50	Poor		
		city needs to finish downtown north end of town buildings run down over grown vacant dangerous	
25	Good		Somewhat safe
		certain businesses still look junky - temporary signs, poorly maintained buildings	
19	Good		
		Broken windows in building by City Hall for a year. Ridiculous!!!! First, falling walls, now broken windows. The mayor says he want to beautify, this is right outside his office door and he could care less. All talk, no action	
48	Good		Very safe
		Broadway west entry is great...a job well done.North and south entries need work.	
10	Fair		

	12	Good	Broadway renovation, overpass on broadway improvements look very good.	
	37	Good	Broadway improvements are great.	
	4	Fair	Broadway Avenue project looks great. The 61 corridor is in need of improvement.	
	22	Fair	Broadway and roundabout a very nice update. Hwy 61 starting @Hwy97 to Roundabout needs attention. Mayor Chris Johnson has made a huge difference in up grading the city.	
	28	Good	All positive enhancements: roundabout, park, entry boulevard with landscaping. The City of Forest Lake says "Welcome". A city logo indicates.. we are proud of our city and welcome you to explore it.	
	1984	Excellent	All of the upgrades & improvements that have been made over the years are quite amazing.	

		A hodge podge of this and that business. Get rid of Houle's elevator. Nobody dares say anything due to their name. Beautiful lake city parks and flower baskets. Like roundabout also. Weeds that grow along ramps and sidewalks as they travel on Broadway and Lake St. Get rid of them.	
49	Poor		
18	Fair	61 through town is such a mix of old and new, short/tall, empty..etc. Broadway looks much better now	
15			
34			
14			

19			
37			
11			

9			Somewhat safe
22			Very safe
6			
35			
13			
38			
7			

12			Somewhat safe
8			
14			Somewhat unsafe
9			Somewhat safe

34			
50			Somewhat safe
13			
23			Somewhat unsafe
2			
30			

5			
37			
8			
20			Somewhat unsafe
18			
8			
19			
1			
26			

20			
11			
11			
6			Somewhat safe
34			Somewhat unsafe
14			Somewhat safe

39			
31			Very safe
20			
12			
4			
11			
1			

1			
2			
10			
40			
2			Somewhat safe

12			
2			
7			
15			
35			
18			
10			Somewhat safe
2			
8			
30			
5			

10			
1			
7			
33			
36			
15			
12			
40			
15			Somewhat safe
60			
18			
10			

25			Very safe
20			Somewhat unsafe
35			Somewhat unsafe
10			Very unsafe
31			Somewhat safe
27			
21			
10			
4			
33			
13			
19			
26			
41			
28			
50			
22			
22			
19			
25			
23			
25			
18			
18			
40			
37			
6			
38			
40			
6			
11			
27			
1			
14			
16			
10			
32			
12			

11		
3		
9		
70		
39		
37		
13		
15		
28		
22		
5		
5		
32		
28		
80		
43		
30		
11		
20		
34		
28		
14		
47		
31		
9		
3		
22		
17		
9		
76		
25		
1		
28		
9		
5		
10		

Comments:	How would you rate the overall quality of fire protection services in the city?	Comments:	How would you rate the overall condition of city streets?
	Good	Best value for the dollar	Poor
We think the police should patrol Beltz Park at least from 4-6 when the skateboarders and young gangs hang out, smoke and ruin the basketball & tennis courts. They also draw graffiti on the courts.			
			Good
			Fair
	Good	Need a new fire station at North Shore and Scandia Trl	Fair

			Fair
The police have been great.	Excellent	The captains and the firemen are in the community and have honored our city at a number of events.	Good
police dept is to big compared to the surrounding cities and is to great a percentage of the budget.	Fair	the reponse time has not kept pace with the spending.	Fair

Lots of Cops and quick responses!			
			Poor
	Good	Good, although I heard of a family that had a house fire and waited over 6-8 minutes for fire response.	Good

			Poor
2 breakins with no resolution of the criminal			
limiting street lights to corners creates a lot a darkness midblock, lack of sidewalks forces people to walk on the streets	Excellent	we do not need a new fire station. How about an addition?	

	Excellent	The firemen do a great job but the fire chief needs to get a little better about fireworks tents, I understand he doesn't like fireworks but we have the right to enjoy the fourth of July, and Walmart refuses to have a fireworks tent in their parking lot because the fire chief does everything he can to shut it down even when they are abiding by the rules.	Fair
There is alot of vandalism of property and steeling of property in the yards in our neighborhood and we are a newer neighborhood (over by the airport). It's seems unusally high.			
	Excellent	While I have never needed their services there was a fire in our neighborhood and the fire dept. police and emergency services responded immediatly!	
			Good

			Fair
Poor sidewalks and lighting conditions to feel safe walking at night			Poor
However, we also live in a very private neighborhood that may add to a sense of safety.			Fair

			Fair
			Good
			Fair

			Fair
Crime happens everywhere. However, in my neighborhood at least, crime rates are extremely low, and neighbors all know one another and look out for one another. Having a tight knit community is key to keeping crime rates low.			Good
	Don't know	We've never needed their services.	
	Good	NO NEED FOR "GOVERNMENT CENTER"	

Police patrolling is good.			Fair
			Fair
			Fair

	Good	Good as far as I know - thankfully haven't had direct need.	Fair

	Good	No experience with this service directly.	Fair
			Good

<p>Known drug hoses are still in operation</p>	<p>Good</p>	<p>I believe such things as air boats and the boom fire truck are unnecessary,</p>	<p>Fair</p>
			<p>Fair</p>
<p>We have plenty of police presence and don't need more. The issues that we have come from a portion of the population you really can't control. I would say to generalize... low income w/o parent supervision. Or just low members of society committing crimes that cannot be controlled.</p>	<p>Excellent</p>	<p>Never needed them but I know many of the fire fighters and know they are high quality.</p>	<p>Good</p>

			Fair
			Fair
Police and fire do good job. Traffic flow not good but better.			Poor
Police more concerned with traffic than patrol. EMS terrible...35 minute response is unacceptable.			
FL cops are not efficient or effective. They do not do their job. They have poor leadership who has no back bone. Forest Lake Police do not always tell the truth.	Poor	Chief is a problem and offensive.	Poor

I worry about juvenile delinquents and vandalism.			
	Good	I've never had to use the services but I'm glad we have one - could be bigger.	
			Fair
Police always seem to be present and available.	Don't know	Have not heard any negatives concerning our fire protection.	Good

			Good
the police scare me more than the criminals. They are a gun happy crowd with little regard to a person's [property or the person. They treat the citizens with a certain amount of disrepect, much as if they were all guilty of something. I am afraid to call them even in an emergency.	Good	we need a truck northeast	
Police are doing a great job. But don't like the drugs in the city. They have a tough job to do.	Excellent	They need more room for fire trucks, etc.	
The addition of the Community Police Liaison Officer has been well received. She is very visable and active in the schools and throughout	Good	We experienced a severe house fire in our neighborhood and it was responded to very quickly.	Fair

My compliments to the police department. They do a good job patrolling the city. Thank you.			
			Fair
			Good
			Good

Good police dept. Good fire dept.			Fair
			Good
Keep a vigilante eye on the vandals!	Excellent	Never have needed their service but never hear a bad thing about them except they could use a new building.	Fair
Our home was burglerized a few years ago. No one was caught.	Good	We have no personal knowledge.	
	Excellent	Best Fire Chief - ever!	

Police Dept has good leadership and well-trained officers.	Excellent	Fire chief is one of the most well-respected chiefs and has of the most well-trained departments in the State.	Good
			Good
I have heard stories of many crime, also researched and found that this city has a high crime index	Fair	After much research i have found that the number of police officers for 100,000 people is very low	Poor

The run downs areas do not seem to be regularly patrolled			Fair
Police seem very responsive to concerns.			Good
			Fair
	Good	loose cannons driving accross my property to respond to a tree fire 200 feet from closest structure - damage never addressed	

			Good

We have had some vandalism problems in the middle of the night in our neighborhood which makes you feel unsafe at night.			Poor
We had an attempted breakin and ended up putting in an alarm system. Police came when we called but never see them driving around the streets except in town or along 97	Don't know	never needed them	Fair
			Fair
			Poor

	Excellent	My fire alarm went off in myhouse one day. I am an amputee with no way to climb the ladder. I called Bruce Whiteman and he came right over to help me out. I am very grateful, my dog was goin crazy the whole time.	
There seems to be a lot of young people hanging out after dark in various areas of the city.			Excellent
	Good	Do we really need to be involved in fire with Columbus and other neighbors. We have a large enough city to be concerned about us.	Fair
We have been rather inattentive to the growth of lower income housing. Naturally the level of police must be increased, but, I don't believe the City has the ability to raise sufficient tax dollars to keep up with the Youth Drug Problems, Number of Abuse Incidences, Careless Driving & Reckless Driving, and Drunk Driving. I know these are common problems in most communities but I feel that Forest Lake has much more than our share. I feel that the class of people moving into the City of Forest Lake is an easy place to do their THINGS.			Excellent

	Excellent	My family has only dealt with the fire department once and we were extremely impressed with them.	
			Fair
Just seems like more crime each year. Don't think it is the cops fault, just more rift raft in town. Although a lot of people will argue but facts are facts and section 8 housing brings in people that generally don't have the greatest backgrounds. And for some reason, Forest Lake seems to promote the heck out of having it here. Granted, there are definitely good people that live in that housing, but I bet the majority not so much. Also, not just singling them out, others who have single families homes have issues too.	Excellent	Always seem to act very professional whenever they are in the public eye. Add an excellent service to this city for being all volunteer except the Chief and fire inspector. The fire station on the other hand is in serious need of help as well as it is no where near where it needs to be in size for today's firefighting apparatus, storage, and training needed.	Fair

I love our police... they do a great job and are friendly with our citizens.			
			Poor
	Good	I live in a rural part of the city, and understand that fire response will be slow to my house. Would like satalite station south or southeast of the city proper	
			Poor

			Fair
Great police presence.			
I think we have a awesome police force and fire department.	Excellent	Best in the state!	Good
			Good

			Fair
At night.			Fair
The Forest Lake police department has improved with the new Chief ~ the department appears to stay on top of things,as best they can, given the increase in crime everywhere.	Don't know	We have not had to use this service ~ however, it appears to be a well managed service.	

			Poor
			Fair
<p>Our police department is one of the finest around. They've clearly stepped up their presence in a very positive way which is greatly appreciated. The areas near the 35 corridor are unnerving at times. I do not head that way late at night anymore. I've seen what I perceive/assume to be drug or other "deals" happening in the Rainbow and Walmart parking lots.</p>	Excellent	<p>I've only had one incident that required their services - a dryer fire - and they were fast and professional. By the time they arrived, I'd put the fire out myself with an extinguisher, but they still insisted things be checked out thoroughly which gave me great piece of mind. I was most recently impressed by the newspaper coverage of the horse/pool incident. Such care and concern for this animal speaks volumes of their professionalism and character.</p>	
<p>Police coverage in old township doesn't exist.</p>	Poor	<p>My house in the former township would burn down before you got to it!</p>	Poor

<p>I would have said very safe just a year ago but the large increase in vandalism leaves me a little uneasy at times.</p>	<p>Good</p>	<p>I'm in the old township without hydrants so my house would likely burn to the ground but that's not the fireman's fault.</p>	<p>Fair</p>
<p>theft of property a problem - police tend to target certain businesses and people city needs more lighting in parking lots streets downtown not well maintained obvious hazards of commercial buildings such as mold broken windows roofing/siding falling off buildings cracked sidewalks unpaved unsafe alleys ect in downtown</p>	<p>Fair</p>	<p>protection is good prevention is a worry worry about fire in abandoned unoccupied buildings house theater rooms tv old (deweys vacume) gas station holiday & deweys safety and fire hazards fire inspector should check unoccupied and hazardous building on a more regular basis</p>	<p>Good</p>
			<p>Fair</p>
<p>Police are excellent</p>			<p>Fair</p>

			Good
			Fair
			Excellent

			Fair
	Excellent	tho i have never needed them, they seem pretty quick I guess	Fair
			Poor

I miss being able to read the police reports in the local paper	Good	I've thankfully never needed this service	Fair
I would like to see the effectiveness of the police department measured by the number of crimes solved, not so much calls answered.	Good	Overpriced	Good
	Poor	Old township services don't exist.	Poor

<p>In 12 years I have seen police patrol on my street less than 10 times total, and once they were called.</p>	<p>Poor</p>	<p>Distance of my house from fire house, by the time they would get here they might as well let it burn.</p>	
<p>I don't walk anywhere. I have had things thrown at my house and firecrackers lit in my mailbox. The Fourth of July is a nightmare for me.</p>	<p>Don't know</p>	<p>Fortunately I haven't had to use them</p>	<p>Fair</p>
<p>We spend way to much for a police department, we should contract with the county instead.</p>	<p>Fair</p>	<p>Pay too much for a chief, don't need a new fire station - upgrade a current building instead.</p>	<p>Fair</p>

Living in downtown FL & next to bike trail there are times of the year and night that we stay extra vigilant to who's in the area. (school's out, prom, homecoming, July 4 celebration, hot nights & people walking home from bars)	Don't know	can't comment on the fire protection on the outer city limits.	Don't know
One of our finest once told me, "we haven't had much cooperation from this address" which leads me to believe the problems with my kids has and will affect the service I get from FLPD.			Good
			Fair

			Poor
Too much unsolved theft and vandalism that continues to happen			Fair
			Fair

			Fair
	Poor	The police force is sub-par at best. They spend too much time and resources on menial things and not enough on actually reducing city crime issues (vandalism especially). They are too busy shooting deer at 6:00 am.	Fair
Could use a few more police officers	Good	Have enough fire fighters	
The younger police officers will shoot their guns at any chance they can get with zero regard to public safety and without warning to homeowners.			
15th Avenue between Bayview Park and St. Peter's is like a race track. In fact, there are cars that come up from the bay and literally race down 15th Avenue. I know my neighbor has asked the police to monitor speed and they never do.			

		should have a fire station on the east side near Scandia	
	Fair		
In my own HOME			
		I'm tired of seeing firemen leave Friar Tucks when their beepers go off after they been drinking heavily! How can these guys do their job with alcohol in their system?	
	Poor		
			Excellent

			Fair
At times the SW side of town can make me feel unsafe. Different things occur on this side of town and there seem to be more crime in that area.			

			Fair
Not as safe as I thought it would be when I moved here.			
			Good

			Good
			Good
			Excellent
			Fair
Just don't drive on 15th street sw mine field bad			Good
			Excellent
			Poor
	Don't know	Luckily I've never had a need for these services, nor has anyone I've known.	

Comments:	How would you rate the overall quality of snowplowing on city streets?	Comments:	How would you rate the dependability and overall quality of city sanitary sewer service?
We need sidewalks in this town. Badly	Poor	When they get to it, it's not good	
Significantly improved in downtown area and awesome in our area since resurfacing this summer.	Good	sometimes leaves snow in intersection as they go around corner which makes driving a car around the corner difficult.	
Forest Rd along bike path could us some work.			
Let's pick up the pace	Fair	Was great years ago, seems to be slipping	

<p>Many city street are crumbling. The city (on behalf of city resident) need to put funds into street maintenance.</p>			
	<p>Poor</p>	<p>banks are left to melt till spring hard to get to downtown shops when you park down town you cant open car door because of snow banks</p>	
<p>They are improving. The roundabout is a nice addition. There is one very dangerous spot; the lack of a sidewalk between St. Peter's school and the high-school. MANY high school/junior high kids walk that every day and I've witness near accidents many times a month. I don't want one of our students dying on their way to school.</p>			
<p>streets have not been a top priority. the money needed for the continual maintenance has been diverted to other uses.</p>	<p>Fair</p>	<p>the core city recieves good service while the old the township is last in line.</p>	<p>Good</p>

	Good	Havn't taken out my mailbox yet!	
currently live on a gravel road--poorly maintained (199th st. north)	Poor	our rural road poorly maintained with grading and plowing	
	Fair	I have been disappointed in my cul-de-sac as myself and another neighbor have had to snow blow a path out to 200th St. on numerous occasions, when the plow will come by twice and never turn into the cul-de-sac, and make multiple passes streets with no one living on them.	
Main streets tend to be ok, side streets often have big potholes etc.	Fair	Main streets get plowed out in reasonable fashion, but side streets take WAY TOO LONG! Some snow storms last year we didn't even get plowing until the snow had almost melted. Seems like way too long.	

the patch jobs on greenway and northshore dr are terrible,			Poor
	Fair	use more salt/ice melt - use more sand!	

<p>There are many streets that needs the lines repainted because they are to hard to see, and many people really dislike the intersection of Broadway and 61, it would be much safer as a stoplight.</p>			
<p>Forest Rd is a patch work mess. The intersection at 11th Ave is dangerous.</p>			

Streets themselves are o.k. but the intersections are definitely not pedestrian friendly!			
	Good	They are usually well plowed when I come in to town, but I live on a county road.	
REALLY? This even has to be asked? Hodge podge patchwork. How about just getting them done right and maintaining them properly.	Fair	Streets aren't plowed curb to curb ... ice patches often found in shaded areas/corners.	
As funding improves, I'm sure you know that there is work to be done.	Good	We live on an "inside corner", and I wish the plow would come closer to edge of the roadway. I have to snowblow a lot of city street in order to get out of my driveway.	Excellent

<p>Depends on area. Sidewalks would be nice, especially around schools so our children can walk to school without walking in the street.</p>	<p>Excellent</p>	<p>Better response time than most cities.</p>	
	<p>Don't know</p>	<p>I am concerned now that we have taken over North Shore Trl. The county did a great job of plowing; I'm hoping the city does as well.</p>	
<p>Citizens need to take more pride in the appearance of their homes and yards.</p>	<p>Fair</p>	<p>The plows need to plow closer to the curbs.</p>	
<p>Many of the residential streets need repair or resurfacing.</p>			
	<p>Excellent</p>	<p>Would love for the drivers to try to avoid just large driveway banks</p>	<p>Don't know</p>

city streets worn side walks need repair weeds need to be pulled .			
Like I said earlier, many great improvements have been made to city streets over the past few years (Broadway especially!...that road was horrible). One complaint though: the city poured hot tar and then a fine gravel to the streets in our neighborhood a few years back. To this day, the gravel is EVERYWHERE. Tracked in our house, all over the curbs and driveways, in our yards, etc.. It seems like there was way to much dumped on the streets and then never cleaned up. It's a real nuisance and I know that all of my neighbors feel the same way.			

		We live in the old township, plowing was better (earlier and a better job) before we became part of the City	
	Fair		
See above.			
City/we need to spend more \$\$ on streets, many are crumbling.			
Improving but still need more repairs			

Some are very poor, others need minor repair.	Fair	Sometimes piles are in poor locations for drive times, which is understandable during a storm, but sometimes occurs when minor snow or not snowing. At times plowing seems to start later than it should following a snowfall.	

<p>Some in poor condition - need to be redone or repaired.</p>	<p>Fair</p>	<p>Some main streets seem to be plowed late in the day when there is a night or early morning snowfall on a weekday - snow gets compacted down and if temps remain cold it is awful to drive on.</p>	
	<p>Good</p>	<p>I live outside of the city on Hwy 97 and side roads are not as maintained during snowstorms.</p>	
<p>All streets should be paved. For example, Imperial Ave just north of Hwy 97 is only two miles from downtown and remains unpaved despite pleas from the neighborhood</p>	<p>Fair</p>	<p>Good on the main thoroughfares. Side streets and corners are neglected</p>	

<p>We still have too many dirt roads</p>			<p>Good</p>
<p>Broadway is wonderful some of the side streets need help and sidewalks.</p>			
<p>Should be swept a few more times per year! Pot holes should be filled more to provide a temporary fix! Hopefully there is staff already being compensated that can complete this throughout the day. Otherwise should be outsourced to a private business and monitored by city for quality</p>	<p>Excellent</p>	<p>never have really noticed a problem with this</p>	
	<p>Fair</p>	<p>need to do a better job on side streets.</p>	<p>Poor</p>

<p>On Everton between 19th and Broadway the road by the culverts is sinking and needs repair. Still would like to see the Menards exit over to Broadway by the stoplight. So dangerous because people assume you're turning into Menards when you aren't. 15th St from 12th to 11th is in extremely bad condition.</p>			<p>Fair</p>
<p>We need to maintain what we have so it will last longer</p>			
<p>Unbelievable that a city this size has mostly no curb few sidewalks. Poor roads.</p>	<p>Good</p>	<p>In most casses streets are cleaned soon after a snow.</p>	
<p>The mill and overlay is a joke. They do a very poor job.</p>	<p>Poor</p>	<p>The miss the curb by about five feet on each side. Our road ends up being one lane by mid winter. Poor supervision.</p>	

	Excellent	Unless we have a severe snowstorm and then I think they do a good job.	
side streets are in need of repair and or replacement			
Very good. Hope more improvements like the round about and Broadway corridor are in the works.	Good	Some of the side streets take some time to be cleared but overall I think the road crew is doing a very good job.	

<p>These vary widely. Some streets are in good shape others look neglected.</p>			
	<p>Fair</p>	<p>the last storm, though bad, there have been worst. first time plowing on north shore trail happened after 8am.</p>	
<p>Some bad - new ones very nice. again, we're very short on sidewalks in places.</p>			
<p>The gravel next to Big Apple Bagel is unacceptable.</p>	<p>Good</p>	<p>Seems to be efficient</p>	

			Good
Newly repaired roads are great. More work needed. Too many years of no maintenance.			
I LIVE NEAR FOREST ROAD. THAT IS IN NEED OF RESURFACING			
I would have rated this lower had they not redone Broadway and Lake St.	Fair	Today is 12/13/12, streets could use a re-plow, things are messy, and sometime require another pass a day or two after the storm.	

	Fair	Some streets are not plowed until late making getting anywhere difficult.	
Lots of streets are in disrepair. They feel terrible and look terrible.	Excellent	Good public works dept. since they are understaffed.	
Again, construction hampers the easy flow of traffic in places, but I think that will get better. Also, it would be nice to add sidewalks to some of the places that currently don't have them.			
Hit and Miss. Some are good, some are horrible. Perhaps investing more \$ in their upkeep would be wise.	Good	Used to be excellent but not always the case recently.	
	Good	We're snowbirds, so have no observed knowledge.	Good
			Good

	Fair	Th trails and sidewalks seem to take forever to get cleared.	
City streets are good but some need work and need continuing maintenance program.			
industrial park is very poor			
Much construction is needed			

<p>Side streets need work! The main roads are great...</p>			
<p>Most are in good condition but some side streets are deteriorating.</p>	<p>Good</p>	<p>I can usually count on being able to get out of my street on plowed roads in order to get to work or whatever.</p>	<p>Excellent</p>
<p>you need to hire more people for plowing - invest in your people and equipment</p>			
			<p>Good</p>

<p>Many cities are in far worse shape with funds spread thin by the economy.</p>			<p>Fair</p>
	<p>Poor</p>	<p>Streets are not plowed well during the winter months.</p>	

		<p>I think that the city is a little slow in getting out to snowplow. The downtown public parking lot does not get the attention it should following a snow fall. Additionally, I think that the city should consider adding snowplowing of city sidewalks to its maintenance schedule as other cities have rather than leaving this to the homeowner.</p>	
	Poor		
I think the side streets could use some resurfacing.			
Although broadway looks nice enough, some of the side streets are in really bad shape.	Fair	<p>Except we live on the inside of a curve at the top of a hill and when they plow, they take up to about 15' of our front lawn each winter.</p>	<p>Don't have city sewer service</p>
Some of the driveways around the apartment complexes are very rundown and look like an eyesore.	Fair	<p>Some of the side streets are left for a day after it snows.</p>	
A city of this size should not have so many dirt roads. Some of them very busy roads with lots of traffic.			

The city keeps up nicely with cleaning			
I cut through the old industrial park the other day and felt like I was moved back in time. How does the park hope to attract new tenants?			
	Poor	We need more effective, and efficient snowplowers. We need more people willing to do the job!	
I believe the Fire Department is doing an excellent job of protecting our City during times of Fire. The Fire Chief is doing an excellent job of Leading His People.			

		Much better than some other surrounding communities I am familiar with.	
	Good		
I love the new improvement with the roundabout downtown and the Broadway improvements. They are great! I wish my street wasn't chip-sealed, though. It's dirty and unsafe for children learning to ride bikes, scooters, or skates.			
A decent amount of them are in need of help. They put that chip rock on my street this year. Although I absolutely hate it due to it beating on my car, can't roller blade or skateboard down it. It also gets pushed into my yard over the winter and the first 3-4 mowing destroys my mower blade as you really can't rake it out good enough. At the end of the day, it just costs me more money which isn't appreciated. But, if it makes the street last years longer, than most likely that cost is worth it.	Good	I almost rate it fair due to how long it takes but not everyone can be first so I understand that. Other than that, it is good.	

there are alot of streets in forest lake that are in bad shape. take a drive down 15th behind Target.			
	Poor	always forget to plow our street	
Lots of potholes need attention. Resurfacing needed. STOP putting in "roundabouts". Crosswalks needed on 4th street.	Good	The city employees, and contractors do all they can.	

SEE ABOVE. ALSO PAINT STRIPING COULD BE IMPROVED			Poor
I think some streets are in need of repair but understand that money is not always available.	Fair	This year is a real test. Heavy snowfall and not enough plows or staff to take care of such a huge job.	
	Fair	The twp had great service before the merger, and has only been fair since.	
I think many have been updated and that is a good thing.			

<p>New improvements are great in the city proper. Streets like Greenway, Heath, and even North Shore Trail need a similar level of attention.</p>	<p>Poor</p>	<p>Raise the taxes if necessary, but snow removal is too reactive. When we are having large storms, we need more plowing earlier to keep streets passable and safe.</p>	
<p>Many in my neighborhood have not been repaired in the 27 years since we moved here.</p>			

	Excellent	Never have had a problem with this Sometimes I wonder if they over-do-it when it comes to removing snow along the side of the road so far in the ditch.	Fair
15th Street S.W. is long overdue for a new road.			
Again - poor and fading			
	Fair	It seems as though it's taking longer and longer to get plowed out these days. We used to have the main road at the end of our driveway cleared early in the morning, but in the last couple of years it's been later and later in the day - sometimes not even done by the time we get home from work. Have there been budget cuts in this area?	Don't know
The mayors idiotic idea to take over North Shore Trail and bury us in millions of dollars of expenses for roads was stupid.	Poor	The former township was good. Ever since it's been crap.	

<p>Fair but fading fast if we don't get ahead of the game.</p>	<p>Good</p>	<p>This would have been excellent a couple years ago but it has slipped, at least in my area.</p>	<p>Excellent</p>
	<p>Poor</p>	<p>some of the narrower streets can be difficult to pass through when its not curb to curb plowing</p>	
<p>better since broadway lake done</p>			<p>Good</p>
<p>main streets are in good shape, but streets in many residential areas need work</p>			
<p>Is there a plan? Do they sped money on the streets?</p>			
			<p>Don't know</p>

Most are good, but some of them need repair.	Good	Haven't been around much in the winter so don't really know. Has been good when we are here.	Good
Our cul de sac and streets recently resurfaced before had no attention for 20yrs.	Good	Consistently plow snow into yard and into trees--getting better, but still too much in yard	
With limited budgets.. it is amazing our good they look! Good job	Excellent	I know.. with predictability.. what time the plowman comes.. :)	Excellent

<p>15th Street helps take so much traffic off 12th. Get 15th St. tarred with curb gutter and storm sewer. It's a disgrace. More and more residents are using 15th St. from 11th Ave to Walmart that street is an eyesore. Get it tarred.</p>			
<p>could use work</p>	<p>Fair</p>	<p>not the best at intersections, but otherwise good</p>	<p>Excellent</p>
<p>We have called the city several times, to repair our street. Never gets done. 12th Ave SE & 6th St. SE</p>			

<p>Tarring the neighborhood streets this summer was an awful decision. My street is still full of rocks. I can only imagine what a mess that will be when we use the plows and snow blowers this winter!</p>	<p>Poor</p>	<p>My street shrinks every time the city plows. I'm required to keep my sidewalk spot clean but the street looks like crap. I want to move back to Blaine where they cared enough to plow our streets. This is Forest Lake's biggest downfall every single year. Fire your current neighborhood contractor and get someone who cares to do a good job.</p>	
<p>Some have not been maintained properly over the years.</p>			
<p>Taking over north shore trail was idiotic.</p>	<p>Poor</p>	<p>It was better before the city took over the township.</p>	<p>Excellent</p>
		<p>Fix roads, This should be a priority over new captial projects (i.e. before new city hall).</p>	

	Poor	Some times it is as long as day or more before being plowed.	
	Fair	for the last couple of years our street is getting plowed with 2 maybe 3 swipes. There is usually a big gap from the end of the driveway to the street meaning I have to shovel more. My recommendation would be to go as close to the sides as possible. I even put a markers and it still is 5 to 6 feet from my mailbox.	
I absolutely hate the median on Broadway Avenue. It will be a real mess if we have a normal winter's snowfall.	Poor	It would be nice if they could plow closer to the curbs. After the first snowfall, the streets are narrower by at least 2-3 feet and it stays that way, and gets worse, all winter. I have to shovel the street every time it snows so that the mailman can deliver mail to my mailbox.	Don't know
The maintainence fee (tax) is a disgrace. Shame on our city officials.			Poor

again, I have now knowledge of the outer city streets. only those in downtown proper	Good	they get us plowed out in a timely manner and for our job that's important.	Excellent
SW 3rd Street needs completed between SW 1st and SW 2nd Ave. It is NUTS to make people drive through private property of Houle's Mill			
My street is like crap and I don't have any street lights that you charge me for.			Good

removal of center turn lanes make Broadway very hard to navigate. The roundabout might be a good answer if it was one lane and bigger			
Too much spent on Broadway, city streets are continuing to deteriorate			
4th Street south of 11th is in need of repair.			

Some good, some bad.			
Some good. Some bad.			
			Excellent

	Fair	city plows soon after a snow, but doesn't plow good. doesn't scrape to the surface. sometimes we don't know if plower is done or coming back.	
			Don't have city sewer service
I like the new construction on broadway. I was not against the round-a-bout, but wish it was a light because it is quite a long wait at times-especially coming from the lakeside.			

			Fair
<p>While the street conditions are decent, the overall *layout* of the roads are very poorly done. Many intersections in town are confusing to drive through and feel very unsafe, i.e. the roundabout by the lake, connecting to hwy 97 south off of 61 or from forest road, crossing 61 coming out of the library, etc. 4th and 11th south of the elementary schools is a very difficult, time-consuming intersection and the exit/entrance to Walmart is confusing if you're unfamiliar with it. The greenery in Walmart's parking lot, while pretty, makes it difficult to turn safely as you cannot see if there is oncoming traffic. Thank you for reading my rant(:</p>			

<p>Our street has been a tarry, stony disaster ever since they resurfaced it three years ago. We are still bringing in tar covered stones on our shoes. Very poor quality job.</p>			
	<p>Fair</p>	<p>Plow drivers do not appear to be very experienced</p>	
			<p>Good</p>
	<p>Good</p>	<p>Having been a school bus driver, compared to Hugo, Wyo, Scandia...GOOD</p>	
<p>road need improve partly</p>	<p>Excellent</p>	<p>it was not snow badly last year so its good. but if snow badly, we will see...</p>	
			<p>Excellent</p>
			<p>Fair</p>

Did not care for the liquid tar poured down and gravel placed on top of it. It made the streets worst and ruins shoes walking on it in 90 degree heat.	Fair	They do not plow Culdesacs until last. It can take a whole day of waiting. Then they are not good at clearing close to the curbs.	
	Fair	Slow to plow side streets	
Getting better with all of the new construction. Need a new 97 bridge over 35W! It's ridiculous all of the development that has happened in the vicinity and that hasn't been done.	Poor	Multiple times it has taken nearly 24 hours for plows to get to our street. Even worse we have been plowed in when the plows only go down 97.	
	Fair	I'll tell you after this winter and how Broadway is plowed	
	Good	I live on a private easment and get minimal assistance from City for roadwork.	
	Fair	Harrow Ave. never seems to be cleaned very well - always waiting for the snow & ice to melt before the whole road is usable	
When they are not working on them.			
I think many of the city side streets need improvement, and sidewalks on all streets would be a great improvement. I favor sidewalks over any Bixbey park improvements.			
except 15th do they pay taxes? what gives? road is terrible			
Excellent in summer, good in winter.			
check out the manhole covers in the streets and how close they are to finished grade			

Comments:	How would you rate the dependability and overall quality of the city water supply?	Comments:	How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?
			Poor
			Fair
			Good

			Fair
	Fair	to much copper and stuff in water	
			Good
when the pumps keep working and the storage compacity is adequate.	Poor	even after the filtering the water leaves sediment in my inline filter and continues to allow cacium buildup on my fixtures.	Fair

			Good
			Excellent
			Good
			Poor

<p>I am being billed continuously for city sewer and water and I have a septic and well, but now they are adding the bill to my taxes, although I have called over 18 times, the city tells me I choose to have septic and well so I have to pay it, noone will call me back after multiple complaints although they tell me a supervisor will return my call. This is going on 3 years!!! Now my credit score is affected. I have contacted the better business</p>			
			<p>Poor</p>
			<p>Poor</p>
	<p>Poor</p>	<p>It tastes like I'm drinking out of a public swimming pool.</p>	<p>Poor</p>

			Good
	Fair	Most of the time the water is not good to drink because it tastes like bleach.	Good
	Poor	It tastes and smells like bleach we don't drink the water because it's somewhat concerning the way it smells.	

			Poor
			Poor
Absolutely nothing come back!!! Thanks!!!!			Good

			Fair
	Don't have city water service	I would like to have water service but, even though I am on the edge of the service area I have been told its not going to happen in my life time. Seems we have the capacity to add for new developments but, can't take care of the current and long time residents.	
			Excellent
			Good

			Good
			Good
			Fair

			Fair
			Poor
			Good

			Good
			Poor

			Poor
			Fair

<p>I would like my sewerr fees to only be used for those items.</p>	<p>Don't know</p>	<p>I do not have city water</p>	<p>Excellent</p>
			<p>Fair</p>
			<p>Fair</p>
<p>don't know why you bill us for the water we use to wash car and water lawn as water used and sewer when it don't go to the sewer.</p>	<p>Fair</p>	<p>the water needs to be better, i live about a block from treatment plant and have revers asmosis system and need to change filter every month (filter is white to start and after on month it is black and mucky.</p>	

Too expensive and unfair for older people, especially those with only 1 person in the house.			Good
			Fair
	Poor	I do not want flouride in my water. I know it is state law but a waste of money and lawn and toilet do not need flouride.	Poor

	Don't know	I have a well.	
			Fair
	Don't have city water service	Would like city water service!	Good

			Fair
	Excellent	Just hate that chlorine taste. Have to use water filters etc.	Good
			Poor

Sometimes, when walking along the trail by the city hall, it smells like sewer. :(Poor
			Fair
			Don't know

			Fair
			Fair
			Poor
			Fair
We kind of hate paying the high fee when we aren't using them. Fee should be based on the ammount of water we use.			Good
So far so good.	Excellent	We have very good water, thank you for that.	

			Fair
			Fair
			Excellent
			Good

			Poor
I have had no problems.			
only have service at commercial locations - good			

<p>Although the sewer system has been greatly improved over the years, there are still areas which can have sewer back-ups due to a poorly planned and installed system.</p>			
			Fair
			Excellent

			Fair
We have Olson Sewer pump out our system every three years, as per mandated by Washington County to the tune of just under \$400.00			Don't know
			Good

			Good
			Good

			Good
			Good
	Excellent	<p>Is quite expensive though for water compared to other cities when trying to keep your yard green and looking nice. It is nice to drive through a neighborhood and look at nice yards, instead of dry, not kept up ones. When someone wants to move here, I would thinking having nice looking yards in the neighborhood may help give them a positive look on the neighborhood. For example, Woodbury, MN it's less than \$75 for a quarter to water every other day where here it would be \$400.</p>	Good

			Fair
			Poor
			Fair
			Poor

<p>PRICES FOR CITY SEWER ARE EXTREMELY HIGH COMPARED TO OTHER COMMUNITIES</p>	<p>Don't have city water service</p>	<p>STILL DON'T UNDERSTAND WHY WE HAVE TO PAY THE HIGHEST POSSIBLE RATES WHEN WE DON'T USE CITY WATER</p>	
			<p>Fair</p>
	<p>Good</p>	<p>But too much chlorine taste. The annual water assessment brochures are a waste of money.</p>	<p>Good</p>
			<p>Fair</p>

			Fair
			Fair
			Good

This is where our mayor should be concerned about our aging infrastructure	Good	Tastes good no chlorine smell	Excellent
	Excellent	rates are high though	Good
It works, that's all I know. We haven't had issues that required service or interaction with officials.	Don't have city water service	Wish we did have city water service. We're right on the border.	Fair
	Poor	Why do I get all these fee's? Cause the mayor wants to claim he didn't raise taxes? Yeap! Big Johnson is going down.	Poor

Hasn't failed me yet!	Good	I have well water. It would be great to be hooked to city water but that's probably a pipe dream (pun intended)	Fair
i have been flooded by frozen city sewer during winter & reconstruction of lake roadway			
I have never seen any problems at my home or on our street...so no news is good news!!			

	Fair	Water is hard.	Excellent
Expensive	Fair	Bleach smell and seems to have a high iron content where some times it seems to leave red or orange traces.	
no problems			

no problems	Excellent	always clear, tastes great - never a problem	

			Poor

			Good
rates are too high.			Poor
			Poor

			Good
I haven't had any problems.			Don't know
Wasted funds on other things.			

have had no troubles.	Excellent	Have had no problems with water quality or pressure.	Good
			Fair
It should be for the amount we pay for that service. Much higher than Hugo where water and sewer is less. I am pretty sure that water and sewer in FL is less also but I can't be certain.	Don't have city water service	Not quite sure why city water can't be installed wherever city sewer is.	

			Poor
			Good
			Poor

Never had any issues			
			Poor

BUT, I am being charged for it.....	Don't have city water service	BUT, I am being charged for it.....	
			Poor
			Fair
			Fair
			Poor

<p>The monthly billing for sewer services cost more than my water.</p>	<p>Poor</p>	<p>This water is extremely hard with mineral deposits</p>	<p>Fair</p>
			<p>Good</p>
	<p>Good</p>	<p>The cost is way to high for what we get. I had a leak in sprinkler sytem and had way to excessive a bill. I did try to find it for two months and finally did. It's a shame at the real cost of water that I was raped on cost of leak.</p>	<p>Good</p>
			<p>Fair</p>
			<p>Good</p>

			Fair
	Good	Smells a lot like chlorine	Good
			Poor
Good, but costs to private well customers is unfair.			Poor
			Fair
	Good	Water is overpriced to the point where it is comical	
	Fair	Take the flouride OUT!!!!	
	Fair	need improve water. when i drink, it taste funny. need extra clean to make it fresh. had to buy water from cub foods all the time. not sure where it come from.	
	Fair	Generally "hard" water from the city which requires additional softener in the home. I think the city could do better.	
The City Public Works and Engineering staffs have done a fine job of maintaing the sanitary sewer lift stations.			
Sewer fee's are extremely high in Forest Lake compared to other cities			

Comments:	How would you rate the fiscal management and health of your city?	Comments:	How would you rate the quality of licensing, permitting and building inspection services in your city?
I think forest lake is an embarrassment when it comes to its community ball parks. I would much rather see us spend 21.5 mil on a community center!	Good	Have been to tight on things we need & spend to much on study's don't we know what we need	
See comments above			
			Excellent
Trails - enough, parks - let's invest more			

<p>Well-used city parks (like Beltz) park are showing their age and need updating.</p>			
	<p>Poor</p>	<p>spend spend need to cut a lot of overpaid town workers stop all new building of locale city hall fire ect.no new projects and stop all tax increases the latest a new tax on our power bill?</p>	<p>Fair</p>
<p>Additional trails would be nice. The ability to walk around the lakes would be a huge add to our city.</p>			<p>Poor</p>
<p>to many parks per capita. maintenance and funding is spread to thin due to the focus and priority on fenway feilds.</p>	<p>Poor</p>	<p>spending future dollars on current agenda items. intergovernmental borrowing causing the need to raise service rates and fee's</p>	<p>Poor</p>

Love "arts in the parks"			
love the new bridges on the hardwood creek trail			
<p>The amount of parks is great, the upkeep, and grounds keeping could use some help. Too many park areas with a lot of weeds.</p>			
<p>Look at surrounding areas and FL is SO far behind. Even late developers like Hugo are far surpassing us. We don't have enough parks or redevelopment/expansion of existing parks. There are no trails other than the Hardwood Creek, we have such major roads (97, 61, Broadway) that there is no way for kids/families to bike anywhere. We need to put resources to community recreation. What happened to that Community Center??? We also don't have nearly as many community ed programs as other areas like Lino, WBL etc. The "NO TAXES" people may be loud, but I can't imagine that they really represent our community. I will pay more local taxes for local amenities. I can see where my taxes go and I am willing to pay for</p>	Excellent	<p>I don't believe the city "wastes" money and not everything (FLAAA for example) need to make money or always break even. There is a benefit to the city and our families (esp. the kids) to have these programs and facilities and I am glad that the city devotes some resources towards them. I would love to see good financial choices being made that don't waste money, but that doesn't mean don't spend money. Let's just do it smartly!</p>	

			Poor
bike trail is wonderful. Community Center/pool so needed. It's just BLAH for residents.			
what parks? all we have are ball fields and play grounds. How about some trees, picnic areas, trails?			Fair
Athletic fields are shoddy and the city's attitude towards outdoor facilities is deplorable. Such a large city and 2 outdoor ice rinks that are more hazard than useful? Ridiculous.			

<p>They seem to keep getting better.</p>			
<p>I like all the programs but I wish they were better advertised, maybe a bigger spot in the city paper because I miss a lot that happens because I don't find out about it until after it happens.</p>			
	<p>Poor</p>	<p>I think you can make improvements to the current facilities without spending more money for city facilities. Times are very very tough and many of us are already upside down on our homes and now we want to add more expense for tax liabilities with this huge building facility. Live within your means until the economy turns around!!!!</p>	
			<p>Poor</p>

We need about four more of the FLAAA facilities located off of Fenway. It is very expensive and hard to find indoor/outdoor practice facilities, for any sport,			
Little to no recreational amenities in this city.	Poor	The city council does what they can with what little they have to work with. The naysayers and negative nellyes and neds that drive this town need to go away. The city needs to start attracting reputable and bigger name businesses rather than the pawn shops, porn shops, tattoo parlors, psychic readers .. how many more auto part stores do we need? Or liquor stores? Enough already. Pawnshops and tattoo parlors do not attract the clientele to build any kind of tax base needed to improve Forest Lake.	Don't know
We hardly ever use them, but I know many opportunities are there...I don't mind paying for them for others to use.	Excellent	I think the City is frugal, perhaps too frugal, but I understand the anti tax pressure they are subject to from the Tschida Troop!	Fair

<p>The Hardwood Creek trail could be nice but it is surrounded by dumpy looking businesses like Winnick and the dusty gravel mounds south of the old mall. We usually bike the Gateway trail or down in Lino on weekends. And it seems there is no emphasis on trying to clean up the corridor either. It's a shame.</p>			
<p>I love using the bike trail and I am so glad the new bridges were put in along the bridge so I don't have to stop at those busy intersections.</p>			
<p>Garbage removal could be done more often. Garbage cans seem to be overflowing a lot.</p>			

the parks are nice and kept clean.	Poor	the city has no problem spending tax payers money and are still broke.	
We have two parks in our neighborhood. One is really nice, clean, mowed grass - I believe it might be part of a townhome association. The other park, which is a city park, needs some attention as far as play equipment repair and lawn mowing. In the summer time, the grass gets mowed about 3 times, and it's mostly weeds. A real eye-sore. Put some weed-and-feed down! This park is on Everton and 206th st.			
There is room for improvement. It would be great to have a community center. There was a proposed center to be built by the library and it never happened. Would love that!	Fair	There seems to be this atmosphere of we don't want to change and no taxes but yet Forest Lake has tons of new families that are looking for strong sports programs and city community. We NEED change!	
	Poor	I WOULD LIKE TO SEE BUDGET (TAX) REDUCTIONS	

	Poor	This sized City doesn't need a 20 something million dollar city hall/public safety facility.	
			Fair
We depend on the school district and really don't have much of a city recreational program. With ages/stages of FL residents, I don't see demand for more.			Fair
Come on.....build some decent parks. City has a short window to either attract new population or we will continue down a bad path. Do we want to be Oakdale or Woodbury? Infrastructure, Schools, Parks etc.....			
New facilities by the airport are a big positive addition			

<p>The city should welcome a marina at Lakeside park. Why are we pushing away business!!</p>			
<p>There is no Parks and Recreation department. Sure, there are some park areas and trails, but there is no department to take care of, promote, and expand on this vital aspect of a city. This is one of the main reasons we are looking to live somewhere else when our children are of school age. The schools shouldn't be the only structure to offer child and family recreation.</p>	<p>Fair</p>	<p>It seems like there is alot of immature arguing or self-motivated actions. People need to work for the good of the city and recognize their role as servant and not as popularity contest or political springboard. People need to see the bigger picture. People need to grow up.</p>	

<p>yes there are some park areas and trails, but the city does not have a parks and recreation department thus it doesn't seem that community is promoted in this way / not family friendly / we will look to move when we have children and this is one of the primary reasons</p>	<p>Don't know</p>	<p>although it seems like there is alot of arguing and political grandstanding about it...</p>	
<p>We need to provide more recreational facilities to encourage a healthier population. Walking paths, bike paths</p>			<p>Fair</p>

<p>However some of them do not appear to be used.</p>	<p>Fair</p>	<p>We should not be needing franchise fees to improve our revenue so we can bond in order to spend more money than is necessary to run the city.</p>	<p>Don't know</p>
<p>We have some wonderful parks, however now that the skate board park is no longer the kids are using other parks and picnic tables, etc to jump and sometime into the street. I would like to see the skate park moved to Beltz park or even Bayview Park, so the kids who want to skate can feel safe. If the skate park was in a good location perhaps the trouble would not have happened and the good kids would still be able to enjoy it.</p>			
<p>Could use more in the area of trails connecting different parts of the city! There are plenty of parks/playgrounds to choose from I think. Facilities... would like to see a private company/non profit come in to open a large fitness center type place with another pool option.... YMCA, etc. Not a city issue but maybe could be marketed by city... unsure what if any incentives could be offered to entice this? Just my thoughts.</p>			<p>Good</p>

<p>The Silvera park needs work. Lots of broken things.</p>			
<p>City doesn't do enough to help youth sports either by directly organizing or supporting those entities that do.</p>			
	<p>Fair</p>	<p>So many want others to pay for their benefits.</p>	<p>Poor</p>
			<p>Poor</p>
	<p>Fair</p>	<p>Top heavy management</p>	
<p>Very poor. No control over snowmobilers!! They run the trails.</p>	<p>Poor</p>	<p>The process is backwards. How about telling the departments what they have to work with instead of them telling you what they must have so you raise taxes.</p>	<p>Poor</p>

			Good
	Good	Northland Mall. Grocery store on the east side of the city.	
Need more for persons of all ages.	Good	Current mayor doing a good job.	
Could really use some walking paths along Hwy 97 east of the High School.			

	Fair	Seems like little is done to limit spending on non-necessities	
city should take over the arena, after all it is a city plus.	Poor	the newly planned city offices complex a real money jwaster. the new planned marina is a slap in the face to lake shore owners	
Need more handicapped parking close for the farmers market, etc.			
This area needs much more attention. We need more teen/youth variety. Parks need upgrading and the City needs to maintain the Fenway fields that bring people to our town. Winnick Compnay is an icky eye sore and smelly by the bike trail. Bring back the skate park and offer more for youth to do. Concerts for them. Engage YSB to help offer more events that attract more than their handful of kids.The Tuesday farmers market and music nights are very inviting.	Excellent	We are doing very well and if we want to improve we need to spend our tax dollars. We still have a long way to go	Good

<p>The degree of attention given to the different parks throughout the city seems uneven. I live in the area closest to the city park by Norman Quacks. I don't think I ever seen any significant improvements done to it. WE NEED SOME UPGRADED facilities to</p>			Fair
<p>Need community center in headwaters. Existing parks/trails need regular upkeep and enhancement. Bike trail has MANY unsightly areas that need beautification (eg: rusty metal pile behind Winnick, concrete rubble pile, Houle bldg with rusty metal shards sticking out). Keep up, enhance or move out of downtown and along trail!</p>	Good	Regular and necessary upkeep and maintenance, as with our homes and properties takes a regular budget.	
<p>THE BICYCLE/PEDISTRIAN PATH FROM NORTH BRANCH TO HUGO IS A GREAT ASSET TO THE COMMUNITH BUT IT IS DIRE NEED OF RESURFACING. I DON'T WHERE THE MONEY COMES FROM TO DO THE TRAILS BUT IF IT IS A CHOICE WE SHOULD KEEP THE ONES WE HAVE IN GOOD REPAIR BEFORE BUILDING NEW ONES--I RIDE ABOUT 1500 MILES PER YEAR ON THE NORTH BRANCH/HUGO TRAIL</p>			

<p>Lots of vandalism at the bay view park. Lots of middle school kids use it as a hang out and leave trash, write on the equipment, even urinated in the slides.</p>			
<p>There are no park programs. Parks are nice.</p>	<p>Good</p>	<p>Things are tough all over.</p>	
<p>While my children use the parks frequently for sports, most of the time the recreation is organized through the school district or through FLAA. While they seem to do a good job of organization, the facilities we use often (city parks and athletic fields) are some of the worst in the area. Kullenkamp park is spacious, but not well maintained. The condition of other park equipment, like swings and slides depends on the park. Parks located near schools and the lake get much more attention than those not on the lake or near schools.</p>	<p>Good</p>	<p>Right now I would say the fiscal management is good. I personally would like to see more investment in our parks, and other community recreational facilities. The fact that we don't have a real community center, community pool, community theater facility, etc. is disappointing to me; yet I realize that encouraging that kind of investment is difficult.</p>	
<p>Trails are plenty, parks need a little more TLC and \$, and programs are generally lacking and left to entities like FLAAA or the schools to fill in the gaps.</p>	<p>Good</p>	<p>On the right track, almost too fiscally conservative. A little more investment in the right things would benefit us all in the long run. Short term pain, long term gain.</p>	<p>Fair</p>
<p>We really need a pool (in addition to the one in the jr. high) but hate to think of what it would cost.</p>			
	<p>Excellent</p>	<p>Thanks to Mayor Johnson, Ellie and the fine staff we have</p>	

need more activity for children			Fair
There seems to be a nice variety, but upkeep is lacking.			
Good job!!	Excellent	Mayor and new city administrator have shown great leadership in keeping taxes level and providing good services.	Good
We need to find a way to keep the Sports facility in good shape financially.			
			Fair

<p>We were promised a community center, where is it? The parks are poorly maintained, the school balk fields are terrible. The community ed prices keep going up, yet the uniforms for our kids teams are cheap and inappropriately sized--this category needs SERIOUS work!</p>	<p>Fair</p>	<p>Too many up's and down's!</p>	
	<p>Excellent</p>	<p>The new city manager seems very capable and able to work with diverse groups.</p>	
			<p>Fair</p>
			<p>Fair</p>

		<p>Interfund loans to the Park and Airport Funds should never had been made. They date back to 2007 and would have long ago defaulted had these been in the private sector. The City is now rushing into a public building project. The study results on this project just came out in November 2012 and much time is needed to review the recommendations to see which is the best course. To let a private company dictate terms so they can gain tax advantages, when it is not known if all individual federal taxes will significantly increase in January 2013, is just plain wrong. This does not even account for the tax increase to cover the cost of this project.</p>	
	Fair		
Take better care of them....Mow and take care of the landscape	Poor	<p>Just found out about the latest 23% tax for the new city building!!!! BOOO! this should go to a vote!</p>	
The trails are excellent and the park down by the lake has greatly improved over the years.			

<p>I think that there has been great improvements in this area with the 2 pedestrian bridges for the hardwood creek trail. However, I think that the city could expand it's trails to include a trail around the lake. Also, some of the parks are not maintained and have broken equipment that could potentially be dangerous to the children playing on them.</p>			
<p>I don't think I've ever been to the park in town.</p>	<p>Fair</p>	<p>They pay a lot of money for surveys that seem to go nowhere. then some time passes and they have the same survey done again by someone else. I've seen this go on several times.</p>	<p>Excellent</p>
<p>I would love to see a recreation/community center for kids....swimming pool, gym, space for meetings, etc.... The kids need more</p>			

	Excellent	I understand that employees of private sector jobs expect a raise every year and I feel that public sector employees deserve a raise also, even if our taxes do go up. I may not like it but these are the facts.	
Nice partnership with FLAAA instead of having a full parks department. Keep it going.	Excellent	The city is continuously one of the most fiscally conservative in the metro area.	
Maybe a little over done.	Good	We must remember that not just us old folks but everyone is really hurting because of our Federal Government ineptness of Financial Management. I would really not like the City of Forest Lake to forget that their money comes from the TAXPAYERS. It is difficult to keep paying the same taxes on our homes that have lost from 30% to 40 % of their value because of Government interference in requiring lenders to make mortgages to everyone whether the buyer can afford it or not. The unacceptable way they let FANNY MAE and Freddie MAC run themselves without adequate oversight instead of government ineptness.	Good

<p>Walking trails are a big need in Forest Lake.</p>			
<p>The Summerfield park has been abused lately. It's still missing a hand railing on one section and various other pieces. I love the park that was added by the sports complex! Also, thank you for building the bridges for the walking path! What a wonderful way to make the path safer.</p>			
<p>Putting bridges over 11th and Broadway was an excellent idea, well done.</p>	<p>Good</p>	<p>I like the way the city council and others involved have done. There are always those in the group that vote no, no matter what so that is unfortunate. Mr. Johnson has done excellent as Mayor as well as Mr. Parrish. I think Mr. Parrish was an absolutely excellent hire.</p>	<p>Fair</p>

<p>We definately need more walking trails. The trial along the hwy is nice for biking, but is not a very pleasant place to walk (and enjoy nature). What ever happened to the walking path that was going in by the new hockey arena? A path through the wooded area would be wonderful! The other place that a walking/biking path would be great is along hwy. 97. People, especially young people travel along the edge of the road, which could be deadly. Most citys have paths along their major roads for the safety of their walking and biking residents.</p>			
<p>grass is always too long for sports, fields are rarely lined or kept up</p>	<p>Poor</p>	<p>embarrassing</p>	<p>Poor</p>
<p>The parks and trails are improving...Thank you!!! However, a community center, and a pool that is not a scary place would be much appreciated</p>			
<p>Absolutely nothing to occupy the children. Causing more and more vandalism, kids in the streets, and poor quality of life for them.</p>	<p>Fair</p>	<p>Round abouts a BIG waste of \$</p>	

	Don't know	AM CONCERNED ABOUT NEW BUILDING PROGRAM. HAVEN'T SEEN ANY PRICES FOR OPTIONS COMPARING THEM TO NEW FACILITIES	
Need more!			
The city has been making great strides in recent years.			
There are no parks where dogs are welcome. Bicycles are banned from downtown. How are kids supposed to bike to the beach safely? Through the parking lots or busy streets? Bike trail is improving, which is good. There are very few sidewalks to encourage walking around town and through neighborhoods.			

<p>Creating green space and recreational space like trails is a legacy that we should be developing and passing on to our children. Planning for such should be a major consideration in improvement and development projects.</p>			
<p>What city recreational programs or facilities? Outside of a few city parks the city has nothing. It would be nice to have a community center like Shoreview or other cities have. Or maybe a nice bandshell or building down next to the lake.</p>	<p>Good</p>	<p>City taxes are fine, especially compared to other cities. The city has always been conservative and it doesn't spend any money on stuff other cities do. The handful of grumpy old men that complain about finances of Forest Lake have no clue or have ever stepped foot outside of this city.</p>	
<p>Lakeside park is well maintained and beautiful.</p>	<p>Fair</p>	<p>If Dick Tschida would leave this department alone, we could possibly have a city council that could work together. (Too many hidden agendas.) The mayor is doing a great job ~ it has become more of a professional operation.</p>	

We should NOT be taking over the FLAA ice arena, if we had voted and wanted it, they would not have had to build it.	Fair	Our mayor rules like a dictator, whatever he wants he shoves it down our throat. He cannot take impromptu questions at the council meeting, he is a dictator. And he has several council members that do whatever he wants.	
	Poor	Money is spent too easily.	
we don't have recreational programs - the facilities are fine - Lakeside Park is nice			
While they are in good condition for the most part, especially Lakeside park, we're astonished at the lack of commitment and resources to a park and recreation department. The ice arena has been in the news lately - this should be owned by the city like they are in other communities. Very few are owned by school districts. There's also been talk of a community center. These amenities attract people to our community - if managed well they are assets, not liabilities.	Excellent	I'm assuming you mean fiscal health? Mayor Johnson has been frugal since he took office - especially in light of the economic downturn. He and the majority of the council have been committed to community development while keeping an eye on taxes. This taxpayer appreciates reasonable and strategic investment because it will help my property values in the end.	Good
Karen Morehead from the parks board is a real arrogant one. Get rid of her quick.	Poor	They keep raising taxes. DO NOT BUILD A NEW CITY HALL. YOU DONT NEED it.	

<p>Trails are fine, maybe even overkill. Parks are OK but the budget should be increased to maintain them more frequently.</p>	<p>Good</p>	<p>Can always do better but no complaints.</p>	
			<p>Poor</p>
	<p>Good</p>	<p>don't think city should buy new offices we have plenty of city owned property plus city hall should remain downtown i do NOT TRUST the city</p>	<p>Fair</p>
	<p>Don't know</p>	<p>I'm willing to pay higher taxes for a better Forest Lake!</p>	
	<p>Poor</p>	<p>Only a poor rating because of the bill coming from the utility bill back to city hall, looks like a way to cheat the taxpayer.</p>	
	<p>Fair</p>	<p>We need to bring in more light industrial ,etc to broaden the tax base</p>	

<p>Love downtown city park and the amount of facilities and trails. There have been very good improvements within the city.</p>	<p>Poor</p>	<p>The push for the 30 million dollar facility at the northland mall is outrageous.</p>	
	<p>Good</p>	<p>too much money spent on committees and time spent trying to appease the few individuals who say they speak for the community members but really do not.</p>	
	<p>Good</p>	<p>Very pleased to see persons speaking before city meetings need to be on the agenda and have a time limitation. Glad to see the old guard are not the ones always in charge.</p>	

<p>The city has many facilities to choose from but the quality of the parks and sports facilities, in my opinion, is lacking.</p>			
	<p>Poor</p>	<p>When the economy is not good, the city needs to conserve funds. This city doesn't do that</p>	
	<p>Poor</p>	<p>there is no fiscal management in this city!! they can't live within their budget, so they dream up a "franchise fee" to take more \$\$ from the citizens. every department in the city should have been cut 10% immediately! now the city is going to steal more of my \$\$ with this "municipal campus" they are jamming down our throats, and the tax-payers don't even get a chance to vote on it!!</p>	<p>Poor</p>

What city recreational programs?	Fair	"That's no problem. We'll just bond for it"	Poor
Parking at lakeside sucks.	Poor	Mayor Big Johnson is a moron.	
Both city and twn failed get land/reasonable value from developers.	Poor	Too interested in buying a result.	Poor
	Poor	Need to focus on our current infrastructure before building out new initiatives.	

	Fair	I do not appreciate hearing about a new city hall in the paper the day after the election, with a decision gaving to be made in less than 60 days. Where is the transparency? Planning & debate.	
There is no reason parks should not have at least a garbage can present. I understand that potentially porta potties can not be present at each park but I don't think a garbage can is asking too much.			
Haven't used the bike path because I question its safety. Have never been to the lake			Good
	Poor	Mayor Johnson is going to raise our taxes and we can't afford it! His words are all lies.	Poor

my kids actually prefer the Lakeside Park playground to the FL elementries playground. THANK YOU for a fun place for them to enjoy.	Don't know	I haven't studied the past and proposed budgets so I'm not qualified to speak on that subject. I am happy to hear you're not financing the ice rink.	Fair
	Fair	Seriously? Borrow money because the "interest rates are low"? I disagree, Mr. Mayor.	
Really need the weed harvester to go through the channels			
	Poor	Not sure why we can't save up for capital expenditures in advance so we don't continually have to bond for them. Property taxes are high enough.	Poor

Maintenance and general cleanliness at parks is very poor. One of my biggest complaints is no porta-potty at the parks. What do you do with a small child that needs to go now.			
Too much taxpayer dollars spent on parks	Poor	Too much spending	Poor
It appears this is not a priority for Forest Lake and the surrounding areas. We could have a wonderful sports complex and have it be something to be proud of. Unfortunately the city does not want to participate.			Fair
			Poor
			Poor
	Don't know	I haven't been here long enough to give an opinion.	Don't know
			Poor

			Poor
	Poor	Too much spending, especially with this new \$23 million gov't building.	
	Poor	The Tax and Spend method is getting old.	
	Good	Responsible spending	
I can't believe a city this size has no recreation dept. I need to go to WBL for a softball league and Blaine for a hockey league. Very disturbing considering how much money is suppose to go to parks & rec.	Poor	Mayor is on a spending spree the residents do not want or need!	
	Poor	I feel the city spends on things that don't necessarily need to be done. We all have to cut back and if that means areas of the city don't look as nice until the economy comes back then that's ok. The city, county, school all say things like it's only \$25.00 per year, but each group is taking that much and it adds up quickly. Please stop spending unless it's necessary....I can't in my personal life. I can only rate the appearance and condition of my home as fair because I can't afford the upkeep anymore.	

	Fair	city has to learn to live within a budget and cut budgets if need be.	
	Poor	Bankrupt! I share my opions with LOTS of "average Joes" in this area. NOT unions of course.	
	Poor	Are the voters going to have a say in this proposed new city hall fire police building?	
A city the size and quality of forest Lake should have more trails. I can ride my bicycle to neighboring cities and have a multitude of trails to choose from. In Forest Lake, you have one. People do not mind paying for things they use such as more trails.	Fair	Again, people do not mind paying for improvements to the development of the city. There will always be a negative faction that will try and slow progress. The new city complex is an example. It is something that people can see what there money is spent on. The nay sayers will always object, but the silent majority would like to see growth. Please don't be afraid to grow!	
Wish we had a parks and recreation program that included activities/classes. I currently need to use Lino Lakes parks and rec. programs.			
We do not have enough nice parks. It is a big mistake to think about big marina. The nice beach would be lost. The traffic would be too much. FL does not need one.			
there are no recreational PROGRAMS. Ball fields are poor except Fenway			

<p>the hardwood creek trail north of 11th ave to Wyoming is very pitted and needs to be repaired. South of 11th ave to Hugo is awesome!</p>			
<p>The bridge over 11th street connecting both ends of the walking trail was a wonderful and much-needed addition. The trail itself is a wonderful trail to walk on. There are also nice paths/sidewalk out near the library.</p>			
<p>Putting in the over pass and spending the money on bike trail was total waste of money. Sit and watch it. It's hardly used. Let us waist our own money not have the city do it!</p>			
<p>Projects that should be taken care of aren't.</p>			
<p>Nice parks. Struggle with understanding how to sign my children up for different activities/sports. It would be helpful to have a more mainstreamed recreation department. We have been unhappy with some of the community ed sports.</p>			

Comments:	How would you rate the quality of code enforcement services in your city (e.g. zoning, property maintenance)?	Comments:	How would you rate the overall quality of services provided by the city?
	Poor	Let a business put up a sign	
	Fair	See comments above	
They were most cordial when I needed a permit. I feel like I can freely ask questions without worry.	Good	They are quick to respond when I ask to have an adjacent empty lot mowed because of weeds encroaching into our lawn from the empty lot.	

		Many residents are getting sloppy about cleaning up their property. We need an incentive program to encourage folks to take junk to the Wyoming dump.	
	Fair		Excellent
again to many people cut staff get your cost of permits down to many overpaid workers			Fair
Last time I had an inspection, the inspector without telling me screwed in a carbon monoxide detector into the wall where I just had it painted. I did not get a letter, warning or anything just holes in my wall. I had to re-hire the painter to get them removed. While I take responsibility for violating the code and now have carbon monoxide detectors in every room, I would have preferred a less invasive action.			
			Good
			Good
the fee's are to high and regulations excessive	Fair	it infringes on personal property rights and is a hardship to the less fortunate.	Fair

	Fair	Inconsistent	
			Fair

terrible, like pulling teeth			
too many permits required. Really? I have to pay the city to cut down a tree in my yard!			

Based on comments I've heard but not experienced, it's too hard and cumbersome to open a business in FL. Licensing is far more difficult than in neighboring towns.	Fair	Winnick's salvage yard is more of a dump than a recycling facility. They have gas pumps that have been there for over a year.	

		Seems like some homes are allowed to be built too large and too close to the lake or in areas that I feel should be kept as wetlands.	
It would be nice to see a "theme" like Hugo or White Bear Lake has rather than a build it and they will come mentality. What a mess of a town.	Fair	Does not appear to be consistent. The Lone Oak is really up to standards? Gross.	Fair
I continue to see violations of City Ordinances by folks who just ignore the rules because they know that there is very little (and very loose) inforcement of the rules by the Planning and Zoning team.	Poor	If planning and Zoning spent more time in the field they could pay their wages through fines and permit fees. The unwritten code and community attitude is far too much of the "Just do it!" attitude.	Good

	Fair	the city needs to hold home owner's and business owners responsible for up keep of trash and old junk cars worn down fences	Fair

			Good
<p>The inspectors are very knowledgable. But Maybe I have higher expectations from living in other metro cities but it seems like this city is still living in the 1980's with the way they do business and communicate with residents. Many other cities have permits, surveys, etc, online that you can access yourself. Forest Lake is really behind other cities.</p>			Fair
<p>2 locations for city services is confusing. Present facility is terrible. City staff in this area are not seen as particularly helpful or energetic.</p>	Poor	<p>This seems like a bottom priority, particularly property maintenance. I've seen refrigerators sitting outside a house for several years, yards full of junk. Would like to see more emphasis on property maintenance.</p>	Good

	Poor	See property comments above.	Poor

		if there are codes related to cars and other items being parked or stored on lawn/grass areas these codes are not enforced. if there are not codes related to these things there should be. when you live in a residential area there should be expectations for things, and sometimes junk, filling front porches, lawns, etc. If people want to store cars and snowmobiles on the lawn they should live in the	
	Fair		Fair
I've only had a couple of experiences and they were not good	Fair	We need to set a high standard on the maintenance of commercial property	
			Don't know

<p>I do not know what type of job is being done but I think we may be behind on fire inspections.</p>	<p>Poor</p>	<p>Many properties seem to be neglected and in violation of city code.</p>	<p>Fair</p>
<p>building inspectors do not know how to show up on time in my experience but other than that everything is good with my experience.</p>	<p>Good</p>	<p>unsure why there is a large business going in by airport/hockey arena. Thought that was not zoned to be used in that manner?</p>	<p>Fair</p>

		There's an empty lot by us where they never cut the grass and now people have taken to dumping their unwanted items there. TVs etc. why doesn't the city contact the owners and make them take care of it?	
	Fair		Good
My only experience was terrible. Dictatorable.	Poor	Parks etc well maintained some by private parties.	Fair
	Good	Eliminate vehicles parked on the front lawn of houses	
Too many fees and perrmits			
			Poor
It appears their is no supervision or followup. They can tell P&Z whatever they need to go get the permit then the city does not follow up or enforce anything.	Poor	Seems poor. I obviously do not know the activity of code enforcement.	Poor

	Poor	Peopls sell things on there front lawns, houses need to be told to clean up or ticket on North Shore Trail - houses that back up to north shore trail.	Poor
I don't understand how variances can be issued, or by what criteria they are decided. I don't believe the city should give any credence to complaints from ANONYMOUS sources. If people aren't willing to identify themselves when they make a complaint to the Building inspector (or any City agency) then their complaint should be ignored.			Good
			Good
			Fair

	Poor	i have called about violation, nothing happened,there is very little contro of the lake	
			Good
Efficient	Good	Could be stronger	Good

The clerks at the licensing office by the library are quite often rude.			Good

			Good
Would like to get all city services under one roof.			Good

way much			
The service is slow, however, strapped with state rules and mandates.	Good	See answer to previous question.	Excellent
permitting requirements seem to have become excessive for replacing existing items that are old or have been damaged.			
			Poor

that buliding dept. needs a lesson on how to treat people			
improving	Good	access much improved - questions addressed in a timely manner	

	Fair	The empty lots in our neighborhood never get mowed and it is a place for people to throw thier junk. It becomes a health hazard(attracting rodents and other animals) as well as unsightly.	
We had Dan and Tim out recently for an inspection and they were prompt and friendly on the phone.	Poor	We are paying for street lights and water and we don't have streetlights and we have a well.	Fair

Acceptable			

	Fair	This is very hard to measure but I do see quite a number of properties around the city that are in disrepair.	
			Fair
Few times I had to deal with them I always had an issue or the ladies at the front were a little rude when I didn't understand. Instead, they need to understand I don't know what they do so they actually have to take the time to explain it.			Good

	Poor	Prop. maintenance: Houle's is an eyesore. I don't think anyone else in the city would be allowed to be in such disrepair. I believe that you made Winnicks clean up and they look so much better!	
	Good	there is too much enforcement	
poor follow up			
	Poor	I realize that living in a very conservative, rural community means that property rights rule, but some way of getting rid of rusted vehicles in yards, and unkept properties should happen.	

			Good

			Good

	Fair	Look at apperances of so many houses and buildings in town, deplorable!	
			Good
Not as timely as we'd like in our experience. Difficult to reach some departments - seems they have limited hours. Qualty, professional services once we were able to secure them - especially your electrical inspector. Good guy.			Good
			Poor

			Good
Too much red tape! Make the process simpler and easier...fire inspector is out of control			
arbitrary inconsistant different rules for different folks too many permits and fees FOR everything city has a history of unlawful intentional predetermined illegal and outcomes of liscensing	Fair	city should do a better job of enforcement of distressed properties fire and health hazzards go unchecked for long periods of time	Good
	Poor	Seems like broken windows next to City Hall would violate some maintenance ordinance and the porno store building looks like it is falling down. Can it meet code?	

	Poor	Where is the fire marshall? I have been to numerous businesses and found fire equipment way outdated.	
	Fair	Lots of homes that in need of maintenance and disabled vehicles in yards.	
			Good
			Good

			Fair
			Fair
			Poor
			Poor

	Don't know	I am not sure what the codes are but there are many businesses and residential homes that do not maintain their property to make it pleasing to the eye.	Fair
	Poor	The city counsel makes rules and then NO ONE enforces them, even when a complaint is make.	Fair
there is too much licensing, permitting, inspection			Good

			Fair
This needs a major overhaul. The citizen should get their's money's worth for any city fee.	Fair	What happened to enforcement of the revised sign ordinance that was supposed to start after Labor Day?	Good
			Good
			Good
	Poor	Unfair	Poor
Gross over regulation.	Poor	Gross over regulation.	Poor
	Poor	Zoning office needs performance evaluation. They skew interpretation ordinance language for their desired outcomes over desires of FL citizens.	Good

			Fair
	Good	There is a path that runs adjacent to our property that needs some TLC... it is being uprooted from weeds underneath, the tar is splitting in several areas, and someone from the city came and repaired a culvert issue a couple of years ago and has yet to return to cover the sand a rocks with tar. Do you know what it is like roller bladding down the hill and then coming upon that!? The path is over by Kwik Trip and	Excellent
The building inspection department was helpful and pleasant when I got new siding, a new roof and a new furnace.	Fair	I have neighbors who park on the street overnight, have 5 cars in the yard day after day after day	Don't know
Too many restrictions, too many fees.			Fair

	Fair	I have a a man living behind me and his place looks like a junk yard. I have reported it and still no one has done one thing to chang his yard! The building inspector has not done one thing. Yes I do get up set with some thing.	Poor
Is all the licensing/permitting necessary? I can see where a private citizen could unknowingly be out of compliance.The building inspection is good for public buildings & contractors building for profit.	Don't know	Is this information reported at the City meetings? I read about the apartment buildings on 11th Ave west of 12th street on the north side where the tenants are treated horribly and live in poor conditions. Has the situation between owner, FL and tenants living conditions improved? I never heard. How would I know of code enforcement issues and sultions? Your website?	Excellent
	Poor	what's with motel on 61 near BAB ?	
	Fair	What is that monster of a building you allowed in the back yard off 16th St SE??? How did that pass DNR impervious surface?	
	Poor	we made a complaint regarding a large compost site in an empty lot next to us, never had any follow up with the city	
Have you ever tried to work with them?	Poor	Look at the discrepancies between what happens in the city that goes unnoted and unchallenged. But when trying to get a permit for similar projects you can't and the people in violation continue as if they did nothing wrong.	

	Poor	I know someone who has a horrible neighbor, this persons home is in need of major repairs and the weeds and grass are out of control, my friend has been told by the city that there is nothing they can do about it.....seriously the entire block on 15th ave se has to suffer because of one bad person?	
	Poor	I have found that there is very little enforcement unless there are numerous complaints, making the neighbor be the bad guy.	
	Don't know	Could probably use better markers to identify home owner property lines	
Permits are sky high, I have no experience with building inspection			
People aren't going to want to move here if there are not parks, trails and programs for their kids to participate in.			
Licensing and permitting is GOOD. Inspection services are POOR at best.			
It took the city a year to inspect our new roof.			
I haven't used these services.			
Citizens need the ability to apply for simple permits and licenses, online. (For example, a fire/burning permit.) City hall hours are inconvenient, and I see no reason why we can't apply online, and print our own permit like other cities and counties.			

<p>As a business owner, the city is not a partner with the business owners. They are not there to assist local businesses, but see how many hoops they can make us jump through. very business unfriendly city.</p>			

Comments:

Chantal and other city staff are very cooperative and responsive.

very high cost to live in town

I am impressed with the new city manager Aron Parish. I do not feel we should take tax paying property to build a new city offices

Just want to add - I'm against a big marina being built. I believe it would completely change the quality of life around the lake. And, the quality of life of the town.

the system needs to listen to the public input and respond in there behalf not on their pesonal agenda;s

I'm sure it a resource thing. We need to be open to paying for things that will make our city a great place to live. I like our neighborhood, but I don't really like the City of Forest Lake. When people come to visit us, they don't "get" Forest Lake. Is there a downtown? Is everything right by 35W and is that it? Just mediocre shopping and a few restaurants? Where are the parks? Where are the trails, recreation places, who uses the lake if you don't live on it?? We can do better.

They do what they can with what little they have to work with. No taxes, no amenities ... no services ... no nothing.

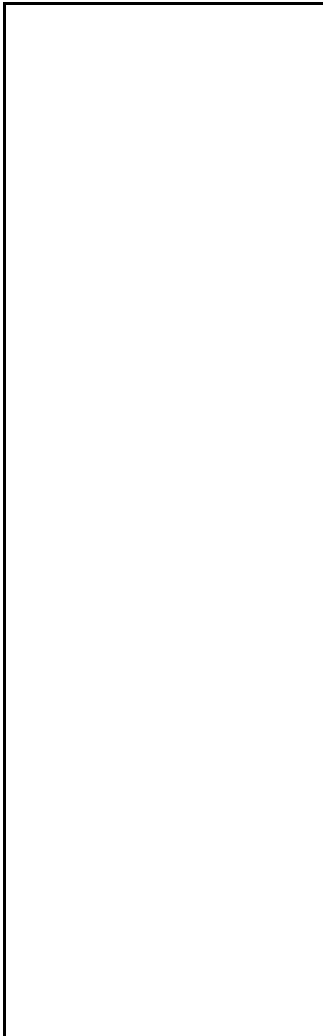
Accept for seeing so many folks ignoring the rules, I really like this town and hope it becomes a 21st Century City some day!

to the city management
their is NO need for new
city office. the northland
mall don't force tax
payers pay for your back
door deals.

We enjoy the lower taxes and are willing to accept less services or a longer wait for them

One last thing. Forest Lake's communication with its residents is horrible. Again, it's like this city is still living in the 1980's. Other cities send out regular newsletters that are full of ongoing events, project updates, etc. Forest Lake residents rarely get a newsletter and when they do it's got nothing in it. Residents seem to rely on the opinion sections of the newspapers (which are often politically slanted by the extremists). A new city hall or police department might be needed, but how about you give us the information so we know the details.

City hall needs refreshing. It still feels like a sleepy place.



No Parks and Recreation
department.

need parks and rec.
department!

I was hoping there would be a question about the lake. I live on the waterfront in the bay. I would really like to see the entrance to the bay dug deeper so larger boats can get through. I'm told its only about 2.5 feet deep at that point normally, and with water down I can't get my inboard through since I have no trim control to raise my prop.

Forest lake needs to continue to improve it's relationship with the bussiness community and the public at large.

New utility billing service made a horrible transition. Hopefully this will improve over time but the transition was lousy. Not much thinking done on the transition.... NOT ALL PROPERTY IS OWNER OCCUPIED..... company did not transition tenants names/addresses on billing so tenants were not receiving bills for 2012!

When an email is written to the whole council with questions, nobody from the council ever responds. You don't know if they even received it. What good is the link if they don't use it? We need a sound ordinance to stop the loud booming music from cars. Don't hide costs for streets in utility bills and call it a fee. If you need more money for streets then say so, don't hide it. Either way we're paying so say what you need. Chantel is the best thing about this city!

I'm have wet land and pond for city water then have to pay to have mine and others water go into it.

Non-responsive email replies.

Poor management. No one stands up to directors.

What do I get other than
Fire and Police?

Employees in the City
office are VERY helpful!
Cheerful, too!

The senior center is
important to me. Keep
supporting it!

Web page not current.
I.E., Did not list extended
hours on Sunday for
compost. Problems with
on line pay for water.

need open time for
citizens to speak at city
meetings.

For a town our size they
providing a good service.
There is always room for
improvement and
upgrading

Except for the parks (we need improvements-see comment above, please). Also, could we build an outdoor pool, please? I notice this survey does not mention the lake facility at all. Our beach area is too small.

--

--

--

--

--

--

It's good to live in Forest Lake.

--

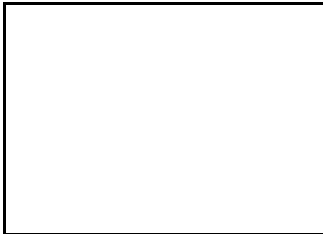
Services we have are good but we are severely lacking amenities.
--

--

--

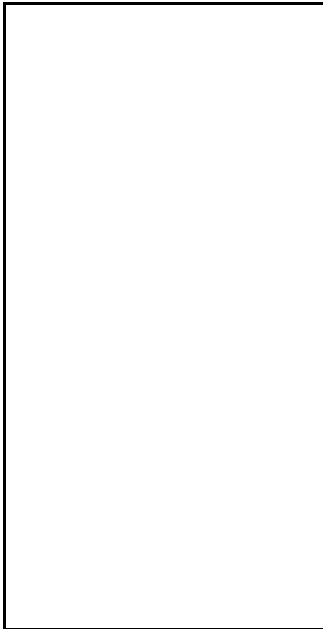
--

Other than the inspection team, fair to poor. Again, we never see the police, we don't use any of the services, but we still pay additional property taxes for them because we now belong to the City instead of still being the Township. I really don't like it.

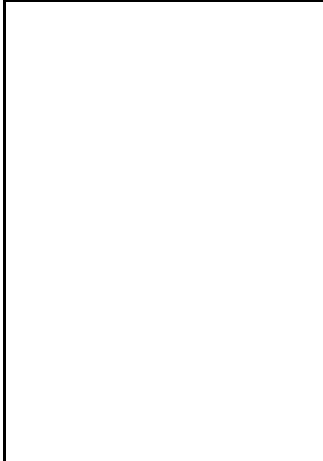


I am not impressed with how water billing has been outsourced! The company did not factor in people who were renting properties. All bills were sent to the property owners (as before the switch to outsourcing). However, no one made sufficient attempts to notify rental owners that the bill statements they were getting were not just copies (as they had been before the switch to the outsourced company), but they were the actual bill. It should have been a factor to consider prior to switching to the outsourced company.

Police and Fire are excellent. Public Works is good.



Clean up the streets.
Mayor Johnson is the first
person since Ray
Daninger that considers
the future of Forest Lake
and ways to improve it.
Other city council
members need to stop
nitpicking about little stuff
and start looking at ways
to improve the city.



Workers are good -

Please work on development of the Northland Mall area and 61 corridor. We support your efforts. We recently toured the police department and were appalled at the condition of their space and equipment. They deserve better - not the Taj Mahal, but certainly better than we're providing.

The mayor doesn't allow the public to speak at meetings. He's an arrogant prick.

Thanks!

during my 20 plus years
of dealing with the
township and city i have
been discriminated
aganist the city/twn has
been arbirtary, capratious
and selective in their
dealings with the public

Very unsatisfied with the payment options for sewer service i.e. not accepting payment from bank

I am disappointed that the Utility billing web page is NOT on. I pay our sewer & water bill ON LINE w a credit card. I was told back in June that the service would be up & running in July. July has come & gone-no service. Again, in Sept. I asked again-was told it would be up & running in Oct.-so far- NOTHING! I don't want to be charged an extra \$9.00 to do the card transaction by phone. Please get this service back up! Thank you.

Need taxi or bus for thos who can't drive anymore or have a car.

Would rank it good to excellent if we could have an available option to drop off yard waste on the weekends.

Why is there a law on dogs/leash and not on cats? We have a neighbor w/4 cats, run all over, crap everywhere and city does nothing. Complained several times. Never saw a street sweeper this fall - streets around here look terrible!

We need more police to drive around in the morning and afternoons when kids are coming home from school or wating by the bos stop

We love our town, I just believe it could be upgraded in areas and spruced up in others. We are a multiple sport family and are envious of the facilities we see in other communities. I also have a concern over the quality of our high school, I have seen broken ceiling tiles, stains on the ceiling and walls and wonder if the major repairs have been overlooked also. I, for one, would be willing to pay a little more in taxes to have these things upgraded.

The tax payer's funds spent on roundabouts and recreational bridges in not responsible spending when the streets in this town need major work

the services are fine...quit taking my money / leave me alone

The City of Forest Lake utility billing needs to get its act together.

Services provided are good, but way too expensive. Good services can be maintained with lower payroll expense.

Please clean up city buildings.

One used to be able to pay utility bills online. This is no longer available. This service should be reinstated.

Mayor sucks. Wish he'd allow citizens to speak at meetings.

Law enforcement has exploded despite no requests from town residents for additional services during annexation proceedings. Councils have rolled over for kingdom building. Chiefs waiving artificial staffing formulas from elsewhere.

Kudos to Chantal. She represents FL very well.

In between good and fair,
if I have to pick one I
would go with fair.

I truly enjoy Forest Lake
and glad that we live here.

I am unsatisfied with the
arrangement with
Northland Nurseries for
the composting. They
need evening hours and
Sundays other than in the
fall. I don't appreciate
having to haul leaves in
my car for almost three
miles. Instead of turning
Bixby Park into another
park, why can't we put the
composting back there. It
was much more
convenient

Cut the police
department, curb the fire
department demands for a
new building, stop
Johnson at all costs - he's
killing us all (except his
back pocket boys).

clean up the guy behine
me yard.

City hall staff is quick to
answer questions, are
very knowledgable and,
best of all, curteous.

Member Schmidgall introduced the following resolution and moved its adoption:

**RESOLUTION AUTHORIZING REPORTING REQUIREMENTS
FOR THE LOCAL PERFORMANCE PROGRAM**

WHEREAS, in 2010, the Minnesota Legislature created a Council on Local Results and Innovation; and

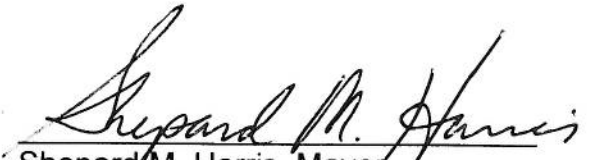
WHEREAS, benefits to the City are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; that participate in the program adopted by the Council on Local Results and Innovation; and

WHEREAS, the participation in the program furthers the City of Golden Valley's goals of improving service delivery and enhancing communication with residents; and

WHEREAS, the City Council has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal outcomes; and

NOW, THEREFORE, BE IT RESOLVED THAT, the City Council of the City of Golden Valley, will report the results of the performance measures to its citizenry by the end of the year through posting on the city's website and various city publications.

BE IT FURTHER RESOLVED, the City Council of the City of Golden Valley will submit to the Office of the State Auditor the actual results of the performance measures adopted by the City.


Shepard M. Harris, Mayor

ATTEST:


Susan M. Virnig, City Clerk

The motion for the adoption of the foregoing resolution was seconded by Member Clausen and upon a vote being taken thereon, the following voted in favor thereof: Clausen, Harris, Pentel, Scanlon and Schmidgall; and the following voted against the same: none, whereupon said resolution was declared duly passed and adopted, signed by the Mayor and his signature attested by the City Clerk.



Report on Performance Measures for 2013

City of Golden Valley

General

1. Rating of the overall quality of services provided by your city

Source: Citizen Survey, Question 27

Excellent	Good	Fair	Poor	DK/R
15%	71%	8%	1%	5%

2. Percent change in the taxable property market value

-1% for 2012 payable year 2013

3. Citizens' rating of the overall appearance of the city

Source: Citizen Survey, Question 55

Excellent	Good	Fair	Poor	DK/R
12%	83%	5%	0%	0%

Police Services

4. Part I and II crime rates as reported by the Minnesota Bureau of Criminal Apprehension.

Part I Crimes	Part II Crimes
575	1,559

Output Measure: Police response time on top priority calls from dispatch to the first officer on scene:

3 minutes for 2012

Fire Services

5. Citizens' rating of the quality of fire protection services

Source: Citizen Survey, Question 10

Excellent	Good	Fair	Poor	DK/R
64%	35%	0%	0%	1%

Output Measure: Fire response time from dispatch to apparatus on scene:

6:05 minutes for 2012

Streets

6. Citizens' rating of the road condition in their city

Source: Citizen Survey, Question 24

Excellent	Good	Fair	Poor	DK/R
15%	65%	13%	7%	0%

7. Citizens' rating the quality of snowplowing on city streets

Source: Citizen Survey, Question 25

Excellent	Good	Fair	Poor	DK/R
31%	64%	3%	2%	0%

Water

8. Citizens' rating of the ①dependability and ②quality of city water supply (centrally-provided system)

Source: Citizen Survey, Question 20-21

	Excellent	Good	Fair	Poor	DK/R
①	37%	62%	1%	0%	0%
②	33%	60%	1%	0%	0%

Output Measure: Operating cost per 1,000,000 gallons of water pumped/produced (centrally-provided system) (Actual operating expense for water utility / (total gallons pumped/1,000,000))

\$5,574/1,000,000 gallons pumped

Sanitary Sewer

9. Citizens' rating of the dependability and quality of city sanitary sewer service (centrally provided system) Source: Citizen Survey, Question 23

Excellent	Good	Fair	Poor	DK/R
25%	72%	2%	0%	1%

Output Measure: Number of sewer blockages on city system per 100 connections (centrally provided system) (Number of sewer blockages on city system reported by sewer utility / (population/100))

0.01/100 connections

Parks and Recreation

10. Citizens' rating of the quality of city recreational ①programs and ②facilities (parks, trails, park buildings)

Source: Citizen Survey, Question 14

	Excellent	Good	Fair	Poor	DK/R
①	39%	56%	1%	0%	4%
②	41%	56%	2%	0%	1%

At the regular Council meeting held Wednesday, June 19, 2013, at 6:00 p.m. in the Hibbing City Council Chamber, Clerk Patrick L. Garrity offered the following Resolution and moved its adoption:

RESOLUTION NO. 13-06-03

ADOPTING MODEL PERFORMANCE MEASURES

WHEREAS, the Council on Local Results and Innovation has released a standard set of ten performance measures for Cities; and

WHEREAS, by February 2012 the Council must create a comprehensive performance measurement system for cities and counties to implement in 2012; and

WHEREAS, cities and counties that chose to participate in the new standards measure program may be eligible for a reimbursement in LGA and an exemption from levy limits; and

WHEREAS, in order to be eligible for a LGA reimbursement and exemption from levy limits, the City has officially adopted the corresponding ten performance benchmarks developed by the Council and submitted a declaration of that adoption to the Office of the State Auditor by July 1, 2013.

NOW, THEREFORE, BE IT RESOLVED, by the City Council of the City of Hibbing, County of St. Louis, State of Minnesota, that the City has adopted and implemented the minimum ten performance measures developed by the Council on Local Results and Innovation:

BE IT FURTHER RESOLVED that the City has implemented a local performance measurement system as developed by the Council on Local Results and Innovation

BE IT FURTHER RESOLVED that the City will report the results of the ten adopted measures to its residents before the end of the calendar year through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED that the City will survey its residents by the end of the calendar year on the services included in the performance benchmarks.

The motion to adopt the foregoing Resolution was duly supported by Councilor Jennifer Hoffman Saccoman and, upon being put to a vote, carried as follows:


FOR ADOPTION: Councilor Jennifer Hoffman Saccoman
 Councilor Tim Harkonen
 Councilor Darby Sater
 Councilor Jack Lund
 Councilor Patty Shafer
 Clerk Patrick L. Garrity
 Mayor Rick J. Cannata

AGAINST: None

ABSENT: None

Passed and adopted this 19th day of June, 2013.

CITY OF HIBBING



Rick J. Cannata, Mayor

ATTEST: 
Patrick L. Garrity, Clerk-Treasurer

City of Hibbing Performance Measurements Program - 2012 Citizen Survey Results

	How would you rate the overall appearance of the city?	How would you describe your overall feeling of safety in the city?	How would you rate the overall quality of fire protection services in the city?	How would you rate the overall condition of city streets?	How would you rate the overall quality of snowplowing on city streets?	How would you rate the dependability and overall quality of city sanitary sewer service?	How would you rate the dependability and overall quality of city water supply?	How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?	How would you rate the overall quality of services provided by the city?
# saying Excellent	2 # saying Very Safe	24 # saying Excellent	33	2	11	17	18	18	5
# saying Good	35 # saying Somewhat Safe	32 # saying Good	20	28	27	31	31	35	35
# saying Fair	17 # saying Somewhat unsafe	1 # saying Fair	7	7	22	10	10	5	17
# saying Poor	11 # saying Very Unsafe	1 # saying Poor	0	11	6	3	3	4	7
# saying Don't know	0 # saying Don't know	0 # saying Don't know	6	0	0	5	4	2	2
Total Responses	65 Total Responses	58 Total Responses	66	66	66	66	66	64	66
% saying Excellent	3% % saying Very Safe	41% % saying Excellent	50%	3%	17%	26%	27%	28%	8%
% saying Good	54% % saying Somewhat Safe	55% % saying Good	30%	42%	41%	47%	47%	55%	53%
% saying Fair	26% % saying Somewhat unsafe	2% % saying Fair	11%	38%	33%	15%	15%	8%	26%
% saying Poor	17% % saying Very Unsafe	2% % saying Poor	0%	17%	9%	5%	5%	6%	11%
% saying don't know	0% % saying Don't know	0% % saying Don't know	9%	0%	0%	8%	6%	3%	3%

2011/Payable 2012 Taxable Market Value \$ 622,539,400
 2012/Payable 2013 Taxable Market Value 615,949,100

Reduction in Taxable Market Value \$ (6,590,300)

Percentage Reduction from Prior Year -1.06%

Primary Factors for Taxable Market Value Reduction:
 (1) Implementation of Market Value Exclusion
 (2) Decline in property values due to market conditions/economy

**CITY OF LITTLE CANADA
RAMSEY COUNTY, MINNESOTA
RESOLUTION 2013-7-120**

***A RESOLUTION DECLARING THE CITY'S PARTICIPATION IN THE OFFICE
OF THE STATE AUDITOR 2013 PERFORMANCE MEASUREMENT PROGRAM***

WHEREAS, Benefits to the City of Little Canada for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, Any city/county participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, The City Council of Little Canada has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

NOW THEREFORE LET IT BE RESOLVED THAT, The City Council of Little Canada will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED THAT, The City Council of Little Canada will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

Passed and duly adopted this 1st day of July 2013 by the City Council of the City of Little Canada, Minnesota.

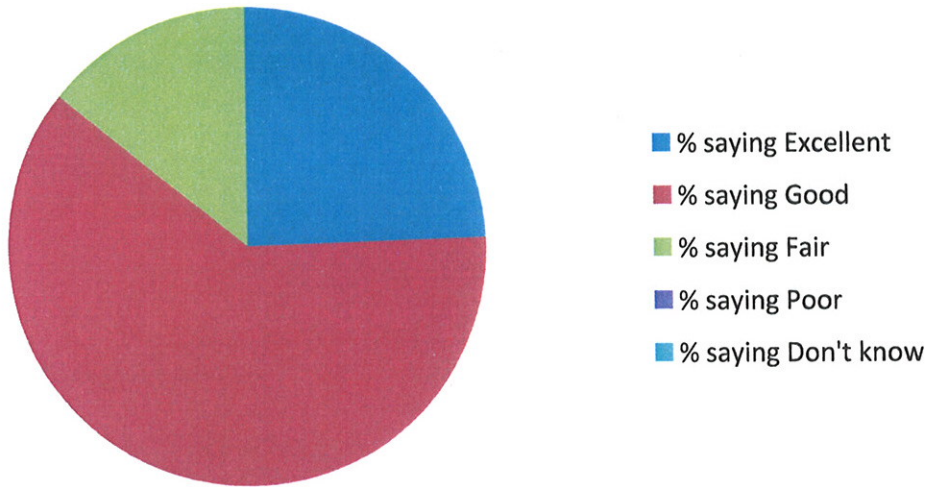
Attest: 
Joel R. Hanson, City Administrator

By: 
William Biesener, Mayor

Detail of Voting: Ayes 3 Nays 0

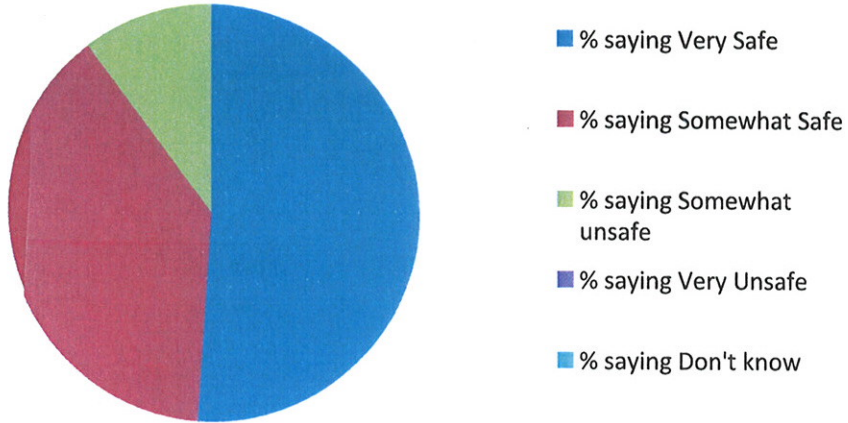
	How would you rate the overall appearance of the city?
% saying Excellent	24%
% saying Good	61%
% saying Fair	14%
% saying Poor	0%
% saying Don't know	0%

Overall appearance of the city



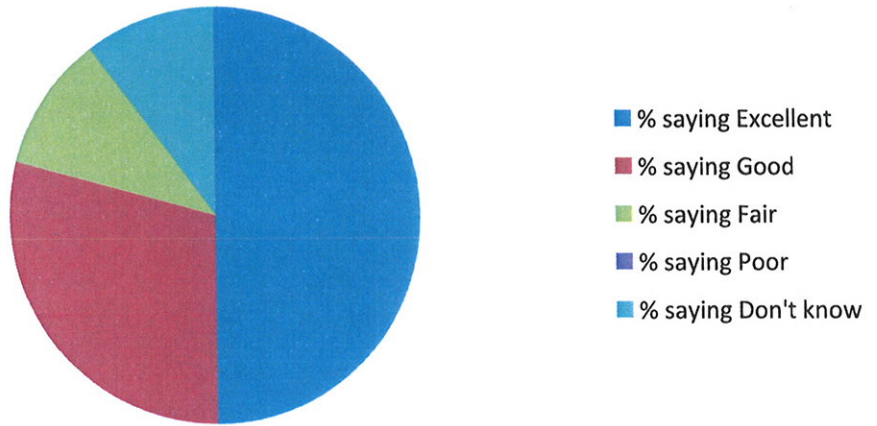
	How would you describe your overall feeling of safety in the city?
% saying Very Safe	51%
% saying Somewhat Safe	39%
% saying Somewhat unsafe	10%
% saying Very Unsafe	0%
% saying Don't know	0%

Overall feeling of safety



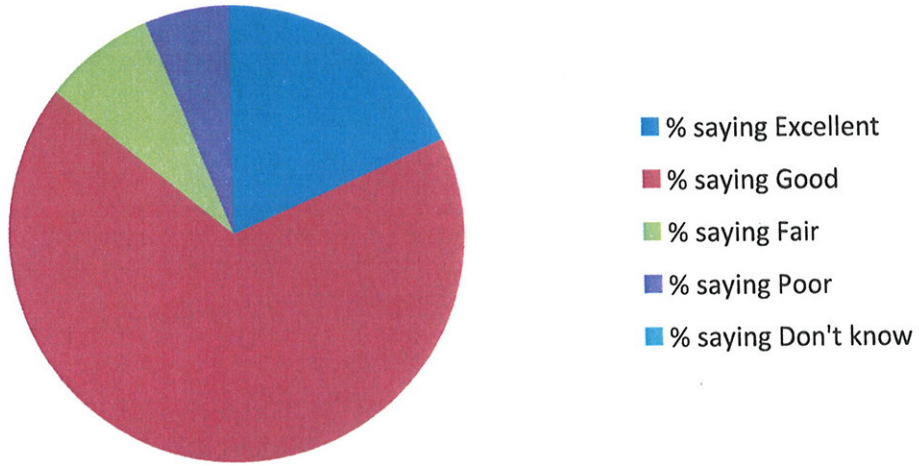
	How would you rate the overall quality of fire protection services in the city?
% saying Excellent	50%
% saying Good	29%
% saying Fair	10%
% saying Poor	0%
% saying Don't know	10%

Overall quality of fire protection



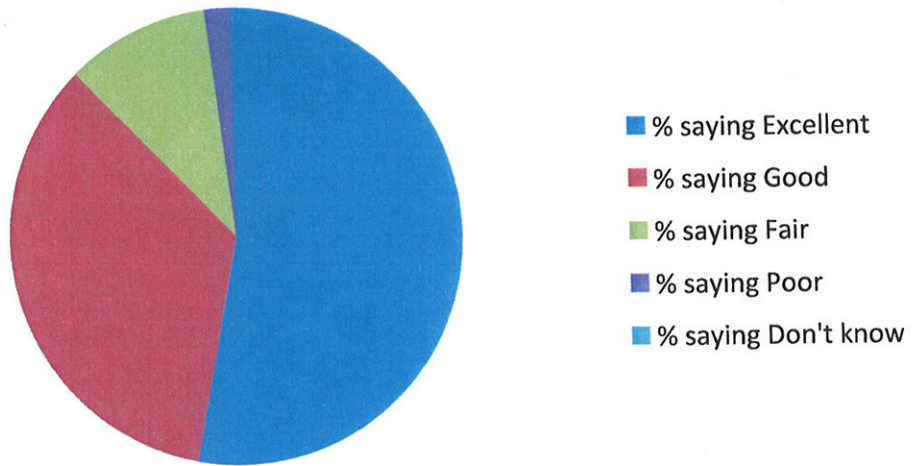
	How would you rate the overall condition of city streets?
% saying Excellent	18%
% saying Good	67%
% saying Fair	8%
% saying Poor	6%
% saying Don't know	0%

Overall condition of city streets



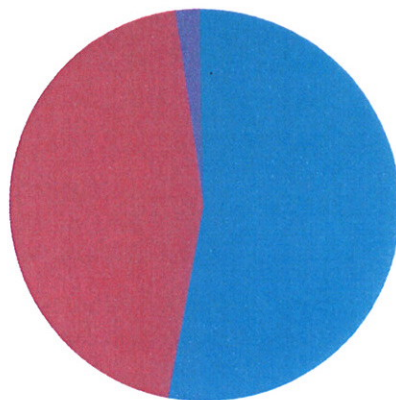
	How would you rate the overall quality of snowplowing on city streets?
% saying Excellent	53%
% saying Good	35%
% saying Fair	10%
% saying Poor	2%
% saying Don't know	0%

Overall quality of snowplowing



	How would you rate the dependability and overall quality of city sanitary sewer service?
% saying Excellent	53%
% saying Good	45%
% saying Fair	0%
% saying Poor	2%
% saying Don't know	0%

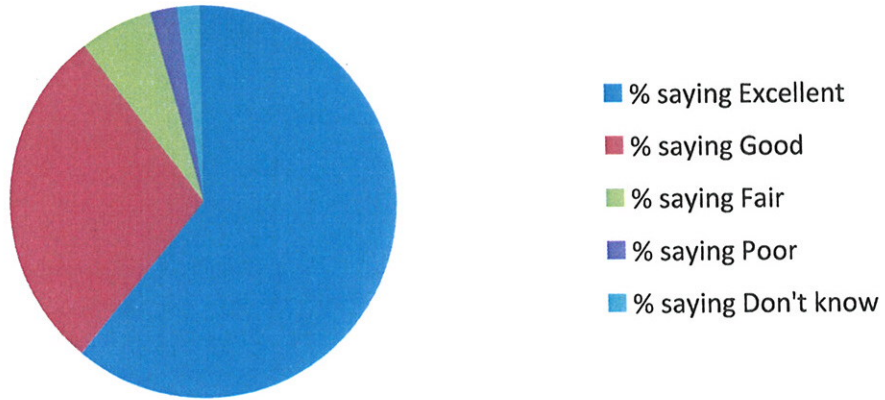
Dependability and overall quality of sanitary sewer



- % saying Excellent
- % saying Good
- % saying Fair
- % saying Poor
- % saying Don't know

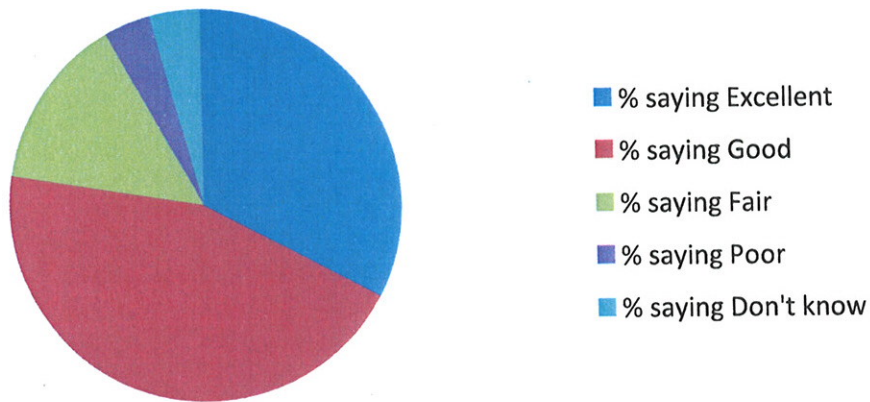
	How would you rate the dependability and overall quality of the city water supply?
% saying Excellent	61%
% saying Good	29%
% saying Fair	6%
% saying Poor	2%
% saying Don't know	2%

Dependability and quality of city water supply



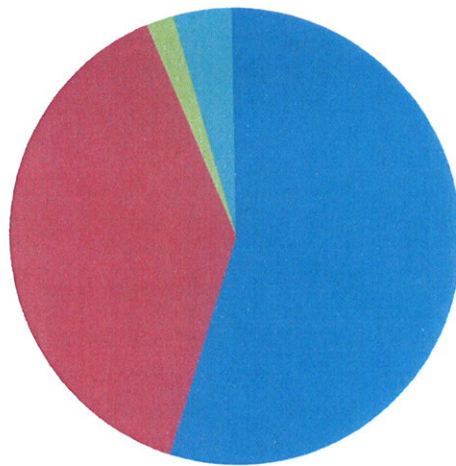
	How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?
% saying Excellent	33%
% saying Good	45%
% saying Fair	14%
% saying Poor	4%
% saying Don't know	4%

Overall quality of recreational programs and facilities



	How would you rate the quality of environmental services in your city (e.g. solid waste, garbage collection, recycling)?
% saying Excellent	55%
% saying Good	39%
% saying Fair	2%
% saying Poor	0%
% saying Don't know	4%

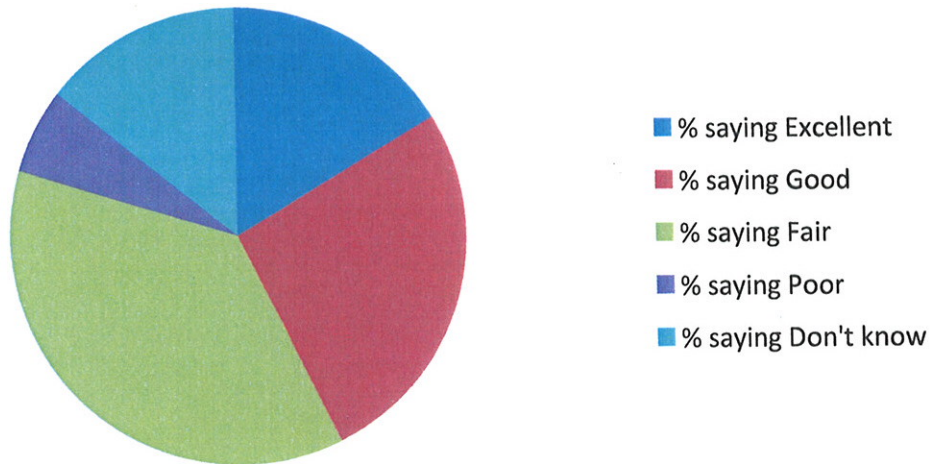
Quality of environmental services



- % saying Excellent
- % saying Good
- % saying Fair
- % saying Poor
- % saying Don't know

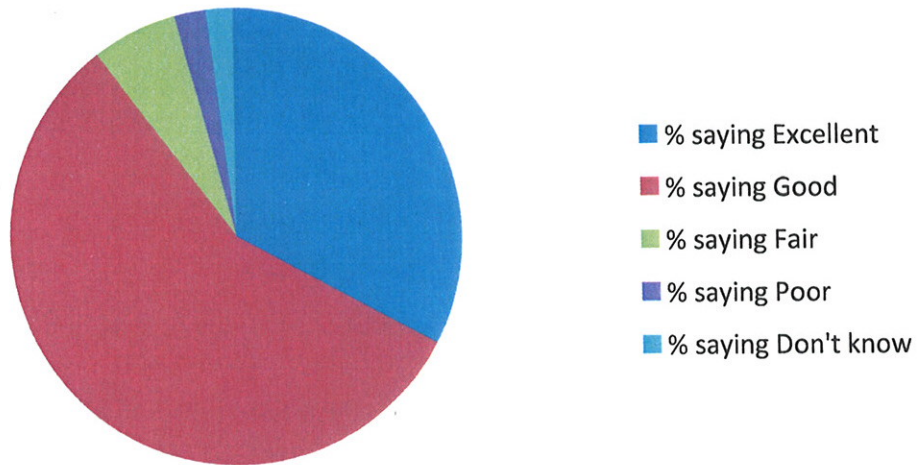
	How would you rate the quality of code enforcement services in your city (e.g. zoning, property maintenance)?
% saying Excellent	16%
% saying Good	27%
% saying Fair	37%
% saying Poor	6%
% saying Don't know	14%

Quality of code enforcement services



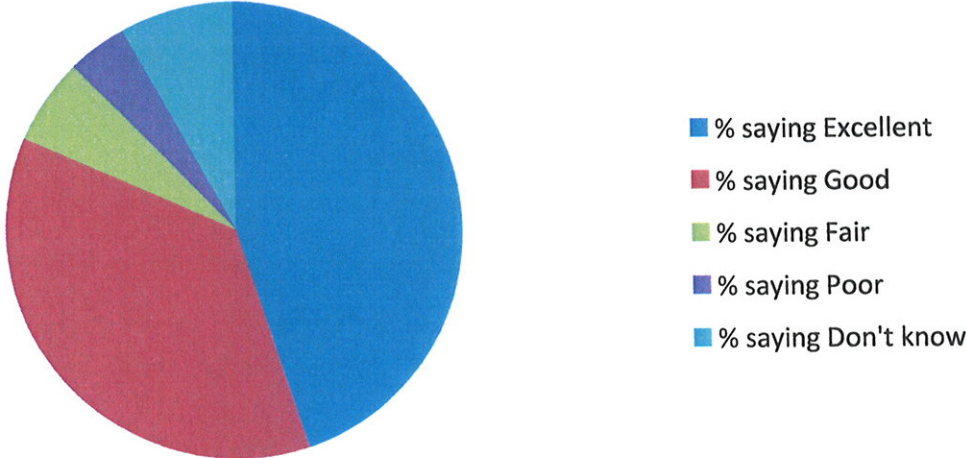
	How would you rate the overall quality of services provided by the city?
% saying Excellent	33%
% saying Good	57%
% saying Fair	6%
% saying Poor	2%
% saying Don't know	2%

Overall quality of services provided



	How would you rate the fiscal management and health of your city?
% saying Excellent	45%
% saying Good	37%
% saying Fair	6%
% saying Poor	4%
% saying Don't know	8%

Fiscal management and health of city





Le Petit Canadien

a publication of the
City of Little Canada

Check out our helpful environmental links! Find out where to bring yard waste, household hazardous waste, and other items that can be reused or recycled on page 2 of this newsletter.



Looking for some last minute winter fun? Register for the Little Canada Recreation Association's outdoor ice fishing contest to be held on Lake Gervais in February. See the article on page 4 for more details. Over \$4,000 in prizes!



Walking path within Gervais Mill Park.

Local Performance Aid Survey Results

In 2010, the Minnesota Legislature created the Council on Local Results & Innovation. In 2011, that group released a set of ten performance measures for cities and ten for counties. The Legislature also enacted a program of additional state aid equal to \$.14 per capita to assist communities in implementing a performance measurement program.

A condition of program participation is the requirement that the city conduct a survey of its residents to get their input on the ten required areas. (Little Canada added two additional questions for other areas of interest.) Little Canada's survey was available online through the assistance of the League of Minnesota Cities. We advertised this program in our August newsletter, on the City's website, and through a notice in our utility bills. The

Roseville/Little Canada Review also printed an article on this program.

Forty-nine (49) responses were received to the survey. All in all the results seem to indicate a high satisfaction level with City services. For specific results, see page 5 of this newsletter.

Annual Children's Ice Skating Party

Mark your calendars! The LCRA's 45th annual children's ice skating party will be held on **Saturday, February 9, from 1:30 PM to 3:30 PM** at the Fire Barns Skate Park, 440 Little Canada Road East. Clowns, food, beverages, prizes, races, and skating are all part of the fun.

Sheriff's Department Announces Community Outreach Initiatives

The Ramsey County Sheriff's Department (RCSD) is pleased to announce two new initiatives to enhance community outreach. The first is the Community Concerns Form that will enable citizens to share personal concerns, ideas, or observations with the Sheriff's office. The form can be accessed via their website at www.co.ramsey.mn.us/sheriff. Information can be provided anonymously or you can leave contact information if you want follow-up communications.

The second outreach initiative involves a partnership with CodeRED to provide targeted community alerts and notifications during critical incidents. Messages will be transmitted via voice (telephone), text, and e-mail. CodeRED notifications may include lost, abducted or missing children or vulnerable adults; increases in crimes in a particular neighborhood; predatory offender notifications; and hazardous material or chemical spill evacuations.

An important caution is that these types of systems are only as good as the telephone directory supporting them. Unfortunately, if your phone number is not in the directory, you will not be notified. However, the CodeRED system gives businesses and individuals

the ability to add their own phone numbers directly into the system's secure database. Citizens with internet access can enter and verify their information via the Sheriff's website at www.co.ramsey.mn.us/sheriff/alerts. Those without internet access may call the RCSD at 651-266-9333, Monday through Friday (8 AM - 4 PM) to supply their information. The required information includes first and last name, physical street address, city, state, zip code, and primary phone number. Cell phone numbers can be entered as well.

In discussing the benefits of CodeRed, Sheriff Matt Bostrom states *"The capability to quickly reach out in the course of a critical incident, with timely and directed information, will be one more tool to help the Sheriff's office deliver public safety services to all our communities."*



Bonnie Keran

Welcoming New Staff

The City of Little Canada is happy to welcome Bonnie Keran as its new part-time accountant. She has a bachelor's degree in accounting from Concordia College and over nine years of experience in the accounting field. For the past several years, Bonnie has been the office manager for the Good Samaritan Society, Heritage Place of Roseville. Bonnie and her family reside in Maplewood.

Helpful Environmental Links

Ramsey County Recycling & Disposal Hotline 24/7
633.EASY (3279)

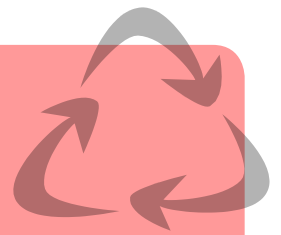
Resident Guide for Recycling & Disposal
www.RamseyAtoZ.com

Ramsey County Yard Waste Hours & Locations
www.co.ramsey.mn.us/ph/rt/yard_waste_collection_sites.htm

Ramsey County Household Hazardous Waste Program Hours & Locations
www.co.ramsey.mn.us/ph/hw/household_hazardous_waste_collection_sites.htm

Green Ramsey
on Twitter & Facebook

Your Go-To Guide for Waste & Recycling in the Twin Cities
www.RethinkRecycling.com



Commission Vacancies

The City of Little Canada is seeking applicants to fill two vacancies on the Parks & Recreation Commission and two vacancies on the Planning Commission. The terms of office are for three years from January 1, 2013 through December 31, 2015. The Parks & Recreation Commission meets once a month on the first Thursday of each month. The Planning Commission meets once a month on the second Thursday of each month. Each Commission also meets periodically for special meetings and workshops. Members receive compensation for each meeting attended.

For more specific information on Commission duties, please contact our City Clerk Kathy Glanzer (651-766-4047 or kathy.glanzer@ci.little-canada.mn.us). All persons desiring to serve on either of these commissions are requested to submit their own resume and letter of interest on or before Thursday, December 6, 2012, to the City Administrator, City of Little Canada, 515 Little Canada Road East, Little Canada, MN 55117. Applications will be considered at the City Council meeting on Wednesday, December 19.

Season's Greetings from Canadian Days!

At the close of 2012, the Canadian Days Committee wants to take a moment to wish you a joyful holiday season and peace, love, and laughter throughout the coming year. We warmly think of those whose friendship, support, and goodwill mean so much to us. During this season's chilly weather, remember that spring and summer follow winter, so save the dates for the 2013 Canadian Days festival: August 2, 3 and 4!

HOLIDAY GIFT IDEA!

Canadian Days sweatshirts and t-shirts are available for purchase from \$10-\$22 at Little Canada City Center in the following colors and sizes:

- Island yellow t-shirts are available in Youth X-Small (2-4); Youth Medium (10-12); Youth Large (14-16); Adult Small-XL; and Adult XXL.
- Kiwi green t-shirts are available in Youth Small (6-8); Youth Medium (10-12); Youth Large (14-16); and Adult Small-Medium.
- Gray t-shirts come in Adult Small to XL.
- Red sweatshirts are available in Adult Small to XXL.
- Light blue sweatshirts are available in Adult Large and XL.

Some sizes and colors are limited in quantity, so hurry in for the best selection.

Election Results

With the elections now behind us, here is a summary of how Little Canada voted in 2012:

PRESIDENT/VICE-PRESIDENT	VOTES	%
Obama/Biden	3,341	60.1
Romney/Ryan	2,046	36.8
US SENATOR	VOTES	%
Amy Klobuchar	3,726	67.0
Kurt Bills	1,372	24.7
US REPRESENTATIVE	VOTES	%
Betty McCollum	3,174	57.1
Tony Hernandez	1,612	29.0
STATE SENATOR	VOTES	%
Bev Scalze	3,294	59.3
April King	1,898	34.1
STATE REPRESENTATIVE	VOTES	%
Jason "Ike" Isaacson	3,070	55.2
Ken Rubenzer	1,918	34.5
RAMSEY CO COMMISSIONER	VOTES	%
MaryJo McGuire	1,905	34.3
Sue Jeffers	2,208	39.7
AMENDMENT #1 – MARRIAGE	VOTES	%
Yes	2,489	44.8
No	3,070	55.2
AMENDMENT #2 – VOTER ID	VOTES	%
Yes	2,359	42.4
No	3,200	57.6
LITTLE CANADA MAYOR	VOTES	%
Bill Blesener	3,748	67.4
LITTLE CANADA COUNCIL	VOTES	%
Michael McGraw	2,850	51.2
Rick Montour	2,780	50.0
OTHER STATS	VOTES	%
Total # of votes cast	5,559	84.0



Jimmy John's Opens

The City is pleased to welcome Jimmy John's Gourmet Sandwiches to Little Canada. They are located in The Village Office Center at Rice Street and Little Canada Road.

WINTER ACTIVITIES FOR KIDS

Registration has started for several children's winter activities. Register online via a link on our website or print a copy of our registration form available online in order to mail your registration to us. Registrations may also be dropped off at Little Canada City Center during our business hours or placed in our after hours drop box. You may even fax your registration to us at 651-766-4048 if you are paying by credit card.

BASKETBALL CLINIC

Boys & Girls, Ages 6-8

This instructional clinic is designed to teach children the basics of basketball and to prepare them for league play that begins at the third grade level. Sessions held at Little Canada Elementary School.

Registration Rate: \$30 residents, \$35 non-residents (a \$5 late fee will be assessed after Friday, December 14, 2012).

DAY	DATES	TIME
Saturday	1/5-2/9	12:30-1:30 PM

SKATING LESSONS

Boys & Girls, Ages 5-12

This instructional course gives children the opportunity to learn ice skating basics on the outdoor rink at 430 Little Canada Road East. Classes last a half hour sometime between the hours of 11 AM and 1 PM.

Registration Rate: \$30 residents, \$35 non-residents (a \$5 late fee will be assessed after Friday, December 14, 2012).

DAY	DATES	TIME
Saturday	1/5-2/16	Varies

WINTER GYMNASTICS

Boys & Girls, Ages 5-12

This instructional class teaches children the basics of gymnastics, acrobatics, and tumbling. All classes held at Little Canada Elementary School.

Registration Rate: \$30 residents, \$35 non-residents (a \$5 late fee will be assessed after Friday, December 14, 2012).

DAY	DATES	TIME
Thursday	1/3-3/7	6:15-7:15 PM

FASTPITCH REGISTRATION

The Roseville Area Girls' Fastpitch Association will be conducting registration at Roseville City Hall on Tuesday, February 5, from 5 PM to 9 PM. Players who live in or attend school in Roseville Area School District #623 are eligible to play. New players should bring a copy of their birth certificate to registration. Visit www.rosevillefastpitch.org for more information.



Ice Fishing Contest

Over \$4,000 in prizes! New children's bracket for 13 & under!

The Little Canada Recreation Association (LCRA) will be hosting their 2nd Annual Ice Fishing Tournament on Lake Gervais, **Saturday, February 2, 2013, from noon to 3 PM.** Advanced registration tickets are \$15 and are on sale now at various sites in the area including Little Canada City Center. Tournament day registration is \$20.

Come and enjoy a day of family fun with plenty of opportunity to win prizes. For more information including other ticket locations, tournament rules, prizes and periodic updates visit the LCRA's website at www.lcraonline.org.

Help Wanted

We are accepting applications for part-time seasonal rink maintenance help. Hourly rate is \$9.75. Interested people can apply at Little Canada City Center or contact Jim Morelan (651-766-4045 or jim.morelan@ci.little-canada.mn.us) with questions.



2012 Local Performance Aid Survey Results, cont. from p. 1 (based upon 49 respondents)

QUESTION	EXCELLENT	GOOD	FAIR	POOR	DON'T KNOW
How would you rate the overall appearance of the city?	25%	61%	14%	0%	0%
How would you describe your overall feeling of safety in the city?	51%	39%	10%	0%	0%
How would you rate the overall quality of fire protection services in the city?	50%	29%	10%	0%	10%
How would you rate the overall condition of city streets?	18%	67%	8%	6%	0%
How would you rate the overall quality of snowplowing on city streets?	53%	35%	10%	2%	0%
How would you rate the dependability and overall quality of city sanitary sewer service?	53%	45%	0%	2%	0%
How would you rate the dependability and overall quality of the city water supply?	61%	29%	6%	2%	2%
How would you rate the overall quality of city recreational programs and facilities? (e.g. parks, trails, park facilities, etc.)	33%	45%	14%	4%	4%
How would you rate the quality of environmental services in your city? (e.g. solid waste, garbage collection, recycling)	55%	39%	2%	0%	4%
How would you rate the quality of code enforcement services in your city? (e.g. zoning, property maintenance)	16%	27%	37%	6%	14%
How would you rate the overall quality of services provided by the city?	33%	57%	6%	2%	2%
How would you rate the fiscal management and health of your city?	45%	37%	6%	4%	8%

Caught in the Park

Will we catch you in one of Little Canada's parks? We are proud of our parks and want to encourage use of these facilities. Visit our website to view pictures of our parks and a map showing park locations.

FEATURED PARK — Spooner Park

Melanie Cogan and her dog Buddy (*pictured right*) were caught on the Spooner Park trail system at the intersection of Noel Drive on a beautiful fall afternoon. Spooner Park is a fully-developed community park adjacent to Little Canada Elementary School, at 350 Eli Road. Amenities within this park include 5 softball fields, 1 soccer field, 2 lighted tennis courts, 2 picnic shelters, a band shell, a children's play area, horseshoe courts, a sand volleyball court, a basketball court, bituminous trails, and on-site parking. Picnic shelters can be reserved by calling 651-766-4029.



Adult Activities

MARKET PLACE MORNING TALKS, a monthly educational series of interest for seniors, is held at the Market Place Bingo Hall, 2900 Rice Street, at 9:30 AM on the second Wednesday of each month. Upcoming topics of discussion are:

December | No Session
January 9 | T'ai Chi Chih

"55 ALIVE" DRIVER CLASSES will be offered this spring for drivers age 55 and older. Dates will be known after February 1. Register online on our website or by calling 651-766-4029. Classes are held at the Little Canada City Center, 515 Little Canada Road East.

OPEN CO-ED VOLLEYBALL is being offered on Friday evenings, from 6:30 PM to 9 PM, at Little Canada Elementary School, 400 Eli Road. Season runs from January 4-March 29. This activity is very informal and fun. The cost is \$4 per evening and registration is available on-site.

SUMMER SOFTBALL will be offered again this year for men's and women's leagues with returning team registrations being accepted beginning Monday, January 14. New team registration begins on Monday, January 28. This league features double-headers that are held weeknights. Games are held at Pioneer Park beginning early May. Registration materials will be available on our website closer to the date of registration.



Your Help is Needed with our Fire Hydrants



The Fire Department and Public Works Department are asking residents for their assistance in clearing snow from around fire hydrants in their neighborhoods.

Large amounts of snow accumulation combined with the after-effects of plowing roads and parking lots can leave many local fire hydrants partially or completely buried in snow. This creates a challenge for firefighters responding to emergencies. Critical minutes can be lost if firefighters must clear away snow to gain access to the water provided by fire hydrants. You could help save your house or a neighbor's house.

Please help out by clearing away at least three feet of snow on all sides of the hydrant and an access point to the hydrant from the road if you are physically able to do so. If you need assistance, please contact Public Works Superintendent Bill Dircks (651-766-4049 or bill.dircks@ci.little-canada.mn.us).

Little Canada Elementary School PTA Thanks You!

Thank you to the following businesses and individuals who generously donated to the 2012 Little Canada Elementary Pumpkin Carnival that was held on October 27:

Barnes & Noble, Build-A-Bear, Bwana Archery, Candyland, Chanhassen Dinner Theater, Costco, Culvers, Division Stamping, Don Sager, Fra-Dor Inc., HOM, Horrace Mann Insurance, Joe's Sporting Goods, Le Petit Canadien, Linder's, Little Canada Fire Department, Little Canada Recreation Association, Macy's, Maplewood Community Center, Minnesota Swarm, Minnesota Twins, Minnesota Vikings, Minnesota Wild, Minnesota Zoo, Ordway, Radisson Hotel, Roseville Area High School AVID Program, Roseville Area Youth Hockey, Revive Chiropractic Wellness Center, Saints North Skating, Sara Lee, St. Paul Saints, Subway, The Provinces Apartments, Tropics Indoor Water Park, Little Canada Staff & Families

The Pumpkin Carnival was a huge success and fun was had by all. The funds raised from the Pumpkin Carnival will be used to pay for scholarships, student activities, school supplies/materials/equipment, and various enrichment initiatives.

Our school is very fortunate to be supported by such a wonderful community. We couldn't do it without the help of people like you.



Space Heater Safety

Space heaters can be dangerous! Over the years of 2006-2010, there were 84 fires in Minnesota related to space heaters. To help prevent a hazard, follow these recommendations:

- When buying a heater, look for one that has been tested and labeled by a nationally-recognized testing company.
- Keep the heater three feet away from drapes, furniture, or other flammable materials.
- Place the heater on a level surface where no one can bump it, knock it over, or place items on top of it.
- Keep electric heaters away from water. Never use them near a sink or in the bathroom.
- Warn children of the dangers of physical contact with an electric heater.

Streetlight Outages

If you see a streetlight that is out or malfunctioning in any way, please call Xcel Energy's streetlight outage line, 1-800-960-6235 or report it online at www.xcelenergy.com. You can also call Little Canada City Hall at 651-766-4029 to report streetlight issues. Once the outage is reported, Xcel usually has the light repaired within two or three days. You should also call Xcel Energy or City Hall if you see tennis shoes or other objects draped on power lines or any other utility lines.

Little Canada's Park & Ride Facility Opens

The new, 280 space Metropolitan Council Park & Ride lot, located at the northeast corner of Rice Street and County Road B, will be opening on Monday, December 10, with the first bus departing at 5:51 AM. The site utilizes innovative landscaping and conservation practices dealing with storm water. Free coffee will be available to commuters using the new facility on the 10th.

Snowplowing Regulations & Guidelines

The snow season is nearly upon us so the plow trucks will soon be out de-icing and plowing the city's streets, cul-de-sacs, city-owned parking lots, sidewalks, paths, and trails.

SNOW PLOWING POLICY —

Little Canada plows streets after any snowfall event of two inches or more. For accumulations less than two inches, a decision is made based on road conditions and the weather forecast. On occasion, the best policy is to plow a one-inch snowfall if the forecast calls for extremely cold conditions that could freeze the snow and cause rough and unsafe driving conditions. Salt is spread on roads when plowing is not necessary and also as part of normal plowing procedures. Salt takes time to activate, particularly in extremely cold temperatures, so do not assume it is safe to brake quickly just because there is salt at an intersection.

WINTER PARKING —

Residents can help plowing operations run smoothly by not parking in the street after a snowfall of two inches or more. Cars in the street hamper the plows and leave pockets of hardened, unplowed snow after the car is moved.

The Ramsey County Sheriff's Department tickets illegally parked cars during snow emergencies, and failure to move the vehicle could result in the vehicle being towed. Parking is prohibited on city streets between 2 AM and 6 AM, from November 1 until April 1.

KEEP SNOW ON YOUR PROPERTY —

Please do not plow, blow, or shovel snow across the street or back into the street. This snow hardens and causes unsafe driving conditions. If you hire a contractor to plow your snow, please remind

them not to plow snow across the street. All snow should be kept on the property from which it is cleared. Under state statutes, it is illegal to deposit snow on another resident's property and also not very neighborly. Each resident is responsible for his/her own runoff, including snow, and cannot direct it onto another resident's property. Any resident found to have dumped snow on another resident's property without consent will be required to remove the snow and is subject to a citation.

CITY PLOWING OPERATIONS —

Little Canada's Public Works Department does the best they can to minimize the snow left in driveways, but it is a necessary evil in plowing streets and cul-de-sacs. Pile snow downstream of the plowing operation to help minimize the

amount of snow you get at the end of your driveway.

Please stay back when driving behind the plow trucks. Seeing other vehicles is very difficult for the operators and they can activate the salt spreader at any time, which could damage a vehicle driving too close to the truck. Also, do not allow children to play in the snow piles at the end of driveways or along side the road. A plow truck could drive by without seeing a child and cause serious injury or death. With your cooperation Public Works can be more efficient and have the roads cleared in very little time. If you have any questions regarding our snowplowing procedures, please contact our Public Works Superintendent Bill Dircks (651-766-4049 or bill.dircks@ci.little-canada.mn.us).





City of Little Canada

515 Little Canada Road East
Little Canada, MN 55117-1600

PRSRT STD
U.S. POSTAGE PAID
Twin Cities, MN
Permit No. 5915

Office Hours | M-F 8:00 AM to 4:30 PM

Ph 651-766-4029 | Fax 651-766-4048

www.ci.little-canada.mn.us

Jessica Jagoe, Editor
jessica.jagoe@ci.little-canada.mn.us

Le Petit Canadien is published bi-monthly and is printed on recycled paper with agri-based ink. Each issue is paid for in part by the State of Minnesota S.C.O.R.E. Fund and Ramsey County.

ECR WSS
Postal Customer

2013 Budget Adoption

The Little Canada City Council certified a levy increase of 1.97% for our 2013 budget. Based on information compiled by Ramsey County Property Taxes & Records, certified municipal levies range from a reduction of 15.4% (Spring Lake Park) to a high of 34.9% (Gem Lake). The average levy increase is 3.6%.

With our 1.97% levy increase, our tax rate will increase to 30.855%. This is an increase of 9.95% in our rate from 2012 to 2013. (The

average rate increase for Ramsey County municipalities is 9.25%.) With our small levy increase, the major factor causing a higher percentage rate increase is the continued decline in our tax base due to value adjustments. Our tax base has declined 5.93% from 2012. As a point of reference, the decline for suburban Ramsey County is 4.92% and the entire County dropped by 5.03%. It should also be pointed out that, depending on value adjustments to

individual properties, tax impacts will vary dramatically.

The City's budget adoption hearing will be held on **Wednesday, December 19, at 7:30 PM**. If you have comments or questions regarding the proposed 2013 Budget, please contact City Administrator Joel Hanson (651-766-4040 or joel.hanson@ci.little-canada.mn.us) and/or attend the hearing on the 19th.

Veterans Memorial Committee Appointments

At the suggestion of Little Canada resident Rocky Waite, the City Council is exploring the idea of creating a Veterans Memorial for Little Canada. In our last issue of this newsletter, we solicited people who may be interested in helping with this project. At their meeting of November 14, the City Council appointed the following individuals to the Veterans Memorial Committee: Rocky Waite, Greg Schloer, Lee Freeman, and Dan Ryan. Kathy Hanson, Judy Berggren, and Frank Costa were also appointed as representatives of the Little Canada Historical Society. The City Council also appointed two of its members at their meeting of November 28. The committee is anticipated to convene after the first of the year. Updates on the committee's activities will appear in future issues of our newsletter.

Deer Control Update

Metro Bowhunters Resource Base (MBRB) has completed their four scheduled hunts in designated sites within Little Canada. They took 16 deer (11 does and 5 bucks). The Sculley family was also granted a permit for their property and to date, they have taken 3 deer (2 does and 1 buck). A permit was also granted for the Frattalone Companies site, but no deer have been taken at that location.

In a coordinated effort with Little Canada, the City of Maplewood also allowed a deer control hunt on their Spoon Lake Preserve property that was conducted by MBRB. Seven deer were taken from that site, with five of them being does.

The next step in Little Canada's program will be the aerial count of the deer population to be done by Ramsey County this winter.

Pursuant to due call and notice thereof, a regular meeting of the City Council of the City of Maplewood, Minnesota, was duly called and held in the Council Chambers of said City on the **13th day of May 2013**, at 7:03 P.M.

The following members were present:

Will Rossbach, Mayor	Present
Robert Cardinal, Councilmember	Present
Rebecca Cave, Councilmember	Present
Kathleen Juenemann, Councilmember	Present
Marvin Koppen, Councilmember	Present

Approval of Resolution to Adopt State Performance Measures

Councilmember Cardinal moved to approve the Resolution to Adopt State Performance Measures.

RESOLUTION 13-5-908 RESOLUTION ADOPTING STATE PERFORMANCE MEASURES

WHEREAS, the Minnesota Legislature created a Council on Local Results and Innovation; and

WHEREAS, participation in the program may assist the City of Maplewood in improving service delivery and enhancing communication with residents;

BE IT RESOLVED THAT

the City does hereby adopt and will implement the minimum 10 performance measures developed by the Council on Local Results and Innovation;

the City has implemented a local performance measurement system;

the City will survey its residents by the end of the calendar year on the services included in the performance benchmarks;

the City will report the results of the 10 adopted measure to its residents before the end of the calendar year through publication, posting on the entity's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

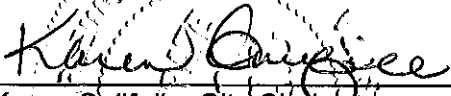
Seconded by Councilmember Koppen Ayes – All

The motion passed.

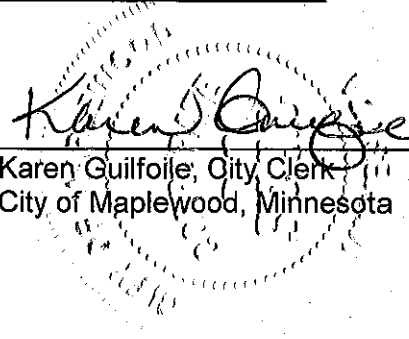
STATE OF MINNESOTA)
COUNTY OF RAMSEY) SS
CITY OF MAPLEWOOD

I, the undersigned, being the duly qualified and appointed Clerk of the City of Maplewood, Minnesota, DO HEREBY CERTIFY that I have compared the attached and foregoing extract of minutes of a regular meeting of the City of Maplewood, held on the **13th day of May, 2013** with the original on file in my office, and the same is a full, true and complete transcript therefrom insofar as the same relates to the Resolution to Adopt State Performance Measures.

WITNESS my hand and sealed this **10th day of June 2013.**



Karen Guilfoile, City Clerk
City of Maplewood, Minnesota



UPDATE ON STATE PERFORMANCE MEASURES

The City opted to participate in the State Performance Measurement Program this year. A survey was created which contained 9 performance measures developed by the Council on Local Results and Innovation. The survey was made available to our residents during the month of November. We received about 96 responses and the results will be published either in our City Newsletter or on our website. A snapshot of the responses is as follows:

<u>Question</u>	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
Appearance of City	9%	65%	20%	6%	0%
Feeling of Safety	29%	55%	13%	1%	2%
Quality of Fire/EMS	24%	35%	11%	14%	16%
Condition of Streets	6%	49%	37%	8%	0%
Quality of Snowplowing	27%	51%	16%	6%	0%
Quality of Sewer	31%	52%	5%	0%	12%
Quality of Water	48%	45%	5%	0%	2%
Quality of Rec Programs/Parks	27%	54%	11%	5%	3%
Overall City Services	13%	60%	20%	6%	1%

RESOLUTION NUMBER 3899 , SECOND SERIES

A Resolution Declaring Implementation of Ten Performance Measures and a Performance Measurement System

WHEREAS, the Minnesota Legislature created a Council on Local Results and Innovation ; and

WHEREAS, there are financial incentives for cities to participate in the program adopted by the Council ; and

WHEREAS, participation in the program furthers the City of Marshall's goals of improving service delivery and enhancing communication with residents ; and

WHEREAS, the City of Marshall participated in the program in 2012 ; and

WHEREAS, the City of Marshall desires to continue participation in the program;

NOW THEREFORE, BE IT RESOLVED, that the City of Marshall does hereby declare that it has adopted and implemented the ten performance measures developed by the Council on Local Results and Innovation.

BE IT FURTHER RESOLVED, that the City of Marshall does hereby declare that it has surveyed its residents on the services included in the performance benchmarks.

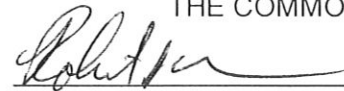
BE IT FURTHER RESOLVED, that the City of Marshall will report the results of the ten adopted measures to its residents by the end of the calendar year through a posting on the City's website.

BE IT FURTHER RESOLVED, that the City of Marshall is in the process of implementing a local performance measurement system as developed by the Council on Local Results and Innovation.

BE IT FURTHER RESOLVED, that city staff is directed to perform all necessary tasks to participate in the program for 2013.

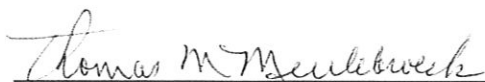
Passed and adopted by the Mayor and City Council this 25th day of June 2013.

THE COMMON COUNCIL



Mayor Robert J. Byrnes

ATTEST:



Thomas M. Meulebroeck
Finance Director-City Clerk

City of Marshall Performance Measures Program Report

Introduction:

On May 28, 2013 the Marshall City Council adopted a set of performance measures recommended by the Council on Local Results and Innovation and directed city staff to perform all necessary tasks to participate in the Performance Measures Program. In order to continue participating in the program, Marshall must report the actual results of the performance measures by July 1, 2013. To collect the results, Marshall surveyed its residents from June 3, 2013 through June 20, 2013 on the quality of 10 services Marshall provides. The results of the survey are included below.

Results:

1,

Performance Measurement Survey 2013

1. In which city do you live?		
Answer Options	Response Percent	Response Count
Marshall	94.9%	149
Lynd	0.6%	1
Ghent	1.3%	2
Minneota	0.6%	1
Tracy	1.3%	2
Balaton	1.3%	2
	<i>answered question</i>	157
	<i>skipped question</i>	1

2. How many years have you lived in said city?		
Answer Options	Response Percent	Response Count
1-5	16.0%	25
5-10	14.7%	23
10-20	24.4%	38
20+	44.9%	70
	<i>answered question</i>	156
	<i>skipped question</i>	2

3. How would you rate the overall appearance of the City of Marshall?

Answer Options	Response Percent	Response Count
Excellent	13.5%	21
Good	63.5%	99
Fair	21.8%	34
Poor	1.3%	2
No opinion	0.0%	0
	<i>answered question</i>	156
	<i>skipped question</i>	2

4. How would you describe your overall feeling of safety in the City of Marshall?

Answer Options	Response Percent	Response Count
Very safe	19.0%	30
Safe	76.6%	121
Unsafe	3.2%	5
Very unsafe	0.6%	1
No opinion	0.6%	1
	<i>answered question</i>	158
	<i>skipped question</i>	0

5. How would you rate the overall quality of fire protection services in the City of Marshall?

Answer Options	Response Percent	Response Count
Excellent	51.9%	82
Good	39.2%	62
Fair	1.9%	3
Poor	0.0%	0
No opinion	7.0%	11
	<i>answered question</i>	158
	<i>skipped question</i>	0

6. How would you rate the overall condition of State Hwy 19 (College Dr.), State Hwy 68 (Main St.), and U.S. Hwy 59?

Answer Options	Response Percent	Response Count
Excellent	0.0%	0
Good	12.8%	20
Fair	33.3%	52
Poor	53.8%	84
No opinion	0.0%	0
<i>answered question</i>		156
<i>skipped question</i>		2

7. How would you rate the overall condition of residential streets in the City of Marshall (excluding construction zones)?

Answer Options	Response Percent	Response Count
Excellent	1.9%	3
Good	34.6%	54
Fair	44.9%	70
Poor	18.6%	29
No opinion	0.0%	0
<i>answered question</i>		156
<i>skipped question</i>		2

8. How would you rate the overall quality of snowplowing of the City of Marshall's streets?

Answer Options	Response Percent	Response Count
Excellent	7.0%	11
Good	39.2%	62
Fair	35.4%	56
Poor	17.7%	28
No opinion	0.6%	1
<i>answered question</i>		158
<i>skipped question</i>		0

9. How would you rate the dependability and overall quality of the City of Marshall sanitary sewer service?

Answer Options	Response Percent	Response Count
Excellent	28.5%	45
Good	58.9%	93
Fair	5.1%	8
Poor	0.0%	0
No opinion	7.6%	12
<i>answered question</i>		158
<i>skipped question</i>		0

10. How would you rate the dependability and overall quality of the City of Marshall water supply?

Answer Options	Response Percent	Response Count
Excellent	30.6%	48
Good	47.8%	75
Fair	14.6%	23
Poor	3.8%	6
No opinion	3.2%	5
<i>answered question</i>		157
<i>skipped question</i>		1

11. How would you rate the overall quality of the City of Marshall recreational programs and facilities?

Answer Options	Response Percent	Response Count
Excellent	29.7%	47
Good	51.3%	81
Fair	13.9%	22
Poor	2.5%	4
No opinion	2.5%	4
<i>answered question</i>		158
<i>skipped question</i>		0

12. How would you rate the overall quality of community services provided by the City of Marshall?

Answer Options	Response Percent	Response Count
Excellent	23.6%	37
Good	52.2%	82
Fair	18.5%	29
Poor	2.5%	4
No opinion	3.2%	5
	<i>answered question</i>	157
	<i>skipped question</i>	1

To: The Office of the State Auditor

Addendum to Performance Measures Report for the City of McGregor

The following is a true and accurate excerpt from the July 3, 2012, McGregor City Council meeting:

Motion was made by Penny Olson, seconded by Cindy Wencil and passed unanimously to approve the following:

1. The city has adopted and implemented the minimum 10 performance measures developed by the Council on Local Results and Innovation (PDF format).
2. The city has implemented or is in the process of implementing a local performance measurement system as developed by the Council on Local Results and Innovation (PDF format).
3. The city has or will report the results of the 10 adopted measures to its residents before the end of the calendar year through publication, direct mailing, posting on the entity's website, or through a public hearing at which the budget and levy will be discussed and public input allowed (PDF format).
4. The city has or will survey its residents by the end of the calendar year on the services included in the performance benchmarks (PDF format).

Judith M. Cirilli

Judith M. Cirilli, Clerk-Treasurer

City of McGregor, MN

Performance Measures Report: City of McGregor MN

Excerpt from the July 3, 2012, City Council minutes:

Motion was made by Penny Olson, seconded by Cindy Wencil and passed unanimously to approve the following:

1. The city has adopted and implemented the minimum 10 performance measures developed by the Council on Local Results and Innovation (PDF format).
2. The city has implemented or is in the process of implementing a local performance measurement system as developed by the Council on Local Results and Innovation (PDF format).
3. The city has or will report the results of the 10 adopted measures to its residents before the end of the calendar year through publication, direct mailing, posting on the entity's website, or through a public hearing at which the budget and levy will be discussed and public input allowed (PDF format).
4. The city has or will survey its residents by the end of the calendar year on the services included in the performance benchmarks (PDF format).

Results from survey:

Question #	Excellent	Good	Fair	Poor			Total
1. Quality of services in general		6	26	7	2		41
2. Overall appearance		1	13	19	8		41
3. Rate safety	Very safe	Somewhat safe	Neither	Somewhat unsafe	Very unsafe		
		9	21	10	1	2	43
4. Fire protection	Excellent	Good	Fair	Poor			
		23	17	1	0		41
5. Road conditions	Good condition	Mostly good	Many bad spots				
		4	23	15			42

	Excellent	Good	Fair	Poor		
6. Snowplowing		6	28	5	3	42
7. Dependable and quality water supply		10	22	5	1	38
8. Sewer dependable and quality		12	23	6		41
9. Recreational programs/facilities		3	11	13	8	35

Comments from Survey Forms:

Comments from Evaluation Forms, June 2012:

Recreational programs, facilities—Not sure what we have.

I'm embarrassed by the appearance of many properties. Some bldgs. need demolition.

Sad that town is not growing or moving to 210.

Many pot holes and big dips in road. Why cannot all roads be tarred?

My biggest concern: excessive vehicle/truck speeds on Maddy Street.

City Maintenance Crew does great job—just lots of homeowners who don't pick up their homes or yards.

Recreational programs and facilities—What are they? Sorry, can't think of any.

We need a town cop!

Services—what services—that's funny???

Sidewalks needed

City park—poor

Old Garden Center—poor appearance

Safety—kids riding in streets, not looking for cars. Parking at Post Office.

Appearance—some very good, others poor.

Comm of the Whole - Your Committee recommends passage of the accompanying resolution adopting Continued Commitment to a Performance Management System that Collects and Reports the Performance Measures Developed by the State of Minnesota Council on Local Results and Innovation.

Certified as an official action of the City Council.

RECORD OF COUNCIL VOTE (X INDICATES VOTE)

COUNCIL MEMBER	AYE	NAY	ABSTAIN	ABSENT	VOTE TO OVERRIDE	VOTE TO SUSTAIN	COUNCIL MEMBER	AYE	NAY	ABSTAIN	ABSENT	VOTE TO OVERRIDE	VOTE TO SUSTAIN
Reich	X						Glidden	X					
Gordon	X						Schiff				X		
Hofstede	X						Tuthill	X					
Johnson	X						Quincy	X					
Samuels	X						Colvin Roy	X					
Lilligren	X						Hodges				X		
Goodman	X												

ADOPTED JUN 14 2013
DATE

ATTEST *[Signature]*
CITY CLERK

APPROVED NOT APPROVED VETOED

[Signature] JUN 19 2013
MAYOR RYBAK DATE

3

2013R-234
RESOLUTION
of the
CITY OF
MINNEAPOLIS

By Lilligren

**Adopting Continued Commitment to a Performance Measurement System
that Collects and Reports the Performance Measures Developed by the State of
Minnesota Council on Local Results and Innovation.**

Resolved by The City Council of The City of Minneapolis:

- Has implemented a local performance measurement system (*Results Minneapolis*) as developed by the State of Minnesota Council on Local Results and Innovation;
- Has historically and will survey its residents by the end of the calendar year on the services included in the performance benchmarks; and
- The city has adopted, implemented and will report the results of 10 performance measures developed by the State of Minnesota Council on Local Results and Innovation before the end of the year via the City's website:

General

1. Rating of the overall quality of services provided by your city.
2. Percent change in the taxable property market value.
3. Citizens' rating of the overall appearance of the city.

Police Services

4. Part I and II crime rates.

Fire Services

5. Citizens' rating of the quality of fire protection services.

Streets

6. Average city street pavement condition rating.
7. Citizens' rating the quality of snowplowing on city streets.

Water

8. Citizens' rating of the dependability and quality of city water supply.

Sanitary Sewer

9. Citizens' rating of the dependability and quality of city sanitary sewer service.

Parks and Recreation

10. Citizens' rating of the quality of city recreational programs and facilities (parks, trails, park buildings).

Certified as an official action of the City Council:

RECORD OF COUNCIL VOTE (X INDICATES VOTE)

COUNCIL MEMBER	AYE	NAY	ABSTAIN	ABSENT	VOTE TO OVERRIDE	VOTE TO SUSTAIN	COUNCIL MEMBER	AYE	NAY	ABSTAIN	ABSENT	VOTE TO OVERRIDE	VOTE TO SUSTAIN
Reich	X						Glidden	X					
Gordon	X						Schiff				X		
Hofstede	X						Tuthill	X					
Johnson	X						Quincy	X					
Samuels	X						Colvin Roy	X					
Lilligren	X						Hodges				X		
Goodman	X												

ADOPTED JUN 14 2013
DATE

ATTEST *Doreen de Pau*
CITY CLERK

APPROVED NOT APPROVED VETOED

[Signature] MAYOR RYBAK
DATE JUN 19 2013



Results Minneapolis

Results Minneapolis is a management tool the City uses to systematically track performance toward achieving the City's five-year goals and 2020 vision.

A review panel of City leaders meets with a different department head each week to track progress and discuss strategies on key performance measures. By regularly tracking performance data at these "progress conferences," City leaders identify areas where the City is ex-

Overall Quality of City Services

	2005	2008	2011	2012
Average Percentage of Residents who answered "Satisfied" or "Very Satisfied" to Individual Services Provided by the City	82.2%	81.4%	81.5%	83.6%

Source: City of Minneapolis Resident Survey*

*For a complete list of questions, notes and calculations please see page 4.

Change in Taxable Property Market Value

	2005	2008	2011	2012
Percent Change in Taxable Property Market* Value	34.765% ↑	9.712% ↑	10.722% ↓	3.143% ↓

Source: City of Minneapolis Assessor

*Property Market includes *Residential, Apartment, Commercial, Industrial* and *Other* properties.

**Change was calculated using the previous residential survey year, except in the case of 2005, in which 2002 data was used.

Rating of Overall Appearance of Minneapolis

	2005	2008	2011	2012
Percentage of Residents who answered "Agree" or "Strongly Agree" to the statement: "My neighborhood is clean and well maintained."	85%	84%	83%	82%

Source: 2011 City of Minneapolis Resident Survey

Public Safety

	2005	2008	2011	2012
Part I* Crimes	28,318	25,898	23,114	23,532
Part II** Crimes	36,672	35,206	29,343	28,771
Total Number of Crimes	64,990	61,104	52,457	52,303

Source: Minneapolis Police Department: Uniform Crime Report Summary

*Part I crimes are the eight serious crimes including homicide, rape, aggravated assault, burglary, robbery, auto theft, theft and arson. All major cities report these measures to the Federal Bureau of Investigation (FBI).

**Part II crimes include the following crime categories: simple assault, curfew offenses and loitering, embezzlement, forgery and counterfeiting, disorderly conduct, driving under the influence, drug offenses, fraud, gambling, liquor offenses, offenses against the family, prostitution, public drunkenness, runaways, sex offenses, stolen property, vandalism, vagrancy and weapons offenses.

Quality of Fire Protection Services

	2005	2008	2011	2012
Percentage of Residents who answered "Satisfied" or "Very Satisfied"	97%	97%	97%	97%

Source: 2012 City of Minneapolis Resident Survey

Question read "Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Fire Protection and emergency medical response."

Parks and Recreation

	2005	2008	2011	2012
Percentage of Residents who answered "Satisfied" or "Very Satisfied"	91%	92%	92%	95%

Source: 2012 City of Minneapolis Resident Survey

Question read "Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Providing park and recreation services."

Quality of Snowplowing

	2005	2008	2011*	2012
Percentage of Residents who answered "Satisfied" or "Very Satisfied"	NA	NA	66%	79%

Source: 2012 City of Minneapolis Resident Survey

Question read "Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Snow Removal."

*Please note that this question was added to the Resident Survey in 2011

Quality of Water

	2005	2008	2011	2012
Percentage of Residents who answered "Satisfied" or "Very Satisfied"	86%	87%	88%	93%

Source: 2012 City of Minneapolis Resident Survey

Question read "Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Providing quality drinking water."

Quality of Sanitary Sewer Services

	2005	2008	2011	2012
Percentage of Residents who answered "Satisfied" or "Very Satisfied"	94%	94%	96%	97%

Source: 2012 City of Minneapolis Resident Survey

Question read "Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Providing sewer services."

Pavement Condition Rating

	2005	2008	2011	2012
Pavement Condition Index (PCI)	74	72	71	71

Source: Minneapolis Department of Public Works

Table 1: City Services Quality Ratings Compared Over Time

Please tell me how satisfied or dissatisfied you are with the way the City provides the service.	Year of Survey					
	2012	2011	2008	2005	2003	2001
Fire protection and emergency medical response	97%	97%	97%	97%	96%	99%
Providing sewer services	97%	96%	94%	94%	NA	NA
Providing park and recreation services	95%	92%	92%	91%	NA	91%
Animal control service	92%	91%	88%	92%	NA	92%
Garbage collection and recycling programs	88%	90%	91%	92%	93%	94%
Protecting health and well-being of residents	91%	90%	88%	84%	NA	NA
Preparing for disasters	90%	88%	87%	78%	NA	89%
Providing quality drinking water	93%	88%	87%	86%	84%	NA
Police Services	90%	88%	86%	81%	84%	89%
Keeping streets clean	89%	85%	87%	89%	86%	83%
Revitalizing Downtown	81%	84%	80%	83%	NA	79%
Protecting the environment, including air, water and land	87%	83%	81%	77%	79%	77%
Cleaning up graffiti	80%	80%	77%	74%	NA	79%
Revitalizing neighborhoods	80%	77%	76%	81%	76%	74%
Dealing with problem businesses and unkempt properties	71%	71%	68%	73%	67%	69%
Affordable housing development	70%	69%	66%	55%	51%	40%
Snow removal	79%	66%	NA	NA	NA	NA
Mortgage foreclosure assistance	60%	61%	64%	NA	NA	NA
Repairing alleys*	71%	64%	56%	70%	83%	68%
Repairing streets*	70%	40%				

Percent reporting "satisfied" or "very satisfied"

Question wording differed between survey years. In 2003 and 2001, residents were asked how satisfied they were with the City's efforts at providing the service. Also, "affordable housing development" was worded as "preserving and providing affordable housing for low-income residents" in 2001 and 2003 and "Revitalizing neighborhoods" was worded as "revitalizing neighborhood commercial areas" in 2001 and 2003.

"Repairing streets" and "Repairing alleys" were combined in survey years previous to 2011 and

**averaged prior to calculating overall quality average; "snow removal" was added in 2011.*

RESOLUTION NO. 3165

RESOLUTION REGARDING THE MONTEVIDEO PERFORMANCE
MEASUREMENT PROGRAM

WHEREAS, the Legislative Council on Local Results and Innovation has created and released a standard set of ten (10) performance measures for cities; and,

WHEREAS, the City of Montevideo has chosen to participate in the performance measurement program; and,

WHEREAS, the City of Montevideo has adopted and implemented the minimum 10 performance measures developed by the Council on Local Results and Innovation; and,

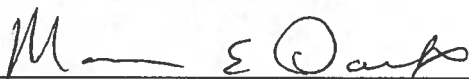
WHEREAS, the City of Montevideo has implemented a local performance measurement system as developed by the Council on Local Results and Innovation, and;

WHEREAS, the City of Montevideo has reported the results of the 10 adopted measures to its residents before the end of the year through publication on the city's website and at a city council meeting in which results were discussed; and,

WHEREAS, the city will continue to survey its residents each year on the services included in the performance.


NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF MONTEVIDEO, MINNESOTA THAT the Montevideo City Council will survey its residents by the end of each calendar year on the services included in the performance benchmarks.

Passed and adopted this 15th day of April, 2013.



President-City Council

ATTEST:



City Clerk

CITY OF



MUST return this survey to be eligible for drawing!

★ All-America City ★

103 Canton Ave., P.O. Box 517 Montevideo, Minnesota 56265 Telephone: 320 / 269-6575 Fax: 320 / 269-9340

2012 PERFORMANCE MEASUREMENT PROGRAM - CITIZEN SURVEY REQUIREMENT. *In 2010, the MN Legislature created the Council on Local Results & Innovation and charged it with developing ten (10) performance measures for cities. The legislation also directed the State Auditor to administer the Performance Measurement Program by which cities meeting the eligibility requirements would receive funding of 14 cents per capita, up to \$25,000. By completing the survey below, the city will meet this state requirement, the results of which must be submitted to the auditor. Survey results will also be made available to the public.*

1. How many years have you lived in Montevideo?

- a) 0-5
- b) 6-10
- c) 10-20
- d) 21-30
- e) over 30

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

- a) Excellent
- b) Good
- c) Fair
- d) Poor
- e) Don't know

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

- a) Very safe
- b) Somewhat safe
- c) Somewhat unsafe
- d) Very unsafe
- e) Don't know

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

- a) Excellent
- b) Good
- c) Fair
- d) Poor
- e) Don't know

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

- a) Excellent
- b) Good
- c) Fair
- d) Poor
- e) Don't know

Equal Opportunity Provider & Employer



6. How would you rate the overall quality of snowplowing on city streets?
- a) Excellent
 - b) Good
 - c) Fair
 - d) Poor
 - e) Don't know
7. How would you rate the dependability and overall quality of city sanitary sewer service?
- a) Excellent
 - b) Good
 - c) Fair
 - d) Poor
 - e) Don't know
8. How would you rate the dependability and overall quality of the city water supply?
- a) Excellent
 - b) Good
 - c) Fair
 - d) Poor
 - e) Don't know
9. How would you rate the overall quality of city recreational programs and facilities? (e.g., parks, trails, park facilities, etc.)
- a) Excellent
 - b) Good
 - c) Fair
 - d) Poor
 - e) Don't know
10. How would you rate the overall quality of services provided by the city?
- a) Excellent
 - b) Good
 - c) Fair
 - d) Poor
 - e) Don't know

SURVEY RESULTS

2012 PERFORMANCE MEASUREMENT PROGRAM - CITIZEN SURVEY REQUIREMENT. *In 2010, the MN Legislature created the Council on Local Results & Innovation and charged it with developing ten (10) performance measures for cities. The legislation also directed the State Auditor to administer the Performance Measurement Program by which cities meeting the eligibility requirements would receive funding of 14 cents per capita, up to \$25,000. By completing the survey below, the city will meet this state requirement, the results of which must be submitted to the auditor. Survey results will also be made available to the public.*

1. How many years have you lived in Montevideo?

a)	0-5	35	(9%)
b)	6-10	25	(6%)
c)	10-20	66	(16%)
d)	21-30	55	(13%)
e)	over 30	227	(56%)

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

a)	Excellent	57	(14%)
b)	Good	287	(70%)
c)	Fair	60	(15%)
d)	Poor	3	(<1%)
e)	Don't know	1	(<1%)

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

a)	Very safe	190	(47%)
b)	Somewhat safe	189	(46%)
c)	Somewhat unsafe	22	(5%)
d)	Very unsafe	1	(<1%)
e)	Don't know	6	(1%)

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

a)	Excellent	238	(58%)
b)	Good	141	(35%)
c)	Fair	7	(2%)
d)	Poor	0	(0%)
e)	Don't know	19	(5%)

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

a)	Excellent	19	(5%)
b)	Good	189	(46%)
c)	Fair	163	(40%)
d)	Poor	35	(9%)
e)	Don't know	2	(<1%)

6.	<u>How would you rate the overall quality of snowplowing on city streets?</u>		
	a) Excellent	114	(28%)
	b) Good	198	(49%)
	c) Fair	65	(16%)
	d) Poor	25	(6%)
	e) Don't know	4	(<1%)
7.	<u>How would you rate the dependability and overall quality of city sanitary sewer service?</u>		
	a) Excellent	160	(39%)
	b) Good	206	(50%)
	c) Fair	22	(5%)
	d) Poor	0	(0%)
	e) Don't know	18	(4%)
8.	<u>How would you rate the dependability and overall quality of the city water supply?</u>		
	a) Excellent	168	(41%)
	b) Good	176	(43%)
	c) Fair	36	(9%)
	d) Poor	12	(3%)
	e) Don't know	11	(3%)
9.	<u>How would you rate the overall quality of city recreational programs and facilities? (e.g., parks, trails, park facilities, etc.)</u>		
	a) Excellent	152	(37%)
	b) Good	199	(49%)
	c) Fair	28	(7%)
	d) Poor	7	(2%)
	e) Don't know	20	(5%)
10.	<u>How would you rate the overall quality of services provided by the city?</u>		
	a) Excellent	101	(25%)
	b) Good	242	(59%)
	c) Fair	48	(12%)
	d) Poor	3	(<1%)
	e) Don't know	11	(3%)

COMMENTS - 2012 PERFORMANCE MEASUREMENT PROGRAM - CITIZEN SURVEY.

1. How many years have you lived in Montevideo?

2. How would you rate the overall **appearance** of the city?

- ▶ Clean up weeds on 2nd Street, behind Main Street
- ▶ Lots of weeds behind main street this summer lots of weeds everywhere!
- ▶ I wish the city council would impose a fine on anyone who leaves their garage sale signs up weeks after the event - looks trashy!
- ▶ The weeds growing over a foot tall on William Avenue street itself looks terrible.
- ▶ I like the hanging flower baskets. Would like to see the large concrete pots kept up and filled.
- ▶ Coming in from the west on 212 is beautiful. County Road 15 is a nice entrance until you see Smith Addition. Highway 7 in either direction looks okay.
- ▶ Street light lenses have too much dirt collected inside, reducing light output by at least 30%.
- ▶ Street improvements good, except in front of Sanford School - terrible road. Love the flowers hanging on main street.
- ▶ Good - If some of the dilapidated houses were removed, I could say "excellent."
- ▶ There are way too many rentals that are shamefully shabby. There should be an ordinance that these places be better kept up. Also, the renters shouldn't be able to have 2-3 families in a small house and have 3-4 cars parked all over.
- ▶ Alleys the back side of main street (above main and below main) need to be cleaned up - weeds and junky appearance! This goes for back of Southtown and all businesses. They tend to let them go to weeds and junk!! They need to clean it up!! All over town.
- ▶ Jerry Pauling buildings/Keith Hein buildings - weeds on main street.

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

- ▶ Too many street lights out. Someone should go around town and then report them to Xcel Energy. It's too hard to go online and report a street light out, and they are slow to respond.
- ▶ I don't go downtown alone after 11:00 P.M. I don't walk the sidewalks after dark. We have some unsavory characters in town. I don't know if I would be harmed, but I'm not trying it out!
- ▶ Keep up the visibility of police patrols around the community.
- ▶ Would like to see more/better lighting for early morning walking in the dark - street lights are not always working or very dim.

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

- ▶ I'm guessing is very good but no experience with it.

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

- ▶ Most streets excellent (2).
- ▶ Some are taken care of better than others (Smith Addition not included.)
- ▶ Excellent - except for in front of my driveway.
- ▶ Good - but depends - some in need; bad!
- ▶ Many streets need repair!
- ▶ Poor - though there has been a great deal of work being done this summer, which will be very helpful.
- ▶ Good - except road in front of Sanford School (2)
- ▶ Fairgrounds and Gravel Road not good.
- ▶ Excellent now because of all the work done this summer.
- ▶ Street and alley lights better placed on streets for equal lighting. Several streets should be redone - not just bandaids.
- ▶ Poor - check Park Avenue to 17th Street.
- ▶ Fair-Good - Still some bad pothole patched areas.
- ▶ Wolfe is and has been bad all my 21 years living on North 4th!

6. How would you rate the overall quality of snowplowing on city streets?

- ▶ Many intersections left rutted - even on warm days - do not get scraped off.
- ▶ Better snow removal on main street is needed, especially when the snow melts - hard to get in/out of vehicles without getting soaking wet.
- ▶ Should have a parking rule - too many cars on streets all year round, but especially in winter.
- ▶ Good - except at intersections!
- ▶ More work on intersections needed; otherwise, snow piles up and the result is "speed bumps."
- ▶ Too narrow and corners are dangerous.
- ▶ Needs to get closer to curbs.
- ▶ Plowing is excellent, but ice and compacted snow are treacherous. I believe a light scattering of sand and salt is required.
- ▶ I get up early and sometimes the intersections are worse than the roads trying to get through them.
- ▶ Could clean up street corners and not leave it to become mounds of ice and damage tire sensors on any vehicle.
- ▶ 5-star quality!
- ▶ Wished we'd have had such service where we lived before. Only complaint - wait til snow stops and then plow.

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

- ▶ Have had city sewer back up twice.

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

- ▶ Very hard.
- ▶ Unable to shut off water @ street.
- ▶ Too much chloride and fluoride - tastes very strong at times and leaves a greenish/yellow in stools.
- ▶ Doesn't taste good.
- ▶ It's terrible.
- ▶ It would be appreciated to be notified if water is to be shut off.
- ▶ Tastes and smells heavy on the chloride sometimes.
- ▶ I don't drink it as it still leaves an oily film and contains too much lime for cooking or coffee makers.
- ▶ Fees seem a bit too high, when city water is only used for laundry, garden, plants, dishes or animals.

9. How would you rate the overall quality of city recreational programs and facilities? (e.g., parks, trails, park facilities, etc.)

- ▶ Don't know as am not able to participate (2)
- ▶ Parks are beautiful!
- ▶ Bike trail needs resurfacing - very poor condition.
- ▶ The city tennis courts are in very poor condition - need resurfacing.
- ▶ Good - but can be improved - trails in particular.
- ▶ Some areas are better than others.
- ▶ Excellent - good to have added disc golf!
- ▶ Would be nice to have porta potties in some of the parks (Sheridan, Larson).
- ▶ Good - but could use other sources of family fun which do not serve alcohol (games of pool, pinball, arcade equipment and regular roller rink.)
- ▶ Trails poor - too limited - services good.

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

- ▶ Not sure what kind of services you mean (2).
- ▶ For the limited staff, I think the service is very good.
- ▶ You all do a great job!
- ▶ Fair - when plowing or grading dirt alleys, dirt is pushed into drain areas. Who knows what kind of problems that is creating for sewer system? The drain hole by our garage sits about 3-4" below alley surface and every time they put down Class 5, I know there is dirt going into it. Also, since we moved here our back yard has been like a huge puddle that can't drain unless we make a drainage track to the sewer in the alley, as 8 years of putting down Class 5 has built alley up higher to prevent property from draining. If residents are to keep leaves and stocks from blocking drains, some should be for dirt (Class 5) which the city is putting down our drains.

Other comments:

- ▶ Not good survey design and implementation. Pay for lights but not lights on streets. Mosquito control late in season. Police regularly break speed limit.
- ▶ Good job on mosquito control.
- ▶ Appreciate the street light at intersection of William Avenue & County Road 15. Some streets in interior of town (residential) could use better lighting.
- ▶ I would like to know why garbage pickup don't go out on bids like everything else in this town does. Why do we just pay whatever Tostenson wants. Maybe it's time for a new city manager, or is he on Tostenson's payroll too?
- ▶ I feel it is time to have a tighter set of rules for home quality. The city has gone downhill the last 20 years.

**RESOLUTION NO.
13-047**

**STATE OF MINNESOTA
COUNTY OF RAMSEY
CITY OF NEW BRIGHTON**

**RESOLUTION APPROVING THE CITY OF NEW BRIGHTON'S SUBMITTAL TO THE
MINNESOTA STATE AUDITOR AND THE COUNCIL OF LOCAL RESULTS AND
INNOVATION STANDARD MEASURES PROGRAM RESULTS**

WHEREAS, IN 2010 the State of Minnesota Legislature created the Council on Local Results and Innovation; and

WHEREAS, the Council on Local Results created standard performance measures for cities and counties to comply with and aid residents, taxpayers, state and local elected officials in determining the efficacy of cities in providing services and measures residents opinions on those services; and

WHEREAS, benefits to the City of New Brighton are outlined in MS 6.91 and includes eligibility for a reimbursement as set forth by State statute; and

WHEREAS, the New Brighton City Council has adopted and implemented twenty-nine performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage, and evaluate programs and processes for optimal future outcomes; and

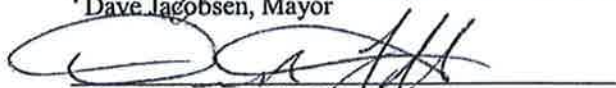
WHEREAS, the New Brighton City Council will report the results of the performance measures to its citizens by the end of the year through a posting on the City of New Brighton's website.

BE IT FUTHER RESOLVED that the City of New Brighton will submit to the Office of the State Auditor the actual results of the performance measures adopted by the City.

Adopted this 25th day of June, 2013.



Dave Jacobsen, Mayor



Dean R. Lotter, City Manager

(SEAL)

ATTEST:



Daniel A. Maiers,
Director of Finance and Support
Services/City Clerk



Report Number 13-148
Agenda Section VI-8
Council Meeting Date June 25, 2013

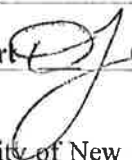
REQUEST FOR COUNCIL CONSIDERATION

ITEM DESCRIPTION: Resolution Approving the City of New Brighton's Submittal to the Minnesota State Auditor and the Council of Local Results and Innovation Standard Measures Program Results

DEPARTMENT HEAD'S APPROVAL:

Dean R. Lotter, City Manager

CITY MANAGER'S APPROVAL:

No comments to supplement this report  Comments attached

Recommendation:

To approve a resolution adopting the City of New Brighton's Submittal to the Minnesota State Auditor and the Council of Local Results and Innovation Standard Measures Program Results.

Legislative History:

In 2010, the Minnesota State Legislature created the Council on Local Results and Innovation. In February 2011, the Council released a standard set of ten performance measures for counties and ten performance measures for cities that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties and cities in providing services and measure residents' opinions of those services. In February of 2012, the Council created a comprehensive performance measurement system for cities and counties to implement. In 2013, the Council revised the performance measures and clarified the system requirements to increase participation in the program.

Financial Impact:

A county or city that elects to participate in the standard measures program is eligible for a reimbursement of \$0.14 per capita in local government aid (Per Minnesota Statutes 6.91-Local Performance Measurement and Reporting), not to exceed \$25,000. The City of New Brighton would be eligible to receive (21,496 population x \$.14) approximately \$3,009 in reimbursement dollars from the State of Minnesota.

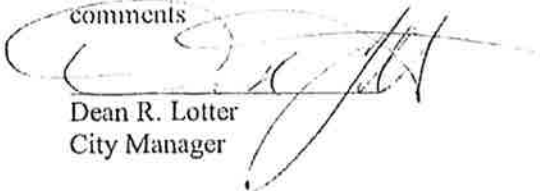
Explanation:

Participation in the standard measures program by a city or a county is voluntary. Counties and cities that choose to participate in the standard measures program must officially adopt and implement (at a minimum) ten performance measures that are approved by the Council. The city or county can select performance measures from applicable service categories (General, Police Services, Fire and EMS Services, Streets, Water, and Sanitary Sewer) that are developed by the Council on Local Results and Innovation. For City Council review, City staff has attached a list of performance measures that are being recommended for submittal to the Council on Local Results and Innovation. With the completion of the City's recent citizen survey and internal departmental information, City staff was able to address all twenty-nine questions that were identified as standard measures for cities by the Minnesota State Auditor.

If the selected performance measures are approved by the City Council, City staff will report the results of the measures to the Minnesota State Auditor. The deadline for submitting the reporting

requirements to the Minnesota State Auditor is July 1, 2013. A final report of the performance measures must accessible to New Brighton residents before the end of the calendar year. City staff will post the performance measurement results on the City's website for public viewing and

comments



Dean R. Lotter
City Manager

Attachments:

- City of New Brighton's Vision, Values, Mission, and Goals
- City of New Brighton Performance Measurement Program Report-June 2013
- Overview of the State of Minnesota Performance Measurement Program
- Minnesota Statutes 6.91, 275.70, 275.71, 275.72, 275.73, and 275.74



Our Vision

*To be the preferred place
to live, work, and play.*

Our Values

*Respect for Residents, Businesses and Visitors
Effective Communication with Residents of New Brighton
Promote a Healthy Business Climate
Understand Our Past as We Invest in the Future
Recognize the Importance of Working with Neighboring
Communities
Provide for the Safety and Security of the Community
Accountability & Integrity In Service Delivery*

Our Mission

*By working in partnership with our citizens,
we are committed to guaranteeing that their investment in
New Brighton will be protected and will be returned to them
in financial and social dividends.
New Brighton is the city that works for you.*

Our Goals

*Assuring clean, well-kept living environment
Fostering safe, cohesive neighborhoods
Being leaders in developing a vital and compatible
business community
City government providing quality services*

New Brighton City Hall ~ 803 Old Hwy 8 NW ~ New Brighton, MN
55112
651/638-2100 ~ www.newbrightonmn.gov

City of New Brighton Performance Measurement Report-June 2013

Category	#	Measures	Responses
General	1	Rating of the overall quality of services provided by your city (survey data, provide year completed and total responses)	Survey Data was completed by the National Research Center in January 2013. The overall quality of life in New Brighton received the following ratings: Excellent-26%, Good 64%, Fair 9%, and Poor 1%. National Research Center received 367 total responses from the citizen survey for this question.
	2	Percent change in the taxable property market value	From December 31, 2011 through December 31, 2012 the City of New Brighton's taxable property market value decreased by 9.1%.
	3	Citizens rating of the overall appearance of the City (survey data, provide year completed and total responses)	Survey Data was completed by the National Research Center in January 2013. The overall appearance of New Brighton received the following ratings: Excellent-21%, Good 60%, Fair 16%, and Poor 2%. National Research Center received 366 total responses from the citizen survey for this question.
	4	Nuisance code enforcement cases per 1,000 population	21,496 population x 139 cases=.015 cases per 1,000 residents in 2012
	5	Number of library visits per 1,000 population	4,763 library visits in 2012
	6	Bond rating	AA (Standards and Poors Investment Services)
	7	Citizens rating of the quality of city recreational programs and facilities (survey data, provide year completed and total responses)	Survey Data was completed by the National Research Center in January 2013. The recreational opportunities in New Brighton received the following ratings: Excellent-19%, Good 51%, Fair 25%, and Poor 5%. The athletic fields in New Brighton received the following ratings: Excellent-19%, Good 57%, Fair 21%, and Poor 3%. National Research Center received 363 total responses from the citizen survey for this question.
	8	Accuracy of post election audit (% of ballots counted accurately)	Ramsey County canvassing board reported a 99.8% post election accuracy rate in 2012.

City of New Brighton Performance Measurement Report-June 2013

Police Services	9	Part I and II Crime Rates	New Brighton Part I Crime Rate-2,835; New Brighton Part II Crime Rate-2,480 (2012 Data)
	10	Part I and II Crime Clearance Rates	New Brighton has a clearance rate of 33%. (2012 Data)
	11	Citizens' rating of safety in their community (survey data, provide year completed and total responses)	Survey Data was completed by the National Research Center in January 2013. The overall feeling of safety in New Brighton received the following ratings: Excellent-31%, Good 54%, Fair 14%, and Poor 1%. National Research Center received 367 total responses from the citizen survey for this question.
	12	Average police response time	Average police response time is 4.12 minutes.
Fire & EMS Services	13	Insurance industry rating for fire services	New Brighton Department of Public Safety-Fire Division has a rating of 3.
	14	Citizens rating of the quality of fire protections services (survey data, provide year completed and total response time)	Survey Data was completed by the National Research Center in January 2013. The fire services in New Brighton received the following ratings: Excellent-57%, Good 39%, Fair 4%, and Poor 0%. National Research Center received 355 total responses from the citizen survey for this question.
	15	Average fire response time	Average fire response time is 3.80 minutes.
	16	Fire calls per 1,000 population	2012 Fire calls per 1,000 population is 14.43.
	17	Numbers of fires with loss resulting in investigation	There were 6 fires with loss resulting in investigation in 2012.
	18	EMS calls per 1,000 population	Allina Health provides EMS Services for the city of New Brighton. 2012 EMS calls per 1,000 population is 91.14.
	19	Emergency Medical Services average response time	Allina Health provides EMS Services for the city of New Brighton. 2012 EMS average response time is 7.16 minutes.
Streets	20	Average city street pavement condition	Over 67% of our streets are rated in good to excellent condition. 20% of our streets are rated fair condition. 13% of our streets range below fair condition.

City of New Brighton Performance Measurement Report-June 2013

		<p>Survey Data was completed by the National Research Center in January 2013. The street repair/maintenance functions in New Brighton received the following ratings: Excellent-20%, Good 50%, Fair 25%, and Poor 5%. National Research Center received 354 total responses from the citizen survey for this question.</p> <p>\$793,000 per mile.</p> <p>1.08 miles out of 70 mile = 1.4%</p> <p>8 hours for the Public Works Department to complete snow removal activities.</p>
21	<p>Citizens rating of the road conditions in their city (survey data, provide year completed and total responses)</p>	
22	<p>Expenditure of road rehabilitation per paved lane mile rehabilitated (jurisdiction only roads)</p>	
23	<p>Percentage of all jurisdiction lane miles rehabilitated in the year</p>	
24	<p>Average hours to complete road system during snow event</p>	
25	<p>Citizens rating of the quality of snowplowing on city streets (survey data, provide year completed and total responses)</p>	<p>Survey Data was completed by the National Research Center in January 2013. The overall rating for the quality of snow removal/plowing in New Brighton was the following: Excellent-55%, Good 43%, Fair 2%, and Poor 0%. National Research Center received 354 total responses from the citizen survey for this question.</p>
26	<p>Citizens rating of dependability and quality of city water supply (survey data, provide year completed and total responses)</p>	<p>Survey Data was completed by the National Research Center in January 2013. The overall rating for the quality of the drinking water in New Brighton received the following ratings: Excellent-24%, Good 46%, Fair 21%, and Poor 9%. National Research Center received 354 total responses from the citizen survey for this question.</p>
27	<p>Operating cost per 1,000,000 gallons of water pump/produced</p>	<p>\$1,265,204 / 868 Million Gallons = \$1,457 / MG</p>
	Water	

City of New Brighton Performance Measurement Report-June 2013

<p>Sanitary Sewer</p>	<p>28</p>	<p>Citizens' rating of the dependability and quality of city sanitary sewer service (provide year completed and total responses)</p>	<p>Survey Data was completed by the National Research Center in January 2013. The quality of the sanitary sewer services in New Brighton received the following ratings: Excellent-27%, Good 59%, Fair 13%, and Poor 1%. National Research Center received 354 total responses from the citizen survey for this question.</p>
<p></p>	<p>29</p>	<p>Number of sewer blockages on city system per 100 connections</p>	<p>(1 blockage / 5874 total connections) x 100 = 1.7%</p>

2012 City of New Hope Performance Measures

Category	#	Measure	Results
General	1.	Rating of the overall quality of city services (<i>survey data, provide year completed and total responses</i>)	81% good or excellent; 12% fair
	2.	Percent change in the taxable property market value	.081% (\$1,321,463,913 in 2011 to \$1,214,204,483 in 2012)
	3.	Citizens' rating of the overall appearance of the city (<i>survey data, provide year completed and total responses</i>)	73% good or excellent; 20% fair
	4.	Bond rating	A.A
Police Services	5.	Citizens' rating of the quality of city recreational programs and facilities (<i>survey data, provide year completed and total responses</i>)	64% as good or excellent; 13% did not know
	6.	Citizens' rating of redevelopment efforts	84% important or very important
	7.	Part I and II crime rates	Part I - 831; Part II - 1106
	8.	Citizens' rating of safety in the community (<i>survey data, provide year completed and total responses</i>)	57% very safe; 37% somewhat safe
Fire & EMS Services	9.	Average police response time	Average response time to priority 1 calls (in minutes) is 3.6
	10.	Insurance industry rating of fire services	4
Streets	11.	Citizens' rating of the quality of fire protection services (<i>survey data, provide year completed and total responses</i>).	72% good or excellent; 24% said they did not know
	12.	Fire calls per 1,000 population	31.35 (627 calls for service)
Recreation	13.	Average city pavement condition rating	67
	14.	Citizens' rating of the road conditions in the city (<i>survey data, provide year completed and total responses</i>).	65% good or excellent; 27% said fair (some streets are county roads)
Water	15.	Citizens' rating of value of rec facilities (pool, golf course, arena)	75% somewhat or very high; 15% said they did not know
	16.	Citizens' rating of the dependability and quality of city water supply (<i>survey data, provide year completed and total responses</i>).	85% good or excellent
Sanitary Sewer	17.	Citizens' rating of the dependability and quality of city sanitary sewer service (<i>survey data, provide year completed and total responses</i>).	77% good or excellent; 17% said they did not know
	18.	Number of sewer blockages on city system per 100 connections	0.018 per 100 connections

Quantifiable performance measures are shaded

Summaries of Survey Questions are attached

2012 New Hope City Services Survey

(Please complete only one survey per person)

How many years have you lived in New Hope?

- 0-1 Year 11-20 Years Comments:
 2-5 Years More than 20 Years
 6-10 Years

How would you rate the overall appearance of the city?

- Excellent Poor Comments:
 Good Don't Know
 Fair

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

- Very Safe Very Unsafe Comments:
 Somewhat Safe Don't Know
 Somewhat Unsafe

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

- Excellent Poor Comments:
 Good Don't Know
 Fair

How would you rate the overall condition of city streets?

- Excellent Poor Comments:
 Good Don't Know
 Fair

How would you rate the overall quality of snowplowing on city streets?

- Excellent Poor Comments:
 Good Don't Know
 Fair

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

- Excellent Poor Comments:
 Good Don't Know
 Fair

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

- Excellent Poor Comments:
 Good Don't Know
 Fair

Continued on back...

How much value do you think the city's three primary recreation amenities - the New Hope Village Golf Course, New Hope Ice Arena, and New Hope Outdoor Pool - add to the community?

- Very High Very Low Comments:
 Somewhat High Don't Know
 Somewhat Low

How would you rate the overall quality of city recreational programs and parks?

- Excellent Poor Comments:
 Good Don't Know
 Fair

How would you rate the quality of permitting, building inspection and code enforcement services in the city?

- Excellent Poor Comments:
 Good Don't Know
 Fair

How important do you think redevelopment is for the city of New Hope?

- Very Important Very Unimportant Comments:
 Important Don't Know
 Unimportant

Where do you think the city should focus its redevelopment efforts (pick one)?

- City Center & 42nd Ave. Winnetka & Medicine Lake Rd. Comments/Other:
 Bass Lake Road Corridor & Don't Know
 Winnetka Learning Center
 62nd Ave. & West Broadway

How would you rate the fiscal management and health of the city?

- Excellent Poor Comments:
 Good Don't Know
 Fair

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

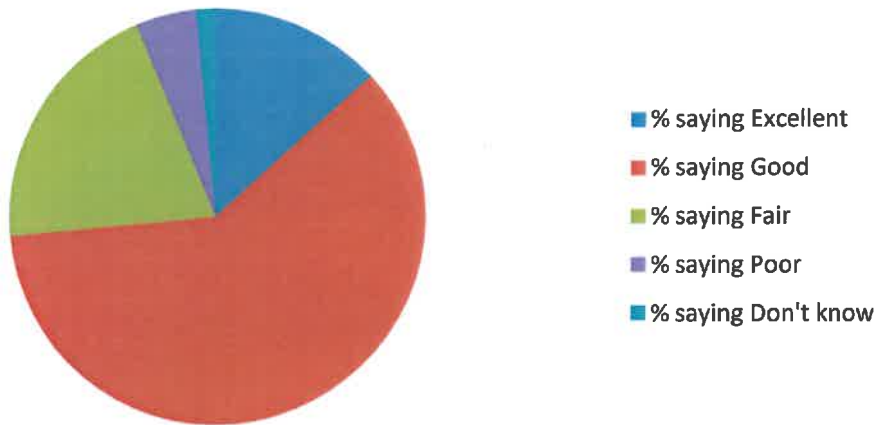
- Excellent Poor Comments:
 Good Don't Know
 Fair

You have completed the survey. Thank you for participating!

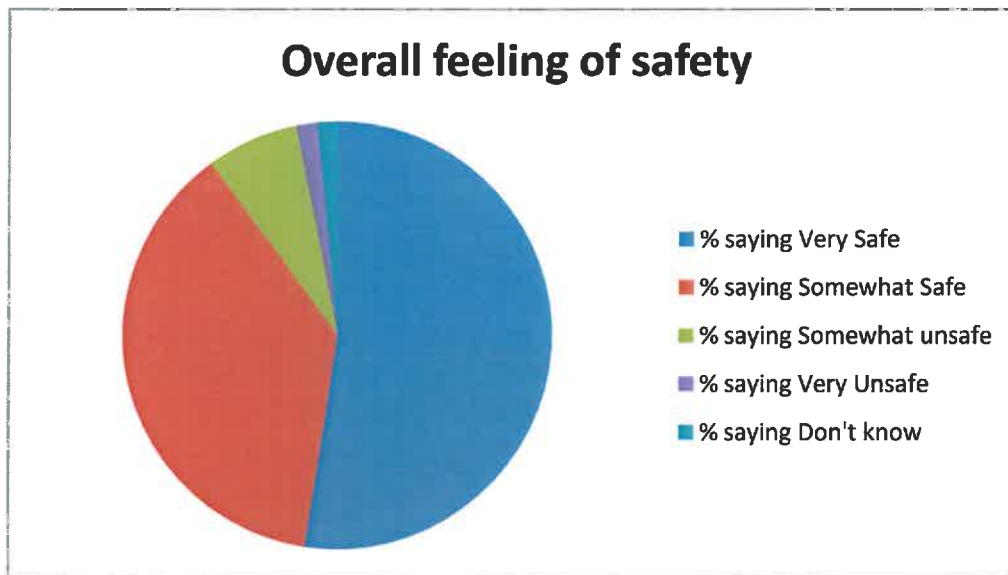
QUESTION SUMMARIES

	How would you rate the overall appearance of the city?
# saying Excellent	25
# saying Good	114
# saying Fair	38
# saying Poor	9
# saying Don't know	3
Total Responses	189
% saying Excellent	13%
% saying Good	60%
% saying Fair	20%
% saying Poor	5%
% saying Don't know	2%

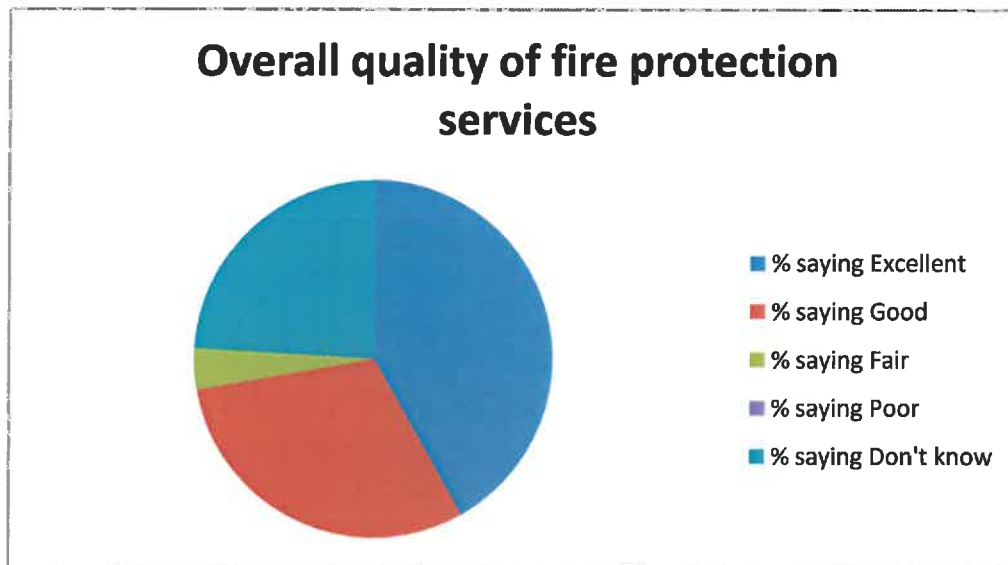
Overall appearance of city



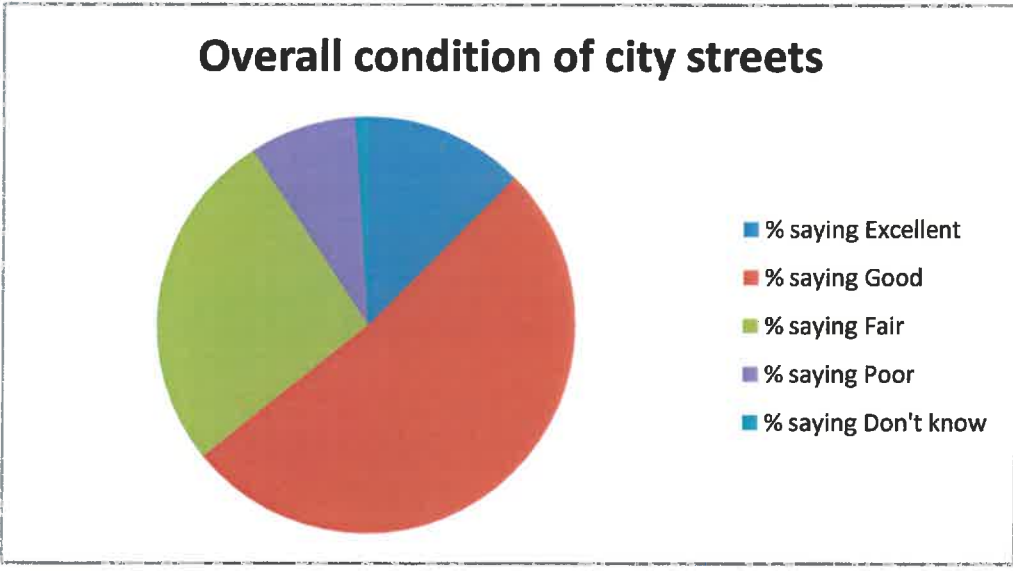
QUESTION SUMMARIES	
	How would you describe your overall feeling of safety in the city?
# saying Very Safe	98
# saying Somewhat Safe	70
# saying Somewhat unsafe	13
# saying Very Unsafe	3
# saying Don't know	3
Total Responses	187
% saying Very Safe	52%
% saying Somewhat Safe	37%
% saying Somewhat unsafe	7%
% saying Very Unsafe	2%
% saying Don't know	2%



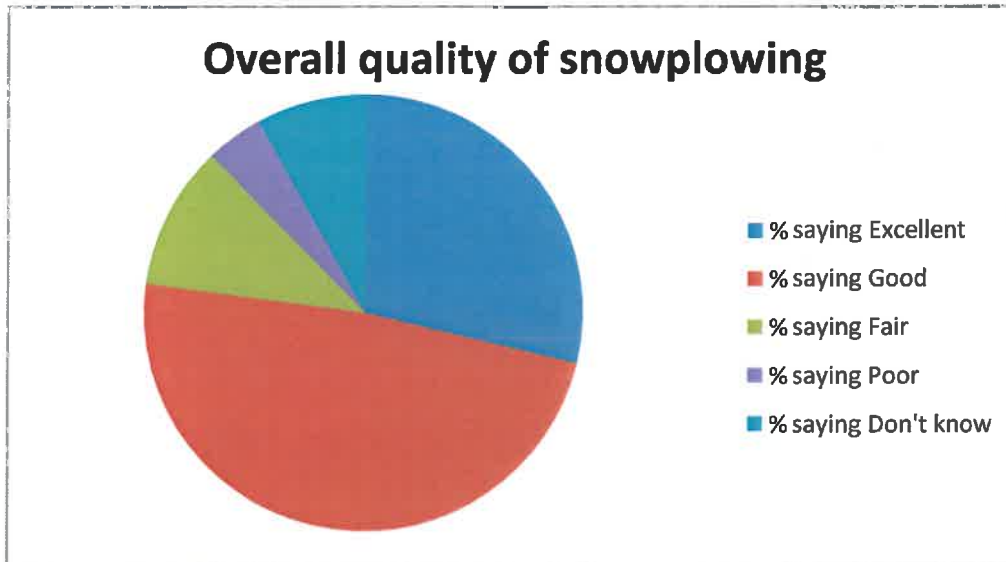
QUESTION SUMMARIES	
	How would you rate the overall quality of fire protection services in the city?
# saying Excellent	78
# saying Good	57
# saying Fair	7
# saying Poor	0
# saying Don't know	45
Total Responses	187
% saying Excellent	42%
% saying Good	30%
% saying Fair	4%
% saying Poor	0%
% saying Don't know	24%



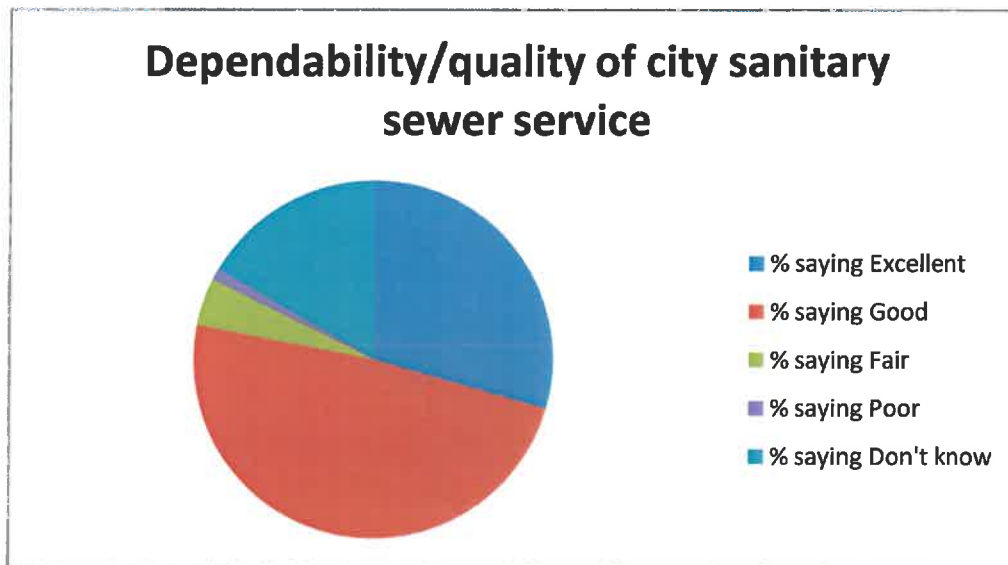
QUESTION SUMMARIES	
	How would you rate the overall condition of city streets?
# saying Excellent	23
# saying Good	95
# saying Fair	49
# saying Poor	15
# saying Don't know	2
Total Responses	184
% saying Excellent	13%
% saying Good	52%
% saying Fair	27%
% saying Poor	8%
% saying Don't know	1%



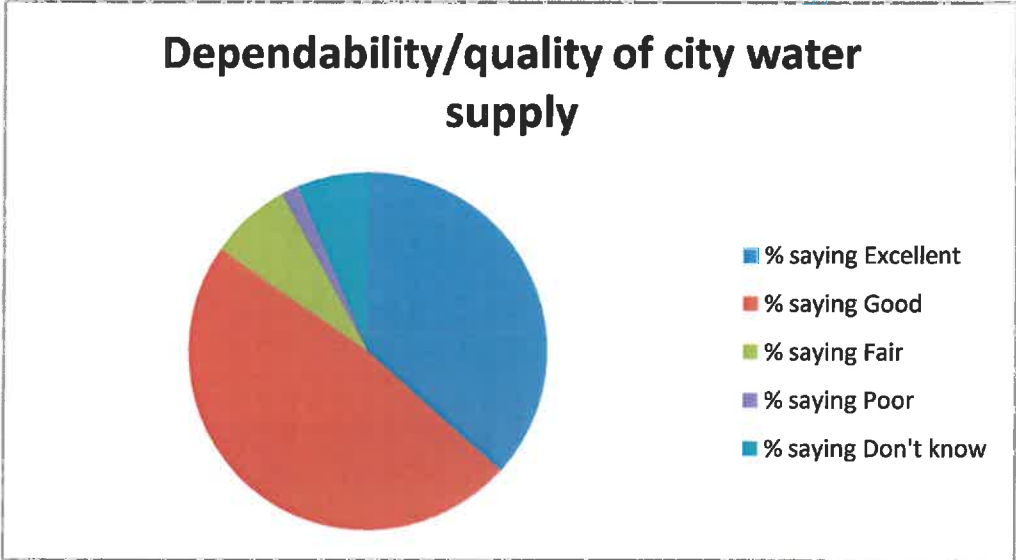
QUESTION SUMMARIES	
	How would you rate the overall quality of snowplowing on city streets?
# saying Excellent	54
# saying Good	91
# saying Fair	20
# saying Poor	8
# saying Don't know	15
Total Responses	188
% saying Excellent	29%
% saying Good	48%
% saying Fair	11%
% saying Poor	4%
% saying Don't know	8%



QUESTION SUMMARIES	
	How would you rate the dependability and overall quality of city sanitary sewer service?
# saying Excellent	55
# saying Good	91
# saying Fair	8
# saying Poor	2
# saying Don't know	31
Total Responses	187
% saying Excellent	29%
% saying Good	49%
% saying Fair	4%
% saying Poor	1%
% saying Don't know	17%

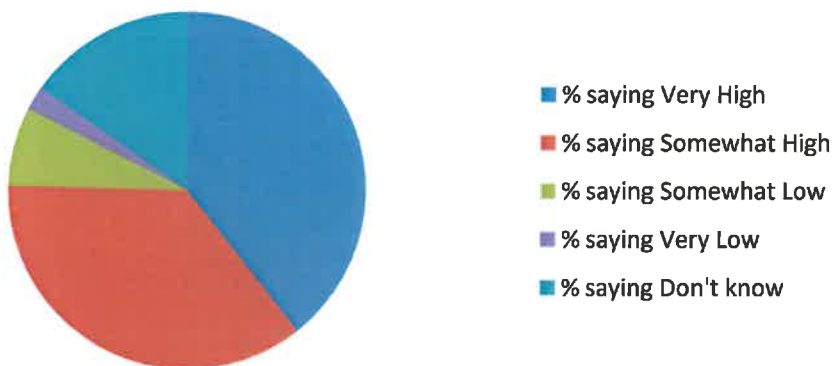


QUESTION SUMMARIES	
	How would you rate the dependability and overall quality of the city water supply?
# saying Excellent	69
# saying Good	91
# saying Fair	14
# saying Poor	3
# saying Don't know	12
Total Responses	189
% saying Excellent	37%
% saying Good	48%
% saying Fair	7%
% saying Poor	2%
% saying Don't know	6%

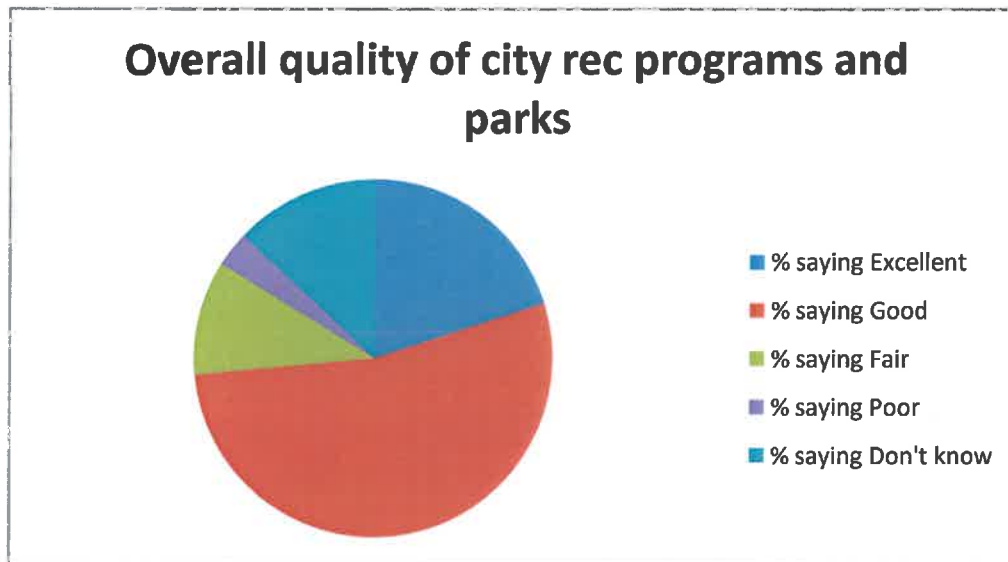


QUESTION SUMMARIES	
	How much value do you think the city's three primary recreation amenities - the New Hope Village Golf Course, New Hope Ice Arena, and New Hope Outdoor Pool - add to the community?
saying very high	72
saying somewhat high	66
saying somewhat low	13
saying very low	4
saying don't know	28
Total Responses	183
% saying Very High	39%
% saying Somewhat High	36%
% saying Somewhat Low	7%
% saying Very Low	2%
% saying Don't know	15%

Value placed on three primary rec amenities

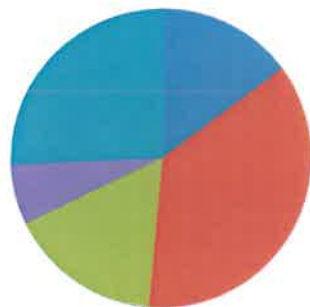


QUESTION SUMMARIES	
	How would you rate the overall quality of city recreational programs and parks?
saying excellent	37
saying good	99
saying fair	19
saying poor	6
saying don't know	24
Total Responses	185
% saying excellent	20%
% saying good	54%
% saying fair	10%
% saying poor	3%
% saying Don't know	13%



QUESTION SUMMARIES	
	How would you rate the quality of permitting, building inspection and code enforcement services in the city?
saying excellent	27
saying good	67
saying fair	30
saying poor	12
saying don't know	47
Total Responses	183
% saying excellent	15%
% saying good	37%
% saying fair	16%
% saying poor	7%
% saying Don't know	26%

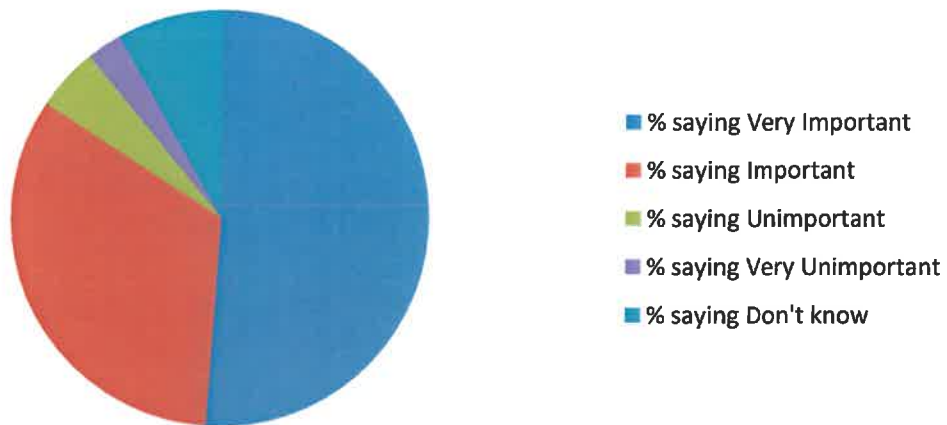
Quality of permitting, building inspection and code enforcement services



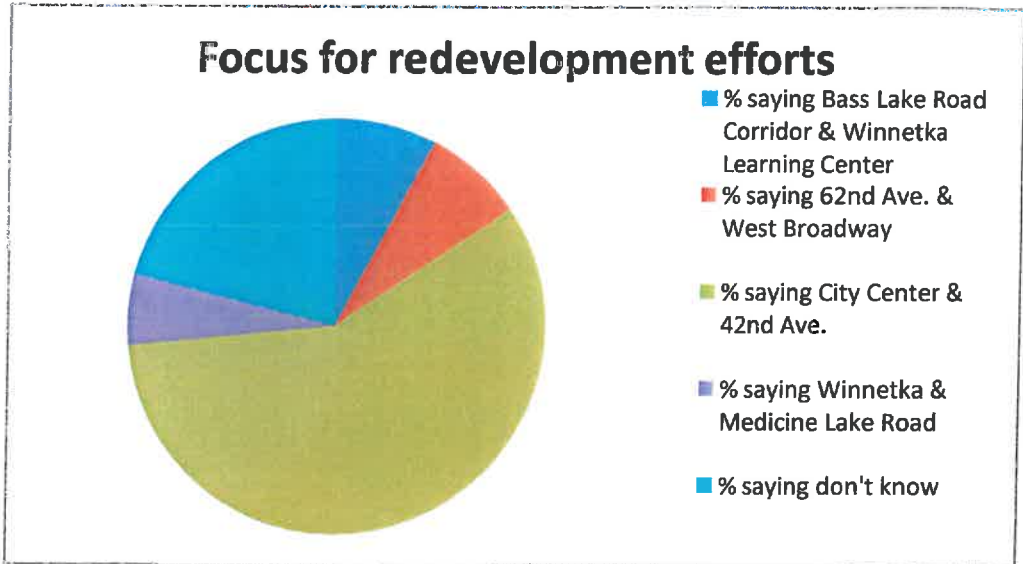
- % saying Excellent
- % saying Good
- % saying Fair
- % saying Poor
- % saying Don't know

QUESTION SUMMARIES	
	How important do you think redevelopment is for the city of New Hope?
saying very important	94
saying important	61
saying unimportant	9
saying very unimportant	5
saying don't know	15
	184
% saying Very Important	51%
% saying Important	33%
% saying Unimportant	5%
% saying Very Unimportant	3%
% saying Don't know	8%

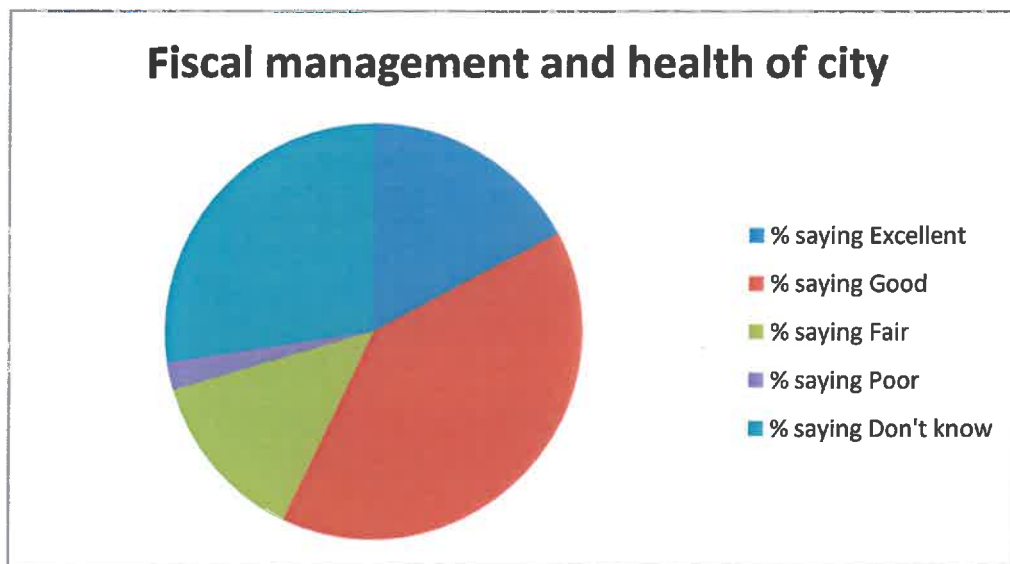
Importance of redevelopment for the city



QUESTION SUMMARIES	
	Where do you think the city should focus its redevelopment efforts? (Pick one)
Bass Lake Road Corridor & Winnetka Learning Center	14
62nd Ave. & West Broadway	14
City Center & 42nd Ave.	105
Winnetka & Medicine Lake Road	10
don't know	38
	181
% saying Bass Lake Road Corridor & Winnetka Learning Center	8%
% saying 62nd Ave. & West Broadway	8%
% saying City Center & 42nd Ave.	58%
% saying Winnetka & Medicine Lake Road	6%
% saying don't know	21%

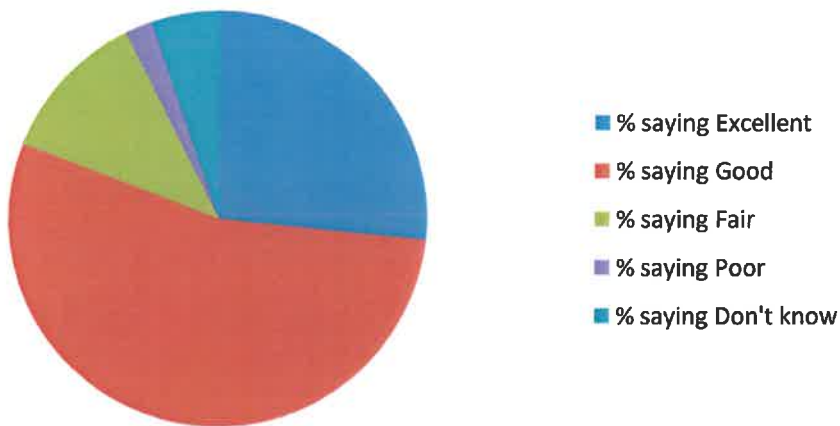


QUESTION SUMMARIES	
	How would you rate the fiscal management and health of the city?
saying excellent	32
saying good	74
saying fair	25
saying poor	4
saying don't know	51
Total Responses	186
% saying excellent	17%
% saying good	40%
% saying fair	13%
% saying poor	2%
% saying Don't know	27%



QUESTION SUMMARIES	
	How would you rate the overall quality of services provided by the city?
saying excellent	50
saying good	102
saying fair	22
saying poor	4
saying don't know	10
Total Responses	188
% saying excellent	27%
% saying good	54%
% saying fair	12%
% saying poor	2%
% saying Don't know	5%

Overall quality of services provided



RESOLUTION NO. 2013-16

A RESOLUTION APPROVING PARTICIPATION IN THE PERFORMANCE MEASUREMENT PROGRAM ESTABLISHED BY THE STATE OF MINNESOTA AND THE COUNCIL ON LOCAL RESULTS AND INNOVATION

WHEREAS, in 2010, the Minnesota Legislature created the Council on Local Results and Innovation; and

WHEREAS, the Council on Local Results and Innovation developed a standard set of 29 performance measures that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of cities and counties in providing services and measure residents' opinion of those services; and

WHEREAS, the performance measurement program established by the State of Minnesota and the Council on Local Results and Innovation is voluntary; and

WHEREAS, participation in this program will provide the City of Newport with a reimbursement of \$0.14 per capita annually and relief from levy limits for taxes, if levy limits are in effect

WHEREAS, in order to be eligible for the reimbursement and exemption, the City of Newport must officially adopt and implement at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage, and evaluate programs and processes for optimal future outcomes ; and

NOW, THEREFORE, BE IT RESOLVED by the City Council of Newport that the City will adopt the below performance measures and report the results to its citizens by the end of 2013 through publication, direct mailing, posting on the City's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

General

1. Rating of the overall quality of services provided by the City.
3. Rating of the overall appearance of the City.
7. Rating of the quality of City recreational programs and facilities.

Police Services

10. Part I and II Crime Clearance Rates
11. Rating of safety in the community

Fire and EMS Services

13. Insurance industry rating of fire services.
14. Rating of the quality of fire protection services.

Streets

21. Rating of the road conditions in the City.
25. Rating of the quality of snowplowing on City streets.

Water

26. Rating of the dependability and quality of the City's water supply.
27. Operating cost per 1,000,000 gallons of water pumped/produced.

Sanitary Sewer

28. Rating of the dependability and quality of the City's sanitary sewer service.

29. Number of sewage blockages on the City system per 100 connections.

BE IT FURTHER RESOLVED, that the City Council of Newport will submit to the Office of the State Auditor the actual results of the performance measures adopted by the City.

Adopted this 18th day of April, 2013 by the Newport City Council.

Motion by: Gallagher, Seconded by: Sumner

VOTE:	Geraghty	Aye
	Ingemann	Aye
	Sumner	Aye
	Gallagher	Nay
	Rahm	Aye

Signed: Timothy M. Geraghty
Tim Geraghty, Mayor

ATTEST: Debora D Hill
Deb Hill, City Administrator

RESOLUTION NO. 13 - 43

Councilor RockVam offered the following resolution and moved its adoption:

WHEREAS, the City of New Ulm has adopted and implemented the minimum 10 performance measures developed by the Council on Local Results and Innovation; and

WHEREAS, the City of New Ulm is in the process of implementing a local performance measurement system as developed by the Council on Local Results and Innovation; and

WHEREAS, the City of New Ulm has reported the results of the 10 adopted measures to its residents before the end of the calendar year 2012 through publication, posting on the entity's website, through a City Council Meeting at which the budget and levy was discussed and public input allowed; and

WHEREAS, the City of New Ulm has surveyed its residents at the end of calendar year 2012 on the services included in the performance measures; and

WHEREAS, the City of New Ulm will survey its residents before the end of calendar year 2013 so results can be published and used in 2013 budget preparation meetings.

BE IT RESOLVED, by the City Council of the City of New Ulm will conform to the requirements of the 2013 Performance Measurement Program reporting requirements.

The motion for the adoption of the foregoing resolution was duly seconded by Councilor Webster and, the roll being called, the following vote was recorded:

Voting Aye: Councilors Fischer, RockVam, Schultz, Webster, and President Schmitz.

Voting Nay: None.


Not Voting: None.

Whereupon said resolution was declared to have been duly adopted this 7th day of May 2013.




President of the City Council

Attest:



Finance Director

The above resolution approved May 7, 2013.



Mayor

State Report City Wide Totals

04/25/2013

Page 1 of 2

<i>Item</i>	<i>Description</i>	<i>Percent</i>	<i>Scale</i>	<i>Count</i>
1	<i>Indicate the number of years you lived in New Ulm.</i>	7.04%	1-9 Years	10
		17.61%	10-19 Years	25
		12.68%	20-29 Years	18
		12.68%	30-39 Years	18
		15.49%	40-49 Years	22
		11.97%	50-59 Years	17
		7.75%	60-69 Years	11
		4.23%	70-79 Years	6
2	<i>How would you rate the overall appearance of the city?</i>	3.33%	Fair	6
		13.33%	Satisfactory	24
		61.11%	Good	110
		22.22%	Excellent	40
3	<i>How would you describe your overall feeling of police protection services in the city?</i>	0.56%	Poor	1
		4.49%	Fair	8
		10.67%	Satisfactory	19
		44.38%	Good	79
		39.89%	Excellent	71
4	<i>How would you rate the overall quality of fire protection services in the city?</i>	0.57%	Fair	1
		7.39%	Satisfactory	13
		37.50%	Good	66
		54.55%	Excellent	96
5	<i>How would you rate the overall condition of city streets?</i>	4.47%	Poor	8
		11.17%	Fair	20
		40.22%	Satisfactory	72
		35.20%	Good	63
		8.94%	Excellent	16
6	<i>How would you rate the overall quality of snowplowing on city streets?</i>	4.49%	Poor	8
		8.99%	Fair	16
		24.72%	Satisfactory	44
		40.45%	Good	72
		21.35%	Excellent	38
7	<i>How would you rate the dependability and overall quality of city sanitary sewer services?</i>	1.13%	Fair	2
		15.25%	Satisfactory	27
		48.02%	Good	85
		35.59%	Excellent	63
8	<i>How would you rate the dependability and overall quality of city water services?</i>	6.70%	Fair	12
		15.08%	Satisfactory	27
		39.66%	Good	71
		38.55%	Excellent	69
9	<i>How would you rate the dependability and overall quality of city gas services?</i>	0.56%	Poor	1
		1.12%	Fair	2
		12.85%	Satisfactory	23
		41.90%	Good	75

State Report City Wide Totals

04/25/2013

Page 2 of 2

Item	Description	Percent	Scale	Count
9	How would you rate the dependability and overall quality of city gas services?	43.58%	Excellent	78
10	How would you rate the dependability and overall quality of city electricity services?	0.56%	Poor	1
		2.82%	Fair	5
		14.69%	Satisfactory	26
		42.37%	Good	75
		39.55%	Excellent	70
11	How would you rate the overall quality of city recreational programs and facilities?	1.12%	Poor	2
		4.47%	Fair	8
		14.53%	Satisfactory	26
		42.46%	Good	76
		37.43%	Excellent	67
12	How would you rate the library services in the city?	0.59%	Poor	1
		1.18%	Fair	2
		16.47%	Satisfactory	28
		39.41%	Good	67
		42.35%	Excellent	72
13	How would you rate the quality of licensing permitting and building inspection services in the city?	4.76%	Poor	8
		7.14%	Fair	12
		27.98%	Satisfactory	47
		39.29%	Good	66
		20.83%	Excellent	35
14	How would you rate the quality and programming of the Community Access Channel?	3.57%	Poor	6
		9.52%	Fair	16
		35.71%	Satisfactory	60
		32.14%	Good	54
		19.05%	Excellent	32
15	How would you rate the utility billing/finance department services in the city?	2.86%	Poor	5
		10.29%	Fair	18
		22.86%	Satisfactory	40
		36.57%	Good	64
		27.43%	Excellent	48
16	How would you rate the overall quality of services provided by the city?	0.57%	Poor	1
		4.02%	Fair	7
		18.39%	Satisfactory	32
		51.15%	Good	89
		25.86%	Excellent	45

PERFORMANCE MEASUREMENT PROGRAM CITY OF NEW ULM CITIZEN SURVEY



1. Please indicate the number of years you have lived in New Ulm	_____ years
--	-------------

For each item identified below, circle the number to the right that best fits your judgment of its quality. Use the scale to select the quality number.

Description/Identification of Survey Item	Scale				
	P o o r		←	→	E x c e l l e n t
2. How would you rate the overall appearance of the city?	1	2	3	4	5
3. How would you describe your overall feeling of police protection services in the city?	1	2	3	4	5
4. How would you rate the overall quality of fire protection services in the city?	1	2	3	4	5
5. How would you rate the overall condition of city streets ?	1	2	3	4	5
6. How would you rate the overall quality of snowplowing on city streets ?	1	2	3	4	5
7. How would you rate the dependability and overall quality of city sanitary sewer service ?	1	2	3	4	5
8. How would you rate the dependability and overall quality of the city water service ?	1	2	3	4	5
9. How would you rate the dependability and overall quality of the city gas service ?	1	2	3	4	5
10. How would you rate the dependability and overall quality of city electricity service ?	1	2	3	4	5
11. How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)	1	2	3	4	5
12. How would you rate the library services in the city?	1	2	3	4	5
13. How would you rate the quality of licensing, permitting and building inspection services in the city?	1	2	3	4	5
14. How would you rate the overall quality and programming of the Community Access Channel ?	1	2	3	4	5
15. How would you rate the utility billing/finance department services ?	1	2	3	4	5
16. How would you rate the overall quality of services provided by the city?	1	2	3	4	5

Comments: _____

Please use the enclosed self-addressed, postage paid envelope to return the survey to City Hall by Monday, October 15, 2012

Thank you for your time and consideration in completing this survey

CITY OF NORTH ST. PAUL

RESOLUTION NO. 2013-052

RESOLUTION AUTHORIZING THE CONTINUED PARTICIPATION IN AND ADOPTION OF THE COUNCIL ON LOCAL RESULTS AND INNOVATION PROGRAM AND COMPLETION OF THE ANNUAL CITIZEN AND SERVICE DATA COLLECTION AND QUALITY RATINGS

WHEREAS, in 2010, the State Legislature created the Council on Local Results and Innovation which released a set of ten performance measures to measure the efficacy of City service provision and citizens' opinion of those city services; and

WHEREAS, this is a voluntary program and through participating in the standard measures program the City is eligible to receive a reimbursement of \$0.14 per capita in local government aid; and

WHEREAS, a further benefit to City participation in the program is that it would exempt the City from levy limits under state statutes 275.70 to 275.74 for taxes payable in 2013; and

WHEREAS, the Performance Measures requiring annual reporting are:

- 1) General - includes citizens' rating of City services, changes in taxable property market value and citizens' rating of the appearance of the City;
- 2) Public Safety - a citizens survey rating of safety;
- 3) Fire Services - a citizens' rating of the quality of fire protection services;
- 4) Streets – a citizens' rating of the street conditions and a rating of the quality of snowplowing of city streets;
- 5) Water – citizens rating of the quality of city water supply;
- 6) Sanitary Sewer – citizens rating of the quality of city sanitary sewers;
- 7) Parks and Recreation – citizens rating of the quality of city parks and recreational programs and facilities.

WHEREAS, on June 21, 2011 the City of North St. Paul adopted Resolution No. 2011-077 and implemented the 10 performance measures developed by the Council on Local Results and Innovation; and

WHEREAS, the City of North St. Paul has implemented the local performance measurement system as developed by the Council on Local Results and Innovation; and

WHEREAS, the City of North St. Paul has reported the results of the 10 adopted measures by posting the 2012 Survey results on the City of North St. Paul website; and

WHEREAS, the City of North St. Paul is continuing to survey North St. Paul residents with the 2013 Survey; and

WHEREAS, the results of the survey and reporting data is to be completed on an annual basis for reimbursement from the Office of the State Auditor and to continue the tax levy exemption.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of North St. Paul, it hereby authorizes the City of North St. Paul to continue participation in the Council on Local Results and Innovation program and to complete the annual citizen and service data collection and quality ratings.

ADOPTED this 2nd day of April, 2013.

Motion by Council Member Thorsen
Second by Council Member Furlong

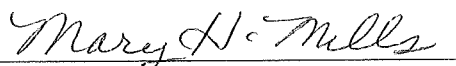
Voting: Aye: Council Member Furlong
 Council Member Petersen
 Council Member Thorsen
 Mayor Kuehn
 Nay: None
 Abstain: None
 Absent: Council Member Walczak



/s/ Michael R. Kuehn, Mayor

Attest: /s/ Walter T. Wysopal, City Manager

As Deputy Clerk of the City of North St. Paul, I hereby certify that this Resolution is a true and correct copy of the one adopted by the City Council at a regular meeting held on the 2nd day of April, 2013.



Mary H. Mills, Deputy Clerk

North ST. PAUL

2013

Performance Measurement Program Report

This survey was sent to North St. Paul residents in April as part of a statewide Performance Measurement Program.

Of the 6,900 surveys that were sent to residents, 551 responded. The results only indicate responses to questions, so variations in the total number of responses indicate that some questions were skipped by respondents.

Jon Fure/Teri Werner

City of North St. Paul

7/1/2013

Summary

The Office of the State Auditor's (OSA) Performance Measurement Program has been created to "aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties and cities in providing services and measure residents' opinions of those services." This report details the City of North St. Paul's participation in the program, including the specific performance measures that have been gathered through a survey of residents.

The OSA, through the Council on Local Results and Innovation, has established performance measures for cities in the following categories:

- General (overall satisfaction with quality of city services, appearance of the city, property values, etc.)
- Police services (feelings about safety in the city)
- Fire services (feelings about the quality of fire protection / emergency response services)
- Streets (feelings about the quality of streets and related services, including snow plowing and street sweeping)
- Water (feelings about dependability and quality of city water services)
- Sanitary sewer (feelings about dependability and quality of wastewater services)
- Parks and recreation (feelings about the quality of parks and recreation opportunities)

This report consists of:

1) A **resolution** approved by the city council (Res 2013-052) declaring that:

- The city/county has adopted and implemented the minimum 10 performance measures developed by the Council on Local Results and Innovation.
- The city/county has implemented a local performance measurement system as developed by the Council on Local Results and Innovation.
- The city/county has or will report the results of the 10 adopted measures to its residents before the end of the calendar year through publication, direct mailing, posting on the entity's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.
- The city/county has or will survey its residents by the end of the calendar year on the services included in the performance benchmarks.

2) The actual **results** of the performance measures adopted by the city.

City Council Resolution 2013-052

The North St. Paul City Council adopted the following resolution at its April 2, 2013 council meeting:

RESOLUTION AUTHORIZING THE CONTINUED PARTICIPATION IN AND
ADOPTION OF THE COUNCIL ON LOCAL RESULTS AND INNOVATION
PROGRAM AND COMPLETION OF THE ANNUAL CITIZEN AND SERVICE DATA COLLECTION
AND QUALITY RATINGS

WHEREAS, in 2010, the State Legislature created the Council on Local Results and Innovation which released a set of ten performance measures to measure the efficacy of City service provision and citizens' opinion of those city services; and

WHEREAS, this is a voluntary program and through participating in the standard measures program the City is eligible to receive a reimbursement of \$0.14 per capita in local government aid; and

WHEREAS, a further benefit to City participation in the program is that it would exempt the City from levy limits under state statutes 275.70 to 275.74 for taxes payable in 2013; and

WHEREAS, the Performance Measures requiring annual reporting are:

- 1) General – includes citizens' rating of City services, changes in taxable property market value and citizens' rating of the appearance of the City;
- 2) Public Safety – a citizens survey rating of safety;
- 3) Fire Services – a citizens' rating of the quality of fire protection services;
- 4) Streets – a citizens' rating of the road conditions and a rating of the quality of snowplowing of city streets;
- 5) Water – citizens rating of the dependability and quality of city water supply;
- 6) Sanitary Sewer – citizens rating of the dependability and quality of city sanitary sewers;
- 7) Parks and Recreation – citizens rating of the quality of city recreational programs and facilities.

WHEREAS, on June 21, 2011 the City of North St. Paul adopted Resolution No. 2011-077 and implemented the 10 performance measures developed by the Council on Local Results and Innovation; and

WHEREAS, the City of North St. Paul has implemented the local performance measurement system as developed by the Council on Local Results and Innovation; and

WHEREAS, the City of North St. Paul has reported the results of the 10 adopted measures by posting the 2012 Survey results on the City of North St. Paul website; and

WHEREAS, the City of North St. Paul has surveyed North St. Paul residents with the 2012 Survey: Giving Voice to the Future of Our City; and

WHEREAS, the results of the survey and reporting data is to be completed on an annual basis for reimbursement from the Office of the State Auditor and to continue the tax levy exemption.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of North St. Paul, it hereby authorizes the City of North St. Paul to continue participation in the Council on Local Results and Innovation program and to complete the annual citizen and service data collection and quality ratings.

ADOPTED this 2nd day of April, 2013.

An official, signed resolution is enclosed in this report.

Performance Measures

City staff developed a survey instrument in early 2013 based on the above resolution and on the 10 performance measures developed by the Council on Local Results and Innovation.

The method of collecting the survey was to send a paper copy to all residents, which they could return with their monthly utility bill or drop off at City hall. Staff considered using an online method for delivering the survey to residents, but previous feedback from residents has indicated that the monthly Utility Newsletter is the most effective way for residents to receive communication from the City. The newsletter contained articles about the survey in March through June, and a printed copy of the survey was mailed to all North St. Paul residents and organizations in the April 2013 newsletter. Copies of the survey were also available in City Hall, and information about the survey was posted on the City's website. The deadline to respond to the survey was June 5, which coincided with the deadline for monthly utility payments.

The following performance measures are the results of the survey, except for #2, which was provided by Ramsey County (survey data is the number of responses for each possible answer and the percentage of responses received by each possible answer):

1. How would you rate the overall quality of services provided to you by the City of North St. Paul?
 - Excellent: 142 (26%)
 - Good: 324 (59%)
 - Fair: 71 (13%)
 - Poor: 5 (1%)
2. What is the percent change in taxable property market value in the city?
 - North St. Paul's 2013 Total Real Property Estimated Value is \$680,817,500, which is a 2.42 percent decrease compared to the estimated value for 2012
 - The total estimated market value is comprised of \$85,629,400 in commercial / industrial estimated market value (a 1.87% decrease), \$61,231,100 in apartment estimated value (0.49% decrease), and \$533,957,000 in residential estimated market value (2.72% decrease).
 - Source: Ramsey County Office of the County Assessor, 2013 Payable 2014 Ramsey County Assessors' Report.
3. How do rate the overall appearance of the city?
 - Excellent: 70 (13%)
 - Good: 344 (62%)
 - Fair: 118 (21%)
 - Poor: 14 (3%)

4. How do you rate the safety of our community?
 - Very safe: 230 (42%)
 - Somewhat safe: 252 (46%)
 - Somewhat unsafe: 43 (8%)
 - Very unsafe: 3 (1%)
5. How do you rate the quality of fire protection services from the city?
 - Excellent: 305 (55%)
 - Good: 216 (39%)
 - Fair: 11 (2%)
 - Poor: 0
6. How do you rate the condition of streets in the city?
 - Excellent: 39 (7%)
 - Good: 229 (42%)
 - Fair: 172 (31%)
 - Poor: 108 (20%)
7. How do you rate the quality and timeliness of snowplowing by the city?
 - Excellent: 253 (46%)
 - Good: 209 (38%)
 - Fair: 62 (11%)
 - Poor: 23 (4%)
8. How do you rate the dependability and quality of the city water supply?
 - Excellent: 271 (49%)
 - Good: 218 (40%)
 - Fair: 41 (7%)
 - Poor: 10 (2%)
9. How do you rate the dependability and quality of the city sanitary sewer service?
 - Excellent: 236 (43%)
 - Good: 256 (46%)
 - Fair: 38 (7%)
 - Poor: 7 (1%)
10. How do you rate the quality of a.) city recreational programs and b.) recreational facilities?
 - Excellent: a.) 85 (15%), b.) 109 (20%)
 - Good: a.) 297 (54%) b.) 339 (62%)
 - Fair: a.) 74 (13%) b.) 68 (12%)
 - Poor: a.) 13 (2%) b.) 9 (2%)

Analysis of Survey Results

2013 is the second consecutive year that the City of North St. Paul has participated in the Performance Measurement Program by administering a city-wide survey. Some questions have been modified slightly in an effort to become more precise in what information is being sought. For example, the previous version of the survey asked one question about the quality of recreational programs and facilities, and this year those were two

separate questions, because people could have different views about the quality of programs compared to the quality of facilities.

The following table contains selected comparisons of responses over the past two years, by category:

Category	2013	2012
Overall appearance of City	75% Good or Excellent	64% Good or Excellent
Safety of community	88% Very safe or Somewhat safe	90% Very safe or Somewhat safe
Quality of fire services	94% Good or Excellent	91% Good or Excellent
Condition of streets	49% Good or Excellent (7% Excellent, 31% Fair, 20% Poor)	83% Good or Mostly Good, 15% Poor (Excellent was not an answer option)
Quality of snow plowing	84% Good or Excellent (46% Excellent)	90% Good or Excellent
Quality of water supply	89% Good or Excellent (49% Excellent)	92% Good or Excellent
Quality of sanitary sewer	89% Good or Excellent (43% Excellent)	90% Good or Excellent
Quality of recreational facilities*	82% Good or Excellent	83% Good or Excellent
Quality of recreational programming*	69% Good or Excellent	83% Good or Excellent
Overall quality of services provided by City of North St. Paul	85% Good or Excellent	70% Good or Excellent

*In 2012, these were asked as one question, so results are expressed as the same for both questions.

See pages 7-11 for charts showing the 2013 survey results.

Conclusion and Next Steps

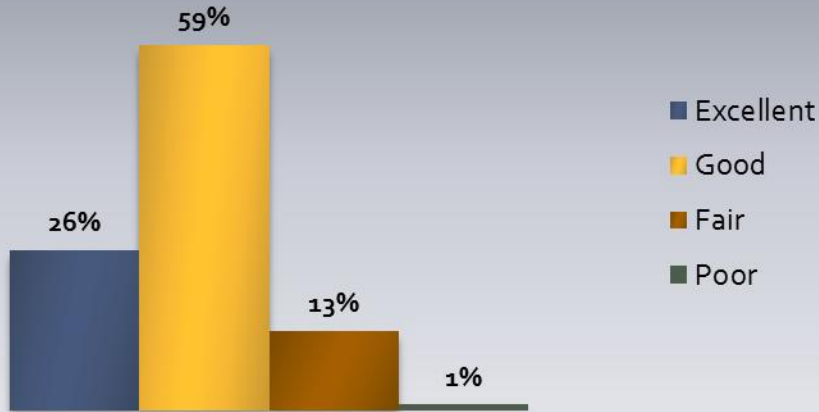
The survey results indicate that more residents gave lower ratings for certain services in 2013 compared to 2012, while a greater percentage of survey respondents gave high ratings for city services overall in 2013 (85% compared to 70% in 2012). The most significant changes in responses from 2012 to 2013 were regarding the condition of streets – the survey results indicate that fewer residents in 2013 gave high ratings to the condition of streets in North St. Paul, and the quality of streets received the greatest percentage of poor ratings (20%).

All of these results will be reviewed by the City Council, which will soon begin the process of creating the budget for 2014. The council is also in the process of adopting a Capital Improvement Plan to address concerns about the quality of city streets.

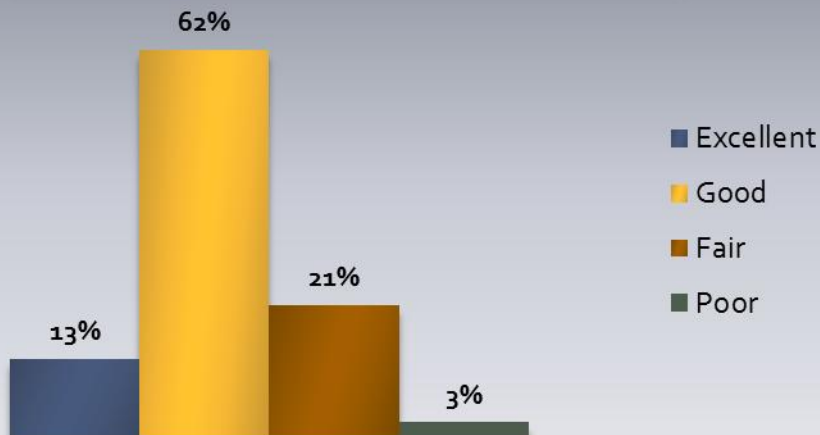
City staff will continue administering the survey annually to continue building on the two years of data on residents’ opinions of services provided by the City of North St. Paul.

Overall Quality

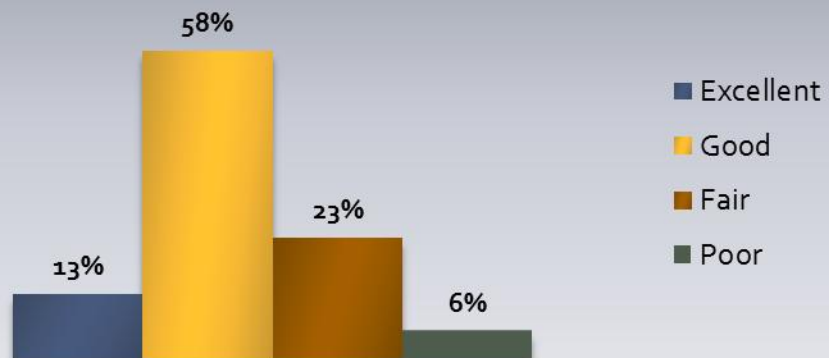
OVERALL QUALITY OF CITY SERVICES



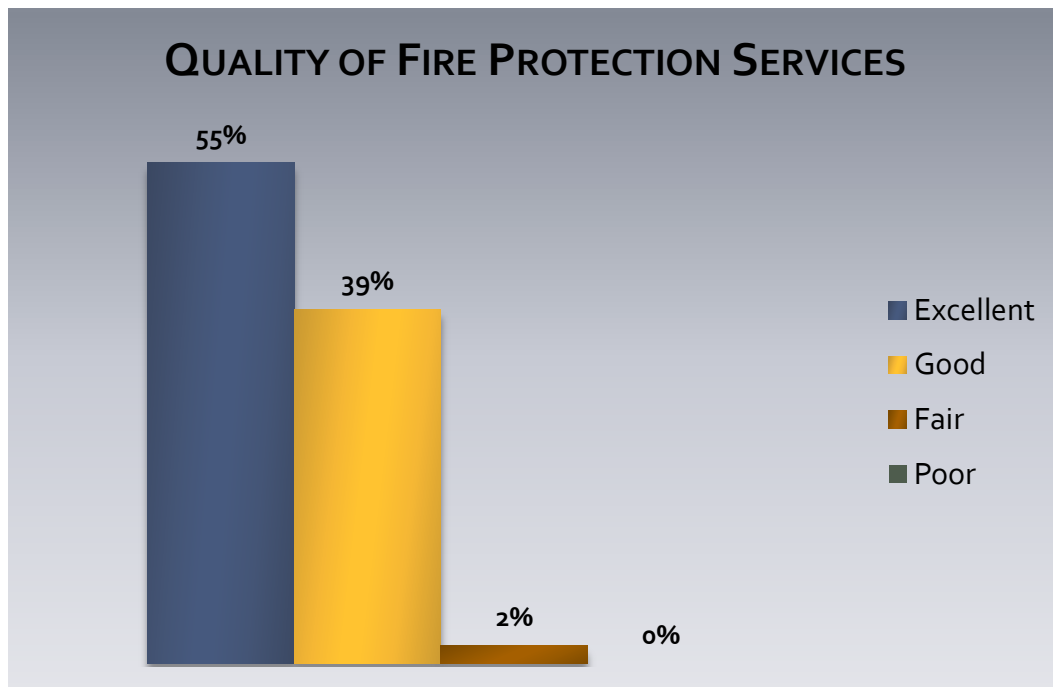
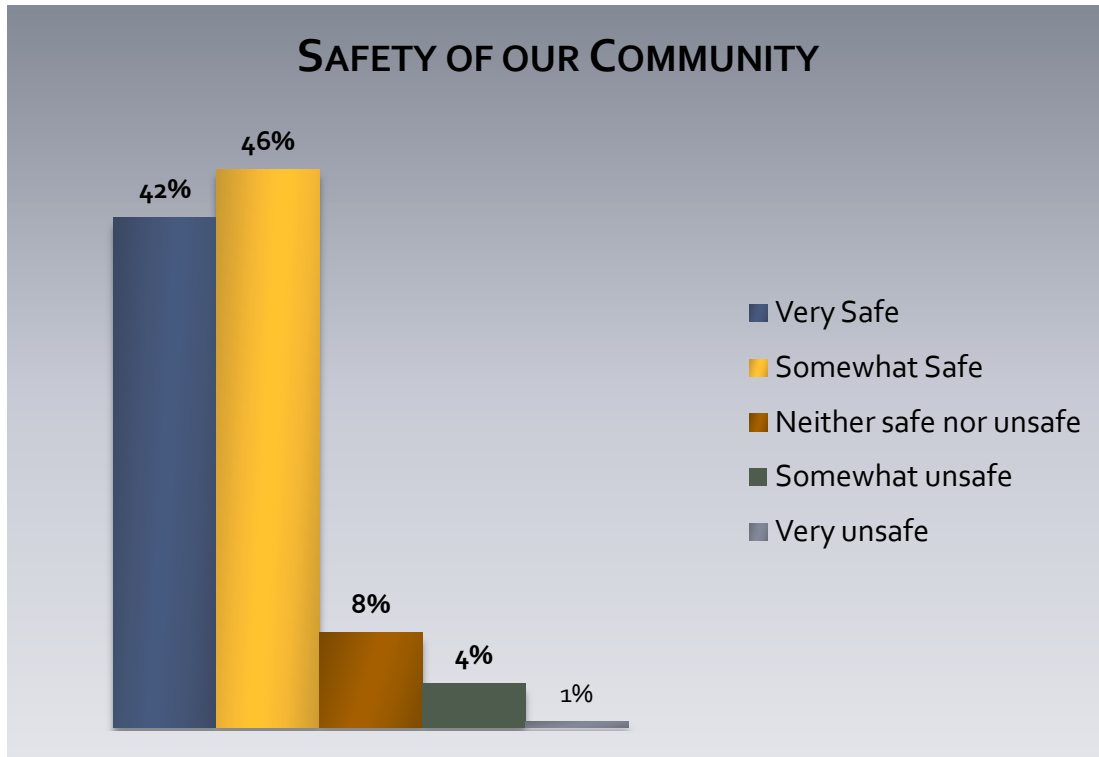
OVERALL APPEARANCE OF THE CITY



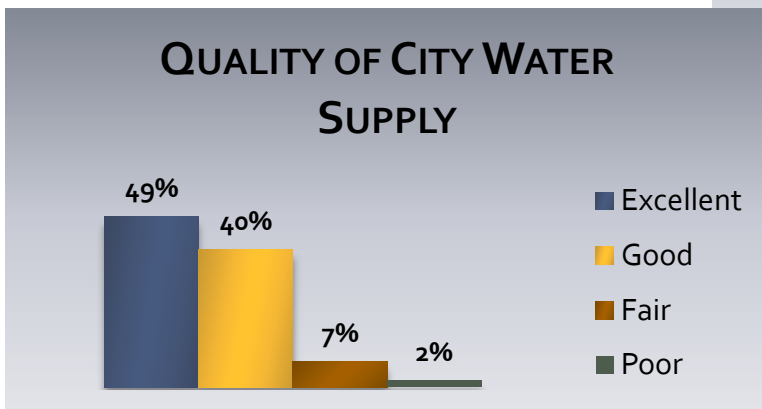
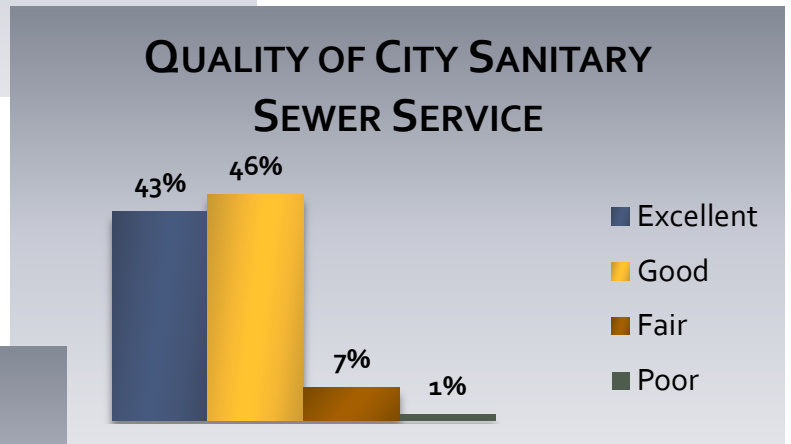
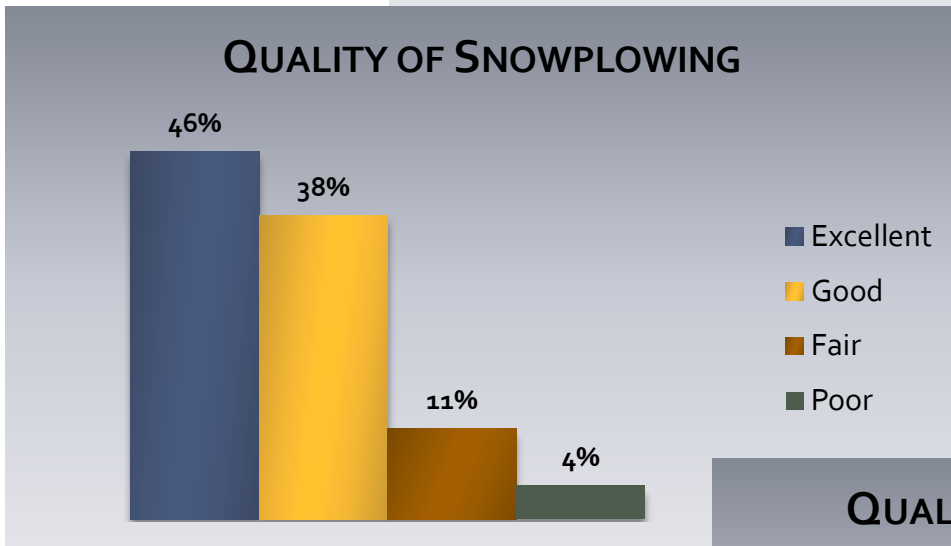
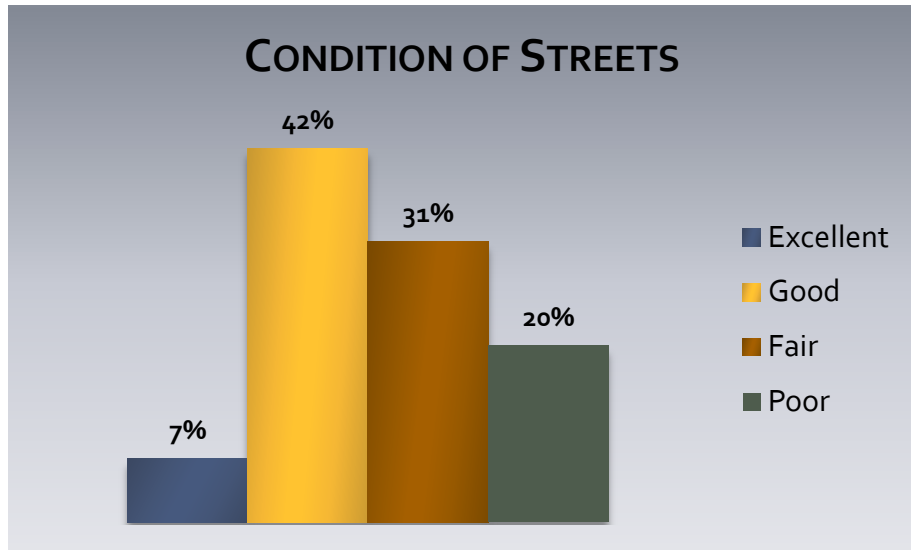
OVERALL APPRANCE OF YOUR NEIGHBORHOOD



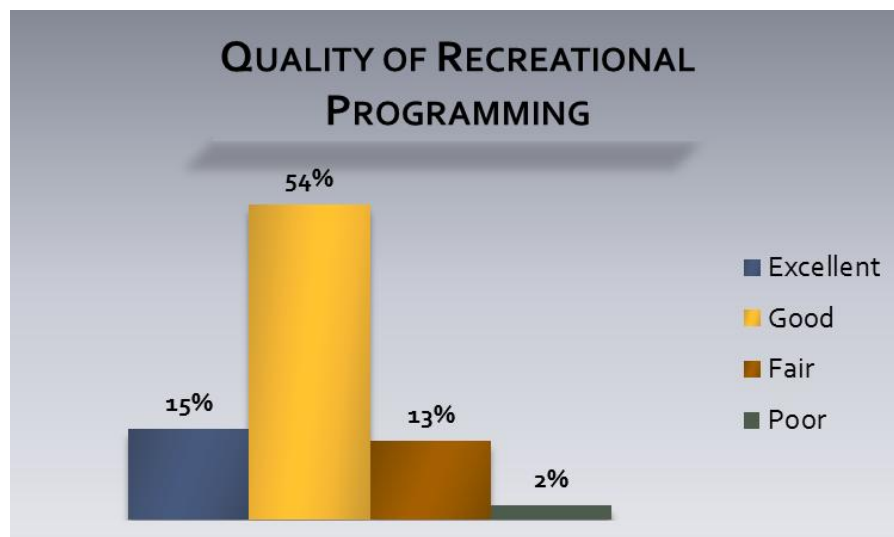
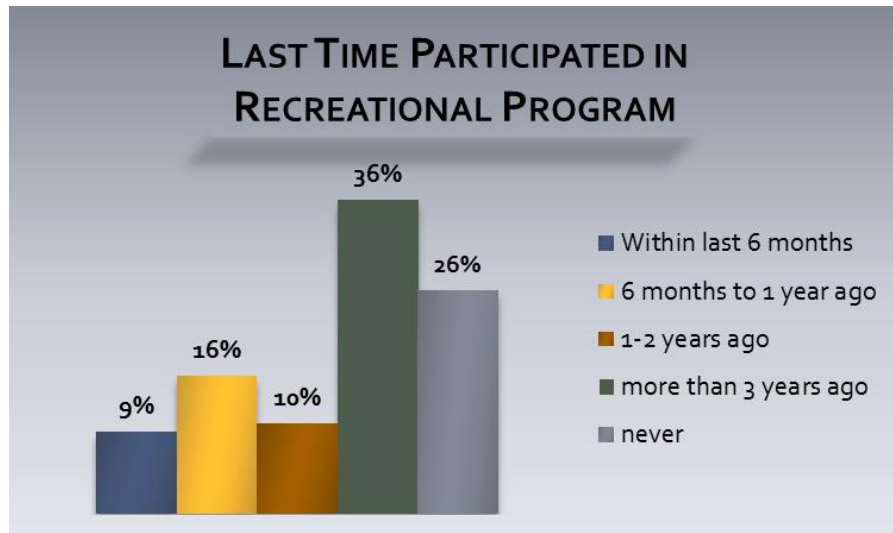
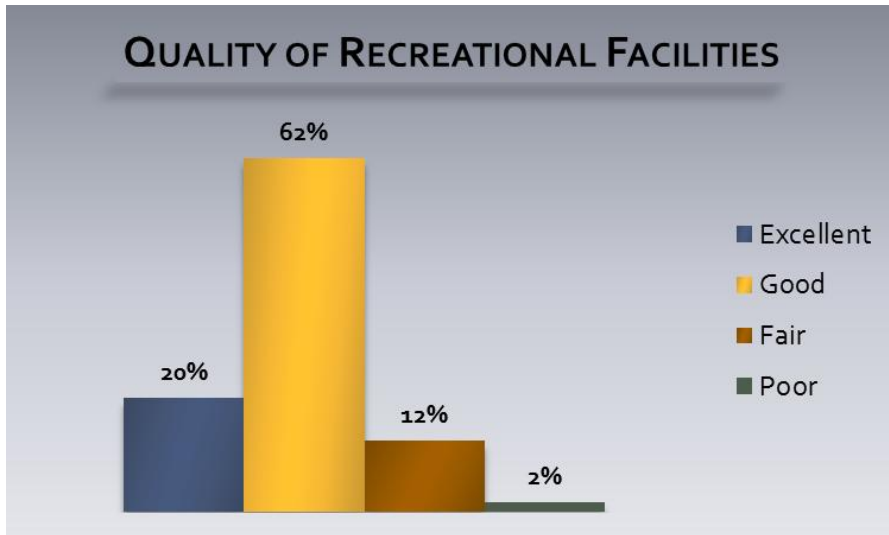
Emergency Services



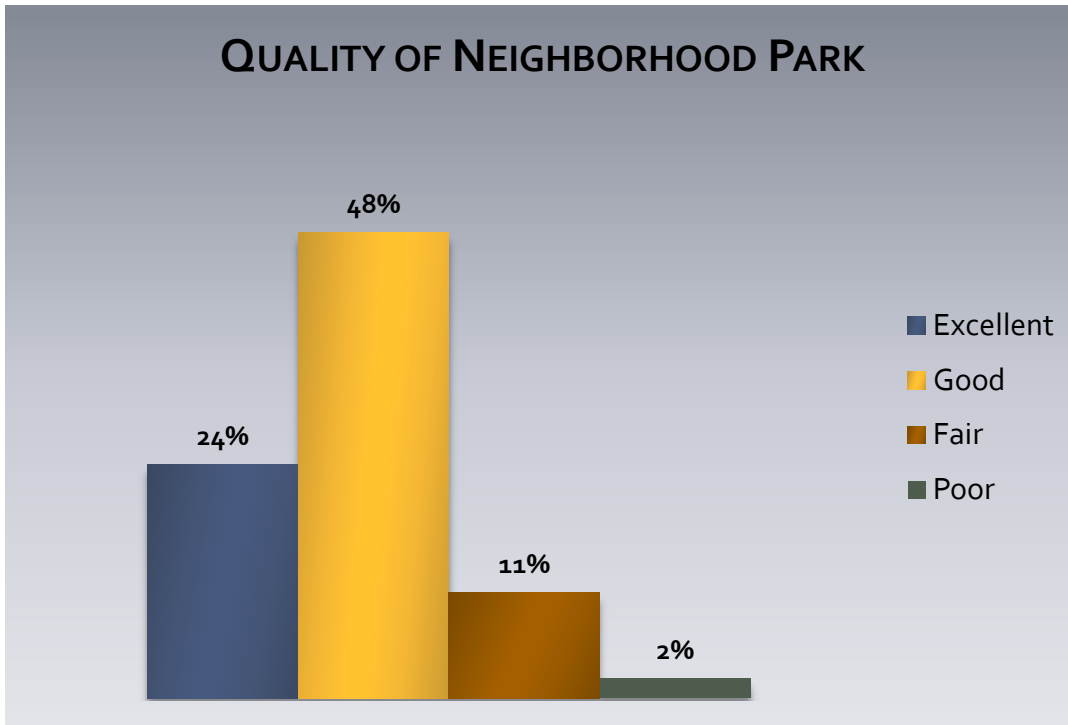
Public Works



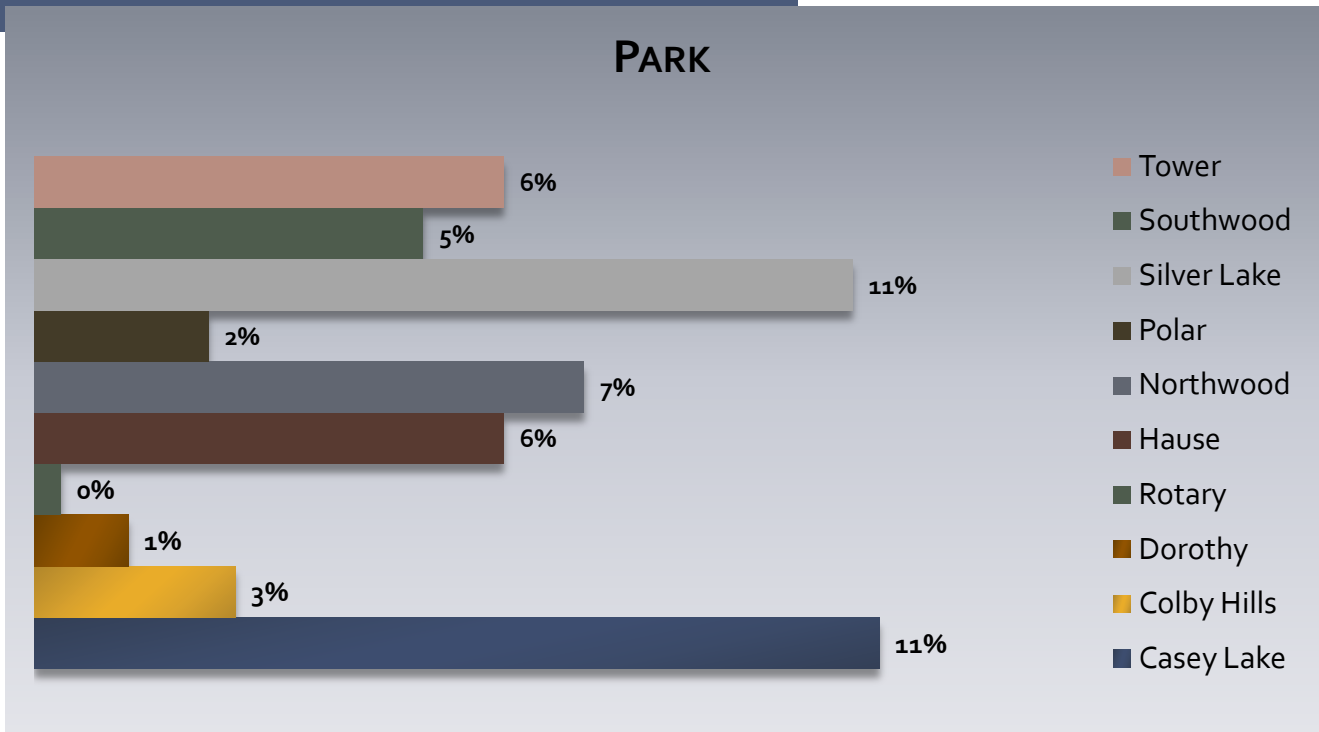
Recreation



Parks



The percentage of individuals that answered the above question claimed the following as their neighborhood park:



RESOLUTION NO: 2013-26

**CITY OF OTSEGO
WRIGHT COUNTY, MINNESOTA**

**A RESOLUTION APPROVING THE CITY'S PARTICIPATION IN THE OFFICE OF
THE STATE AUDITOR'S VOLUNTARY 2013 PERFORMANCE MEASUREMENT
PROGRAM AND REPORTING THE RESULTS OF THE ADOPTED MEASURES**

WHEREAS, In 2010, the Minnesota Legislature created the Council on Local Results and Innovation; and

WHEREAS, The Council on Local Results and Innovation developed a standard set of performance measures that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of cities in providing services and measure residents' opinion of those services; and

WHEREAS, Benefits to the City of Otsego are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, Any city participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, The City Council of Otsego will adopt and implement at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

NOW THEREFORE LET IT BE RESOLVED THAT, The City Council of Otsego will report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, The City Council of Otsego will submit to the Office of the State Auditor the actual results of the performance measures adopted by the City.

MOTION BY: Schroeder

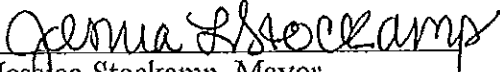
SECONDED BY: Mayor Stockamp

ALL IN FAVOR: Stockamp, Schroeder, Heidner, Warehime, Darkenwald

THOSE OPPOSED: none

ADOPTED the City Council of the City of Otsego the 13th day of May, 2013

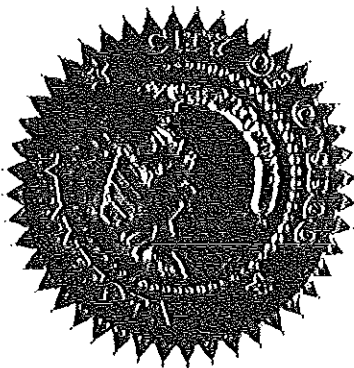
CITY OF OTSEGO



Jessica Stockamp, Mayor



Tami Loff, City Clerk



**CITY OF PINE ISLAND
GOODHUE AND OLMSTED COUNTIES
STATE OF MINNESOTA**

RESOLUTION 13-013

**BEING A RESOLUTION IMPLEMENTING 2013 PERFORMANCE
MEASUREMENT PROGRAM**

WHEREAS, in 2010 the State Legislature created the Council on Local Results and Innovation, and the Council created a standards set of ten performance measures for Cities,

WHEREAS, on June 21, 2011, and May 15, 2012, the City Council authorized adoption and implementation of such performance measures to help aid taxpayers, residents and businesses in determining the efficacy of provision of public service,

WHEREAS, the City will be eligible for reimbursement per capita in local government aid and will be exempt from levy limits,

WHEREAS, the 2012 performance measures were reported to the city council on May 21, 2013 and posted to the city website at pineislandmn.com,

NOW, THEREFORE, BE IT RESOLVED by the City Council that the performance standards developed by the Council on Local Results and Innovation are hereby implemented by the City of Pine Island for the calendar year 2013. The City Council directs a survey of the residents to be conducted by the end of calendar year 2013 and those results to be presented to the City Council and residents in 2014.

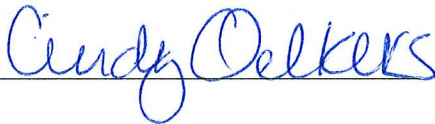
Adopted this 21st day of May, 2013

ATTEST:

Rod Steele
Mayor



Cindy Oelkers
Deputy Clerk



Calendar Year 2012

CITY OF PINE ISLAND PERFORMANCE REPORT



REASONS FOR TRACKING PERFORMANCE

- ❖ To aid residents, taxpayers, and governing officials in determining the efficacy of providing services
- ❖ To measure residents' opinion of services



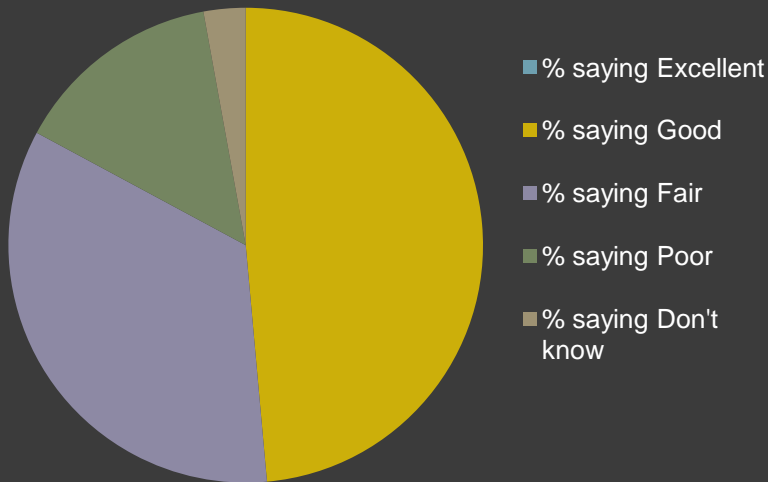
IMPLEMENTING PERFORMANCE TRACKING

- ❖ The items measured for this report were determined by “The Council on Local Results and Innovation”. That Council was formed by the requirements of 2010 Minnesota Law Chapter 389, Article 2, Section 1 and 2.
- ❖ The Pine Island City Council implemented this performance measure with Resolution 11-028 on June 21, 2011 and reiterated its use with Resolution 12-039 on May 15, 2012
- ❖ The citizen survey was collected during December 2012
- ❖ Items in “quotes” on following pages are actual comments from survey respondents



GENERAL ITEMS

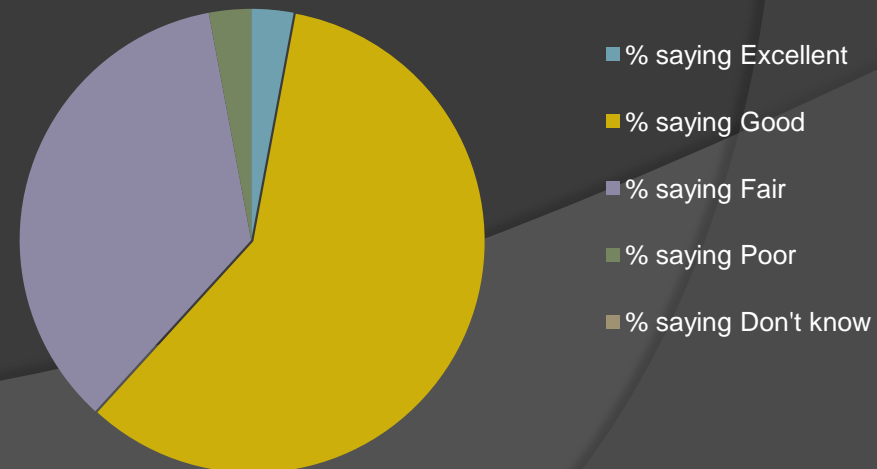
Citizen Rating of Overall Appearance of City



“When you drive into the city from the North you see three empty businesses, and the trailer court. When drive in from the east you drive past the treatment plant and the cemetery.”

“Vacant buildings, Traylor Park when entering from the north. Treatment plant from the east.”

Citizen Rating of Overall Quality of Services

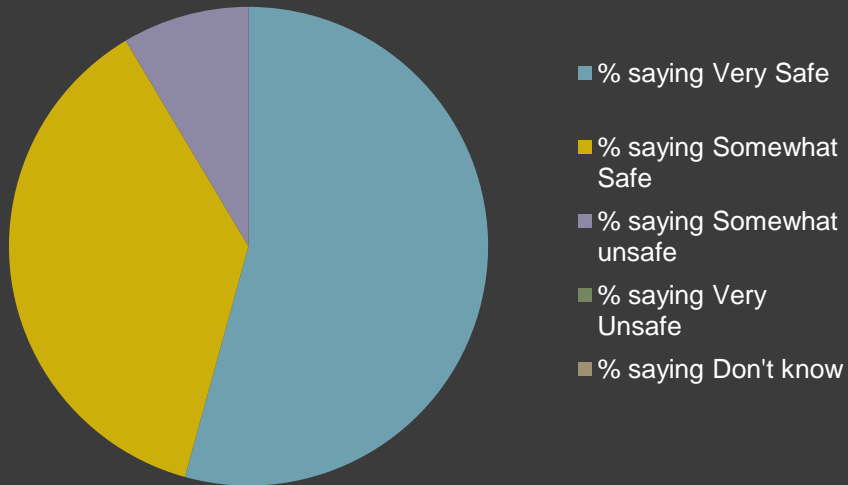


“Have the license bureau in town is great. Our Library needs some updating of books. The pool is the biggest set back. It is absolutly terrible and needs updating.”



POLICE SERVICES

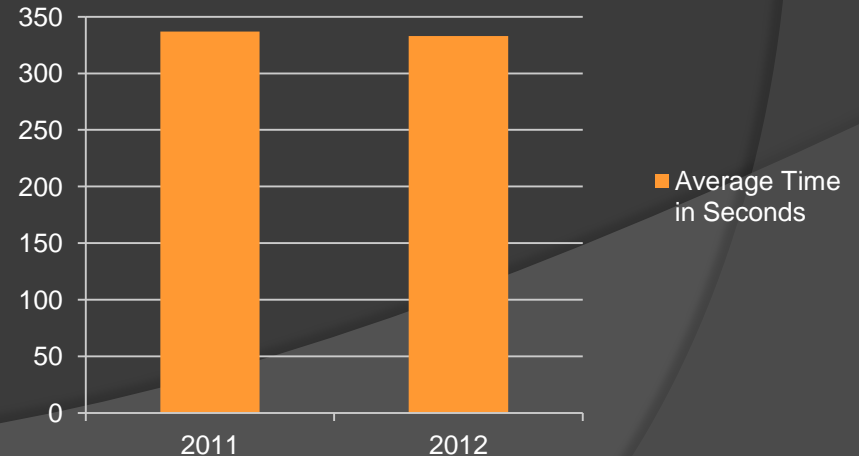
Citizen Rating of Overall Feeling of Safety



“Goodhue sheriffs seem to be very present and do a good job”

“The cops do a wonderful job and care for the people of this town.”

GCSO Average Response Time



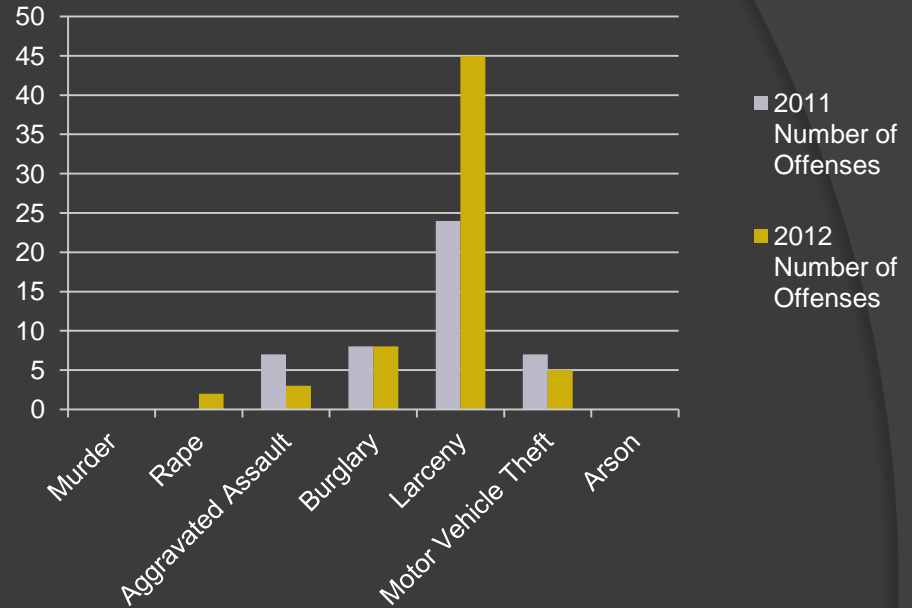
“I regularly see police officers in my neighborhood. It would be even better to see them out of their vehicles and doing some foot patrol, especially in the downtown area and around the school during times when people are out and about.”



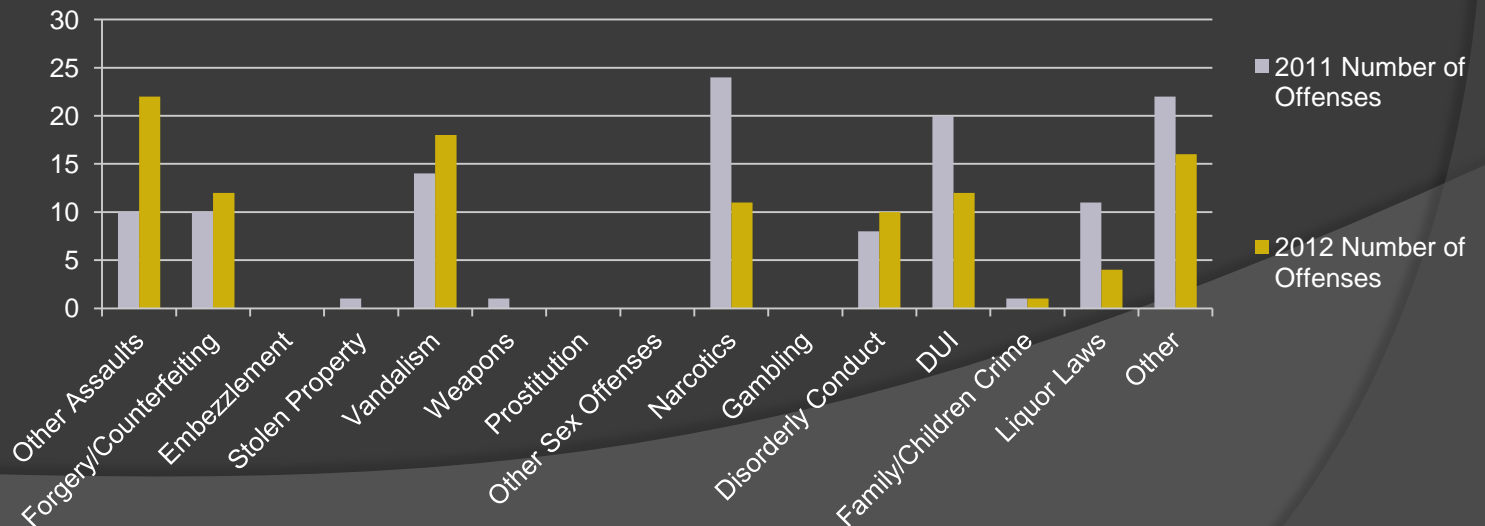
POLICE SERVICES

“Police are real good at traffic control not to sure on safety given there was meth bust our street”

Part I Crimes

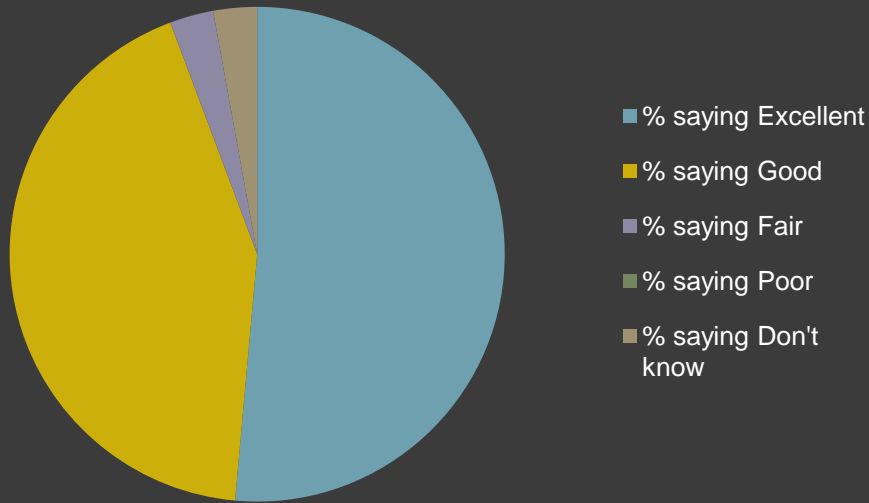


Part II Crimes



FIRE AND EMERGENCY MEDICAL SERVICES

Citizen Rating of Fire Protection Services



“These guys go above and beyond of what is expected of a volunteer fire department. I am very proud of their dedication and determination to perservere!”

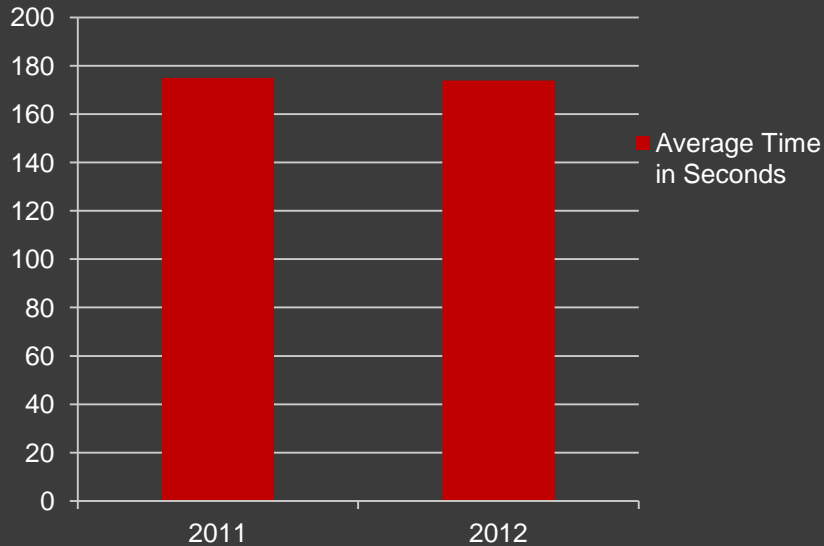
“PI Fire does a great job”

“very dedicated bunch of firefighters&frist responders, hats off for what they all do for us”



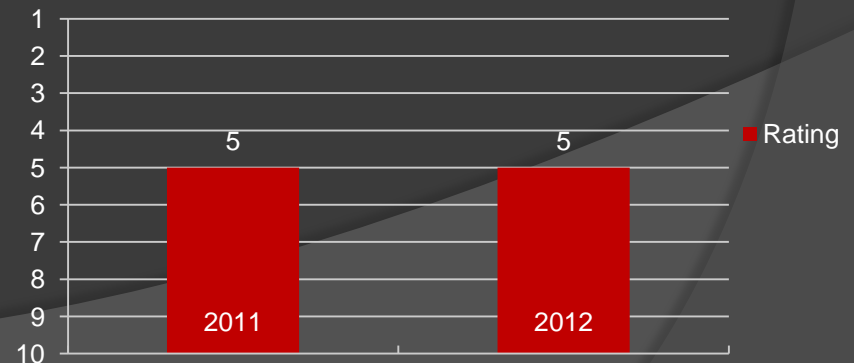
FIRE AND EMERGENCY MEDICAL SERVICES

PIFD Average Response Time



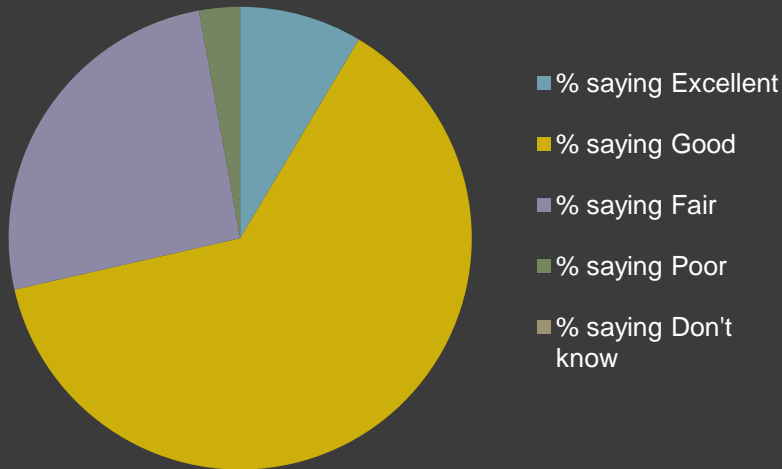
“Pine Island Fire Department does an excellent job”

Pine Island Insurance Services Office Rating



STREET DEPARTMENT

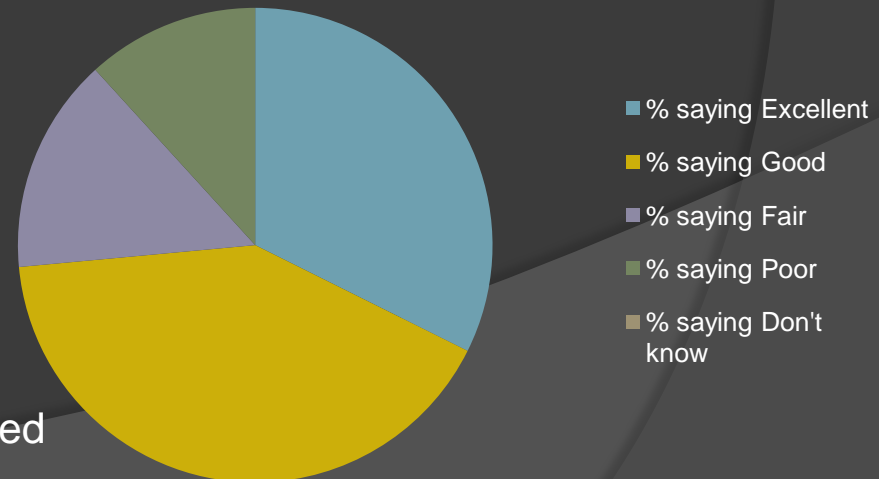
Citizen Rating of Condition of City Streets



“Some streets are old and need work but the city does a wonderful job to keep them looking as best they can at the budget they are given.”

“Continue the improvements that began in the SE and are now going on in the NW”

Citizen Rating of Snowplowing of City Streets



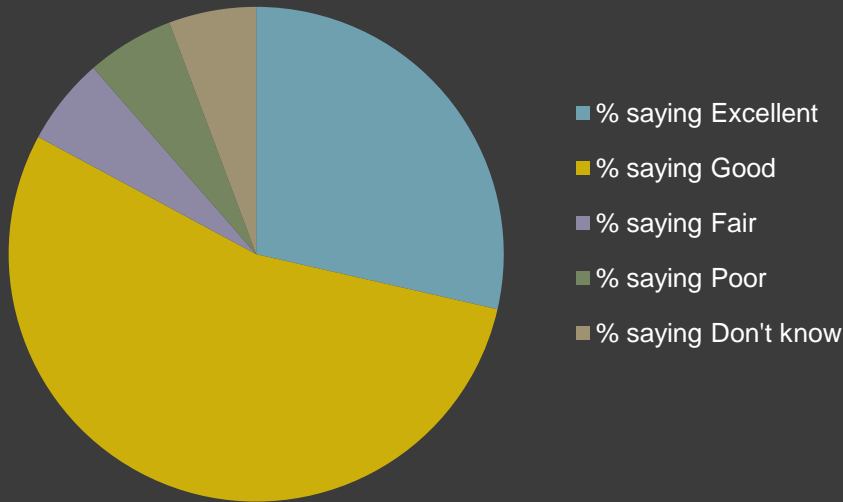
“Best snow plowing in the state. Also kudos to the guys who stay up all night to allow the rest of us to get to work with ease!”

“We live on a hill and I'm always impressed with how quickly it is plowed and sanded.”



WATER SUPPLY SYSTEM

Citizen Rating of City Water Supply



“good water pressure”

“It dosen't taste the greatest.”

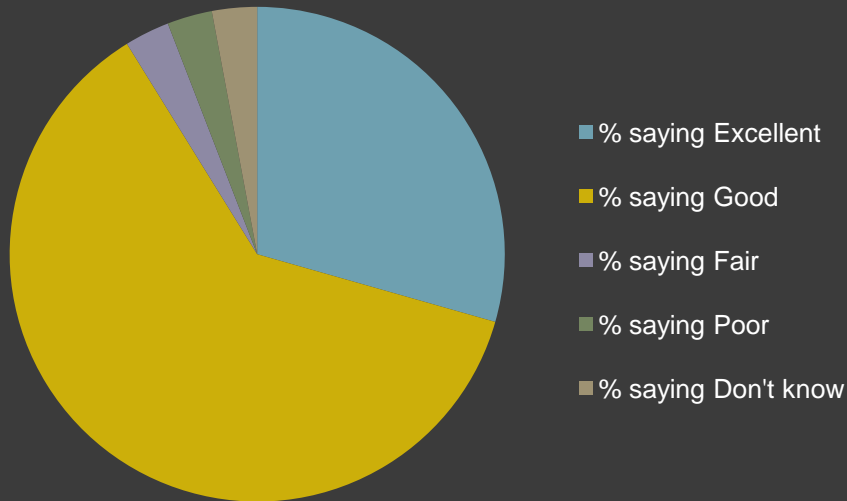
“Pay way too much”

“Very Very Expensive. water is super hard especailly for what is costs”



SANITARY SEWER SYSTEM

Citizen Rating of Sanitary Sewer Services



“These guys work hard and around the clock as well! Thank you!”

“Very Very expensive”

“Little worried about Elk Run's impact on this”



PARKS AND RECREATION FACILITIES

Citizen Rating of Recreation Programs and Facilities

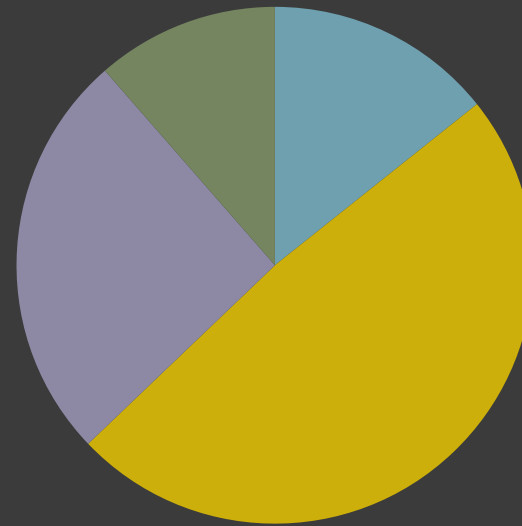
“Many parks and great trails around town.”

“The swimming pool and tennis courts have been neglected for years!”

“Parks are OK, trails are good”

“Getting better put we need a new swimming pool”

“NEED LARGER COMUNITY PARK, BALL FIELDS,NEWER POOL,MORE RECREATION”



- % saying Excellent
- % saying Good
- % saying Fair
- % saying Poor
- % saying Don't know



OTHER COMMENTS

“Good street crew, good fire dept. We have a license bureau which is handy and brings people to town.”

“Feel uncomfortable when in trailer park area. Police, Fire Department, 1st responders, and Zumbrota ambulance do a great job.”

“City should have been saving money for a new pool starting 15 years ago. The need for something is not going to go away.”

“Hassler Park when completed will be a nice addition but still need a neighborhood park in Bach Estates”

“ENTRENCES NEED MORE SIGNAGE
WELCOMING, EXPRESS OUR CITY STATEMENT”

“and getting better, keep up the street projects”





4646 Dakota Street SE
Prior Lake, MN 55372

RESOLUTION 13-082

RESOLUTION DECLARING THE CITY'S INTENT TO PARTICIPATE IN THE STATE OF MINNESOTA'S STANDARD MEASURES PROGRAM AND ADOPTING A MINIMUM OF TEN PERFORMANCE BENCHMARKS

Motion By: Morton **Second By:** McGuire

- WHEREAS,** The Minnesota Council on Local Results and Innovation has established a Standard Measures Program which identifies twenty-nine (29) performance measures (Exhibit B); and
- WHEREAS,** Benefits to the City of Prior Lake for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and
- WHEREAS,** Cities electing to participate in the Standard Measures Program are eligible to receive a \$.014 per capita reimbursement (not to exceed \$25,000); and
- WHEREAS,** Cities electing to participate in the comprehensive performance measurement program are exempt from levy limits under sections 275.70 to 275.74 for taxes payable in 2014, if levy limits are in effect under these specific statutes; and
- WHEREAS,** The City has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and
- WHEREAS,** The results of the performance measures will be reported to the Prior Lake citizens by the end of the year through publication, direct mailing, posting on the City's website, or through a public hearing at which the budget and levy will be discussed and public input allowed; and
- WHEREAS,** The City Council must declare its intent to participate in the Standard Measures Program and adopt a minimum of ten performance measures by July 1, 2013.

NOW THEREFORE, BE IT HEREBY RESOLVED BY THE CITY COUNCIL OF PRIOR LAKE, MINNESOTA as follows:

1. The recitals set forth above are incorporated herein.
2. The Prior Lake City Council declares its intent to participate in the Standard Measures Program and adopts ten (10) of the Standard Measures listed on Exhibit B as follows:
 - Rating of the overall quality of services provided by the City;
 - Percent change in the taxable property market value;
 - Citizens' rating of the overall appearance of the city;
 - Citizens' rating of the quality of city recreational programs and facilities;
 - Citizens' rating of safety in their community;
 - Citizens' rating of the quality of fire protection services;
 - Citizens' rating of the road condition in their city;

- Citizens' rating of the quality of snowplowing on City streets;
- Citizens' rating of the dependability and quality of City water supply;
- Citizens' rating of the dependability and quality of City sanitary sewer service.

PASSED AND ADOPTED THIS 24th DAY OF JUNE, 2013.

	YES		NO
Hedberg	X	Hedberg	
Keeney	X	Keeney	
McGuire	X	McGuire	
Morton		Morton	X
Soukup	X	Soukup	

Frank Boyles, City Manager

EXHIBIT "B"

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	(Number of cases / Population) x 1,000 = cases per 1,000 population
	5.*	Number of library visits per 1,000 population	(Number of visits / Population) x 1,000 = visits per 1,000 population
	6.*	Bond rating	Standard & Poor's Ratings Services or Moody's Investor Services
Police 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)	
	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	(Number of calls / population) x 1,000 = calls per 1,000 population
	17.*	Number of fires with loss resulting in investigation	
	18.*	EMS calls per 1,000 population	(Number of calls / population) x 1,000 = calls per 1,000 population
Streets	19.	Emergency Medical Services average response time	Average time it takes from dispatch to arrival of EMS
	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	
Water	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
	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
Sanitary Sewer	27.	Operating cost per 1,000,000 gallons of water pumped/produced	Centrally provided system: (actual operating expense for water utility / (total gallons pumped / 1,000,000)) = cost per million
	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: (Number of blockages / number of connections) x 100 = blockages per 100 connections

*New or amended measure

DECISION RESOURCES, LTD.
3128 Dean Court
Minneapolis, Minnesota 55416

CITY OF PRIOR LAKE
RESIDENTIAL SURVEY
FINAL NOVEMBER 2011

Hello, I'm _____ of Decision Resources, Ltd., a nationwide polling firm located in Minneapolis. We've been retained by the City of Prior Lake to speak with a random sample of residents about issues facing the city. The survey is being taken because your city representatives and staff are interested in your opinions and suggestions. I want to assure you that all individual responses will be held strictly confidential; only summaries of the entire sample will be reported. (DO NOT PAUSE)

- | | |
|---|---------------------------|
| 1. Approximately how many years have you lived in Prior Lake? | LESS THAN TWO YEARS....6% |
| | TWO TO FIVE YEARS.....12% |
| | 5.1 TO TEN YEARS.....27% |
| | 10.1 TO TWENTY YEARS..24% |
| | 20.1 TO THIRTY YEARS..17% |
| | OVER THIRTY YEARS.....15% |
| | DON'T KNOW/REFUSED.....0% |
| 2. How would you rate the quality of life in Prior Lake -- excellent, good, only fair, or poor? | EXCELLENT.....30% |
| | GOOD.....64% |
| | ONLY FAIR.....6% |
| | POOR.....0% |
| | DON'T KNOW/REFUSED.....0% |
| 3. What do you like MOST about living in Prior Lake? | DON'T KNOW/REFUSED.....1% |
| | LOCATION.....24% |
| | SMALL TOWN FEEL.....34% |
| | QUIET.....6% |
| | SAFE.....5% |
| | SCHOOLS.....2% |
| | NEIGHBORHOOD.....7% |
| | THE LAKE.....10% |
| | PEOPLE.....7% |
| | PARKS AND RECREATION...3% |
| | ACCESS TO METRO AREA...2% |

- | | |
|---|--|
| 4. In general, what do you think is the most serious issue facing the community today? | DON'T KNOW/REFUSED....11%
CRIME.....2%
GROWTH.....14%
TAXES.....27%
SCHOOLS.....10%
TRAFFIC.....9%
LACK OF COMMERCIAL.....8%
LACK OF INDUSTRY.....3%
STREET MAINTENANCE.....4%
CITY SPENDING.....8%
SCATTERED.....4% |
| 5. How would you rate the general sense of community that Prior Lake residents feel -- excellent, good, only fair, or poor? | EXCELLENT.....14%
GOOD.....72%
ONLY FAIR.....12%
POOR.....2%
DON'T KNOW/REFUSED.....0% |
| 6. Now which of the following statements comes closest to your feelings? | STATEMENT A.....36%
STATEMENT B.....53%
STATEMENT C.....11%
NONE.....1%
DON'T KNOW/REFUSED.....0% |
| A. I feel a real tie to the entire Prior Lake community. | |
| B. I have strong ties to my neighborhood, but weak ties to the rest of Prior Lake. | |
| C. I have neither strong ties to my neighborhood nor the community as a whole. | |

Changing focus....

- | | |
|--|---|
| 7. When you compare the property taxes you pay and the quality of city services you receive, would you rate the general value as excellent, good, only fair or poor? | EXCELLENT.....6%
GOOD.....50%
ONLY FAIR.....34%
POOR.....4%
DON'T KNOW/REFUSED.....6% |
|--|---|

The City of Prior Lake reviews the cost effectiveness of the services it provides to residents. Your opinions on this portion of the survey are particularly important to decision-makers. I am going to read you a list of some of the current services either directly provided by the city or partially subsidized by it. For each one, please rate each service as excellent, good, only fair or poor. If you have no opinion, just say so....

	EXCL	GOOD	FAIR	POOR	D.K.
8. Police service?	41%	52%	3%	1%	3%
9. Fire service?	43%	49%	3%	0%	5%
10. Water quality in lakes?	6%	43%	33%	13%	6%
11. Quality of drinking water?	8%	53%	26%	13%	1%
12. Animal control?	15%	63%	12%	2%	9%
13. Park and trail maintenance?	25%	67%	4%	0%	4%
14. Recreation programs?	14%	69%	5%	0%	12%
15. Building inspection and permits?	7%	69%	8%	2%	15%
16. 911 emergency response time to calls?	30%	55%	3%	0%	13%
17. Zoning code enforcement?	3%	73%	9%	2%	13%
18. Economic development services?	3%	72%	11%	3%	12%
19. Transit services, such as the local Laker Link and the Blue Express?	10%	58%	15%	3%	15%
20. Neighborhood street lighting?	9%	70%	15%	4%	2%
21. City communications, such as the city newsletter and website?	13%	70%	9%	2%	7%
22. Sanitary sewer service?	11%	83%	4%	0%	3%

For the next two city services, please consider only city streets. In particular, do not consider State Highway 13 or County Roads 12, 21, 42, 44, 82 and 83, as these are not maintained by the City of Prior Lake.

	EXCL	GOOD	FAIR	POOR	D.K.
23. City street sweeping?	20%	69%	8%	1%	2%
24. City street repair and maintenance?	13%	59%	21%	7%	1%
25. Snow and ice removal?	21%	63%	12%	4%	1%

Now, I would like to re-read you that list of city services. For each one, please tell me if you consider it be an essential city service, a very important city service, a somewhat important city service, or not a very important service at all.

	ESS	VRI	SMI	NVI	DKR
26. Police service?	67%	33%	0%	0%	0%
27. Fire service?	70%	30%	1%	0%	0%
28. Water quality in lakes?	29%	61%	9%	1%	0%
29. Quality of drinking water?	42%	53%	5%	1%	0%
30. Animal control?	17%	60%	22%	1%	0%
31. Park and trail maintenance?	16%	59%	24%	1%	0%
32. Recreation programs?	14%	54%	24%	7%	1%
33. Building inspection and permits?	18%	59%	15%	6%	2%
34. 911 emergency response time to calls?	46%	50%	4%	0%	0%

	ESS	VRI	SMI	NVI	DKR
35. Zoning code enforcement?	16%	60%	18%	4%	3%
36. Economic development services?	18%	56%	16%	8%	3%
37. Transit services, such as the local Laker Link and the Blue Express?	21%	49%	21%	10%	1%
38. Neighborhood street lighting?	23%	64%	11%	2%	1%
39. City communications, such as the city newsletter and website?	19%	56%	19%	5%	1%
40. Sanitary sewer service?	30%	66%	3%	1%	1%
41. City street sweeping?	23%	64%	12%	1%	1%
42. City street repair and maintenance?	47%	51%	2%	0%	0%
43. Snow and ice removal?	50%	50%	1%	0%	0%

Now, for the final time I am going to read the list of city services. Given the current economic and financial environment, the city may have to make some additional tough choices in the next couple of years with respect to scaling back or eliminating certain city services. For each of the following please tell me if you would support an increase in funding for the service, keep the funding for the service at its current level, make cuts in the funding for the service, or eliminate funding for the service. (ROTATE)

	INC	CUR	CUT	ELM	DKR
44. Police service?	6%	94%	1%	0%	0%
45. Fire service?	6%	94%	1%	0%	0%
46. Water quality in lakes?	23%	75%	1%	0%	1%
47. Quality of drinking water?	24%	74%	2%	0%	0%
48. Animal control?	3%	82%	14%	1%	1%
49. Park and trail maintenance?	0%	87%	12%	0%	1%
50. Recreation programs?	2%	83%	15%	0%	1%
51. Building inspection and permits?	1%	85%	11%	1%	3%
52. 911 emergency response time to calls?	4%	94%	3%	0%	1%
53. Zoning code enforcement?	1%	80%	15%	1%	3%
54. Economic development services?	2%	80%	15%	1%	3%
55. Transit services, such as the local Laker Link and the Blue Express?	9%	76%	12%	2%	2%
56. Neighborhood street lighting?	6%	86%	6%	1%	1%
57. City communications, such as the city newsletter and website?	2%	83%	14%	1%	0%
58. Sanitary sewer service?	3%	93%	5%	0%	1%
59. City street sweeping?	7%	86%	7%	1%	0%
60. City street repair and maintenance?	17%	83%	1%	0%	0%
61. Snow and ice removal?	13%	86%	2%	0%	0%

Moving on....

62.	How would you rate the general appearance of City of Prior Lake -- excellent, good, only fair, or or poor?	EXCELLENT.....18%
		GOOD.....75%
		ONLY FAIR.....7%
		POOR.....1%
		DON'T KNOW/REFUSED.....0%
63.	Now, how would you rate the general appearance of your neighborhood -- excellent, good, only fair, or or poor?	EXCELLENT.....23%
		GOOD.....69%
		ONLY FAIR.....8%
		POOR.....1%
		DON'T KNOW/REFUSED.....0%

For each of the following, please tell me whether the City is too tough, about right, or not tough enough in enforcing city codes on the nuisances.

	TOO TOU	ABO RIG	NOT TOU	DK/ REF
64. Animal control?	7%	77%	9%	7%
65. Junk cars?	4%	79%	14%	4%
66. Messy yards?	2%	77%	18%	3%
67. Noise?	3%	84%	11%	3%
68. Construction site management?	4%	78%	8%	11%
69. Exterior home maintenance?	3%	79%	14%	3%
70. Snow shoveling of sidewalks?	3%	77%	16%	5%
71. Maintenance and appearance of property line fences?	3%	83%	10%	5%
72. Prevention of soil erosion?	2%	81%	6%	12%
73. Storage of recreational equipment, such as boats, snowmobiles, ATVs and personal watercraft?	9%	78%	9%	4%
74. Signs for real estate, yard sales and elections, in the right of way or along city streets?	13%	77%	6%	4%

Moving on....

75.	Other than voting, do you feel that if you wanted to, you could have a say about the way the City of Prior Lake runs things?	YES.....60%
		NO.....32%
		DON'T KNOW/REFUSED.....8%

- | | | |
|-----|--|---|
| 76. | How much do you feel you know about the work of the Mayor and City Council -- a great deal, a fair amount, or very little? | GREAT DEAL.....10%
FAIR AMOUNT.....51%
VERY LITTLE.....38%
DON'T KNOW/REFUSED.....1% |
| 77. | From what you know, do you approve or disapprove of the job the Mayor and City Council are doing? (WAIT FOR RESPONSE) And do you feel strongly that way? | STRONGLY APPROVE.....11%
SOMEWHAT APPROVE.....48%
SOMEWHAT DISAPPROVE...17%
STRONGLY DISAPPROVE....6%
DON'T KNOW/REFUSED....18% |

IF OPINIONS ARE STATED IN QUESTION #77, ASK: (N=327)

- | | | |
|-----|---|---|
| 78. | Why do you feel that way about the Mayor and City Council? | DON'T KNOW/REFUSED.....4%
GOOD JOB.....27%
LISTEN.....9%
POOR JOB.....2%
DO NOT LISTEN.....5%
COULD IMPROVE.....14%
ISSUES.....5%
SPENDING.....11%
NO PROBLEMS.....11%
NEED MORE BUSINESS.....5%
TOO MUCH GROWTH.....5%
SCATTERED.....3% |
| 79. | From what you have seen or heard, how would you rate the job performance of the Prior Lake City staff -- excellent, good, only fair, or poor? | EXCELLENT.....6%
GOOD.....72%
ONLY FAIR.....15%
POOR.....1%
DON'T KNOW/REFUSED.....6% |
| 80. | During the past year, have you contacted by telephone, in person, or electronically any City staff member? | NO.....58%
YES/TELEPHONE.....24%
YES/IN PERSON.....15%
YES/ELECTRONICALLY.....3%
DON'T KNOW/REFUSED.....2% |

IF "YES," ASK: (N=163)

Thinking about that last contact, for each of the following characteristics, please rate the Prior Lake staff as excellent, good, only fair, or poor....

	EXCL	GOOD	FAIR	POOR	DK/R
81. Courtesy and helpfulness of the Information Desk receptionist?	31%	58%	9%	1%	1%
82. Ease of reaching a department staff member who could help you?	29%	53%	16%	1%	1%
83. Courtesy and helpfulness of the department staff?	31%	52%	13%	4%	0%
84. Overall, how would you rate the financial management of the City of Prior Lake -- excellent, good, only fair or poor?					
		EXCELLENT.....	4%		
		GOOD.....	50%		
		ONLY FAIR.....	29%		
		POOR.....	8%		
		DON'T KNOW/REFUSED.....	9%		
85. Do you think the city is doing too much, not enough or about the right amount financially to plan for Prior Lake's future?					
		TOO MUCH.....	5%		
		ABOUT RIGHT AMOUNT....	61%		
		NOT ENOUGH.....	24%		
		DON'T KNOW/REFUSED....	11%		

Moving on....

86. Are there areas in the City of Prior Lake where you do not feel safe?	YES.....	2%
	NO.....	97%
	DON'T KNOW/REFUSED.....	1%

IF "YES," ASK: (N=9)

87. In which areas do you not feel safe?

EVERYWHERE, 11%; PARKS, 33%; LOW INCOME HOUSING AREAS, 11%; BY LAKE, 11%; BUSY ROADS, 11%; CASINO, 11%; TOWER STREET, 11%.

88. What would make you feel more safe?

UNSURE, 11%; MORE PATROLS, 22%; MORE LIGHTS, 22%; LESS PEOPLE LOITERING, 11%; NO LOW INCOME HOUSING, 11%; MORE SIDEWALKS, 22%.

I would like to read you a short list of public safety concerns.....

89. Please tell me which one you consider to be the greatest concern in Prior Lake? If you feel that none of these problems are serious in Prior Lake, just say so. (READ LIST)

- Violent crime.....1%
- Traffic speeding.....15%
- Distracted driving.....25%
- Drugs.....8%
- Youth gangs.....1%
- Business crimes, such as shop-
lifting and check fraud.....3%
- Residential crimes, such as
burglary, theft, and vandalism.....15%
- ALL EQUALLY.....5%
- NONE OF THE ABOVE.....26%
- DON'T KNOW/REFUSED.....2%

90. How would you rate the amount of police patrolling in your neighborhood -- would you say they do too much, about the right amount, or not enough?

	TOO MUCH.....3%
	ABOUT RIGHT AMOUNT....79%
	NOT ENOUGH.....18%
	DON'T KNOW/REFUSED.....0%

Let's talk about economic development for a few minutes.....

91. Do you feel that Prior Lake residents have an adequate opportunity to provide input into the zoning and land use decision-making process?

	YES.....57%
	NO.....28%
	DON'T KNOW/REFUSED....16%

92. Do you support or oppose the City providing financial incentives to attract specific types of development? (WAIT FOR RESPONSE) Do you feel strongly that way?

	STRONGLY SUPPORT.....16%
	SUPPORT.....52%
	OPPOSE.....14%
	STRONGLY OPPOSE.....7%
	DON'T KNOW/REFUSED....11%

The City has an objective of 50% of its residents working in Prior Lake by 2030.

93. Do you agree or disagree with this objective? (WAIT FOR RESPONSE) Do you feel strongly that way?

	STRONGLY AGREE.....15%
	AGREE.....48%
	DISAGREE.....16%
	STRONGLY DISAGREE.....6%
	DON'T KNOW/REFUSED....15%

A business incubator provides support and mentoring to small businesses to help the businesses during their start up period. Typically, small businesses occupy one building to share services, such as telephone and internet service at a reduced rental rate. After a set amount of time, the business would leave the office space, but hopefully remain in the city providing jobs for the community. The City of Prior Lake is considering supporting business incubators.

- | | |
|--|---|
| 94. Would you favor or oppose the City supporting business incubators?
(WAIT FOR RESPONSE) Do you feel strongly that way? | STRONGLY AGREE.....24%
AGREE.....48%
DISAGREE.....9%
STRONGLY DISAGREE.....5%
DON'T KNOW/REFUSED....15% |
|--|---|

Fiber-optic high capacity broadband service provides a wide array of services for businesses and residents, with faster download and upload speeds and expanded content capacity for education, finance, entertainment and medical information.

- | | |
|---|--|
| 95. How important do you think improved Internet access and speeds are to the recruitment and retention of businesses in the City of Prior Lake -- is it very important, somewhat important, not too important or not at all important? | VERY IMPORTANT.....41%
SOMEWHAT IMPORTANT....35%
NOT TOO IMPORTANT.....11%
NOT AT ALL IMPORTANT...4%
DON'T KNOW/REFUSED....10% |
|---|--|

- | | |
|--|--|
| 96. Which of the following do you think is the proper role of the City of Prior Lake with respect to fiber optic, high capacity broadband service? (ROTATE)
A) Continue to identify service gaps and opportunities, but let the private sector alone determine these services;
B) Consider public-private partnerships to increase service availability; or
C) The City should own its own network and provide this service either as a wholesaler or retailer. | OPTION A.....34%
OPTION B.....34%
OPTION C.....12%
NONE (VOL).....6%
DON'T KNOW/REFUSED....14% |
|--|--|

Turning to park and recreation issues.....

The Prior Lake Park System is composed of 51 smaller neighborhood parks designed to serve residents within a one-third mile radius, four larger community parks containing ballfields and other

athletic amenities, two open space parks which accommodate passive recreation, a trail system and two swimming beaches. For each of the following facilities, first, tell me if you or members of your household have used it during the past year. Then, for those you have used, please rate them as excellent, good, only fair or poor. If you have no opinion, just say so....

	NOT	EXC	GOO	FAI	POO	DKR
97. Smaller neighborhood parks?	22%	33%	43%	2%	0%	0%
98. Larger community parks, such as Lakefront, Memorial, Ponds, and Ryan?	18%	44%	37%	2%	0%	0%
99. Open space parks, such as Woodview Park, Deerfield or Raspberry Ridge?	33%	30%	34%	3%	0%	0%
100. Trails and sidewalks?	20%	28%	48%	3%	0%	1%
101. Watzl's and Sand Point beaches?	31%	30%	36%	3%	0%	1%
102. Overall, would you rate the park and recreational facilities in Prior Lake as excellent, good, only fair, or poor?	EXCELLENT.....	25%	GOOD.....	69%	ONLY FAIR.....	4%
	POOR.....	0%	DON'T KNOW/REFUSED.....	1%		
103. Do you think the city has too many parks, too few or about the right amount?	TOO MANY.....	8%	TOO FEW.....	3%	ABOUT RIGHT AMOUNT....	87%
	DON'T KNOW/REFUSED.....	1%				
104. Are there any park and recreational facilities missing from the community you would like to see in Prior Lake? (IF "YES," ASK:) What are they?						
	NO, 89%; DOG PARK, 2%; SWIMMING POOL, 4%; MORE TRAILS, 1%; COMMUNITY CENTER, 1%; SCATTERED, 3%.					
105. Have you or members of your household participated in city recreation programs during the past two years?	YES.....	41%	NO.....	59%	DON'T KNOW/REFUSED.....	0%
	IF "YES," ASK: (N=164)					
106. How would you rate your experience with the City recreation programs -- excellent, good, only fair or poor?	EXCELLENT.....	32%	GOOD.....	65%	ONLY FAIR.....	2%
	POOR.....	0%	DON'T KNOW/REFUSED.....	1%		

107. Have you or members of your household participated in any programs offered by sports associations in the City of Prior Lake in the past two years?

YES.....	20%
NO.....	80%
DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (N=82)

108. Do you think the cost to participate in sports association programs in the city is too high or are the cost about right?

TOO HIGH.....	29%
ABOUT RIGHT.....	67%
DON'T KNOW/REFUSED.....	4%

109. Have you or members of your household participated in a community celebration or event, such as Jazz Fest, Lakefront Days or Lakefront Dazzle, during the past two years?

YES.....	63%
NO.....	37%
DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (N=252)

110. How would you rate your experience with the City event -- excellent, good, only fair, or poor?

EXCELLENT.....	27%
GOOD.....	69%
ONLY FAIR.....	4%
POOR.....	0%
DON'T KNOW/REFUSED.....	0%

As you may know, almost every Saturday morning there is a Farmer's Market in Downtown Prior Lake on Main Street between Dakota Street and County Road 21.

111. Do you think this is the right location for the Farmer's Market?

YES.....	80%
NO.....	12%
DON'T KNOW/REFUSED.....	8%

IF "NO," ASK:

112. Where do you think the Farmer's Market should be located?

UNSURE, 15%; PREVIOUS LOCATION, 15%; LAKEFRONT PARK, 13%; LESSY BUSY AREA, 35%; SCATTERED PARKS, 9%; SCATTERED AREAS, 13%.

Moving on....

For each of the following communication channels, please tell me whether it is a major source, minor source or no source at all about Prior Lake news, activities, events or City policies?

	MAJ	MIN	NOT	DKR
113. The "Prior Lake American?"	71%	22%	6%	1%
114. Government access cable television channels 8, 15 or 81?	12%	29%	59%	1%
115. "Wavelength," the city newsletter?	40%	45%	16%	0%
116. Co-workers/Neighbors?	22%	58%	20%	0%
117. The Star Tribune?	10%	34%	56%	1%
118. The City's website?	24%	34%	42%	0%
119. City's e-mailed newsletters?	12%	19%	69%	1%
120. The City's Facebook page or Twitter?	4%	11%	85%	1%
121. Webstreaming of city meetings?	6%	16%	77%	2%

122. If you could choose the best way for you to receive information about City government and the issues facing the community, what would it be?

CITY NEWSLETTER, 14%; PRIOR LAKE AMERICAN, 44%; MAILINGS, 6%; E-MAILED NEWSLETTER, 11%; WEBSITE, 18%; WORD OF MOUTH, 4%; SCATTERED, 3%.

123. Does your household currently subscribe to cable television, satellite television or neither?	CABLE.....	60%
	SATELLITE.....	30%
	NEITHER.....	10%
	DON'T KNOW/REFUSED.....	0%

IF "CABLE," ASK:

124. How would you rate the quality of service provided by your cable company -- excellent, good, only fair or poor?	EXCELLENT.....	7%
	GOOD.....	54%
	ONLY FAIR.....	26%
	POOR.....	13%
	DON'T KNOW/REFUSED.....	0%

125. How satisfied are you with your choice of cable services -- very satisfied, somewhat satisfied, not too satisfied, or not at all satisfied?	VERY SATISFIED.....	9%
	SOMEWHAT SATISFIED....	60%
	NOT TOO SATISFIED.....	16%
	NOT AT ALL SATISFIED..	14%
	DON'T KNOW/REFUSED.....	1%

126. How do you normally access the Internet AT HOME -- DSL, broadband cable, satellite, wireless, dial-up modem or do you not have access to the Internet?	DSL.....27% BROADBAND CABLE.....42% SATELLITE.....5% WIRELESS.....14% DIAL-UP MODEM.....2% NO ACCESS TO INTERNET.11%
---	---

IF INTERNET ACCESS, ASK: (N=356)

127. How satisfied are you with the dependability of your internet service -- very satisfied, somewhat satisfied, not too satisfied or not at all satisfied?	VERY SATISFIED.....24% SOMEWHAT SATISFIED....59% NOT TOO SATISFIED.....9% NOT AT ALL SATISFIED...7% DON'T KNOW/REFUSED.....1%
--	---

128. How satisfied are you with the speed of your internet service -- very satisfied, somewhat satisfied, not too satisfied, or not at all satisfied?	VERY SATISFIED.....24% SOMEWHAT SATISFIED....60% NOT TOO SATISFIED.....9% NOT AT ALL SATISFIED...6% DON'T KNOW/REFUSED.....1%
---	---

129. Overall, how would you rate the job the City does in communicating with residents -- excellent, good, only fair or poor?	EXCELLENT.....5% GOOD.....73% ONLY FAIR.....20% POOR.....2% DON'T KNOW/REFUSED.....1%
---	---

Now, just a few more questions for demographic purposes....

Could you please tell me how many people in each of the following age groups live in your household. Please include yourself in the proper age group. Let's start oldest to youngest....

130. First, persons 65 or over?	NONE.....83% ONE.....6% TWO OR MORE.....11%
---------------------------------	---

131. Adults, 18 to 64?	NONE.....14% ONE.....14% TWO.....63% THREE OR MORE.....10%
------------------------	---

132. Children under 18 years of age?	NONE.....58% ONE.....12% TWO.....20% THREE OR MORE.....10%
--------------------------------------	---

133. Do you own or rent your present residence?	OWN.....82%
	RENT.....18%
	DON'T KNOW/REFUSED.....0%
IF "OWN," ASK: (N=328)	
134. Which of the following categories would contain the approximate value of your residential property -- under \$200,000, \$200,000-\$300,000, \$300,000-\$400,000, \$400,000-\$500,000, or over \$500,000?	UNDER \$200,000.....17%
	\$200,000-\$300,000.....38%
	\$300,000-\$400,000.....28%
	\$400,000-\$500,000.....7%
	OVER \$500,000.....4%
	DON'T KNOW.....1%
	REFUSED.....5%
135. What is your age, please?	18-24.....6%
	25-34.....16%
	35-44.....22%
	45-54.....21%
	55-64.....20%
	65 AND OVER.....15%
136. Finally, thinking about your household finances, how would you describe your financial situation, would you say that --	STATEMENT A.....3%
A) Your monthly expenses are exceeding your income;	STATEMENT B.....33%
B) You are meeting your monthly expenses but are putting aside little or no savings;	STATEMENT C.....48%
C) You are managing comfortably while putting some money aside;	STATEMENT D.....15%
D) Managing very well?	DON'T KNOW/REFUSED.....2%
137. Gender	MALE.....49%
	FEMALE.....51%
138. PRECINCT	PRECINCT 1.....12%
	PRECINCT 2.....9%
	PRECINCT 3.....17%
	PRECINCT 4.....16%
	PRECINCT 5.....14%
	PRECINCT 6A.....11%
	PRECINCT 6B.....9%
	PRECINCT 7.....12%



**RESOLUTION NO. 03-13
CITY COUNCIL
Proctor, Minnesota**

WHEREAS, Benefits to the City of Proctor for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, Any city participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, The City Council of Proctor has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

NOW THEREFORE LET IT BE RESOLVED THAT, The City Council of Proctor will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.


BE IT FURTHER RESOLVED, The City Council of Proctor will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city/county.

Motion by: Council Member Shawn McGovern, Second by: Council Member Jake Benson

Detail of Voting: Ayes - 5 Nays - 0

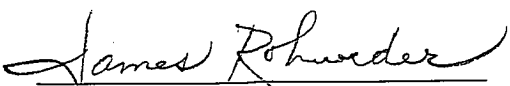
I CERTIFY THAT the above resolution was adopted by the Council on this 4th day of March 2013.

CITY OF PROCTOR



Dave Brenna – Mayor

ATTEST



James Rohweder – City Administrator

Performance Measurement Program – 2012 Proctor Citizen Survey - Summary

March 25, 2013.

	Paper Totals	Online Survey	Grand Total	Total Responses
3. How would you rate the overall appearance of the city?				
a. Excellent	14		14	
b. Good	141	19	160	
c. Fair (Please Explain)	48	11	59	
d. Poor (Please Explain)	13	1	14	
e. Don't know	1		1	248
4. How would you describe your overall feeling of safety in the city?				
a. Very safe	129	14	143	
b. Somewhat safe	82	15	97	
c. Somewhat unsafe (Please Explain)	6	2	8	
d. Very unsafe (Please Explain)	0		0	
e. Don't know	2		2	250
5. How would you rate the overall quality of fire protection services in the city?				
a. Excellent	92	6	98	
b. Good	88	12	100	
c. Fair (Please Explain)	1	1	2	
d. Poor (Please Explain)	1		1	
e. Don't know	37	12	49	250
6. How would you rate the overall condition of city streets?				
a. Excellent	3		3	
b. Good	90	8	98	
c. Fair (Please Explain)	73	10	83	
d. Poor (Please Explain)	48	13	61	
e. Don't know	4		4	249
7. How would you rate the overall quality of snowplowing on city streets?				
a. Excellent	81	8	89	
b. Good	102	11	113	
c. Fair (Please Explain)	21	8	29	
d. Poor (Please Explain)	12	3	15	
e. Don't know	3		3	249
8. How would you rate the dependability and overall quality of city sanitary sewer service?				
a. Excellent	62	7	69	
b. Good	117	12	129	
c. Fair (Please Explain)	6	2	8	
d. Poor (Please Explain)	8	4	12	
e. Don't know	25	6	31	249
9. How would you rate the dependability and overall quality of the city water supply?				
a. Excellent	81	12	93	
b. Good	114	13	127	
c. Fair (Please Explain)	8	2	10	
d. Poor (Please Explain)	1	1	2	
e. Don't know	10	3	13	245
10. How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?				
a. Excellent	28	1	29	
b. Good	121	20	141	
c. Fair (Please Explain)	17	6	23	
d. Poor (Please Explain)	7	1	8	
e. Don't know	39	3	42	243
11. How would you rate the overall quality of services provided by the city?				
a. Excellent	38	2	40	
b. Good	142	19	161	
c. Fair (Please Explain)	13	6	19	
d. Poor (Please Explain)	5	1	6	
e. Don't know	13	3	16	242
12. How would you rate the emergency medical services provided by the city?				
a. Excellent	71	4	75	
b. Good	80	10	90	
c. Fair (Please Explain)	3	1	4	
d. Poor (Please Explain)	3	0	3	
e. Don't know	56	16	72	244
13. How would you rate the sense of community among Proctor residents?				
a. Excellent	41	2	43	
b. Good	124	22	146	
c. Fair (Please Explain)	24	5	29	
d. Poor (Please Explain)	4	1	5	
e. Don't know	18	1	19	242
14. How often do you watch City Council or City Commission meetings on the access channel?				
a. Frequently	8	1	9	
b. Occasionally	36	2	38	
c. Rarely	49	6	55	
d. Not at all	120	22	142	244

Totals:		
a. Excellent	705	23.9%
b. Good	1,400	47.4%
c. Fair	329	11.1%
d. Poor	269	9.1%
e. Don't know	252	8.5%
	<u>2,955</u>	<u>100.0%</u>

Councilmember Tossey introduced the following resolution and moved for its adoption:

RESOLUTION #13-06-112

RESOLUTION DECLARING THE CITY OF RAMSEY'S PARTICIPATION IN THE STATE COUNCIL ON LOCAL RESULTS AND INNOVATION -- PERFORMANCE MEASUREMENT PROGRAM

WHEREAS, in 2010, the Minnesota Legislature created the Council on Local Results and Innovation; and

WHEREAS, the Council on Local Results and Innovation developed a standard set of performance measures that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties in providing services and measure residents' opinion of those services; and

WHEREAS, benefits to the City are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, any city participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, the City of Ramsey has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes.

NOW THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF RAMSEY, ANOKA COUNTY, STATE OF MINNESOTA, as follows:

1. That the City of Ramsey will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's/county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.
2. That the City Council of the City of Ramsey will submit to the Office of the State Auditor, the results of the performance measures adopted by the city/county.

The motion for the adoption of the foregoing resolution was duly seconded by Councilmember Kuzma and upon vote being taken thereon, the following voted in favor thereof:

Mayor Strommen
Councilmember Tossey
Councilmember Kuzma
Councilmember LeTourneau
Councilmember Riley

and the following voted against the same:

None

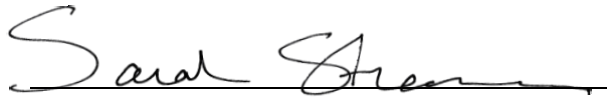
and the following abstained:

None

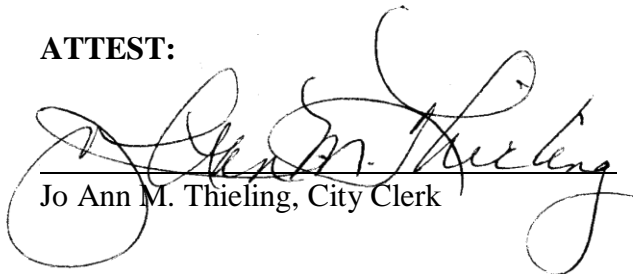
and the following were absent:

Councilmember Backous

Whereupon said resolution was declared duly passed and adopted by the Ramsey City Council this the 25th day of June, 2013.


Sarah Strommen, Mayor

ATTEST:


Jo Ann M. Thieling, City Clerk

Ramsey: Standard Measures (2012)

Category	#	Measure	Results
General	1	Rating of the overall quality of services provided by your city (survey)	NA/TBD
	2	Percent change in the taxable property market value	-7.82%
	3	Citizens' rating of the overall appearance of the city (survey)	NA/TBD
	4	Nuisance code enforcement cases per 1,000 population	442
	5	Number of library visits per 1,000 population	NA
	6	Bond rating	AA+
	7	Citizens' rating of city recreational programs and facilities (survey)	NA/TBD
	8	Accuracy of post election audit (% of ballots counted accurately)	100%
Police	9	P I and II Crime Rates	PT 1: 23.01 per 1000, PT 2: 30.91 per 1000
	10	Part I and II Crime Clearance Rates	PT 1: 27%, PT 2 67%
	11	Citizens' rating of safety in their community (survey)	NA/TBD
	12	Average police response time	8:36
Fire & EMS	13	Insurance industry rating of fire services	ISO 4/7
	14	Citizens' rating of the quality of fire protection services (survey)	NA/TBD
	15	Average fire response time	8:05
	16	Fire calls per 1,000 population	80
	17	Number of fires with loss resulting in investigation	29
	18	EMS calls per 1,000	24
	19	Emergency Medical Services average response time	8:05
Streets	20	Average city street pavement condition rating	7.5 Paser Scale (1-10)
	21	Citizens' rating of the road conditions in their City (survey)	NA/TBD
	22	Expenditures for road rehabilitation per paved lane mile rehabilitated (jurisdiction only roads)	\$1,941
	23	Percentage of all jurisdiction lane miles rehabilitated in the year	0.12% (.0012)
	24	Average hours to complete road system during snow event	8
	25	Citizens' rating of the quality of snowplowing on city streets (survey)	NA/TBD
Water	26	Citizens' rating of the dependability and quality of the city water supply (survey)	NA/TBD
	27	Operating cost per 1,000,000 gallons of water pumped/produced	\$895
Sanitary Sewer	28	Citizens' rating of the dependability and quality of city sanitary sewer service (survey)	NA/TBD
	29	Number of sewer blockages on city system per 100 connections	0

RESOLUTION # 6558

AUTHORIZING PARTICIPATION IN THE 2013 PERFORMANCE MEASURES PROGRAM

WHEREAS, the Minnesota Legislature created The Council on Local Results and Innovation to foster the use of performance management to support well-functioning local governments through the use of strategic planning, performance budgeting, results-oriented management, and program evaluation; and

WHEREAS, the City of Red Wing already tracks and reports many performance measures in furtherance of such objectives and in order that its taxpayers may see the resulting benefits from their property tax investment in the City; and

WHEREAS, cities that implement and participate in the Performance Measures Program are eligible for a reimbursement in LGA for 14-cents per capita (to a maximum of \$25,000); and

WHEREAS, cities implementing and participating in the Performance Measures Program will be exempt from levy limits under sections 275.70 to 275.74 for taxes payable in the years of participation, if levy limits are in effect; and

WHEREAS, in order to be eligible for LGA reimbursement and exemption from levy limits, if applicable, the City Council adopted Resolution 6290 *Adopting Model Performance Measures Developed by the Council on Local Results and Innovation* on June 27, 2011, adopting the ten model performance measures developed by the Council on Local Results and Innovation and submitted a declaration of that adoption to the Office of the State Auditor prior to July 1, 2011 as required to certify the City's participation in the Performance Measures Program; and

WHEREAS, in February of 2012, the Council on Local Results and Innovation published *Standards for a Comprehensive Performance Management System* which recommends three standards including (1) adopting comprehensive outcome goals, (2) establishing outcome and output performance measures and (3) reporting the results, to guide and encourage local governments in the development of their performance measurement systems; and

WHEREAS, cities that choose to participate in the Performance Measures Program for 2013 must declare to the OSA by July 1, 2013 that;

1. The City has adopted and implemented the minimum 10 performance measures developed by the Council on Local Results and Innovation.

2. The City has implemented or is in the process of implementing a local performance measurement system as developed by the Council on Local Results and Innovation.
3. The City has or will report the results of the 10 adopted performance measures to its residents before the end of the calendar year through publication, direct mailing, posting on the entity's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.
4. The City has or will survey its residents by the end of the calendar year on the services included in the performance benchmarks; and

WHEREAS, the City desires to continue its participation in the Performance Measures Program in 2013 as such participation furthers the City's goals of improving service delivery and enhancing communication with residents.

NOW, THEREFORE BE IT RESOLVED, on June 27, 2011 the City Council adopted Resolution 6290 *Adopting Model Performance Measures Developed by the Council on Local Results and Innovation* adopting the ten model performance measures developed by the Council on Local Results and Innovation and has implemented the same.

NOW, THEREFORE BE IT FURTHER RESOLVED, that the City is hereby authorized to participate in the 2013 Performance Measures Program.

NOW, THEREFORE BE IT FURTHER RESOLVED, The City is in the process of implementing a local performance measurement system as developed by the Council on Local Results and Innovation.

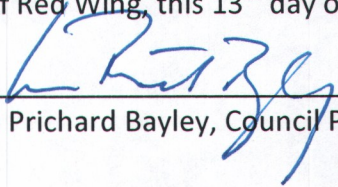
NOW, THEREFORE BE IT FURTHER RESOLVED, The City has or will report the 2013 results of the 10 adopted measures to its residents before the end of the calendar year through publication, direct mailing, posting on the entity's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

NOW, THEREFORE BE IT FURTHER RESOLVED, The City has or will survey its residents by the end of the calendar year on the services included in the performance benchmarks.

NOW, THEREFORE BE IT FURTHER RESOLVED, that city staff is directed to provide an official copy of this Resolution to the Office of the State Auditor by July 1, 2013, for certification in the 2013 Performance Measures Program, and as required for both reimbursement and potential exemption from levy limits, if in effect, for the year 2014.

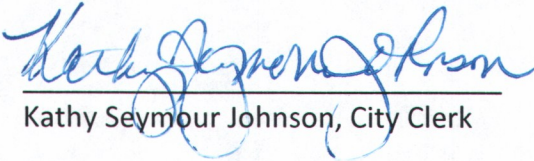
NOW, THEREFORE BE IT FURTHER RESOLVED, that city staff, as required by participation in the Performance Measures Program, is directed to report the results of the performance measures adopted by the City to the Office of the State Auditor by July 1, 2013, as proof of compliance with the 2012 Performance Measures Program.

Adopted by the City Council of the City of Red Wing, this 13th day of May, 2013.



Lisa Prichard Bayley, Council President

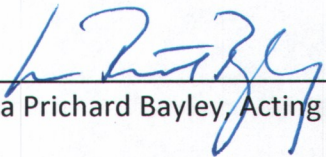
ATTEST:



Kathy Seymour Johnson, City Clerk

(Seal)

Presented to the Mayor at 10:27 pm on this 13th day of May, 2013.
Approved this 13th day of May, 2013.



Lisa Prichard Bayley, Acting Mayor

City of Red Wing Performance Measures Report

Results

2011

2012

1 **Rating of the overall appearance of Red Wing.**

How would you rate the overall appearance of the city?			
Response Options:		Response Percent	Response Percent
	Excellent	25.4%	23.7%
	Good	66.1%	64.4%
	Fair	5.1%	11.9%
	Poor	3.4%	0.0%
	Don't Know	0.0%	0.0%
		100.0%	100.0%

2 **Rating of the overall quality of services provided by Red Wing.**

How would you rate the overall quality of services provided by the city?			
Response Options:		Response Percent	Response Percent
	Excellent	18.6%	25.4%
	Good	57.6%	47.5%
	Fair	16.9%	23.7%
	Poor	3.4%	1.7%
	Don't know	3.4%	1.7%
		99.9%	100.0%

Police Services:

3 **Rating of the safety in Red Wing.**

How would you describe your overall feeling of safety in the city?			
Response Options:		Response Percent	Response Percent
	Very safe	52.5%	42.4%
	Somewhat safe	32.2%	45.8%
	Somewhat unsafe	13.6%	11.9%
	Very unsafe	1.7%	0.0%
	Don't Know	0.0%	0.0%
		100.0%	100.0%

4 **Police Response time (on top priority calls from time of dispatch to first officer on scene).**

Minutes	Minutes
2	2

Fire Services:

5 Rating of the quality of fire protection services

How would you rate the overall quality of fire protection services in the city?			
Response Options:		Response Percent	Response Percent
	Excellent	44.1%	45.8%
	Good	33.9%	37.3%
	Fair	8.5%	5.1%
	Poor	0.0%	0.0%
	Don't know	13.6%	11.9%
		<u>100.1%</u>	<u>100.0%</u>

6	Insurance industry rating of fire services.	I.S.O. Rating	I.S.O. Rating
		4 / 9	4 / 9

Streets:

7 Rating of the street condition in Red Wing.

How would you rate the overall condition of the city streets?			
Response Options:		Response Percent	Response Percent
	Excellent	16.9%	11.9%
	Good	37.3%	62.7%
	Fair	37.3%	17.0%
	Poor	8.5%	8.5%
	Don't know	0.0%	0.0%
		<u>100.0%</u>	<u>100.0%</u>

8 Rating of the snowplowing on city streets in Red Wing.

How would you rate the overall quality of snow plowing on city streets?			
Response Options:		Response Percent	Response Percent
	Excellent	18.6%	22.0%
	Good	40.7%	40.7%
	Fair	30.5%	23.7%
	Poor	5.1%	6.8%
	Don't know	5.1%	6.8%
		<u>100.0%</u>	<u>100.0%</u>

Water:

9 Rating of the dependability and quality of Red Wing's water supply.

How would you rate the dependability and overall quality of the city water supply?			
Response Options:		Response Percent	Response Percent
	Excellent	39.0%	33.9%
	Good	32.2%	42.4%
	Fair	13.6%	15.3%
	Poor	10.2%	3.4%
	Don't know	5.1%	5.1%
		<u>100.1%</u>	<u>100.0%</u>

10	Operating cost per 1,000,000 gallons of water pumped/produced.	Cost	Cost
	Dollars	6,811.80	4,927.15

Sanitary Sewer:

11 Rating of the dependability and quality of Red Wing's sanitary sewer service.

How would you rate the dependability and overall quality of the city sanitary sewer service?			
Response Options:		Response Percent	Response Percent
	Excellent	33.9%	40.7%
	Good	42.4%	42.4%
	Fair	10.2%	10.2%
	Poor	5.1%	0.0%
	Don't know	8.5%	6.8%
		100.1%	100.0%

12	Number of sewer blockages on city system per 100 connections	Blockages	Blockages
	Number	0.031	0.031

Parks and Recreation:

- 13 **Rating of the quality of Red Wing's recreational programs and facilities.**

How would you rate the dependability and overall quality of city recreatoinal programs and facilities (e.g. parks, trails, park facilities, etc)?			
Response Options:		Response Percent	Response Percent
	Excellent	27.1%	44.1%
	Good	52.5%	40.7%
	Fair	8.5%	11.9%
	Poor	6.8%	1.7%
	Don't know	5.1%	1.7%
		100.0%	100.0%

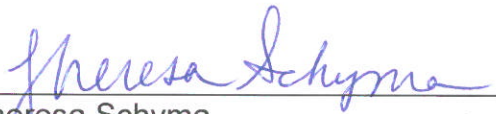
STATE OF MINNESOTA)
)
COUNTY OF HENNEPIN) ss
)
CITY OF RICHFIELD)

I, Theresa Schyma, being the duly qualified deputy clerk of the City of Richfield, Hennepin County, Minnesota, do hereby certify that the foregoing is a true and exact copy of Resolution No. 10799.

And that the same is on file and on record in my office.

Given under my hand and seal

This 12th day of June, 2013.



Theresa Schyma
Deputy City Clerk
City of Richfield
Hennepin County, Minnesota

RESOLUTION NO. 10799

RESOLUTION ADOPTING AND IMPLEMENTING MODEL PERFORMANCE MEASURES FOR CITIES AS ESTABLISHED BY THE COUNCIL ON LOCAL RESULTS AND INNOVATION, CREATING A COMPREHENSIVE PERFORMANCE MEASUREMENT SYSTEM, REPORTING THE RESULTS OF SUCH REPORT TO THE LOCAL PUBLIC, AUTHORIZING THE SURVEY OF RESIDENTS, AND REPORTING RESULTS TO THE OFFICE OF THE STATE AUDITOR

WHEREAS, in 2010, the Legislature created the Council on Local Results and Innovation; and

WHEREAS, in February 2011, the Council released a standard set of performance measures for cities that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of cities in providing services, and measure resident's opinions of those services; and

WHEREAS, in February 2012, the Council created a comprehensive performance measurement system for cities to implement in 2012; and

WHEREAS, cities that choose to participate in the new standards measure program may be eligible for reimbursement in LGA, and exemption from levy limits; and

WHEREAS, participation in the standard measures program by a city is voluntary; and

WHEREAS, cities that choose to participate in the standard measures program must officially adopt the performance benchmarks developed by the Council, and implement them; and

WHEREAS, the following performance measures were adopted;

- Percent change in the taxable property market value
- Part I and II crime rates
- Police response time
- Insurance industry rating of fire services
- Fire response time
- Average city street pavement condition rating
- Operation cost per 1,000,000 gallons of water pumped/produced
- Number of sanitary sewer back-ups for public sanitary sewer system

WHEREAS, the results of the citizen survey conducted were also released and the following areas were reviewed and commented on;

- Overall appearance
- Overall safety
- Fire protection
- Overall street conditions

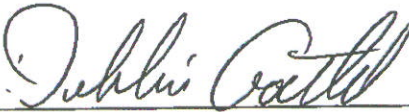
- Snowplowing
- Sanitary sewer
- Park and recreation
- Overall quality of service

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Richfield, Minnesota hereby certifies that;

1. The city had adopted and implemented the performance measures as developed by the Council on Local Results and Innovation; and
2. The city has implemented a local performance measurement system as developed by the Council on Local Results and Innovation; and
3. The city will report the results of the adopted measures to its residents before the end of the calendar year through publication, direct mail, posting on its website, or through a public hearing at which the budget and levy will be discussed and public input allowed; and
4. The city has surveyed its residents on the services included in the performance benchmarks; and

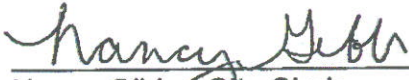
BE IT FURTHER RESOLVED that the actual results of the performance measures adopted by the city for the program in 2012 shall be reported to the Office of the State Auditor by July 1, 2013.

Adopted by the City Council of the City of Richfield, Minnesota this 11th day of June, 2013.



Debbie Goettel, Mayor

ATTEST:



Nancy Gibbs, City Clerk

Model Performance Measures for Cities Results for the City of Richfield

General:

1. Rating of the overall quality of services provided by your city (*Citizen Survey: excellent, good, fair, poor*)

86% of respondents rated quality of services as excellent or good.

2. Percent change in the taxable property market value

The taxable property market value from 2012 to 2013 decreased by 5.71%.

3. Citizens' rating of the overall appearance of the city (*Citizen Survey: excellent, good, fair, poor*)

43% of residents rated the overall appearance of the City as excellent or good.

Police Services:

4. Part I and II crime rates (*Submit data as reported by the Minnesota Bureau of Criminal Apprehension. Part I crimes include murder, rape, aggravated assault, burglary, larceny, motor vehicle theft, and arson. Part II crimes include other assaults, forgery/counterfeiting, embezzlement, stolen property, vandalism, weapons, prostitution, other sex offenses, narcotics, gambling, family/children crime, D.U.I., liquor laws, disorderly conduct, and other offenses.*)

	<u>2011</u>	<u>2012</u>
Part I	949	1,001
Part II	2,300	2,418

Citizens' rating of safety in their community (*Citizen Survey: very safe, somewhat safe, neither safe nor unsafe, somewhat unsafe, very unsafe*)

86% rated the safety of the City as very safe or somewhat safe.

Output Measure:

Police response time (*Time it takes on top priority calls from dispatch to the first officer on scene.*)

Average Police response time in minutes – 4:45

Fire Services:

5. Insurance industry rating of fire services (*The Insurance Service Office (ISO) issues ratings to Fire Departments throughout the country for the effectiveness of their fire protection services and equipment to protect their community. The ISO rating is a numerical grading system and is one of the primary elements used by the insurance industry to develop premium rates for residential and commercial businesses. ISO analyzes data using a Fire Suppression Rating Schedule (FSRS) and then assigns a Public Protection Classification*

from 1 to 10. Class 1 generally represents superior property fire protection and Class 10 indicates that the area's fire suppression program does not meet ISO's minimum criteria.)

City of Richfield Fire Insurance Industry Rate – 3.

Citizens' rating of the quality of fire protection services (*Citizen Survey: excellent, good, fair, poor*)

100% rated the quality of fire protection services as excellent or good.

Output Measure:

Fire response time (*Time it takes from dispatch to apparatus on scene for calls that are dispatched as a possible fire*).

Average Fire response time in minutes – 3:45

Streets:

6. Average city street pavement condition rating (*Provide average rating and the rating system program/type. Example: 70 rating on the Pavement Condition Index (PCI)*)

	<u>2010</u>	<u>2011</u>	<u>2012</u>
PCI	82	N/A	70

Citizens' rating of the road condition in their city (*Citizen Survey: good condition, mostly good condition, many bad spots*)

89% rated the conditions of city roads being in good condition or mostly good condition.

7. Citizens' rating the quality of snowplowing on city streets (*Citizen Survey: excellent, good, fair, poor*)

82% rated the quality of snowplowing on city streets as excellent or good.

Water:

8. Citizens' rating of the dependability and quality of city water supply (centrally-provided system) (*Citizen Survey: excellent, good, fair, poor*)

97% rated the dependability and quality of city water services as excellent or good.

Output Measure:

Operating cost per 1,000,000 gallons of water pumped/produced (centrally-provided system) (*Actual operating expense for water utility / (total gallons pumped/1,000,000)*)

The operating cost per 1,000,000 gallons of water pumped/produced is \$2,717.

Sanitary Sewer:

9. Citizens' rating of the dependability and quality of city sanitary sewer service (centrally provided system) (*Citizen Survey: excellent, good, fair, poor*)

96% rate the dependability and quality of city sanitary sewer service as excellent or good.

Output Measure:

Number of sewer blockages on city system per 100 connections (centrally provided system)
(*Number of sewer blockages on city system reported by sewer utility / (population/100)*)

Number of sewer blockages on city system is .001 per 100 connections.

Parks and Recreation:

10. Citizens' rating of the quality of city recreational programs and facilities (parks, trails, park buildings) (*Citizen Survey: excellent, good, fair, poor*)

71% rated the quality of city recreational programs and facilities as excellent or good.

City of Rockford

A regular meeting of the City Council of the City of Rockford, MN was called to order on **June 11, 2013** by Mayor Hafften at 7:00 p.m. in the Council Chambers of City Hall, 6031 Main Street, Rockford, MN. The following members were present: Hafften, Graner, Martinson and Wenz. The following members were absent: Kesanen. A motion to adopt the following resolution was made by Graner, seconded by Martinson.

Resolution #13-26 **Comprehensive Performance Measurement Program**

WHEREAS, Benefits to the City of Rockford for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, Any city/county participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, The City Council of Rockford has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

NOW THEREFORE LET IT BE RESOLVED THAT, The City Council of Rockford will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's/county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, The City Council of Rockford will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city/county.

The following council members voted in favor: Hafften, Graner, Martinson and Wenz. The following members voted against or abstained: None. Where upon the motion was declared passed and executed.

City of Rockford

Adopted Performance Measures

The following are the adopted measures of performance outcomes for the City of Rockford, MN. The population will be surveyed at the end of the year on these measurements and asked to rate each as listed.

General:

1. Rating of the overall quality of services provided by your city (*Citizen Survey: excellent, good, fair, poor*)
2. Percent change in the taxable property market value
3. Citizen's rating of the overall appearance of the city (*Citizen Survey; excellent, good, fair poor*)

Police Services:

1. Citizens' rating of safety in their community (*Citizen Survey: very safe, somewhat safe, neither safe nor unsafe, somewhat unsafe, very unsafe*)

Fire Services:

1. Citizens' rating of the quality of fire protection services (*Citizen Survey: excellent, good, fair, poor*)

Streets:

1. Average city street pavement condition rating (*Provide average rating and the rating system program/type. Example: 70 rating on the Pavement Condition Index (PCI)*)

Water:

1. Citizens' rating of the dependability and quality of city water supply (centrally-provided system) (*Citizen Survey: excellent, good, fair, poor*)

Sanitary Sewer:

1. Citizens' rating of the dependability and quality of city sanitary sewer service (centrally-provided system) (*Citizen Survey: excellent, good, fair, poor*)

Parks and Recreation:

1. Citizens' rating of the quality of city recreational programs and facilities (parks, trails, park buildings) (*Citizen Survey: excellent, good, fair, poor*)

CERTIFICATION OF A RESOLUTION

The undersigned, being the duly qualified and City Clerk of the City of Rockford, Minnesota, does hereby certify that the attached resolution is a true and correct copy of a resolution adopted at a legally convened meeting of the City Council of the City of Rockford, duly held the 11th day of June 2013. Further, it is hereby certified that said resolution has been fully recorded in the journal of proceedings and records at the Rockford City Hall.

In Witness whereof, I have hereunto set my hand and the official seal of the City of Rockford this 14th day of June, 2013.



Nancy Carswell, Clerk/Administrator



City of Rockford

6031 Main Street • Rockford, MN 55373 • (763) 477-6565 • Fax (763) 477-4393

MISSION STATEMENT: To recognize and fulfill our citizens' needs for all services in a respectful, efficient, and economical manner.

[Download Responses](#)

[Share Responses](#)

Response Summary

Total Started Survey: 30
Total Finished Survey: 30 (100%)

PAGE: 1

1. Please rate the overall quality of services provided by the city?

[Create Chart](#) [Download](#)

	Response Percent	Response Count
Excellent	20.0%	6
Good	63.3%	19
Fair	13.3%	4
Poor	3.3%	1
answered question		30
skipped question		0

2. Percent change in the taxable property market value

[Create Chart](#) [Download](#)

	Response Percent	Response Count
6.2%	1.2%	7
answered question		7
skipped question		23

3. The overall appearance of the city is?

[Create Chart](#) [Download](#)

	Response Percent	Response Count
Excellent	20.0%	6
	38.7%	11
answered question		30
skipped question		0

3. The overall appearance of the city is?		Create Chart	Download
Good			
Fair	36.7%	11	
Poor	6.7%	2	
		answered question	30
		skipped question	0

4. I would rate my city on safety as follows:		Create Chart	Download
	Response Percent	Response Count	
Very Safe	46.7%	14	
Somewhat Safe	50.0%	15	
Neither safe nor unsafe	3.3%	1	
Somewhat unsafe	0.0%	0	
Very unsafe	0.0%	0	
		answered question	30
		skipped question	0

5. As a citizen of Rockford I would rate the fire protection services as follows:		Create Chart	Download
	Response Percent	Response Count	
Excellent	43.3%	13	
Good	50.0%	15	
Fair	6.7%	2	
Poor	0.0%	0	
		answered question	30
		skipped question	0

6. Average city street pavement condition would rate as:		Create Chart	Download
	Response Percent	Response Count	
Good condition	36.7%	11	
Mostly good condition	60.0%	18	
		answered question	30
		skipped question	0

6. Average city street pavement condition would rate as:	Create Chart	Download
Many bad spots	3.3%	1
answered question		30
skipped question		0

7. I would rate the quality of snowplowing on city streets as follows:	Create Chart	Download
	Response Percent	Response Count
Excellent	33.3%	10
Good	40.0%	12
Fair	16.7%	5
Poor	10.0%	3
answered question		30
skipped question		0

8. I would rate the dependability and quality of the city's water service as follows:	Create Chart	Download
	Response Percent	Response Count
Excellent	40.0%	12
Good	50.0%	15
Fair	6.7%	2
Poor	3.3%	1
answered question		30
skipped question		0

9. I would rate the dependability and quality of the sanitary sewer service as follows:	Create Chart	Download
	Response Percent	Response Count
Excellent	40.0%	12
Good	43.3%	13
Fair	16.7%	5
Poor	0.0%	0
answered question		30
skipped question		0

10. Please rate the quality of the city parks and trails system as follows:

[Create Chart](#)

[Download](#)

	Response Percent	Response Count
Excellent	33.3%	10
Good	43.3%	13
Fair	20.0%	6
Poor	3.3%	1
	answered question	30
	skipped question	0

Follow Us: [Facebook](#), [Twitter](#), [LinkedIn](#), [Our Blog](#), [Google+](#) & [YouTube](#)

[Help](#) [FAQs](#) [Tutorial](#) [Contact Support](#)

About Us: [Management Team](#) [Board of Directors](#) [Partners](#) [Investment](#) [Contact Us](#) [We're Hiring](#) [Sitemap](#)

Policies: [Terms of Use](#) [Privacy Policy](#) [Anti-Spam Policy](#) [Security Statement](#) [Email Opt-Out](#)

[Dansk](#) [Deutsch](#) [English](#) [Español](#) [Français](#) [हिन्दी](#) [Italiano](#) [Nederlands](#) [日本語](#) [Polski](#) [Português](#) [Pусский](#) [Svenska](#) [ไทย](#)

Copyright © 1999-2013 SurveyMonkey

RESOLUTION NO. 2013 - 37

A RESOLUTION AFFIRMING THE CITY'S PARTICIPATION IN THE OFFICE OF THE STATE AUDITOR'S VOLUNTARY 2012 PERFORMANCE MEASUREMENT PROGRAM AND REPORTING RESULTS OF ADOPTED MEASURES

WHEREAS, the City of Rogers is a municipal corporation organized and existing under the laws of the State of Minnesota; and

WHEREAS, the 2010 State Legislature enacted legislation calling for the Council on Results and Innovation to establish a standard set of performance measures for cities; and

WHEREAS, such performance measures are intended to aid residents, taxpayers, and state and local elected officials in determining the efficacy of cities in providing services; and

WHEREAS, the Rogers City Council has established the performance measurements listed below and is soliciting, through the Office of the State Auditor, voluntary participation in the 2011 effort; and

WHEREAS, in addition to the results generated from participation, benefits to participating cities include remuneration of \$0.14 per capita; and

WHEREAS, the City of Rogers has fully participated in the 2011 program by adopting performance measures, surveying residents to achieve citizen ratings on those adopted measures and reported the results of the 2012 survey through the City's official website first in December 2012.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Rogers, that the City does hereby affirm its intention to participate in the Office of the State Auditor's Voluntary 2012 Performance Measurement Program by continuing with the following performance measures first adopted in 2011:

General Services

1. Ratio of the overall quality of services provided by the City
2. Percentage change in the City's taxable market value
3. Citizen rating of the overall appearance of the City

Police Services

4. Citizen rating of safety in the community

Fire Services

5. Citizen rating of fire protection services

Streets

6. Citizen rating of road condition on City streets
7. Citizen rating of quality of snowplowing on City streets

Water

8. Citizen rating of the dependability and quality of City water supply

Sanitary Sewer

9. Citizen rating of the dependability and quality of City sanitary sewer service

Parks and Recreation

10. Citizen rating of the quality of City recreational programs and facilities

BE IT FURTHER RESOLVED that the City of Rogers will conduct the performance measurement program by soliciting citizen ratings through a 2013 survey and will report the results of said survey to residents via the City's official website by December 31, 2013.

Moved by Councilmember *Hall* , seconded by Councilmember *Ihli*

The following voted in favor of said resolution: *Bunting, Hall, Ihli, Jakel, Stanley*

The following voted against said resolution: *None*

The following abstained: *None*

Whereupon said resolution was declared duly passed and adopted, and was signed by the Mayor, and attested by the Clerk dated this 25th day of June, 2013.


Jay Bunting, Mayor

ATTEST:


Stacy Scharber, City Clerk



City of Rogers 2012 Performance Measurement Program Survey Results

1. How would you rate the overall quality of services provided by the city? (service)

Overall Rankings	
Good or Excellent	53.49%
Fair	41.86%
Poor	2.33%

2. How would you rate the overall appearance of the city? (overall)

Good/Excellent	72.73%
Fair	25.00%
Poor	0

3. How would you describe your overall feeling of safety in the city? (safety)

Good/Excellent	88.64%
Fair	6.82%
Poor	2.27%

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

Good/Excellent	79.55%
Fair	2.27%
Poor	0

5. How would you rate the overall condition of city streets? (streets)

Good/Excellent	61.36%
Fair	27.27%
Poor	9.09%

6. How would you rate the overall quality of snowplowing on city streets? (snowplow)

Good/Excellent 56.82%

Fair 29.55%

Poor 9.09%

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

Good/Excellent 84.09%

Fair 0%

Poor 0%

8. How would you rate the dependability and overall quality of the city water supply? (water)

Good/Excellent 75.00%

Fair 9.09%

Poor 4.55%

9. How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.) (recreation)

Good/Excellent 38.64%

Fair 36.36%

Poor 13.64%

**RESOLUTION OF THE CITY OF ST. CLOUD, MINNESOTA
DECLARING THAT THE CITY WILL ADOPT THE PERFORMANCE
MEASURES DEVELOPED BY THE STATE OF MINNESOTA FOR 2013
RESULTS**

WHEREAS, pursuant to 2010 Minnesota Laws Chapter 389, Article 2, Sections 1 and 2, established a Council on Local Results and Innovation to establish a standard set of performance measures for cities that will aid residents, taxpayers and state and local elected officials in determining the efficacy of cities in providing services and measure residents opinion of those services; and

WHEREAS, the State of Minnesota passed into law Section 6.91, Local Performance Measurement and Reporting for Counties and Cities, and;

WHEREAS, the ten performance benchmarks developed by the Council on Local Results and Innovation must be incorporated into the City's 2013 results and reported to the State Auditor prior to the end of 2014, and

WHEREAS, the benefits for participating in the performance measurement program with the State is a reimbursement of \$0.14 per capita (\$9,200 for St. Cloud) and an exemption from any levy limits for taxes payable in the following year (2014), and

WHEREAS, City Administration is in support of participating in the performance measurement program and has the ability to comply with the survey requirements and can generate the data outlined in the performance measures included in the Council on Local Results and Innovation; and

WHEREAS, the City Council must approve a resolution that declares that the City has adopted the corresponding performance measures for 2013;

NOW, THEREFORE, BE IT RESOLVED, that the City of St. Cloud will adopt the performance measures developed by the State of Minnesota for 2013 results.

Adopted this 24th day of June 2013.

City of St. Cloud Model Performance Measures for Cities

Survey results from City-wide survey conducted Spring 2012: (7,302 Responses to Survey)

The following are the recommended model measures of performance outcomes for cities, with alternatives provided in some cases. Key output measures are also suggested for consideration by local city officials.

General:

1. *Rating of the overall quality of services provided by your city (Citizen Survey: excellent, good, fair, poor, don't know).*

<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
13	57	25	4	1

2. *Percent change in the taxable property market value.*

<u>2010</u>	<u>2011</u>	<u>Change</u>
\$3,915,260,500	\$3,752,453,100	(4.16%)

3. *Citizens' rating of the overall appearance of the city (Citizen survey: excellent, good, fair, poor, don't know).*

<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
13	56	26	4	1

4. *Number of Library visits per 1,000 population.*

Output Measure:

(Number of visits/population x 1,000 = visits per 1,000 population.)

8,687

5. *Bond rating of AA+ from Standard & Poors Rating Services.*
6. *Citizens' rating of the quality of City recreational programs and facilities.*

<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
27	50	17	3	4

7. *Accuracy of post-election audit (% of ballots counted accurately).*

100%

Police Services:

8. *Part I and II Crime Rate.*

<u>Part 1</u>	<u>Part 2</u>
2,526	3,487

9. *Part I and II Crime Clearance Rates.*

<u>Part 1</u>	<u>Part 2</u>
28%	48%

10. *Citizens' rating of safety in their community (Citizen Survey: very safe, somewhat safe, neither safe nor unsafe, somewhat unsafe, very unsafe).*

<u>Very Safe</u>	<u>Somewhat Safe</u>	<u>Somewhat Unsafe</u>	<u>Very Unsafe</u>	<u>Don't Know</u>
22	58	15	3	1

Output Measure:

11. *Police response time (Time it takes on top priority calls from dispatch to the first officer on scene.)*

5.95 Minutes

Fire Services:

12. *Insurance industry rating of fire service.*

3

13. *Citizens' rating of the quality of fire protection services (Citizen Survey: excellent, good, fair, poor).*

<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
59	30	7	3	1

Output Measure:

14. *Fire response time (Time it takes from dispatch to apparatus on scene for calls that are dispatched as a possible fire).*

4.39 Minutes

15. *Fire calls per 1,000 population.*

21.38

16. *Number of fires with loss resulting in investigation.*

35

17. *EMS calls per 1,000 population.*

45.5

Fire Services: (Continued)

18. EMS average response time.

4.36

Streets:

19. Citizens' rating of the road condition in their city (Citizen Survey: good condition, mostly good condition, many bad spots)

<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
8	35	41	15	1

20. Citizens' rating the quality of snowplowing on city streets (Citizen Survey: excellent, good, fair, poor).

<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
16	48	25	10	1

21. Average hours to complete road system during snow event.

10 hours

Water:

22. Citizens' rating of the dependability and quality of the city water supply (centrally-provided system) (Citizen Survey: excellent, good, fair, poor, don't know).

<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
22	50	19	6	3

Output Measure:

23. Operating cost per 1,000,000 gallons of water pumped/produced (centrally-provided system).

\$1,020.22

Sanitary Sewer:

24. Citizens' rating of the dependability and quality of city sanitary sewer service (centrally provided system) (Citizen Survey: excellent, good, fair, poor, don't know).

<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
24	56	14	1	5

Output Measure:

25. Number of sewer blockages on city system per 100 connections (centrally provided system).

12 Blockages / Ratio is .069



www.cityofstjoseph.com

CITY OF ST. JOSEPH

**Resolution 2013-021
Adopting St. Joseph's
Performance Measures Survey Results**

Whereas, pursuant to Minnesota Statute 6.91 the St. Joseph City Council has adopted performance and output measures recommended by the State of Minnesota's Council on Local Results and Innovation and desires to continue with recommended performance measure guidelines and practices.

Now therefore be it resolved, the St. Joseph City Council adopted the following performance measures initiatives:

1. That the City has adopted and implemented the minimum 10 performance measures developed by the Council on Local Results and Innovation.
2. That the City has implemented a local performance measurement system as developed by the Council on Local Results and Innovation.
3. That the City will report the results of the 10 adopted measures to its residents before the end of 2013 on the City's Website.
4. That the City has surveyed its residents on the services included in the performance benchmarks and intends to periodically (at least biennially) repeat the survey of its residents to gauge changes in the performance benchmarks.
5. That the City adopted the results of the performance measures survey conducted in 2012.
6. That the City reaffirms resolution 2012-021 adopting the December performance measures survey results.

Adopted this 16th day of May, 2013.

Rick Schultz, Mayor

Judy Weyrens, Administrator



Council Agenda Item _____

MEETING DATE: December 20, 2012

AGENDA ITEM: Performance Measurement – Adopt Resolution 2012-021 Adopting St. Joseph’s Performance Measures Results

SUBMITTED BY: Finance

PREVIOUS COUNCIL ACTION: Council adopted resolution 2011-014 declaring 10 performance measurements as developed by the State’s Council on Local Results and Innovation. The Council accepted the spring survey results on July 5, 2012.

BACKGROUND INFORMATION: The 2010 State Legislature passed Statute §6.91 allowing cities to participate in a standard measures program to provide communication to its citizens on annual basis. The Legislature directed the State Auditor to establish a committee to identify ten (10) standard measurements as the minimum measurements each city should adopt. A copy of the committee’s report can be found on the State Auditor’s website.

The City declared the minimum ten (10) performance benchmarks listed in the report prior to July 1st, 2011 for the City to be eligible for a per capita reimbursement of \$0.14 per capita in 2011. For 2013, the City reported the results of a survey conducted of its citizens prior to December 31st, 2012 to be eligible for the same per capita reimbursement in 2013. The results will be placed on the City’s website. For 2014, the City must conduct a follow up survey of the 10 performance measures before December 31, 2013.

The League of MN Cities again conducted the survey on behalf of the City at no charge to the City. The enclosed 10 questions were including a question on the quality of refuse services. The survey link was accessed from the city website. An ad was placed in the November city newsletter and in the St. Joseph Newsleader. The Council deliberated on the questions to ask at a meeting also. The City received 30 respondents with their results attached.

BUDGET/FISCAL IMPACT: \$914.76 per capita reimbursement, no payable 2014 levy limits

ATTACHMENTS: RCA – Performance Measurement
December 2012 Performance Measurement Program Survey Results

REQUESTED COUNCIL ACTION: Authorize the Mayor and Administrator to execute Resolution 2012-021 adopting St. Joseph’s performance measures results..



City of St. Joseph, PO Box 668, St. Joseph MN 56374

**December 2012 City of St. Joseph
Performance Measurement Program
Survey Results**

December 20, 2012

This page intentionally left blank

Introduction

In 2010, the Legislature created the Council on Local Results and Innovation. The Council created a set of ten standard performance measures for Cities and Counties that could assist the governing body in determining the quality, efficiency and need for services provided. This program has become known as the Performance Measurement Program. Participants in the program would agree to survey their constituents using at least the ten standards established by the Council. The survey would allow residents the opportunity to provide input on the services provided.

To encourage participation in the voluntary program, the 2010 Legislature provided a financial incentive. Cities that opted to participate would be eligible for a reimbursement of \$0.14 per capita, not to exceed \$25,000 and would be exempt from levy limits under MS 275.70 to 275.74. For the City of St. Joseph, the reimbursement for participation is \$ 914.76.

Additional information on the Council on Local Results and Innovation can be found the Minnesota Secretary of State Website: <http://www.auditor.state.mn.us>.

Methodology

To assist Cities with the new Performance Measurement Program, the League of Minnesota Cities created a survey that would meet the requirements of the 2010 Legislation. Participating Cities would have the opportunity to modify the question and they would administer the actual survey, providing the results to each City.

The City of St. Joseph utilized the services the League of Minnesota Cities who provided the survey through survey monkey. The City notified the residents that they had an opportunity to provide input on the services provided. Notification was placed in the following locations:

1. Published in the November Newsletter distributed to all utility bill customers. Residents were provided with the URL and requested to participate. The URL as listed as follows: http://www.surveymonkey.com/s/ST_JOSEPH2012
2. Published in the November 9th edition of the *St. Joseph Newsleader*
3. Published on the front page of the City Website. <http://mn-stjoseph.civicplus.com/>

The survey was available on survey monkey from November 9 through December 7, 2012. At the end of the survey period, the League of Minnesota Cities provided the results. The results indicated that 30 individuals responded to the survey.

This page intentionally left blank

**Performance Measure Survey
Index**

Survey Methodology	i
Survey Results – By Question	
How Many Years in City	1
Overall Appearance of City	1-2
Comments	1
Table of Data & Illustration	2
Overall Feeling of Safety in City	3-4
Comments	3
Table of Data & Illustration	4
Overall Quality of Fire Protection	5-6
Comments	5
Table of Data & Illustration	6
Overall Condition of Streets	7-8
Comments	7
Table of Data & Illustration	8
Overall Quality of Snowplowing	9-10
Comments	9
Table of Data & Illustration	10
Overall Dependability and Quality of Utility Services	11-14
Comments	11
Table of Data & Illustration – Sanitary Sewer	12
Table of Data & Illustration – Water	13
Overall Quality of Recreation and Facilities	15-16
Comments	15
Table of Data & Illustration	16
Overall Quality of Refuse Services	17-18
Comments	17
Table of Data & Illustration – Quality of Service	18
Overall Quality of Services	19-20
Comments	19
Table of Data & Illustration – Quality of Service	20
Appendixes	
Appendix A 2011 Resolution Adopting Performance Measures	23
Appendix B 2012 Resolution Accepting Results	24
Appendix C 2012 Survey Form Summary	25

This page intentionally left blank

**City of St. Joseph
Performance Measurement Survey Results
December 20, 2012**

How many years have you lived in this city?

Years in City	Total Respondents	Number of Years in City Individual Responses
00-05 years	7	1{2}, 3{1}, 4{2}, 5{2}
06-10 years	9	6{4}, 7{2}, 9{1}, 10{2}
11-15 years	4	12{2}, 13{2}
16-20 years	3	19{2}, 20{1}
21-30 years	1	28{1}
>30 years	6	34{1}, 47{1}, 51{1}, 60{1}, 70{1}, 77{1}

How would you rate the overall appearance of the city?

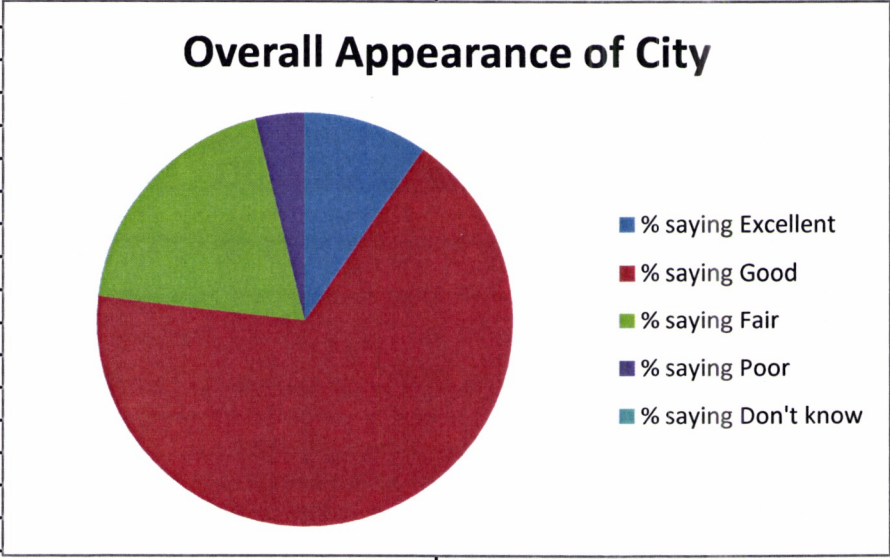
Good

- * We could use more lighting by 2nd Ave NW...Hard to see college students when they are running around at night. It's not lit up as nice as College Ave.
- * Too many bars!
- * The flower baskets were a beautiful addition to the downtown area this year. Hopefully the City Council appreciated the effort put forth by the citizens who organized and worked on this project and put the necessary funds in the budget to maintain the program for 2013.
- * Streets, parks, etc. are well kept.
- * Some businesses along 75 are eyesores. Downtown is becoming beautiful.
- * Residential is fine. Business areas end to vary in terms of appearance.
- * Downtown looks great!

Fair

- * The flowers and trees on Minnesota Street in front of the church are beautiful in the summer. The hanging flower pots and American flags are also attractive. However, many of the buildings appear rundown and dated. The electric poles are an eyesore. The college also adds beauty to the city.
- * The city does not do a good job of enforcing its ordinances. For example in our neighborhood there are numerous people parking extra vehicles or storage trailers on their side lawns or empty lots. The ordinance states they must be parked on a paved surface. There is a specific house at the corner of Iris and CR2 that has had a round hay bale and junker car in the backyard for 6 years and no one has done anything about it!!
- * It is too bad that most people drive on 75 through St. Joseph. Most of what they see is industrial businesses. It is not very attractive nor does it invite people to stop. The property around the old Kennedy school looks run down. The tennis courts are completely unusable. The asphalt is being taken over by weeds, and the ball field is in bad shape. What is the school district's responsibility for this property.

	How would you rate the overall appearance of the city?
# saying Excellent	3
# saying Good	22
# saying Fair	5
# saying Poor	0
# saying Don't know	0
Total Responses	30
% saying Excellent	10%
% saying Good	73%
% saying Fair	17%
% saying Poor	0%
% saying Don't know	0%



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

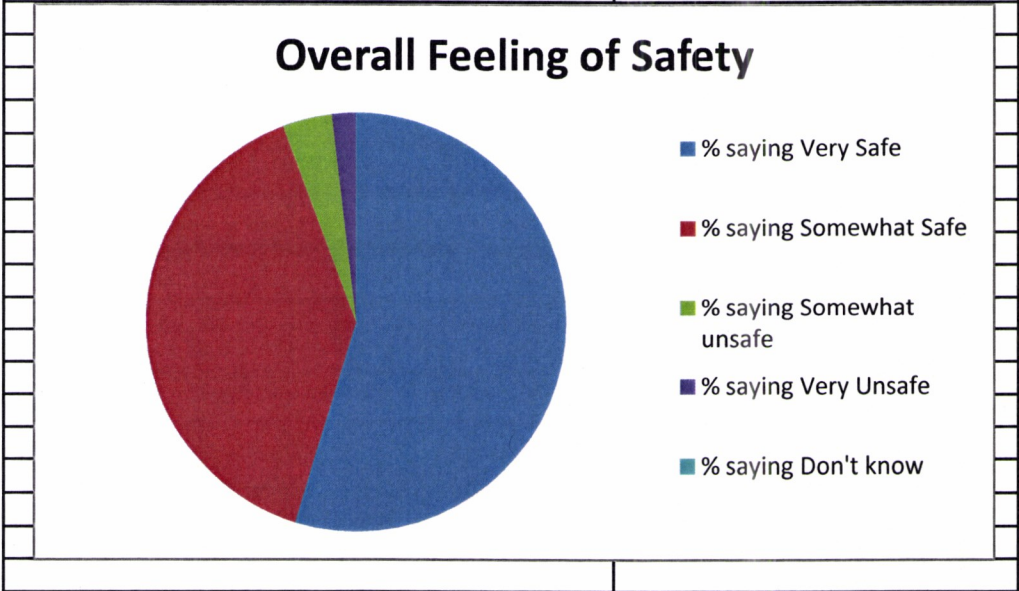
Very Safe

- * Chief Jansky and crew do a good job.
- * EMS personnel are very fast in responding.
- * The police do a great job in St. Joseph. I just wish the Waite Park police would do a better job. Example: maybe the Waite Park police should not be hanging out in the St. Joseph Holiday Gas Station at night. I'm sure there are places in their town to take their coffee breaks.
- * When I first moved to the city as a single female I was a little scared. Then one day I saw the St. Joseph police making their rounds passing by my house. To this day every morning they are out there making their rounds. I have never felt safer. Thank you for protecting and serving.

Somewhat Safe

- * Too much drinking downtown. There have been many incidents in the police blotter attributed to inebriated people.
- * Generally it is safe, but there are things that could make it safer. More control of foot traffic, jay walking and bicycles, traffic using the bike lanes and obeying traffic signals.

	How would you describe your overall feeling of safety in the city?
# saying Very Safe	22
# saying Somewhat Safe	8
# saying Somewhat unsafe	0
# saying Very Unsafe	0
# saying Don't know	0
Total Responses	30
% saying Very Safe	73%
% saying Somewhat Safe	27%
% saying Somewhat unsafe	0%
% saying Very Unsafe	0%
% saying Don't know	0%



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

Excellent

- * They are always quick and very friendly and comforting.
- *

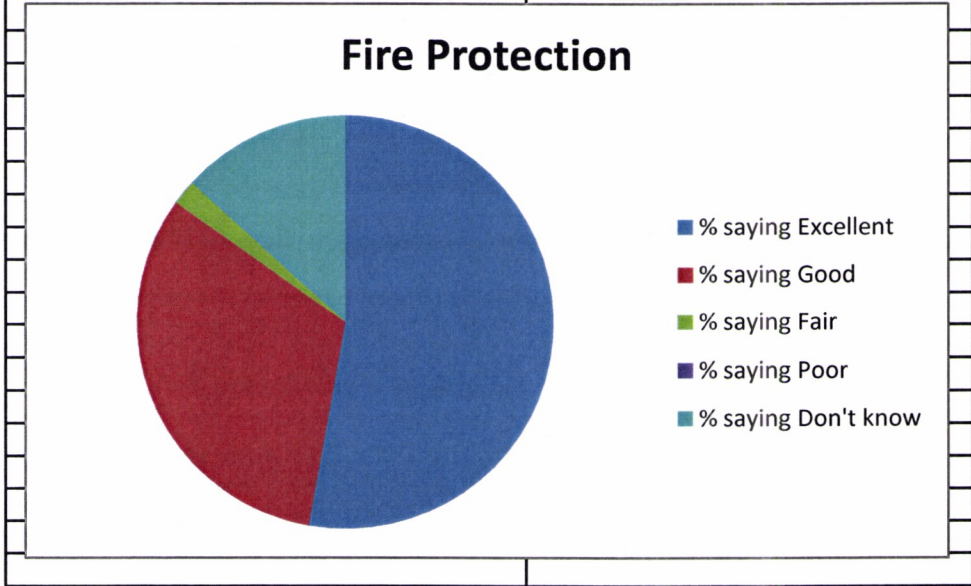
Good

- * Don't know much about them.
- * Never had a fire call, but I do not hear bad things either so I assume it is well run.

Don't Know

- * Thankfully, I don't have any experiences on which to judge the quality of the fire services.
- * Haven't heard anything bad, but also haven't seen them in action.
- * Have never had to use their services.

	How would you rate the overall quality of fire protection services in the city?
# saying Excellent	15
# saying Good	8
# saying Fair	0
# saying Poor	0
# saying Don't know	7
Total Responses	30
% saying Excellent	50%
% saying Good	27%
% saying Fair	0%
% saying Poor	0%
% saying Don't know	23%



How would you rate the overall condition of city streets?

Good

- * The main streets appear to be in good condition. However, there are some side streets that are in desperate need of repaving.
- * Good shape with updates and upgrades seeming to always be in the plan.
- * Dogs need to be leashed while walking with people and kept on the street.
- * There are a few curbs that could be replaced or repaired due to snow plowing, etc.
- * The work that was done recently around most of the manhole covers was done quite poorly and I question whether it did any good.

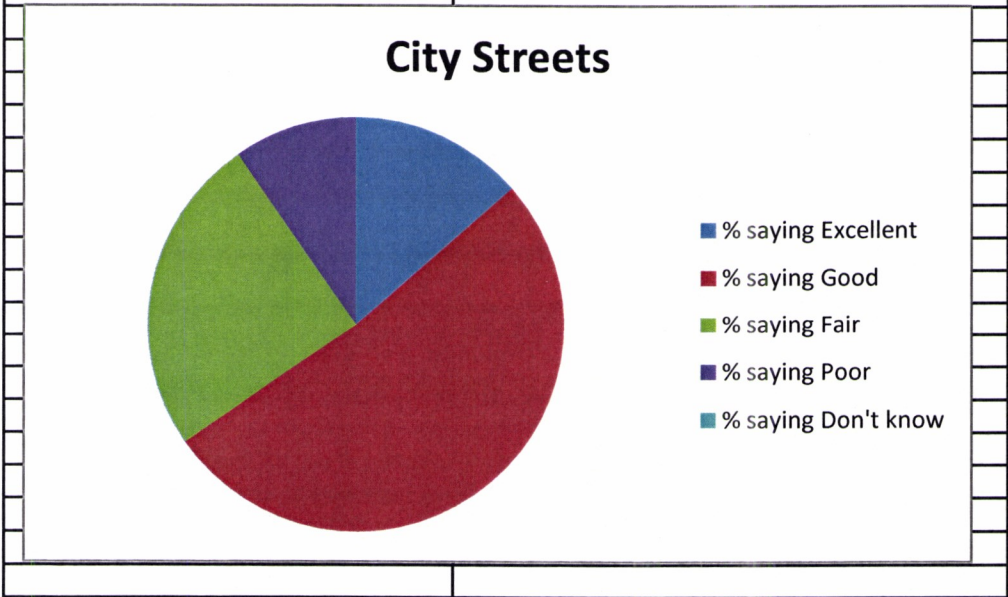
Fair

- * The cul de sac in front of my home has numerous cracks. The public works department crack sealed and seal coated the rest of the avenue, but not our cul de sac. It concerns me that if they continue to neglect this portion, our road will need an overlay soon.
- * We moved to the Graceview development 5 years ago and the streets are in rough shape.
- * There are some areas that need improvement.
- * The city's street and alley construction criteria are inconsistent. Many alleys in the heart of the city are allowed to remain unpaved adding to the overall expense of maintenance and storm sewer costs. There are not consistent criteria for requiring curbing and sidewalks. Some neighborhood streets are beginning to age badly.

Poor

- * Have put off repairs because of short budget. I think they could have cut things they spent money on that weren't necessities.
- * Most of the streets in developments were put in cheaply and look all cracked up.

How would you rate the overall condition of city streets?	
# saying Excellent	1
# saying Good	20
# saying Fair	5
# saying Poor	4
# saying Don't know	0
Total Responses	30
% saying Excellent	3%
% saying Good	67%
% saying Fair	17%
% saying Poor	13%
% saying Don't know	0%



How would you rate the overall quality of snowplowing on city streets?

Good

- * The city, generally, does a good job. The large snow banks in the middle of College Avenue are annoying and a little dangerous. Also, it would be nice if more trails were cleared for walkers.
- * Very efficient after a snowfall.

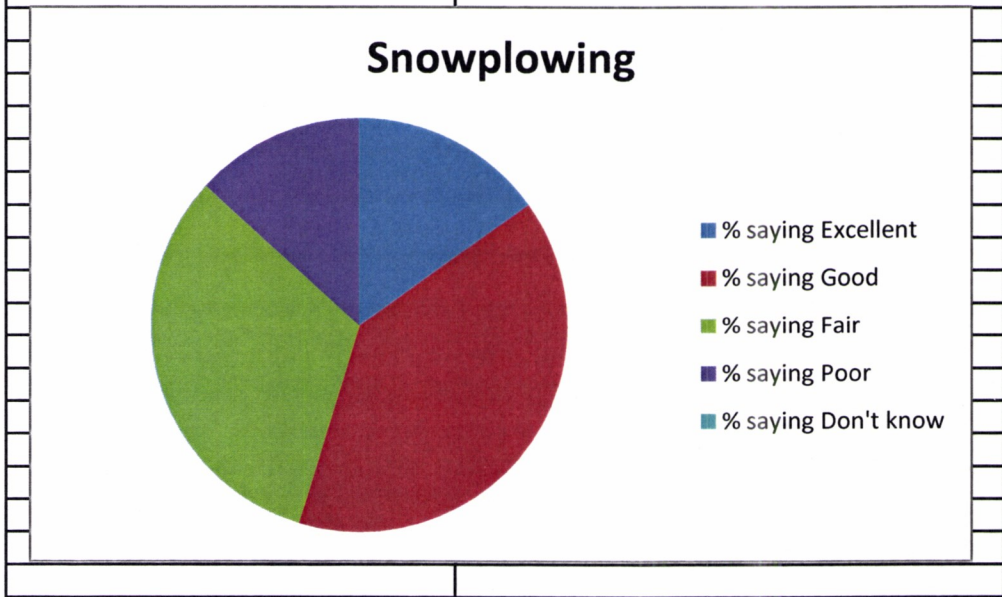
Fair

- * I live on a cul-de-sac and in the winter it's not always plowed the fastest. The city now puts everyone's snow in my yard which does NOT please me. I liked it better when they hauled it away.
- * Would like to see them out plowing sooner....not just when the snow is over.
- * The city neglects the sewer drains when it comes to snow plowing. They are continuously blocked causing water issues when it warms.

Poor

- * Snow plowing in St. Joseph is horrible. It would be nice to see a plow out before 6am. Also, the piling of snow in the middle of the streets like in front of city hall is a joke. Remove the snow right away. Sometimes the snow piles will sit there for days. I have a city approved pole and mail box that has been hit five times by the plow in the last two years and when I call to complain it takes them a week to get back to me then some lame excuse that It's not their fault. I have stopped complaining, it's not worth my time. I now have a stock pile of new mail boxes for each time it snows.

	How would you rate the overall quality of snowplowing on city streets?
# saying Excellent	5
# saying Good	14
# saying Fair	8
# saying Poor	2
# saying Don't know	1
Total Responses	30
% saying Excellent	17%
% saying Good	47%
% saying Fair	27%
% saying Poor	7%
% saying Don't know	3%



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

Excellent

- * Haven't been affected by any problems there.
- * Never had a problem.
- * No backup, no problem.

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

Excellent

- * Never had a problem.
- * I like water.

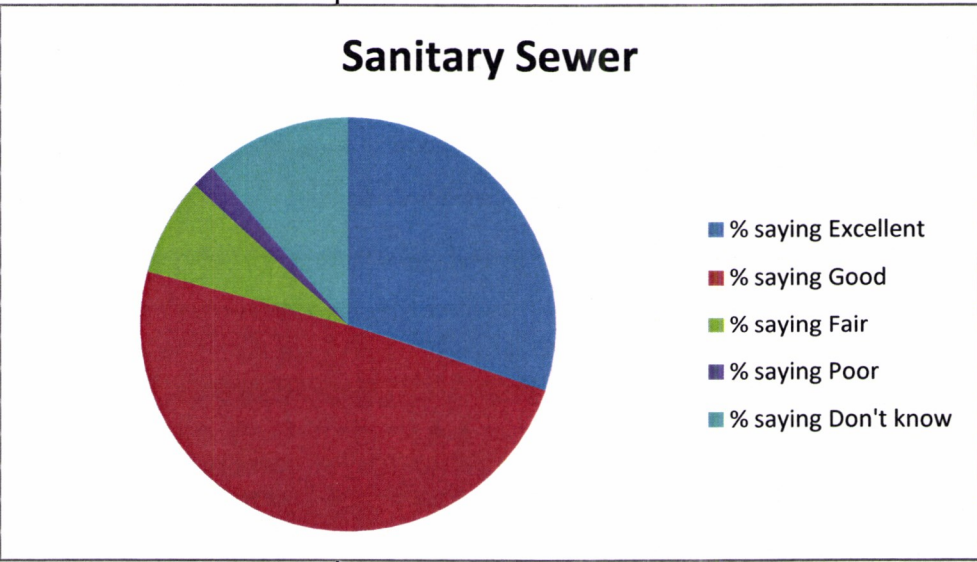
Good

- * The water has a very strong taste of chlorine....Seems like ever since you put in that new water treatment center.

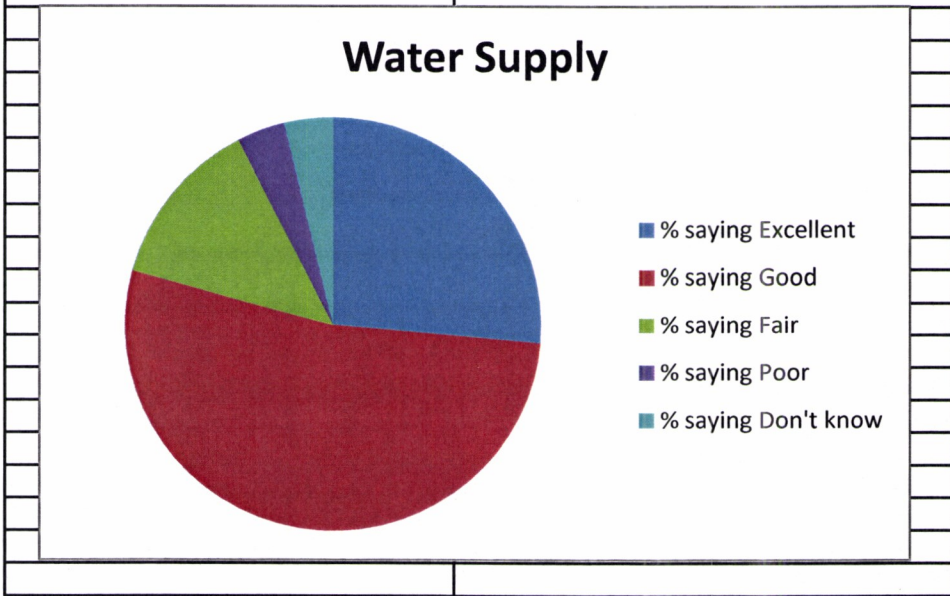
Fair

- * Maybe better filtering.
- * We are on a line that is not on a loop so the water can site in the line for some time depending on how much water is used. If you are on the end of the line there are times when the water tastes bad. I was told the city would flush our lines more often, but that has not been happening.

How would you rate the dependability and overall quality of city sanitary sewer service?	
# saying Excellent	12
# saying Good	16
# saying Fair	0
# saying Poor	0
# saying Don't know	2
Total Responses	30
% saying Excellent	40%
% saying Good	53%
% saying Fair	0%
% saying Poor	0%
% saying Don't know	7%



	How would you rate the dependability and overall quality of the city water supply?
# saying Excellent	10
# saying Good	14
# saying Fair	3
# saying Poor	1
# saying Don't know	1
Total Responses	29
% saying Excellent	34%
% saying Good	48%
% saying Fair	10%
% saying Poor	3%
% saying Don't know	3%



This page intentionally left blank

How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?

Excellent

- * The one improvement would be to have at least one park that was designated for handicap persons.

Good

- * Would be nice to have better communication with the residents of St. Joseph as to what is out there.
- * What we have is what we can afford. We do not need a new city hall or a rec center or a library. Please, we do not need higher taxes for things we simply cannot afford. Our family budgets are tight and so should the city's budget be.
- * Park facilities are good and get used. Could use a BMX track for the kids and an aquatic center. I have heard that the aquatic center is too expensive, but is it really? These things can generate revenue and could be a draw for our community.
- * City needs a dog park with fence to run in.
- * No handicap access to Cloverdale. Tot Lot needs equipment. No serenity park. Needs picnic tables.
- * There is no handicap accessibility to the Cloverdale Tot Lot. I have written about this numerous times. It is the law to have handicap access.

Fair

- * Need more recreational options in the newer neighborhoods – another ice rink, splash pad, etc. It has been frustrating to have so little progress on the community center. St. Joseph is big enough to have a strong community recreation program, but we remain dependent on St. Cloud. It would be nice to have a good summer program for activities and sports. Why is there not more community ed options at the Kennedy Community School?
- * A pool with City, schools, YMCA and private developers coming together would be a great asset.

Poor

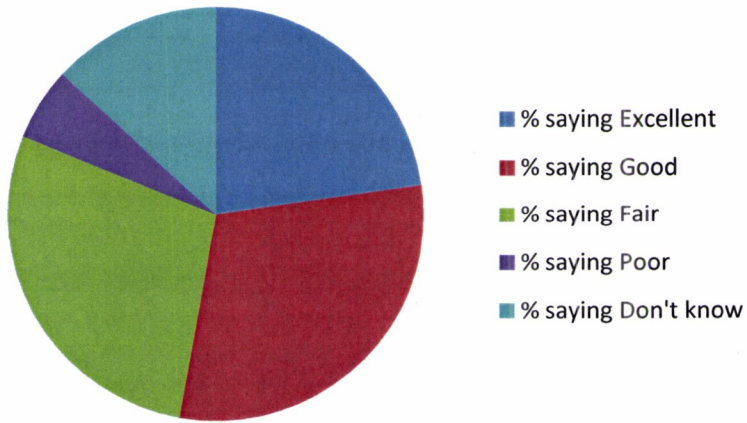
- * Very little organized recreational opportunities for any specific age groups. No community center despite collecting money to build it for years. However the parks we do have seem to be maintained well.

Don't Know

- * Wishing we had a splash pad or pool then we would go to the parks.
- * Too much park money is spent on special interests. ie. Archery range, baseball, scoreboard.

	How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?
# saying Excellent	6
# saying Good	14
# saying Fair	5
# saying Poor	1
# saying Don't know	3
Total Responses	29
% saying Excellent	21%
% saying Good	48%
% saying Fair	17%
% saying Poor	3%
% saying Don't know	10%

Rec programs and facilities



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

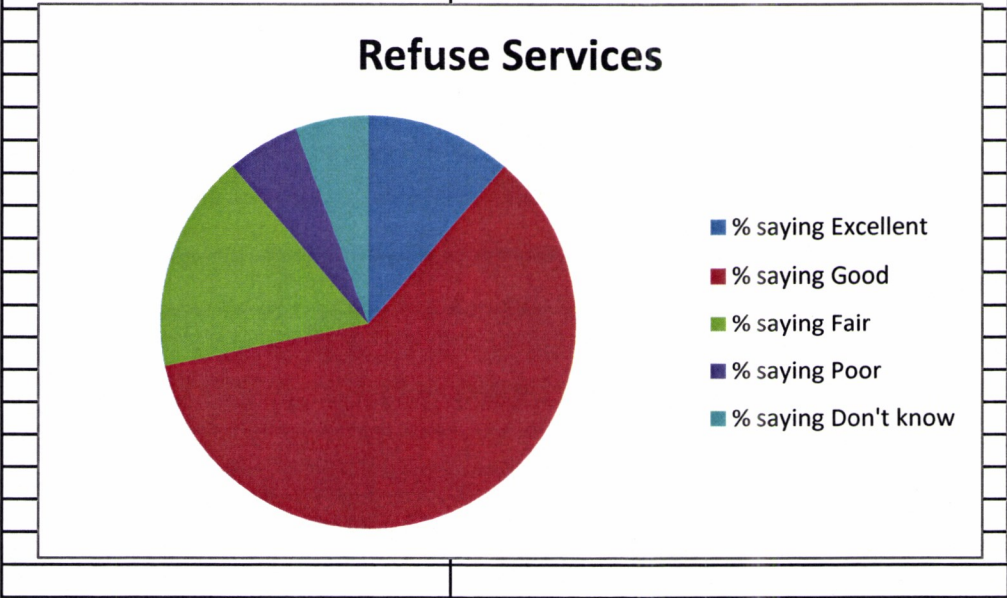
Excellent

- * We love the refuse services and the single sort recycling program. Allied Waste does an excellent job. They are reliable and are very consistent.
- * My only complaint is not with the service, but rather the Council's decision to charge residents more to have the recycle bank program. I believe the reason for the increase in recycling is related to single sort recycling, and not because of the recycle bank program.
- * No problems and I like the pickup in spring and fall.

Good

- * It would be better if a larger array of plastics could be recycled.
- * Could use recycling every week instead of every other.
- * I think the clean up days are great. I wish the city would think about accepting tires too. Benton County allows you to throw out four tires then there is a charge if you have any more.
- * Done by a private company.

	How would you rate the overall quality of the refuse services provided by the city?
# saying Excellent	17
# saying Good	13
# saying Fair	0
# saying Poor	0
# saying Don't know	0
Total Responses	30
% saying Excellent	57%
% saying Good	43%
% saying Fair	0%
% saying Poor	0%
% saying Don't know	0%



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

Excellent

- * Having lived in larger cities as well as small towns around the country, the overall quality of this city is excellent. Great place to live.

Good

- * The ladies that work on the City side are not always pleasant when you go there.
- * We appreciate the fall and spring cleanups. We would like to see speeders dealt with better...seems like we have a lot of cars racing by our house. But, overall, this city does a nice job providing services for the residents.
- * Taking into consideration the current budget constraints, I believe the city has done a very good job providing services.
- * One overall comment is to extend the yard waste site hours. Leaves are still falling in November and the site is closed. Also, longer Saturday hours would be nice. People want to do the right thing if you give them a chance.
- * Regular bus service needed.

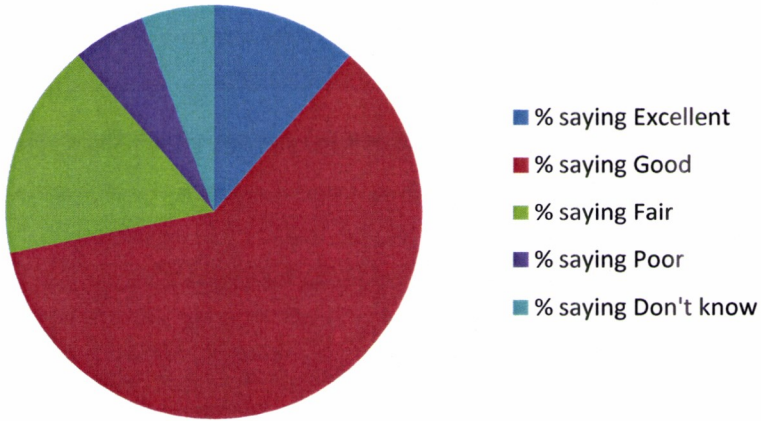
Fair

- * Saint Joseph residents pay at least as high as Saint Cloud for less services. If I had to do it over again I would have purchased property in Saint Cloud to build a home rather than Saint Joseph.
- * For the level of property taxes citizens pay, the amount of services provided are extremely small compared to neighboring cities. And as a general comment, the manner that the council received the results of last year's version of this survey was inappropriate. Even if the results are not "scientific" by survey standards, the people who take the time to respond should not be put down by the council. Re-watch the tape if you fail to recall.

30 respondents

	How would you rate the overall quality of services provided by the city?
# saying Excellent	7
# saying Good	18
# saying Fair	4
# saying Poor	0
# saying Don't know	1
Total Responses	30
% saying Excellent	23%
% saying Good	60%
% saying Fair	13%
% saying Poor	0%
% saying Don't know	3%

Overall Quality of Services



Appendixes

This page intentionally left blank

Resolution 2011-014
City of St. Joseph
Resolution Declaring St. Joseph's Performance Measurements

WHEREAS, pursuant to Minnesota Statute 6.91 cities may elect to participate in the standard measures program established by the Office of the State Auditor; and,

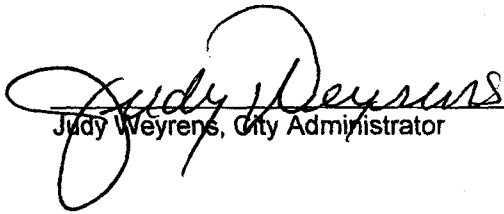
WHEREAS, the City of St. Joseph acknowledges performance measurements provide feedback to their citizens, taxpayers, elected officials, staff and other interested parties about the effectiveness and efficiency of services provided by the City of St. Joseph; and,

WHEREAS, the City of St. Joseph elects to participate in the State program and declares ten performance measures to review annually by June 15th.

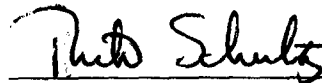
NOW THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF ST. JOSEPH, MINNESOTA declares the following standard performance measurements:

1. Citizen's rating of the overall quality of services provided by the City of St. Joseph.
2. Percent change in the taxable property market value.
3. Citizen's rating of the overall appearance of the City of St. Joseph.
4. Citizen's rating of the safety in the City of St. Joseph.
5. Citizen's rating of the quality of fire protection services in the City of St. Joseph.
6. Citizen's rating of the road conditions in the City of St. Joseph.
7. Citizen's rating the quality of snowplowing in the City of St. Joseph.
8. Citizen's rating of the dependability and quality of the St. Joseph water supply.
9. Citizen's rating of the dependability and quality of the St. Joseph sanitary sewer service.
10. Citizen's rating of the quality of St. Joseph's recreational programs and facilities (including parks, trails and park buildings).

Adopted by the council this 16th day of June 2011.



Judy Weyrens, City Administrator



Rick Schultz, Mayor

**Resolution 2012-021
Adopting St. Joseph's
Performance Measures Survey Results**

Whereas, pursuant to Minnesota Statute 6.91 the St. Joseph City Council has adopted performance and output measures recommended by the State of Minnesota's Council on Local Results and Innovation and desires to continue with recommended performance measure guidelines and practices.

Now therefore be it resolved, the St. Joseph City Council adopted the following performance measures initiatives:

1. That the City has adopted and implemented the minimum 10 performance measures developed by the Council on Local Results and Innovation.
2. That the City has implemented a local performance measurement system as developed by the Council on Local Results and Innovation.
3. That the City will report the results of the 10 adopted measures to its residents before the end of 2012 on the City's Website.
4. That the City has surveyed its residents on the services included in the performance benchmarks and intends to periodically (at least biennially) repeat the survey of its residents to gauge changes in the performance benchmarks.
5. That the City adopts the results of the performance measures survey conducted in 2012.

Adopted this 20th day of December, 2012.

Rick Schultz, Mayor

Judy Weyrens, Administrator

St. Joseph Citizen's Survey

The City of St. Joseph is participating in an online survey offered through the League of Minnesota Cities to help St. Joseph prioritize its services provided to the community. All too often City Council only receives a handful of citizens providing input to make decisions that affect the community. Let this free survey be your voice to the City Council on what is important to you. The survey is available through December 10th. The survey can be found at the link below. Thank you for participating!

http://www.surveymonkey.com/s/ST_JOSEPH2012

1. How many years have you lived in the city?
2. How would you rate the overall appearance of the city?
Excellent Good Fair Poor Don't Know
3. How would you describe your overall feeling of safety in the city?
Very Safe Somewhat Safe Somewhat Unsafe Very Unsafe Don't Know
4. How would you rate the overall quality of fire protection services in the city?
Excellent Good Fair Poor Don't Know
5. How would you rate the overall condition of city streets?
Excellent Good Fair Poor Don't Know
6. How would you rate the overall quality of snowplowing on city streets?
Excellent Good Fair Poor Don't Know
7. How would you rate the dependability and overall quality of city sanitary sewer service?
Excellent Good Fair Poor Don't Know
8. How would you rate the dependability and overall quality of the city water supply?
Excellent Good Fair Poor Don't Know
9. How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?
Excellent Good Fair Poor Don't Know
10. How would you rate the overall quality of the refuse services provided by the city?
Excellent Good Fair Poor Don't Know
11. How would you rate the overall quality of services provided by the city?
Excellent Good Fair Poor Don't Know

This page intentionally left blank

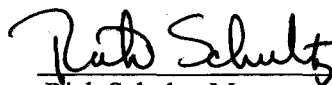
Resolution 2012-026
Adopting St. Joseph's
Performance Measures Survey Results

Whereas, pursuant to Minnesota Statute 6.91 the St. Joseph City Council has adopted performance and output measures recommended by the State of Minnesota's Council on Local Results and Innovation and desires to continue with recommended performance measure guidelines and practices.

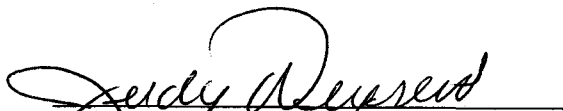
Now therefore be it resolved, the St. Joseph City Council adopted the following performance measures initiatives:

1. That the City has adopted and implemented the minimum 10 performance measures developed by the Council on Local Results and Innovation.
2. That the City has implemented a local performance measurement system as developed by the Council on Local Results and Innovation.
3. That the City will report the results of the 10 adopted measures to its residents before the end of 2012 on the City's Website.
4. That the City has surveyed its residents on the services included in the performance benchmarks and intends to periodically (at least biennially) repeat the survey of its residents to gauge changes in the performance benchmarks.
5. That the City adopts the results of the performance measures survey conducted in 2012.

Adopted this 20th day of December, 2012.



Rick Schultz, Mayor



Judy Weyrens, Administrator

**CITY OF ST. MICHAEL
RESOLUTION NO. 07-09-13-03**

**A RESOLUTION REPORTING
MODEL PERFORMANCE MEASURES**

WHEREAS, benefits to the City of St. Michael's participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, the City Council of St. Michael has adopted and implemented at least ten of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

WHEREAS, the City is responsible for implementing the performance measures, surveying its residents, and reporting on the results to the Office of State Auditor by July 1 of each year, and


WHEREAS, the City conducted a survey and reported the results for 2013 by July 1, 2013,

NOW THEREFORE, BE IT RESOLVED, that the City Council hereby reaffirms the performance measurement system as found in Exhibit A,

BE IT FURTHER RESOLVED that the City Council of the City of St. Michael hereby acknowledges the survey results as found in Exhibit B and directs staff to post the survey results on the City website for public review for the remainder of 2013.

Adopted by the St. Michael City Council this 9th day of July 2013.

CITY OF ST. MICHAEL, MINNESOTA

By: 
Mayor

ATTEST:

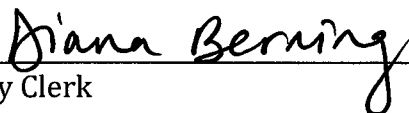
By: 
City Clerk

EXHIBIT A:

Performance Measurement System

AS ORIGINALLY ADOPTED BY RESOLUTION NO. 06-26-11-08

The City of St. Michael will strive to meet the following performance measures:

1. To provide an **Overall Quality of Services** in which at least 65% or more of its residents rate as Excellent or Good.
2. To maintain a **Taxable Market Value** equal or better than Wright County as a whole.
3. To have at least 65% or more of its residents rate the **Overall Appearance** of the community as Excellent or Good.
4. To have at least 80% or more of its residents rate the **Overall Safety** of the community as Very Safe or Somewhat Safe.
5. To maintain or improve the City's **ISO Rating (Fire Safety)** as a 5-9.
6. To have at least 65% or more of residents rate the **Overall Condition of City Streets** as Excellent or Good.
7. To have at least 65% or more of residents rate the **Overall Quality of Snowplowing** on City streets as Excellent or Good.
8. To have at least 65% or more of residents rate the **Dependability and Quality of the City Water Supply** as Excellent or Good.
9. To have at least 65% or more of residents rate the **Dependability and Quality of City Sanitary Sewer** as Excellent or Good.
10. To have at least 65% or more of residents rate the **Quality of Recreational Programs and Facilities** as Excellent or Good.

EXHIBIT B:

2013 Performance Measures Survey Results

1. How would you rate the overall quality of services provided by St. Michael?

<i>Excellent</i>	58%
<i>Good</i>	42%
<i>Fair</i>	0%
<i>Poor</i>	0%
<i>Don't Know</i>	0%

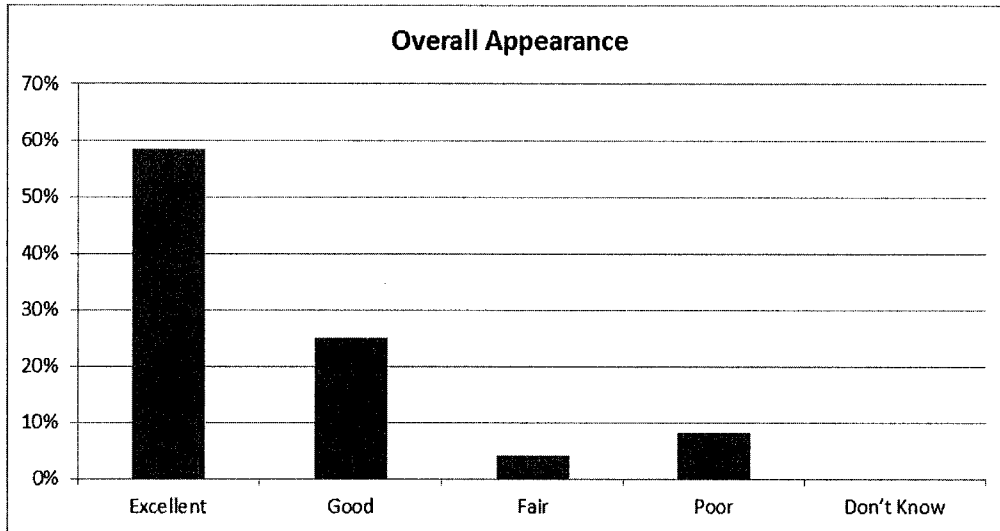


2. The City's taxable property market value increased 5.1% from 2010 to 2011, while Wright County's increased 2.09% during the same period.

3. The City's ISO Rating is 5-9.

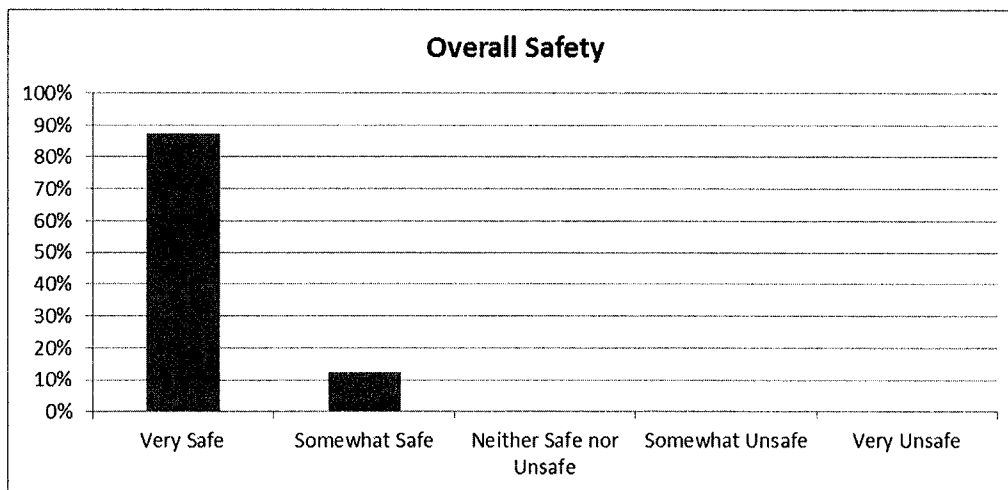
4. How would you rate the overall appearance of St. Michael?

<i>Excellent</i>	58%
<i>Good</i>	25%
<i>Fair</i>	4%
<i>Poor</i>	8%
<i>Don't Know</i>	0%



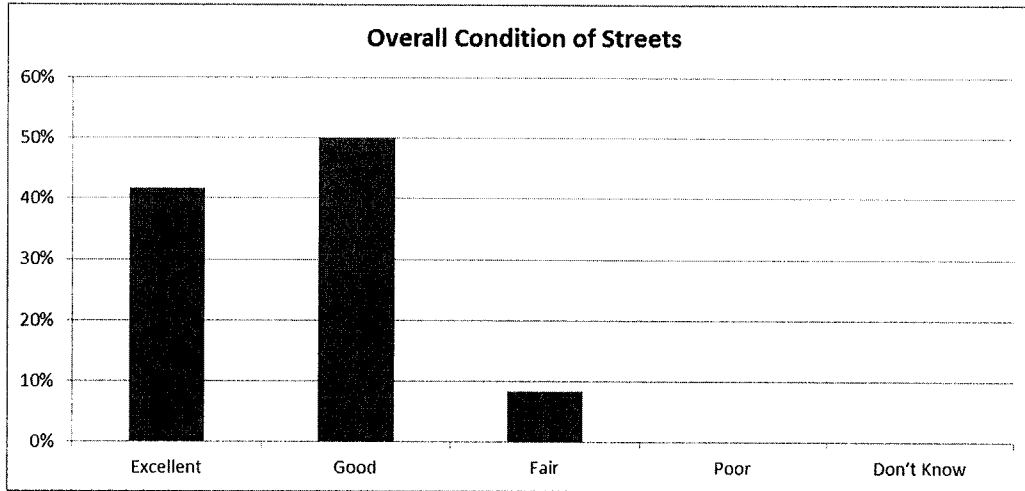
5. How would you rate the overall feeling of safety in St. Michael

<i>Very Safe</i>	88%
<i>Somewhat Safe</i>	12%
<i>Neither Safe nor Unsafe</i>	0%
<i>Somewhat Unsafe</i>	0%
<i>Very Unsafe</i>	0%



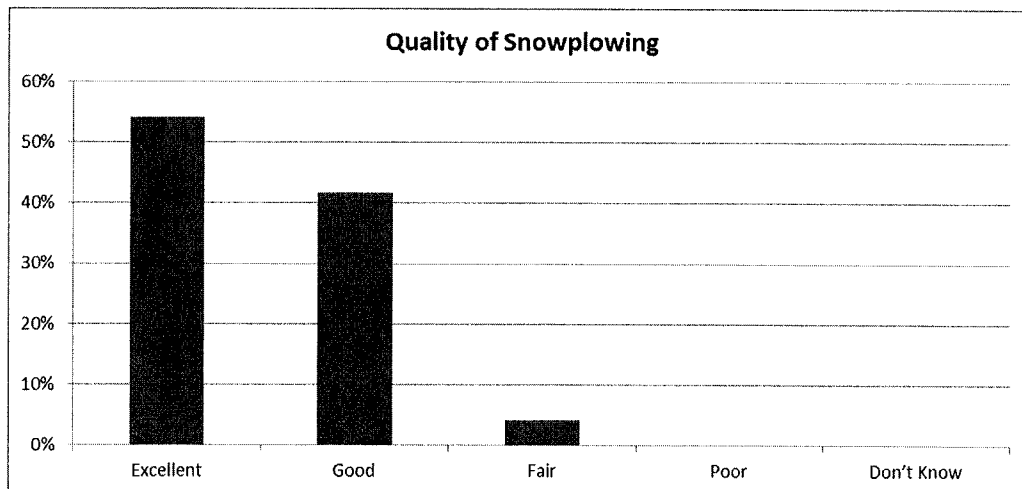
6. How would you rate the overall condition of the streets?

<i>Excellent</i>	41%
<i>Good</i>	50%
<i>Fair</i>	8%
<i>Poor</i>	0%
<i>Don't Know</i>	0%



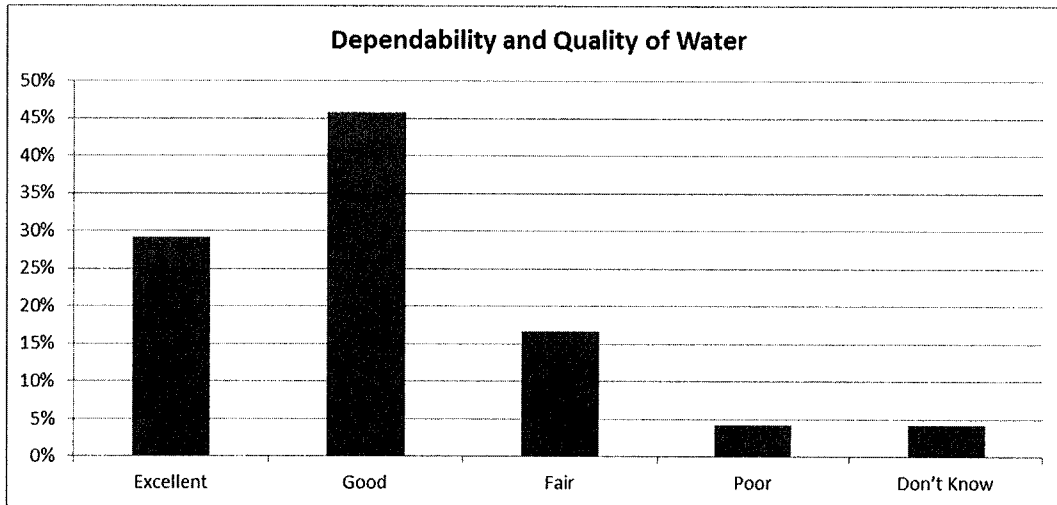
7. How would you rate the overall quality of snowplowing on City streets?

<i>Excellent</i>	54%
<i>Good</i>	42%
<i>Fair</i>	4%
<i>Poor</i>	0%
<i>Don't Know</i>	0%



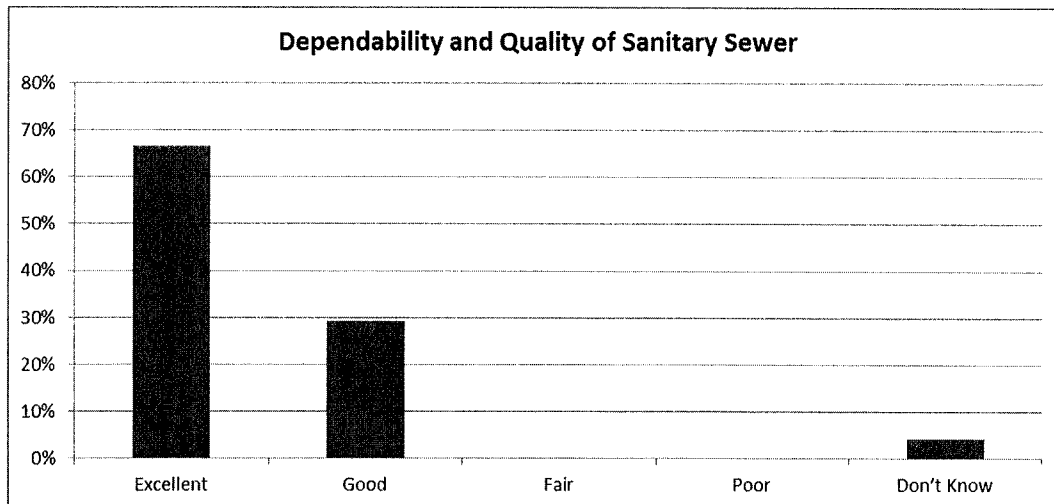
8. How would you rate the dependability and overall quality of the City water supply?

<i>Excellent</i>	29%
<i>Good</i>	46%
<i>Fair</i>	17%
<i>Poor</i>	4%
<i>Don't Know</i>	4%



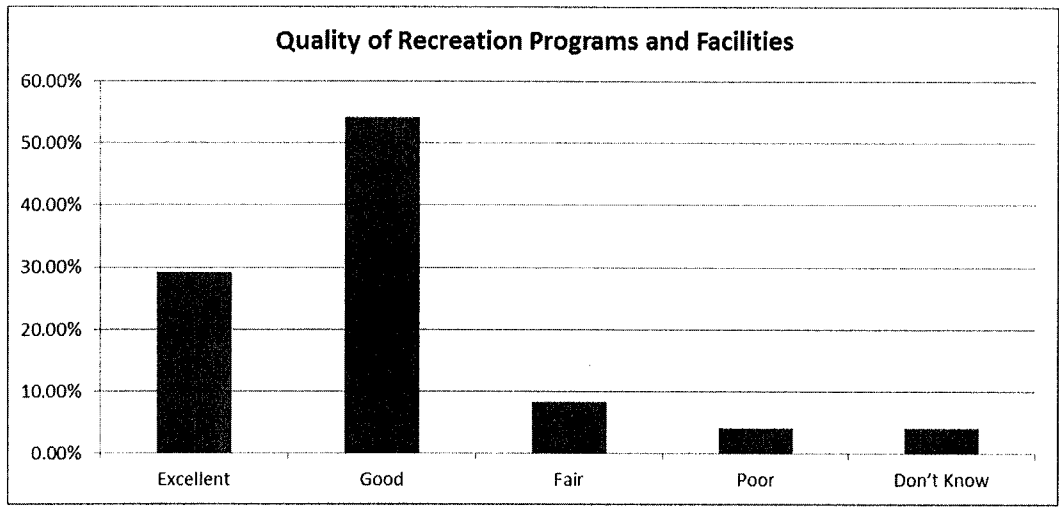
9. How would you rate the dependability and quality of City sanitary sewer?

<i>Excellent</i>	67%
<i>Good</i>	29%
<i>Fair</i>	0%
<i>Poor</i>	0%
<i>Don't Know</i>	4%



10. How would you rate the quality of recreational programs and facilities in St. Michael?

<i>Excellent</i>	<i>29%</i>
<i>Good</i>	<i>54%</i>
<i>Fair</i>	<i>8%</i>
<i>Poor</i>	<i>4%</i>
<i>Don't Know</i>	<i>4%</i>





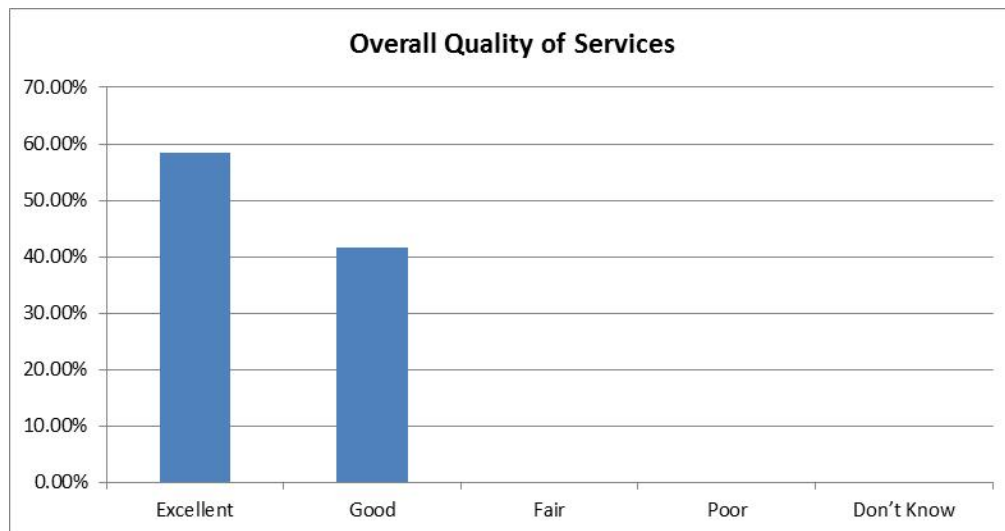
2013 Performance Measures Survey Results

#

#

1. How would you rate the overall quality of services provided by St. Michael?

<i>Excellent</i>	58%
<i>Good</i>	42%
<i>Fair</i>	0%
<i>Poor</i>	0%
<i>Don't Know</i>	0%

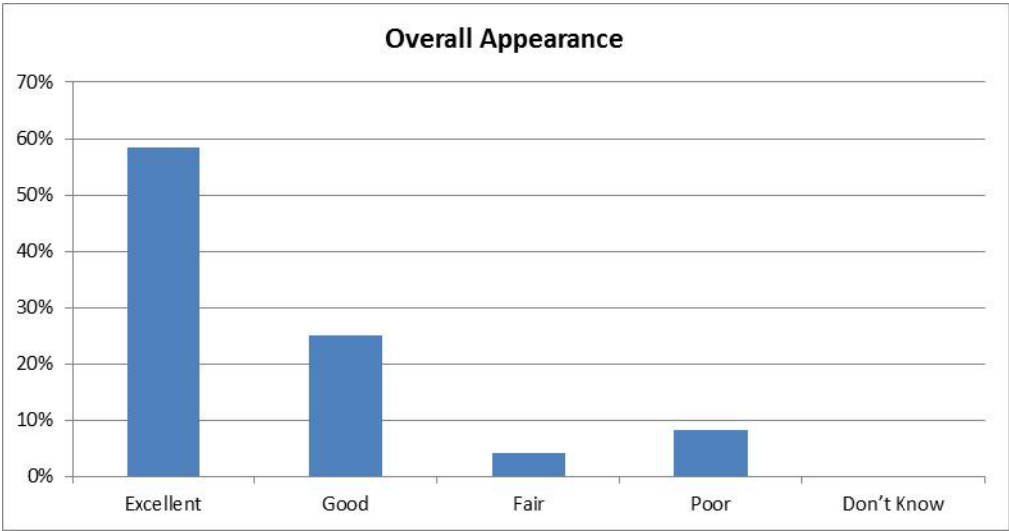


2. The City's taxable property market value increased 5.1% from 2010 to 2011, while Wright County's increased 2.09% during the same period.

3. The City's ISO Rating is 5-9.

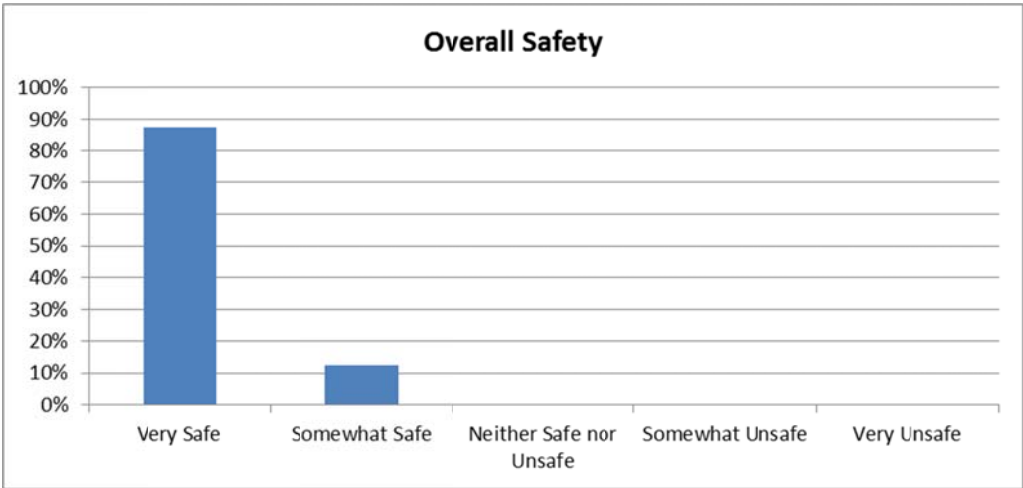
4. How would you rate the overall appearance of St. Michael?

<i>Excellent</i>	58%
<i>Good</i>	25%
<i>Fair</i>	4%
<i>Poor</i>	8%
<i>Don't Know</i>	0%



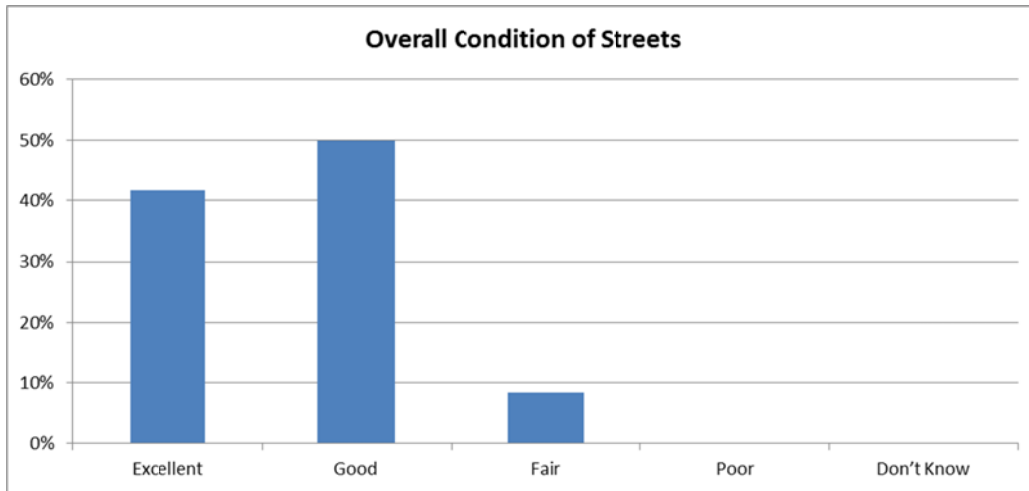
5. How would you rate the overall feeling of safety in St. Michael

<i>Very Safe</i>	88%
<i>Somewhat Safe</i>	12%
<i>Neither Safe nor Unsafe</i>	0%
<i>Somewhat Unsafe</i>	0%
<i>Very Unsafe</i>	0%



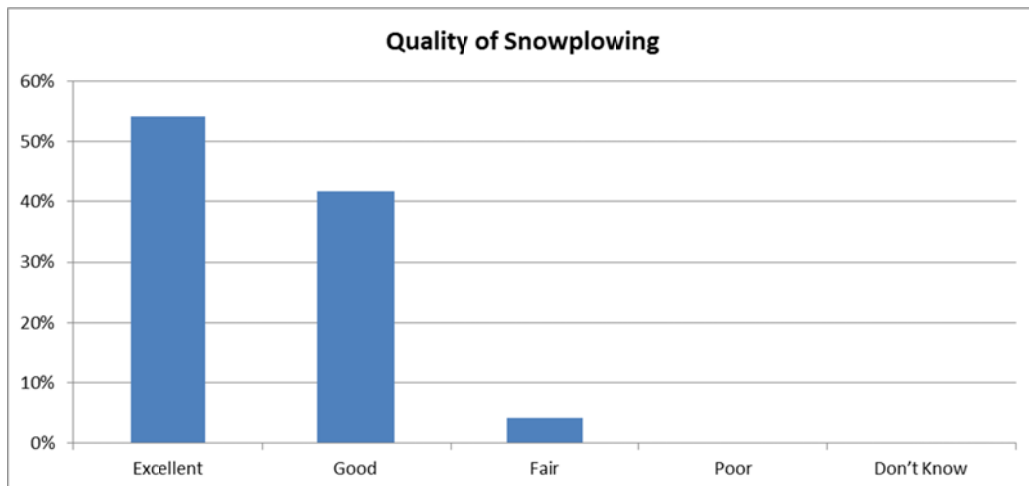
6. How would you rate the overall condition of the streets?

<i>Excellent</i>	41%
<i>Good</i>	50%
<i>Fair</i>	8%
<i>Poor</i>	0%
<i>Don't Know</i>	0%



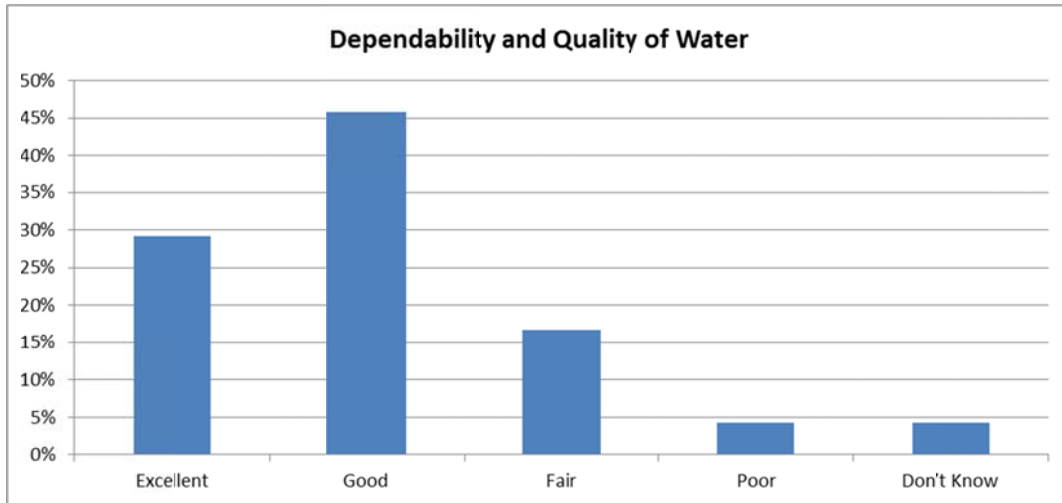
7. How would you rate the overall quality of snowplowing on City streets?

<i>Excellent</i>	54%
<i>Good</i>	42%
<i>Fair</i>	4%
<i>Poor</i>	0%
<i>Don't Know</i>	0%



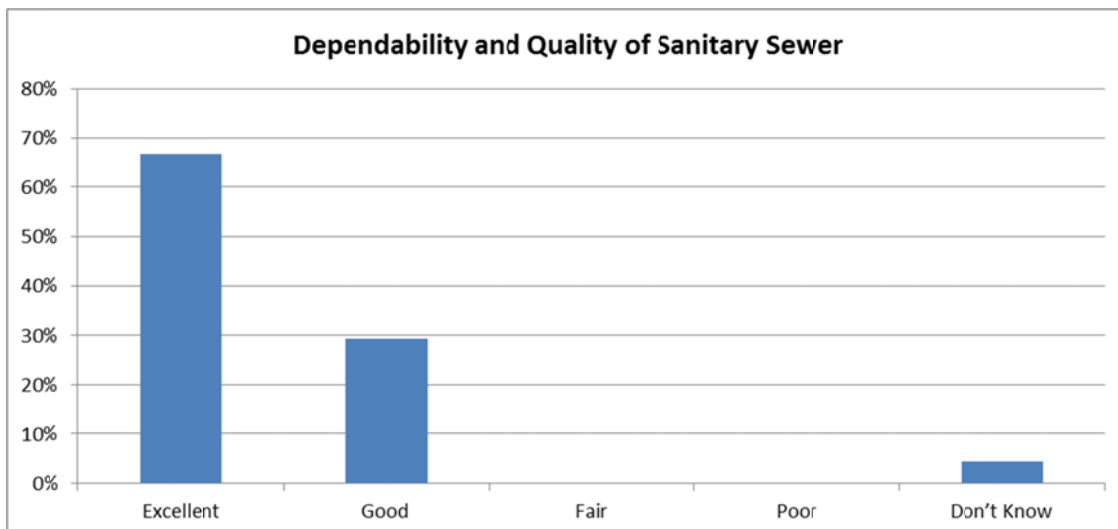
8. How would you rate the dependability and overall quality of the City water supply?

<i>Excellent</i>	29%
<i>Good</i>	46%
<i>Fair</i>	17%
<i>Poor</i>	4%
<i>Don't Know</i>	4%



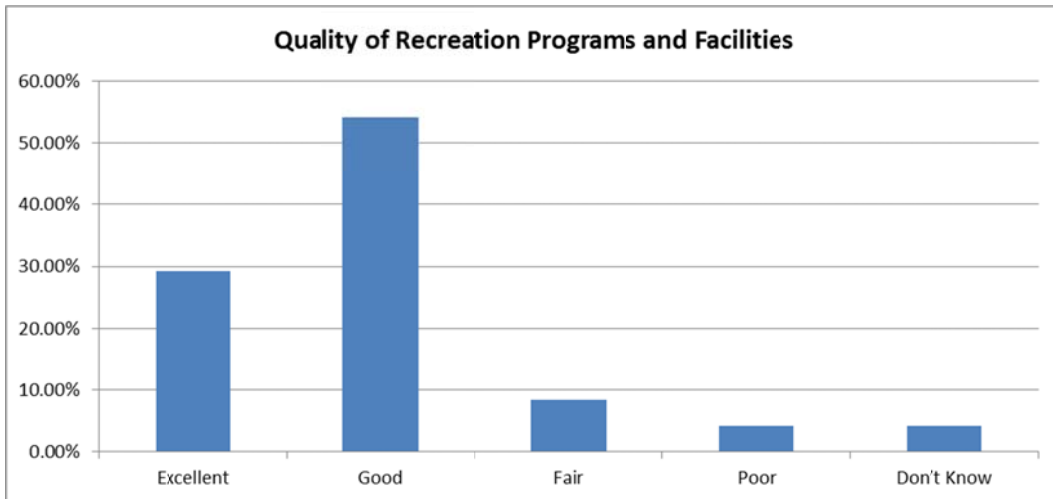
9. How would you rate the dependability and quality of City sanitary sewer?

<i>Excellent</i>	67%
<i>Good</i>	29%
<i>Fair</i>	0%
<i>Poor</i>	0%
<i>Don't Know</i>	4%



10. How would you rate the quality of recreational programs and facilities in St. Michael?

<i>Excellent</i>	29%
<i>Good</i>	54%
<i>Fair</i>	8%
<i>Poor</i>	4%
<i>Don't Know</i>	4%



#

Performance Measurement System as Adopted by St. Michael City Council RESOLUTION NO. 06-26-11-08

The City of St. Michael will strive to meet the following performance measures:

1. To provide an **Overall Quality of Services** in which at least 65% or more of its residents rate as Excellent or Good.
2. To maintain a **Taxable Market Value** equal or better than Wright County as a whole.
3. To have at least 65% or more of its residents rate the **Overall Appearance** of the community as Excellent or Good.
4. To have at least 80% or more of its residents rate the **Overall Safety** of the community as Very Safe or Somewhat Safe.
5. To maintain or improve the City's **ISO Rating** (Fire Safety) as a 5-9.
6. To have at least 65% or more of residents rate the **Overall Condition of City Streets** as Excellent or Good.
7. To have at least 65% or more of residents rate the **Overall Quality of Snowplowing** on City streets as Excellent or Good.
8. To have at least 65% or more of residents rate the **Dependability and Quality of the City Water Supply** as Excellent or Good.
9. To have at least 65% or more of residents rate the **Dependability and Quality of City Sanitary Sewer** as Excellent or Good.
10. To have at least 65% or more of residents rate the **Quality of Recreational Programs and Facilities** as Excellent or Good.

RESOLUTION NO. 25-2013

Councilmember Peterson introduced the following resolution and moved for its adoption:

WHEREAS, Benefits to the City of Sartell for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, Any city/county participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, The City Council of Sartell has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

NOW THEREFORE LET IT BE RESOLVED THAT, The City Council of Sartell will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's/county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, The City Council of Sartell will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city/county.

The foregoing resolution was duly seconded by Councilmember Nicoll, upon a vote being taken thereon, the following members voted in favor thereof: Mayor Perske, Council: Nicoll, Hennes, Braig-Lindstrom, Peterson, the following members voted against: None; the following members abstained: ; the following members were absent: None.

WHEREUPON, said resolution was declared duly passed and adopted this 13th day of May, 2013.

Patti Bartland
CITY ADMINISTRATOR

Joe Perske
MAYOR

SEAL

CERTIFICATION

I, Patti Gartland, City Administrator of the City of Sartell, do hereby certify that the foregoing is a true and correct copy of a resolution adopted by the Council of the City of Sartell at a regular meeting held on the 13 day of May, 2013.

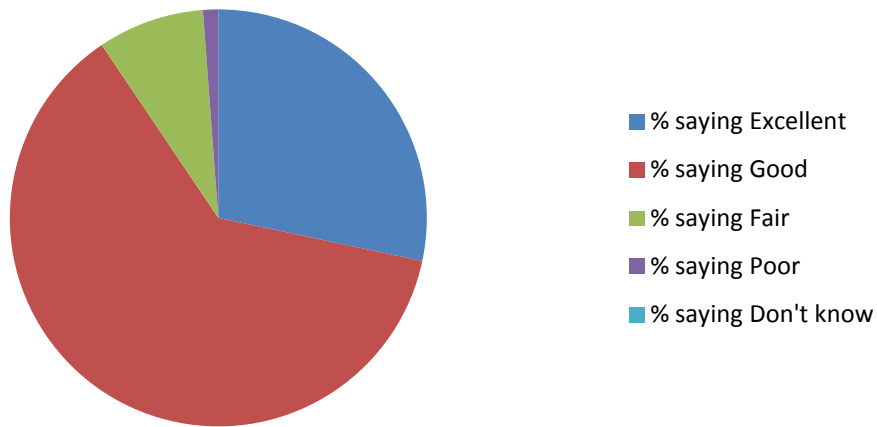


Patti Gartland
City Administrator
City of Sartell, Minnesota

QUESTION SUMMARIES and PIE CHARTS

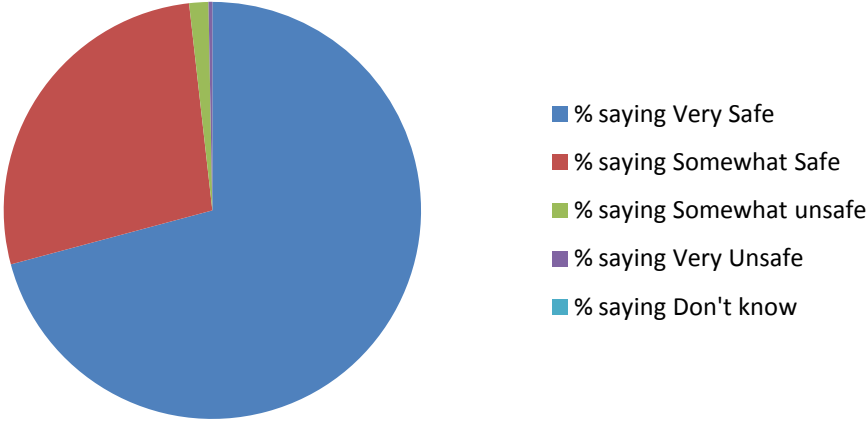
	How would you rate the overall appearance of the city?
# saying Excellent	96
# saying Good	211
# saying Fair	28
# saying Poor	4
# saying Don't know	0
Total Responses	339
% saying Excellent	28%
% saying Good	62%
% saying Fair	8%
% saying Poor	1%
% saying Don't know	0%

Overall appearance of city



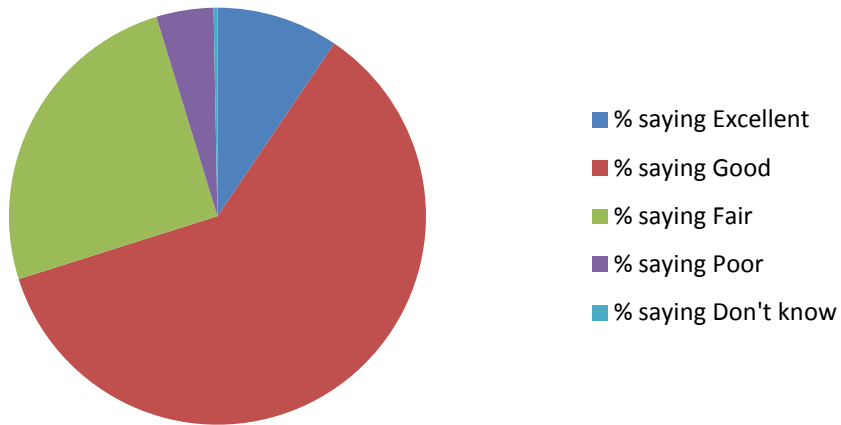
	How would you describe your overall feeling of safety in the city?
# saying Very Safe	238
# saying Somewhat Safe	92
# saying Somewhat unsafe	5
# saying Very Unsafe	1
# saying Don't know	0
Total Responses	336
% saying Very Safe	71%
% saying Somewhat Safe	27%
% saying Somewhat unsafe	1%
% saying Very Unsafe	0%
% saying Don't know	0%

Overall feeling of safety



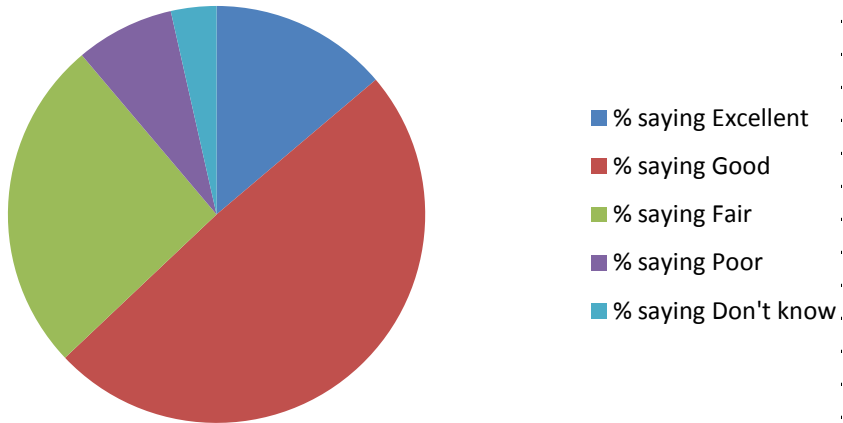
How would you rate the overall condition of city streets?	
	32
	205
	85
	15
	1
	338
	9%
	61%
	25%
	4%
	0%

Overall condition of city streets



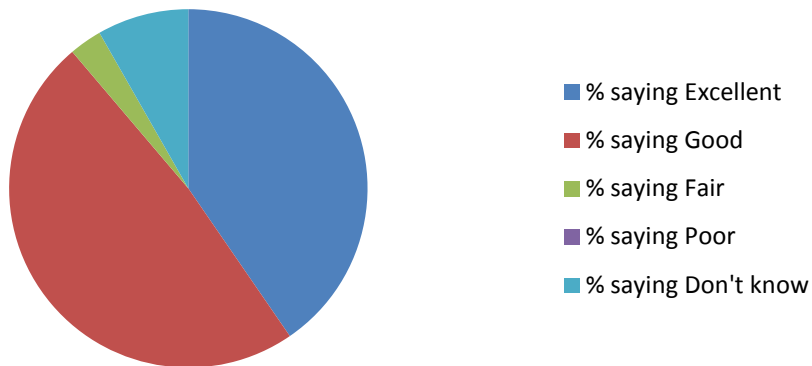
How would you rate the overall quality of snowplowing on city streets?	
	47
	167
	88
	26
	12
	340
	14%
	49%
	26%
	8%
	4%

Overall quality of snowplowing



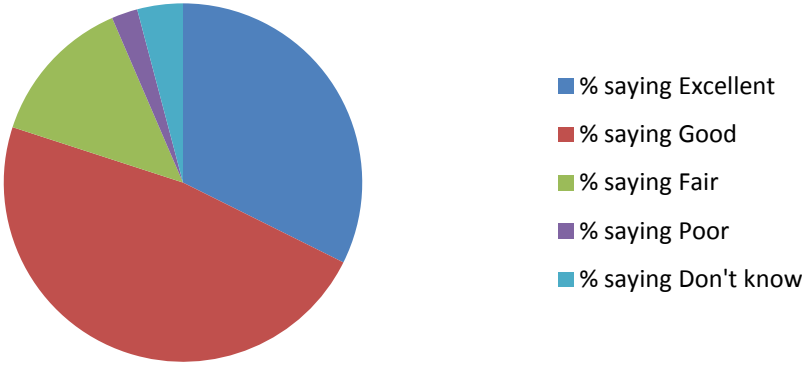
How would you rate the dependability and overall quality of city sanitary sewer service?	
	137
	164
	10
	0
	28
	339
	40%
	48%
	3%
	0%
	8%

Dependability and quality of sewer service



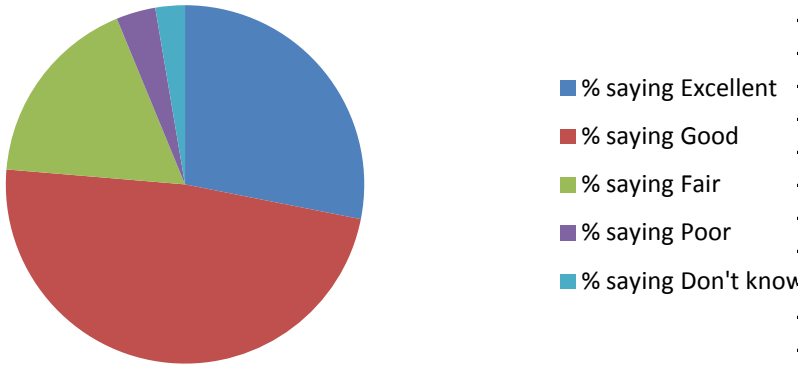
How would you rate the dependability and overall quality of the city water supply?	
	110
	162
	46
	8
	14
	340
	32%
	48%
	14%
	2%
	4%

Dependability and quality of water supply



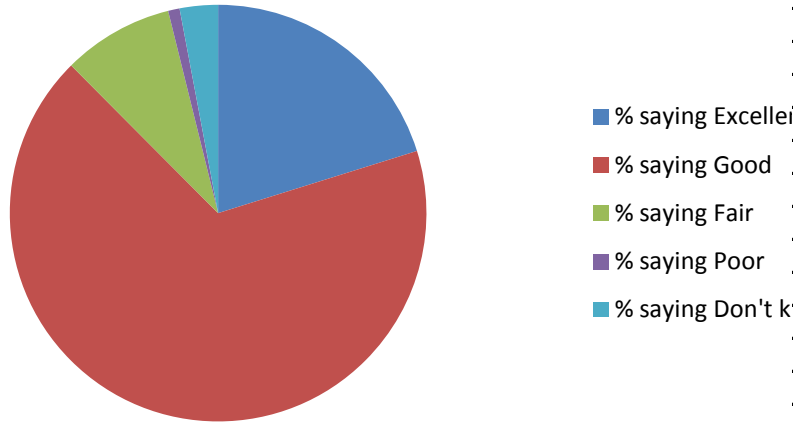
How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?	
	95
	163
	59
	12
	9
	338
	28%
	48%
	17%
	4%
	3%

Overall quality of city rec programs and facilities



How would you rate the overall quality of services provided by the city?	
	68
	227
	29
	3
	10
	337
	20%
	67%
	9%
	1%
	3%

Overall quality of services



v

Certification


STATE OF MINNESOTA)

COUNTY OF SCOTT)


CITY OF SAVAGE)

I, the undersigned, being the duly qualified city clerk of the City of Savage, Minnesota, hereby certify that the attached and foregoing is a true and correct photocopy of Resolution No. R-13-60, a resolution re-authorizing the participation in the Performance Measurement Program established by the State of Minnesota and the Council on Local Results and Innovation, the original of which is on file and of record at the Savage City Hall, 6000 McColl Drive, Savage, Minnesota.

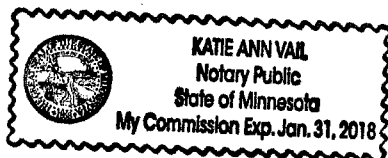
Dated this 15th day of July, 2013.



Ellen Classen
City Clerk

Attest/


Notary Public



RESOLUTION NO. R-13-60

RESOLUTION RE-AUTHORIZING THE PARTICIPATING IN THE PERFORMANCE MEASUREMENT PROGRAM ESTABLISHED BY THE STATE OF MINNESOTA AND THE COUNCIL ON LOCAL RESULTS AND INNOVATION

WHEREAS, a voluntary performance measurement and reporting program has been established by the State of Minnesota; and

WHEREAS, participation in this program will provide the City of Savage with a reimbursement of \$.14 (fourteen cents) per capita annually and relief from State levy limits when enacted; and

WHEREAS, this program is being implemented by the Council on Local Results and Innovation (CLRI) and the Minnesota State Auditor's Office; and

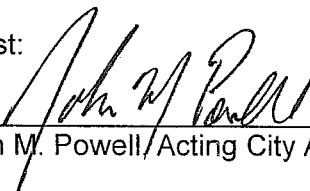
WHEREAS, the CLRI has established a set of performance measures for cities to adopt and report; and

WHEREAS, this set of measures must be formally adopted to meet the requirements set forth by the enacting legislation of this program; and

NOW THEREFORE, BE IT RESOLVED by the City Council of Savage, Minnesota that the City has adopted the set of city measures established by the CLRI and the City will meet all other necessary requirements to participate in the performance measurement program.

Adopted by the Mayor and Council of the City of Savage, Scott County, Minnesota this 1st day of July 2013.

Attest:



John M. Powell / Acting City Administrator



Janet Williams, Mayor

Motion by Kelly

Second by Abbott

	<u>Aye</u>	<u>Nay</u>
Williams	<u>X</u>	_____
Abbott	<u>X</u>	_____
Kelly	<u>X</u>	_____
McColl	<u>X</u>	_____
Victorey	<u>absent</u>	_____

Report on Model Performance Measures for Cities

City of Savage, MN

2012 Results

The City of Savage's report, on the State recommended model measures of performance outcomes for cities, is below:

General:

1. Rating of the overall quality of services provided by your city:
 - Excellent: 6%
 - Good: 67%
 - Fair: 21%
 - Poor: 2%
 - Don't know/refused: 5%

2. Percent change in the taxable property market value:
 - 5.7% Decline

3. Citizens' rating of the overall appearance of the city:
 - Savage did not survey on overall appearance but did on quality of life, I have provided these statistics because the outcome is likely comparable.
 - Excellent: 39%
 - Good: 58%
 - Fair: 3%
 - Poor: 0%
 - Don't know/refused: 0%

Police Services:

4. Citizens' rating of safety in their community:
 - Savage did not survey on safety but did on the Police protection and patrolling services in the Community.

 - Excellent: 49%
 - Good: 46%
 - Fair: 4%
 - Poor: 1%
 - Don't know/Refused: 1%

Output Measure:

Police Response Time (*Time it takes on top priority calls from dispatch to the first officer on scene.*)

Average response time: 4.00 minutes

Fire Services:

5. Citizens' rating of the quality of fire protection services:
Excellent: 53%
Good: 43%
Fair: 1%
Poor: 0%
Don't know/refused: 3%

Output Measure:

Fire Response Time (*Time it takes from dispatch to apparatus on scene for calls that are dispatched as a possible fire*).

Average response time: 5.57 minutes

Streets:

6. Average city street pavement condition rating (*Provide average rating and the rating system program/type. Example: 70 rating on the Pavement Condition Index (PCI)*)
73 Pavement Condition Index (PCI)

or

Citizens' rating of the road condition in their city:

Excellent: 8%
Good: 76%
Fair: 14%
Poor: 1%
Don't know/refused: 0%

7. Citizens' rating of the quality of snowplowing on city streets:
Excellent: 19%
Good: 63%
Fair: 15%
Poor: 2%
Don't know/refused: 1%

Water:

8. Citizens' rating of the dependability and quality of city water supply:
Excellent: 14%
Good: 65%
Fair: 17%
Poor: 3%
Don't know/refused: 2%

Output Measure:

Operating cost per 1,000,000 gallons of water pumped/produced (answer if applicable – centrally provided system)

(*Actual operating expense for water utility / (total gallons pumped/1,000,000)*)
\$2,395.72

Sanitary Sewer:

9. Citizens' rating of the dependability and quality of city sanitary sewer service:
Please see survey response above, we combine these services

Output Measure:

Number of sewer blockages on city system per 100 connections (answer if applicable – centrally provided system) (*Number of sewer blockages on city system reported by sewer utility / (population/100)*)
No blockages in 2012

Parks and Recreation:

10. Citizens' rating of the quality of city recreational programs and facilities (parks, trails, park buildings):

Programs (meeting household needs)

Yes 95%

No: 3%

Don't know/refused: 2%

Facilities

Excellent: 19%

Good: 77%

Fair: 3%

Poor: 0%

Don't know/refused: 1%

CITY OF SHOREWOOD

RESOLUTION NO. 13-037

A RESOLUTION ADOPTING PERFORMANCE MEASURES

WHEREAS, the Minnesota Legislature created a Council on Local Results and Innovation; and

WHEREAS, benefits to the City of Shorewood for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, the City Council of Shorewood has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

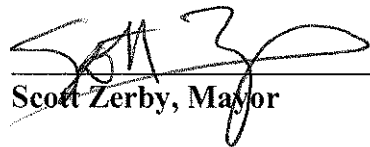
WHEREAS, the City of Shorewood desires to participate in the program;

NOW THEREFORE, BE IT RESOLVED, that the City of Shorewood will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, and posting on the city's web site, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, the City of Shorewood will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city/county.

ADOPTED BY THE CITY COUNCIL OF THE CITY OF SHOREWOOD this 24th day of June, 2013.

ATTEST:



Scott Zerby, Mayor



Jean Panchyshyn, City Clerk

Performance Measures Results for 2012

General	Excellent	Good	Fair	Poor	Don't Know
1. Overall Quality	17%	62%	14%	6%	2%
2. % Change Taxable Value	-7.6				
3. Overall Appearance	21%	61%	16%	1%	1%
Police Services					
4. Rating of Safety	Very Safe 65%	Somewhat Safe 28%	Neither Safe nor Unsafe 6%	Somewhat Unsafe 1%	Very Unsafe 0%
Fire Services					
5. Fire Quality	25%	30%	4%	0%	41%
Streets					
6. Rating Road Condition	8%	50%	31%	10%	2%
7. Snowplowing	25%	48%	18%	4%	5%
Water					
8. Dependability & quality of water	39%	45%	10%	4%	2%
Sanitary Sewer					
9. Dependability & quality of sewer	17%	52%	8%	1%	22%
Parks & Recreation					
10. Quality of recreation programs & facilities	22%	41%	5%	1%	31%

**RESOLUTION NO. 062513-01
CITY OF WAITE PARK**

**RESOLUTION APPROVING THE CONTINUATION OF THE STANDARD MEASURES
PROGRAM CREATED BY THE COUNCIL ON LOCAL RESULTS AND INNOVATION**

WHEREAS, the City of Waite Park has been a participant in the Performance Measures Program adopting the 10 performance measures developed by the Council on Local Results and Innovation since June 20, 2011. This information assists with planning, budgeting, managing, and evaluating programs and processes for optimal future outcomes ; and

WHEREAS, the City of Waite Park has implemented their Performance Measures Program by putting in place the Future Services Taskforce. This taskforce has established recommendations that are based on the input they received from holding community input forums. These recommendations and the performance measures that are addressed have been compiled into a document; and

WHEREAS, the City of Waite Park has presented these Taskforce recommendations to the City Council. The recommendations have been included in our final budget document and have been presented to the public during our annual State of the Cities Address; and

WHEREAS, the annual State of the Cities Address provides the City with an opportunity to give our businesses and residents an opportunity to hear from each of the City's departments on implementation of the recommendations while also providing the public an opportunity to give us additional feedback on the services; and

WHEREAS, the City of Waite Park will make post the Performance Measures document on the City's website for the public to see; and

WHEREAS, the City of Waite Park will continue to reach out to its residents and businesses to seek additional feedback on the 10 performance measures developed by the Council of Local Results and Innovation; and

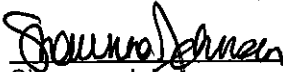
WHEREAS, benefits to the City of Waite Park for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, any city participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect;

NOW THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF WAITE PARK, MINNESOTA hereby plans to continue to report the results of the performance measure to it citizenry annually through publication, direct mailing, and posting on the City's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, the City Council of Waite Park will submit to the Office of the State Auditor the actual results of the performance measures adopted by the City.

Adopted by the Council this 25th day of June, 2013.



Shaunna Johnson
City Administrator-Clerk-Treasurer


Richard E. Miller
Mayor

ACTION ON THIS RESOLUTION:

Motion for adoption: Member Theisen
Seconded by: Member Schneider
Voted in favor of: Mayor Miller, Members Bartz, Linquist, Schneider, Theisen
Voted against: None
Abstained: None
Absent: None
Resolution Approved.

I hereby certify that the foregoing is a true and correct copy of a resolution adopted by the Waite Park City Council at a duly authorized meeting held on 6/25/13.


Shaunna Johnson
City Administrator-Clerk-Treasurer



19 - 13th Avenue North
PO Box 339
Waite Park, MN 56387-0339

(320) 252-6822 Phone • (320) 252-6955 Fax
Email: cityhall@waitepark.org
Website: www.waitepark.org

June 25, 2013

Re: Performance Measures Program

TO WHOM IT MAY CONCERN:

I have included Waite Park's information regarding the Performance Measures Program. The City of Waite Park has completed the appropriate steps needed to meet the requirement for 2013 Performance Measures Program. As a part of this program requirement, we believe it's important to highlight our process for you to ensure that you understand how we approached compliance with the Performance Measures Program.

At the time of the Performance Measures Program was beginning, the City of Waite Park was already in the process of evaluating all of our services that we provide directly to our residents. We created a Future Services Taskforce that consisted of both residents and business owners in our community. We held two community input forums where we surveyed our residents and business owners on the quality of services provided by the City of Waite Park. Our survey included the 10 performance measurement questions. We educated them on the services we provide directly to the public and also provided them with opportunities to give us their feedback on the services we provide. Once we gathered this information, we took this back to our Taskforce to be evaluated in more depth. Our Taskforce's purpose was to evaluate the feedback we received from our residents and businesses on what we could improve or streamline. Our Taskforce met several different times over the course of about 6 to 8 months evaluating services provided directly to the public. They prepared their recommendations that were included in a Final Report that included our survey, along with their recommendations for improving services to the Council. The Council approved this Report and the survey results and the recommendations from the Future Services Taskforce are on our website for the public to review.

Once the recommendations were approved by the Council, staff has spent time looking at ways to implement the recommendations of the Taskforce. We have created a Performance Measures Report that outlines the 10 performance measures, the recommendations for implementation, and the status of the implementation, in addition to the additional input we have received from residents related to our State of the Cities Address. We are still looking at other surveying options in the future to see how we are doing on our measures.

We have included a copy of the resolution adopting the Standard Measures Program and the Performance Measure Report. We believe this fulfills our 2013 requirements necessary for maintaining compliance with the Performance Measures Program. If you have any questions or need any additional information, please feel free to contact me.

Sincerely,

A handwritten signature in black ink that reads "Shauna Johnson". The signature is written in a cursive, flowing style.

Shauna Johnson
City Administrator

2012-2013

Waite Park Performance Measurement Report

Background:

The City of Waite Park has established a Future Services Taskforce that has provided the City of Waite Park with long term goals for addressing services provided by the City of Waite Park. As part of this goals setting process, the City of Waite Park has agreed to participate in the Performance Measurement Program that was created by the State of Minnesota. This program sets out ten performance measures that the City has adopted to provide property owners with an opportunity to provide feedback on how well the City of Waite Park is providing these services to the public. Many of these measures relate to the goals established by the Future Services Taskforce and have been incorporated into the same process for determining how the City moves forward. Goals have been established as a result of this process and the City continues to provide property owners with opportunities to see the progress of these measures while also giving them opportunities to provide feedback to the City on any of the services provided.

2012-2013 Performance Measurement Focus:

Annually, the City of Waite Park provides the businesses and citizens of Waite Park an update on all the services provided by the City of Waite Park. The State of the Cities Address provides a review of each department and provides an opportunity for the public to respond to the services provided by the City of Waite Park. The public is able to provide their input on the services provided by the City during this address. In addition to this, goals are communicated for the upcoming year and businesses and citizens are able to ask questions and provide input to the City. The State of the Cities Address was held on February 20, 2013. There were over 100 people in attendance of this event including both residents and businesses within the Waite Park Community. The mayor introduced the group and the City Administrator provided the overall broad review of services and the City's financial status and outlook. Each individual department head then had the opportunity to address the group highlighting where efforts are being placed based on the goals established by the Future Services Taskforce that have also incorporated are 10 Performance Measures adopted by the City Council, in addition to providing with the goals and objectives for the upcoming year. In addition to this, each department has worked on their own measures over the year and has sought input from the public. This input is included below along with the State of the Cities highlights and citizen input.

Performance Measurement Highlights for 2012-2013

General Performance Measurement: Based on the performance outcomes for cities, the City of Waite Park focused its efforts on the following:



Future Services Overall Recommendations: These are the recommendations that look at ways to improve the services included in the performance measure identified. The recommendations are based on the community input forums and involvement from the Future Services Taskforce. Each performance measure has its own set of recommendations based on the input the City of Waite Park received.

Performance Measure: Rate the overall quality of the services provided by the City of Waite Park.

1. **Enhance the City's Website and Other Technologies-**will assist in reducing staff time in many service areas while also creating convenient and informative ways to relay information to community residents and businesses.
2. **Devote time to Education and Prevention-** invest in the time upfront to educate residents and businesses of the various City processes to alleviate the time spent on enforcement and compliance.
3. **Collaborate more efficiently with Public Safety Services-** identify ways that we can share resources with other agencies that will allow us to enhance public safety services and reduce our overall demands for service.

Performance Measure: Rate the overall appearance of the City of Waite Park
Percent Change in the taxable property market value

1. **Focus on the Future of the Waite Park Community-** be proactive with development and identify ways to make the community stand out above the rest in every aspect of service delivery.

Performance Measure: The citizen's rating of safety in the Waite Park community.
Part I and II crime rates for the City of Waite Park

1. **Alternative Crime Reporting** - Actively seek opportunities to reduce some of the non-emergency calls for officers by creating opportunities for citizens to report crime on-line or over the telephone.
2. **Shifting some Non-Emergency calls to lower wage workers** - the creation of two part-time Community Service Officer positions would provide much needed support to Patrol, Investigations and Records shifting work to lower paid workers. While call response to emergency situations is currently a strength, our response to non-emergency calls is not as strong and response times can be high.
3. **Crime Free Multi-Housing** - CFMH has been a good program for the City and we would like to see it continue and possibly expanded. While the percentage of rental units involved with CFMH is high we would like to encourage some of the larger apartment complexes not currently involved to join. Also our single family (renter) dwellings seem to be underrepresented in their participation in CFMH. In order to create a financial incentive the city could raise the rental license fee across the board but significantly reduce the fee to rental owners that comply with CFMH.
4. **Intra-departmental Coordination** – Opportunities existing to more effectively maintain and share access to things like the Business Directory and Rental Property lists. Technology enhancements would facilitate access to information from multiple departments and more effectively coordinate the licensing, inspection and enforcement process.
5. **Technology Issues** – While progress has been made (JAG grant) towards improving our multi-jurisdictional records management system the RMS system is not where it needs to be to satisfy our requirements. For example, a quality RMS system that has good field based reporting capabilities would significantly reduce the pressure on Records staff. This will likely require cooperation with our neighbors but we often find ourselves in a disadvantaged/subordinate position to larger agencies. These larger agencies that don't necessarily work that well together but have more resources and control of current systems.
6. **Joint Powers Agreement for Public Safety** – Looking to the future and the increasing demands on police resources along with more sophisticated criminals and reduced budgets, it

would be to our advantage to look at alternative means to provide police service and public safety. Simply becoming a part of a larger entity may not be to our advantage but creating a new entity based on consensus under some type of joint powers agreement would allow the City of Waite Park to retain local control over police services at the same time leveraging resources of other agencies, more effectively combat regional crime problems and potentially save tax payer dollars.

7. **Changing Demographics** – the ethnic make-up of the community is changing and efforts need to be made to address issues of communication and education. The CSO positions could be used to assist in this area.

Performance Measure: Citizens rating of the road conditions in the City of Waite Park.
Citizens rating of the quality of snowplowing services

Implement a Capital Improvement Plan to address street and equipment needs

- a) As new amenities are added to the community, identify the impacts to equipment and staffing to ensure the ongoing costs associated with maintaining the amenities are addressed.
- b) Review the public works and other city facility needs and determine a plan to address the future needs by placing as many of these facilities together. This will reduce the overall cost. Identifying the property and securing may be important to consider soon as the cost of property will increase as the city continues to develop.
- c) Continue to invest in the infrastructure as this will be key in developing the community and in ensuring road conditions and snowplowing services will be met.

Performance Measure: Citizens rating of the overall quality of the water and sewer services provided by the City of Waite Park.

1. Consider Automatic Meter Reading-this will reduce the staff time in reading meters and will open opportunities for considering other utility billing options.

A great amount of time is spent reading water meters quarterly. Currently, 2 employees walk the whole city each time this task needs to be done.

2. Extend Fiber Optic to the water plant and to future city buildings-this provides the connectivity needed for the department to be connected with other city departments, while also providing regional opportunities in the future.

We currently have a couple of different software systems/data bases that we work from, but don't fully utilize their potential as it's difficult to merge systems or data bases. We also have problems within our department as our locations are not within close proximity to City Hall, and are not close to each other. The extension of fiber optic to these facilities would help alleviate some of these concerns.

Performance Measure: Citizens rating of the overall recreational services provided by the City of Waite Park.

1. Review opportunities where traffic cameras, web cameras, and/or wireless cameras can be used to assist with keeping track of amounts of snow fall, security, and also monitoring activities at park facilities including the splash pad, skating rinks etc.

With the advent of traffic cameras being installed throughout our city and/or installing our own cameras at certain locations, we could take advantage of using these for staff purposes by being able to monitor from our own offices or through a secure online locations in order to make decisions on a number of different action items. i.e. skating rinks lights are turned off and on by use of web based software. If cameras reveal there is no usage and weather projections indicate that usage will not be there, a person could go online and see that no one is using the facility and shut off the lights thus saving money. This same technology can be helpful with snow and ice on streets, traffic problems and so forth.

Performance Measure: The citizen's rating of the quality of fire protection services.

1. Fire prevention information available on the internet would allow for convenient, quick and efficient avenues to prevent fires. Information could include pamphlets, handouts, common questions and tips in regards to fire prevention.
2. Increasing the number of properties with fire preplans would allow responders to more efficiently suppress fires; thus, limiting damages and possibly saving lives.

NOTE: fire preplans are documents that the fire department creates for each property (or at least businesses and apartment buildings) that physically displays the best way to enter/exit a building, where important/hazardous obstacles may be and lets the Fire Department log any other pertinent information.

3. Creating fire prevention pamphlets that are multi-lingual would break down some of the fire prevention cultural barriers within Waite Park.

NOTE: One of the largest obstacles of fire prevention is getting information out to citizens— Waite Park has a significant population that does not speak English. Creating multilingual fire prevention information will significantly combat this problem.

4. Allowing for property owners/businesses to fill out business registration forms online would ensure accurate information for first responders; thus, reducing errors and increasing efficiencies.

NOTE: every Waite Park business is required to have a "Business Information" form on file at city hall. This form is used during by emergency responders and building inspectors to ensure the correct contact and demographic information is on hand for any given business.

5. Consider ways to attract and retain firefighters.

a) Increase the number of applications for firefighter openings by means of collaboration with local businesses, posting openings in more locations than the standard city outlets (i.e. SCSU, Rasmussen, Minnesota School of Business, St. Cloud Tech, St. Cloud Help Wanted.com).

b) Consider reviewing day time vs. night time response to determine where our needs for better recruitment exist.

c) Consider allowing more flexibility of those that don't meet the current response criteria. Should there be exceptions for those working within Waite Park that can respond during the day to calls?

d) Consider reaching out to the business community to seek out firefighters by encouraging them to allow their employees to be fire fighters.

(6) Enhance technology on the trucks that would provide access for firefighters to information while in route to the scene. This could include information such as pre-fire plans, water main sizes and locations, types of recent calls made to the location and if there are pets registered at the location. Access to this information would allow firefighters to provide even better service to the citizens of Waite Park while increasing their safety by being better prepared when arriving on scene.

a) Consider using retired firefighters to assist with fire pre-plans. This is great way for them to continue to be involved in the department while also allowing the department to use their expertise to get necessary information needed to respond to fires.

2013 State of the Cities Status Report & Citizen Input:

General: **Rate the overall quality of the services provided by the City of Waite Park.**
 Rate the appearance of the City of Waite Park
 Percent change in the taxable market value

We have updated our servers and computer systems and begun placing more information on the website that includes more development processes making it easier for customers to understand the requirements. We are also reviewing possibilities of updating our website and researching the costs of completing this work. The City has been working the past year with Minnesota School of Business on ways to update our logo and our brand. Focus this next year will be on completing a survey of our community to provide us with some input on the direction we go with creating this. The City has streamlined some of our processes dealing with enforcement alleviating the staff time involved along with providing more information upfront to customers on issues. Administrative citations have also been put into effect for those that chose not to comply. We have attempted collaboration with other agencies. While it seems

to work at the officer level quite well, collaboration on a larger scale has been challenging given some of the politics involved. We have made some progress within dispatch in this area and will focus on working with other agencies related to the types of crimes that have evolved in our community.

Taxable Market Value Information: The City of Waite Park has seen a decrease in the taxable market value as seen below. Some of these changes have impacted our levy and need to increase the levy. In addition, the City does not receive Local Government Aid and was impacted by the market value exemption. Stability in the tax system is important moving forward to allow the City to plan for future needs and services.

Taxable Property Market Value

2011 Payable 2012 - \$627,319,300

2012 Payable 2013 - \$606,437,600

Citizen Input: Would like to see more forms online making it easier for the customer including online payments. Also would like to be notified of city events electronically. Residents do not want the costs of enforcement affecting all residents only those that chose not to comply. Not everyone should have to pay for the few that do not comply. Public safety is an important to continue focusing our efforts on as crime continues to increase and become more serious in nature. We need to continue to find ways to work on efforts that benefit our community. Business owners expressed concerns with the increase in taxes. Their taxes went up substantially over the past year and have become more interested in understanding the reason being many of their market values have decreased.

Police: **The citizen's rating of safety in the Waite Park community
Part I and II crime rates for the City of Waite Park**

The police department has added an additional part time police officer and will be seeking an additional officer in the next year. Efforts this past year have been with reaching out to the senior citizens in Waite Park. The Senior and Law Enforcement Together group has created a senior center in the downstairs of city hall. It has been a great way to connect with this segment of our population. In addition, training has been focused on some of the various ethnic groups within the community as a way to reach out to other facets of our community. The police department has increased its use of volunteers to alleviate some of the costs of staffing that have been discussed. Volunteers have contributed over 1,500 hours to the department in the last year. Efforts this next year will be on looking at technology improvements and ways that we can allow citizens to complete non-emergency crimes online. Collaborative efforts with adjacent cities and agencies will continue.

Part 1 crimes for 2011 totaled 816 and Part II crimes totaled 396. A chart with the breakdown of these crimes is included. These have increased over the previous years.

Citizen Input: Pleased with the senior center and the relationship the police department has established with this segment of our population. Concerns have been expressed with some of the rental property in the community and would like to see more efforts concentrated on addressing enforcement in these areas. These properties house many criminals that create concerns for the community. The types of crimes are also concerning to the public and believe that pursuing collaborative efforts to address these crimes that are in the best interest of our city would be a way to address some of this given many of these crimes occur in the adjacent cities as well. It will also allow us to pool our resources to be more effective to address the crime.

**Public Works: The citizen's rating of the road conditions in the City of Waite Park.
The citizen's rating of the quality of snowplowing services**

The City has been able to continue with our seal coating which allows us to put our streets on a 7-10 year rotation. We are also looking at the conditions of the roads and the alleys and will focus efforts this next year on maintenance. Snowplowing has been a challenge given the amount of snow that has been received. We continue to identify equipment needs and

Citizen Input: Many of the alleys need to be repaved. There are also some roadways that need to be improved including 2nd Avenue North, the frontage road by Slumberland, and 1st Street South is some examples. Snowplowing has been good and residents are satisfied with how its been handled.

Public Works: The citizens rating of the overall quality of the water and sewer services provided by the City of Waite Park.

The City has spent the last year evaluating our water and sewer rates. Both have increased over the last several years. The sewer rates are a result of the regional waste water treatment expansion with the other area cities and are really not something the City has much control over at this point. The water rates have increased as a result of the water bond and inflation in addition to a lack of development. The past year, the City has evaluated the system and has developed a plan to look at minimizing future increases. In addition, the City has begun to look at new meters and some newer technologies that will assist with reducing staff time with reading water meters. The City is also looking at online payments for residents and considering changing the billing cycle to either monthly or bi-monthly verses quarterly.

Citizen Input: Concern with the increases in the cost of utilities. Some have suggested online payments or credit card use. There is also some interest in monthly billing but others like the bill quarterly.

Public Works: The citizens rating on the overall recreational services provided by the City of Waite Park.

The City continues to add trails and amenities to our park system. This past year has focused on improvements to our splash pad. Turf around the playground equipment has been installed and will hopefully reduce some of the issues with the water system on the splash pad. Volunteers have been great to provide their help with our landscape beds throughout our parks system.

Citizen Input: Many are pleased with the healthy living trail and the splash pad and believe they have been great amenities to our park system in Waite Park. Some have expressed concerns with vandalism in some of the parks and have requested that the City look at ways to address this.

Fire: The citizen's rating of the quality of fire protection services.

The Fire Department has a new fire chief in place after the former chief has retired. Efforts in the department have been on recruiting new firefighters as there are several that are planning on retiring in the next year. The department is working on their internal policies and also focusing efforts on the maintenance of their equipment to ensure that it is up to date and working properly.

Citizen Input: There has been a general sense of satisfaction by the residents of the fire department. Some have expressed a desire to see the fire department provide more fire prevention education to businesses as time allows.

**TABLE 46
Offenses, Clearances, Percent Cleared and Crime Rate by Agency - 2011**

County/City	Grand Total	Total Part 1	Murder Rape	Rob- bery Assault	Aggr- vated Burg- lary Assault	Motor Vehicle Theft	Total Part 2	Other Counter- feiting	Forgery/ fals- e checks	Fraud	Embe- zlement	Stolen Property	Vand- alism	Weap- ons	Prosti- tution	Sex Offens.	Narc- otics	Gamb- ling	Family/ Children	D.U.I.	Liquor Lic- ense	Disor- derly Con- duct	Other Offens.					
STEARNS	1490	485	0	15	1	30	118	286	25	0	1005	130	4	77	0	7	177	7	7	25	65	0	6	166	101	92	127	
SHERIFF	620	85	0	11	0	23	28	18	5	0	535	81	0	7	0	3	9	6	0	10	78	0	1	180	97	13	69	
POP. 52,566	42	18	0	73	0	77	24	6	20	0	53	62	0	9	0	43	5	88	0	40	93	0	17	98	86	14	54	
Crime Rate	2834	922	0	28	1	57	224	563	47	0	1911	247	7	146	0	13	336	13	47	161	0	11	316	192	175	241		
COLD SPRING- RICHMOND PD	219	47	0	1	0	5	5	34	2	0	172	16	1	2	0	0	19	1	0	2	61	0	1	31	13	7	18	
MINOT30100	154	16	0	1	0	5	1	9	0	0	138	10	0	1	0	0	2	1	0	1	80	0	1	31	13	6	12	
POP. 5,108	70	34	0	100	0	100	20	26	0	0	80	63	0	50	0	0	11	100	0	50	96	0	100	100	100	100	86	67
Crime Rate	4287	920	0	18	0	97	97	665	39	0	3387	313	19	39	0	0	371	19	0	39	1194	0	19	608	254	137	352	
MELROSE PD	62	30	0	0	0	0	11	17	2	0	32	5	0	0	0	0	7	0	0	0	3	0	0	11	6	0	0	
MINOT30200	29	4	0	0	0	0	2	2	0	0	25	5	0	0	0	0	0	0	0	0	0	0	11	6	0	0		
POP. 3,281	47	13	0	0	0	0	0	12	100	0	78	100	0	0	0	0	0	0	0	100	0	0	100	100	0	0		
Crime Rate	1901	919	0	0	0	0	337	521	61	0	981	153	0	0	0	0	214	0	0	0	91	0	0	337	163	0	0	
PAYNESVILLE PD	248	84	0	3	0	1	19	58	3	0	164	26	2	87	0	0	28	0	1	1	4	0	0	8	0	1	5	
MINOT30300	90	12	0	1	0	1	1	7	2	0	78	13	0	46	0	0	2	0	0	0	4	0	0	8	0	1	4	
POP. 2,290	36	14	0	33	0	100	5	12	67	0	48	50	0	53	0	0	7	0	0	100	0	0	100	0	0	100	80	
Crime Rate	10829	3959	0	131	0	43	829	2592	131	0	7161	1135	87	3799	0	0	1266	0	43	43	174	0	0	349	0	43	216	
ST. CLOUD PD	7159	2816	0	56	46	129	431	2040	107	8	4343	466	122	210	0	37	901	15	0	58	497	0	12	374	591	420	640	
MINOT30400	3478	746	0	13	7	87	63	566	9	1	2732	380	58	48	0	32	116	12	0	21	438	0	6	373	590	303	355	
POP. 67,942	48	26	0	23	16	67	15	28	8	13	63	82	46	23	0	86	13	80	0	36	86	0	50	100	100	72	55	
Crime Rate	10536	4144	0	82	66	169	634	3002	157	11	6392	885	179	309	0	54	1326	22	0	85	731	0	17	550	669	618	941	
SALUK CENTRE PD	267	89	0	1	0	5	17	60	6	0	178	14	4	8	0	0	29	0	0	1	37	0	1	36	15	9	22	
MINOT30500	168	27	0	0	0	4	4	17	2	0	141	14	1	5	0	0	1	0	0	0	37	0	1	38	15	9	20	
POP. 4,873	63	30	0	0	0	80	24	28	33	0	79	100	25	63	0	0	3	0	0	0	100	0	100	100	100	100	91	
Crime Rate	6555	2165	0	24	0	122	417	1473	147	0	4370	343	98	196	0	0	712	0	0	24	998	0	24	532	358	220	540	
WAITE PARK PD	1212	816	0	6	7	15	44	727	16	1	396	80	28	61	3	2	75	3	0	5	27	0	1	18	7	18	48	
MINOT30600	743	480	0	4	3	12	3	465	3	0	253	70	5	48	3	1	8	3	0	3	26	0	0	18	7	15	46	
POP. 6,873	61	60	0	67	43	88	7	64	19	0	64	66	18	59	100	50	11	100	0	60	96	0	0	100	100	83	96	
Crime Rate	17634	11872	0	87	101	218	640	10577	232	14	5761	1163	407	1178	43	29	1091	43	0	72	392	0	14	261	101	261	688	
BELGRADE* PD	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
MINOT30800	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
POP. 720	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Crime Rate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
KIMBALL PD	20	3	0	0	0	3	0	0	0	0	17	3	0	0	0	0	0	0	0	1	2	0	0	7	1	1	2	
MINOT31000	19	3	0	0	0	3	0	0	0	0	16	3	0	0	0	0	0	0	0	0	2	0	0	7	1	1	2	
POP. 718	95	100	0	0	0	100	0	0	0	0	94	100	0	0	0	0	0	0	0	0	100	0	0	160	100	100	100	
Crime Rate	2785	417	0	0	0	417	0	0	0	0	2367	417	0	0	0	0	0	0	0	138	278	0	0	974	138	138	278	
ST. JOSEPH* PD	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
MINOT31100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
POP. 6,298	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Crime Rate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

* Agency did not report all 12 months O=Number of offenses C=Offenses Cleared R=Crime Rate per 100,000 %=Percentage Cleared

Community Input Forum Results

	Services	Description of Service	Question	Satisfied%	Unsatisfied%	No Opinion%
Public Works	Animal Control	Handles issues related to domestic and wild animals 24/7. Licenses domestic animals, enforces animal control ordinance and addresses animal complaints	I am satisfied, unsatisfied or have no opinion on this service provided by the City.	75%	10%	15%
	Yard Maintenance	Includes maintaining all yard waste, brush, tree trimming, and special refuse pick ups.	I am satisfied, unsatisfied or have no opinion on this service provided by the City.	84%	8%	8%
	Recreational Activities	Recreational services provided by the City including ice skating and hockey rinks, indoor gym use, park pavillion, and splash pad.	I am satisfied, unsatisfied or have no opinion on this service provided by the City.	79%	3%	18%
	Public Utilities	Provide water and sewer services including meter installation, meter reading, shutoffs, and billing.	I am satisfied, unsatisfied or have no opinion on this service provided by the City.	100%	0%	0%
	Waste Collection/Garbage	Spring and fall special trash pick up and yard waste collection/disposal	I am satisfied, unsatisfied or have no opinion on this service provided by the City.	100%	0%	0%
	Snow Removal	Clearing streets, alleys, trails, sidewalks by means of plowing and salt/sanding pavements.	I am satisfied, unsatisfied or have no opinion on this service provided by the City.	100%	0%	0%
Police	Non-Emergency Policing Services	Non-emergency services as it relates to non-emergency crime response, school resources, special security & patrol, and traffic crash & other investigation follow up.	I am satisfied, unsatisfied or have no opinion on this service provided by the City.	74%	2%	24%
	Community Policing Services	Services provided to the community as it relates to crime prevention and education including child safety, crime prevention, and educational initiatives.	I am satisfied, unsatisfied or have no opinion on this service provided by the City.	55%	9%	36%
	Police Administrative Inquiries	Processes requests for police records, provide fingerprinting services for employers and individuals, and process background information requests. Additional services include returning recovered stolen property,, subpoena services for court or public hearing, and issuing parade, gun, and hunting permits.	I am satisfied, unsatisfied or have no opinion on this service provided by the City.	100%	0%	0%
	Emergency Call Response	Respond to any emergency call dispatched through Stearns County. These include in progress crimes, medical, accidents, etc.	I am satisfied, unsatisfied or have no opinion on this service provided by the City.	95%	0%	5%
Planning & Zoning	Community Development	Meets with prospective developers on potential future development projects, addresses existing business concerns, and answers questions of prospective developers or residents on projects.	I am satisfied, unsatisfied or have no opinion on this service provided by the City.	96%	0%	4%
	Building Permit Process: Review & Enforcement	Reviews applications and plans, issues permits, processes land use applications, and enforces building and zoning codes on any development activity on commercial properties including building, fire, rental, nuisance issues and zoning.	I am satisfied, unsatisfied or have no opinion on this service provided by the City.	81%	6%	13%
Administration	Information Technologies	Maintains city-related information to the public on the public information channel including rebroadcast of council, planning, and park board meetings. Provides other related information regarding the City on city's web page.	I am satisfied, unsatisfied or have no opinion on this service provided by the City.	76%	0%	24%
Fire	Fire Emergency Response	Responds to all Fires, hazard materials, car accidents, animal rescue, and ice water rescue in the community including wet stuff and red stuff.	I am satisfied, unsatisfied or have no opinion on this service provided by the City.	87%	0%	13%
	Weather Spotting	Responds to potential weather threats for the area and identifies potential storms conditions and reports them to Dispatch for alerts to the public.	I am satisfied, unsatisfied or have no opinion on this service provided by the City.	69%	6%	25%
	Fire Prevention	Provides fire education to schools and businesses. Completes fire inspections as it relates to fire prevention to the business or community requesting it.	I am satisfied, unsatisfied or have no opinion on this service provided by the City.	100%	0%	0%

Motion By: Mihalik

To Adopt Resolution 2013R-025 Local Performance Measures

Seconded By: Vail

RESOLUTION 2013R-025

LOCAL PERFORMANCE MEASURES

WHEREAS, In 2010, the Minnesota Legislature created the Council on Local Results and Innovation; and

WHEREAS, The Council on Local Results and Innovation developed a standard set of performance measures that will aid residents, taxpayers, and state and local elected officials in determining the efficiency of counties in providing services and measure residents' opinion of those services; and

WHEREAS, Benefits to the City of Waterville are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, Any City Participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, The City Council of Waterville has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and


NOW THEREFORE LET IT BE RESOLVED THAT, The City Council of Waterville, will report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, and posting on the city's website or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, The City Council of Waterville, will submit to the Office of the State Auditor the actual results of the performance measures adopted by the City Council.

Voting For: Schmidtke, Vail, Cumiskey, Mihalik

Voting Against: None

Adopted this 4th day of June, 2013



Stephen Mihalik, Mayor



Teresa Hill, Administrator-Clerk

Wilton City Council
Wilton, Minnesota

Date : May 13, 2013 Resolution No. 2013-3
Motion by Louane Beyer Second by Eric Forsyth
Council Members: Shelly Baker, Jeffrey Snyder, Eric
Forsyth, Andrea Haefner, Louane Beyer MCU

WHEREAS, Benefits to the City of Wilton for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, Any city/county participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, The City Council of Wilton has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage, and evaluate programs and processes for optimal outcomes; and

NOW THEREFORE LET IT BE RESOLVED THAT, The City Council of Wilton will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mail, posting on the local boards, or through another public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, the City Council of Wilton will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

Shelly Baker, Mayor
Louane Beyer, Clerk

5/13/13

5/13/13

Compiled Results for Wilton Mn

6-7-2013

15 people returned the survey

Louise Beyer Clerk
218 751 1186

CITY OF WILTON

BOX 69
WILTON, MINNESOTA 56687

Dear Wilton Resident,

The Minnesota Legislature has developed a standard of ten performances for counties and cities to voluntarily participate in surveying citizens in their jurisdiction in how services are provided and measures of performance. This year, we are attaching a three year average of costs to provide the major service from the years 2010, 2011 & 2012. We are asking for you to participate by filling out the following questionnaire and returning it to the City of Wilton. We thank you in advance for participating.

1. How would you rate the overall appearance of Wilton?
1 excellent 14 good ___ fair ___ poor
2. How do you rate the maintenance of County Rd 14?
___ excellent 12 good 2 fair 1 poor
3. How successful do you perceive Clean Up Wilton campaign?
2 excellent 12 good 1 fair ___ poor
4. How would you rate safety in this community?
1 excellent 12 good 2 fair ___ poor
5. How do you rate fire protection services here?
The dues for the Bemidji Rural Fire Association for the average are \$2717. per year
4 excellent 9 good 2 fair ___ poor
6. How do you rate snow plowing in Wilton? The average costs are \$1100. per year.
1 excellent 12 good 1 fair 1 poor
7. How would you rate the grading of the gravel roads?
The average for grading, gravel and blacktop costs are \$5863.
___ excellent 11 good 3 fair 1 poor
8. How do you rate the quality of well water in Wilton?
1 excellent 12 good 2 fair ___ poor

9. Since Wilton has no sewer system and depends on septic systems, how would you rate your septic system?

2 excellent 12 good 1 fair ___ poor

10. How would you rate the overall quality of life in Wilton?

2 excellent 12 good 1 fair ___ poor

Any other comments _____

It's quiet

" Safe

Citizens have privacy

Low regulation allows personal responsibility,

Ten benchmarks for the City of Wilton in relation to the Local Performance Requirements from the Council at the State of Mn. and the 2011 Wilton Survey. We are attaching a three year average of annual costs. Please return if you have any comments.

1. Appearance of the City of Wilton:

Benchmark - Encourage citizens to assist in keeping the boulevards free of debris and mowing their properties. 80% scored this as excellent and good in the survey.

2. Percent change in taxable property market value:

Benchmark- Contact Beltrami County once a year to attain the percentage and relay that to the residents via annual letter sent in April each year. The Assessor relayed there are no new laws that should affect the tax payer for 2013.

3. Quality of Services:

Benchmark- Due to the size of Wilton, most of the services provided are contracted such as road maintenance, assessment, snow removal, elections, and taxing. These services all must be monitored and overseen. Even though the budget is displayed and advertised, these costs should be itemized in the annual letter sent each spring to inform the people. The average cost for street lights \$3934.00. 80% rated this as excellent and good.

4. Safety:

Benchmark- Law enforcement is enforced and maintained by the Beltrami County Sheriff's Department at no additional cost to the residents. Deputy response time is quick as all calls are taken through 9-1-1. 80% rated this as excellent and good. Crime rate in Wilton is very low as deputies patrol the streets on a varied schedule. Goal to continue dog restrictions through the City Ordinance with minimum dogs running at large.

5. Fire Protection:

Benchmark- 80% rated this as excellent and good. Attend and participate in the quarterly meetings of the Rural Fire Assoc. Citizens can read about fire calls in the Bemidji Pioneer. Monitor the level of Grant Creek as there is a dry fire hydrant there. The average cost for fire dues are \$2717.00

6. Snow Plowing:

Benchmark- This is a contracted service performed by Beltrami County Highway Department who do County Road 14, Wilton streets and Melby Lane. Citizens rated it 80% as excellent to good. The average costs are \$1187.00 and dependent on how much snow there is.

7. Grading of gravel roads:

Benchmark- This is a contracted service with Beltrami County Highway Department with the cost spread among all the residents not via special taxes to who live there. The average is \$7542.00 as this varies depending on whether it is a wet or dry year plus how often a new bed of gravel is needed. In the survey, there were mixed opinions with 70% excellent/good and 30% fair/poor.

8 & 9 Wells and Septics:

Benchmark- This is not a service provided by the City of Wilton as the wells and septic are private residents costs. A benchmark though is to set up the standards in all new construction to ensure that standards are adhered to through the Planning and Zoning of Beltrami County and building permits. Encourage residents to take advantage of the once a year water testing at no charge conducted through the Planning and Zoning at Beltrami County.

10. Overall Quality of Life: Rated very high.

WILTON, MINNESOTA 56687

Dear Wilton Resident,

The Minnesota Legislature has developed a standard of ten performances for counties and cities to voluntarily participate in surveying citizens in their jurisdiction in how services are provided and measures of performance. This year, we are attaching a three year average of costs to provide the major service from the years 2010, 2011 & 2012. We are asking for you to participate by filling out the following questionnaire and returning it to the City of Wilton. We thank you in advance for participating.

1. How would you rate the overall appearance of Wilton?
 excellent good fair poor
2. How do you rate the maintenance of County Rd 14?
 excellent good fair poor
3. How successful do you perceive Clean Up Wilton campaign?
 excellent good fair poor
4. How would you rate safety in this community?
 excellent good fair poor
5. How do you rate fire protection services here?
The dues for the Bemidji Rural Fire Association for the average are \$2717. per year
 excellent good fair poor
6. How do you rate snow plowing in Wilton? The average costs are \$1100. per year.
 excellent good fair poor
7. How would you rate the grading of the gravel roads?
The average for grading, gravel and blacktop costs are \$5863.
 excellent good fair poor
8. How do you rate the quality of well water in Wilton?
 excellent good fair poor
9. Since Wilton has no sewer system and depends on

septic systems, how would you rate your septic system?

excellent good fair poor

10. How would you rate the overall quality of life in Wilton?

excellent good fair poor

Any other comments _____

STATE OF MINNESOTA)
COUNTY OF WASHINGTON) ss
CITY OF WOODBURY)

I, Kimberlee K. Blaeser, being the duly qualified and acting City Clerk of the City of Woodbury, Minnesota, DO HEREBY CERTIFY that I have compared the attached and foregoing **Council Resolution No. 13-106, "AUTHORIZATION TO PARTICIPATE IN THE PERFORMANCE MEASUREMENT PROGRAM ESTABLISHED BY THE STATE OF MINNESOTA AND THE COUNCIL ON LOCAL RESULTS AND INNOVATION"**, with the original thereof on file in my office, and that the same is a true and complete transcript of the resolution of the City Council of said municipality at a meeting duly called and held on the 12th day of June 2013.

WITNESS my hand and the seal of said City this 25th day of June 2013.



Kimberlee K. Blaeser
Kimberlee K. Blaeser
City Clerk

(SEAL)

Attachment: Resolution No. 13-106

RESOLUTION NO. 13-106

**RESOLUTION OF THE CITY OF WOODBURY,
WASHINGTON COUNTY, MINNESOTA**

**AUTHORIZATION TO PARTICIPATE IN THE PERFORMANCE
MEASUREMENT PROGRAM ESTABLISHED BY THE STATE OF MINNESOTA
AND THE COUNCIL ON LOCAL RESULTS AND INNOVATION**

WHEREAS, a voluntary performance measurement and reporting program has been established by the State of Minnesota; and

WHEREAS, participation in this program will provide the City of Woodbury with a reimbursement of \$0.14 (fourteen cents) per capita annually and relief from State levy limits when enacted; and

WHEREAS, this program is being implemented by the Council on Local Results and Innovation (CLRI) and the Minnesota State Auditor's Office; and

WHEREAS, the CLRI has established a set of performance measures for cities to adopt and report; and

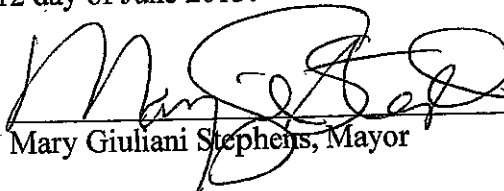
WHEREAS, this set of measures must be formally adopted to meet the requirements set forth by the enacting legislation of this program; and

WHEREAS, the City currently collects all needed data and has given permission by the State Auditor's Office to use the biennial citizen survey to satisfy annual reporting requirements; and

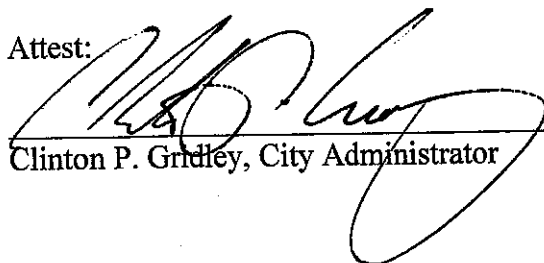
NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Woodbury, that the City has adopted the set of city measures established by the CLRI and that the City will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's/county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, the City Council of the City of Woodbury will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

This Resolution was declared duly passed and adopted and was signed by the Mayor and attested to by the City Administrator on the 12 day of June 2013.


Mary Giuliani Stephens, Mayor

Attest:


Clinton P. Gridley, City Administrator

(SEAL)

Report on Model Performance Measures for Cities

City of Woodbury, MN

2012 Results

The City of Woodbury's report, on the recommended as model measures of performance outcomes for cities, is below:

General:

1. Rating of the overall quality of services provided by your city (*Citizen Survey: excellent, good, fair, poor*)
Excellent: 20%
Good: 67%
Fair: 6%
Poor: 1%
Don't know/refused: 6%
2. Percent change in the taxable property market value
-5.4%
3. Citizens' rating of the overall appearance of the city (*Citizen Survey: excellent, good, fair, poor*)

Woodbury did not survey on overall appearance but did on quality of life, I have provided these statistics because the outcome is likely comparable.

Excellent: 52%
Good: 45%
Fair: 3%
Poor: 0%
Don't know/refused: 0%

Police Services:

4. Part I and II crime rates (*Submit data as reported by the Minnesota Bureau of Criminal Apprehension. Part I crimes include murder, rape, aggravated assault, burglary, larceny, motor vehicle theft, and arson. Part II crimes include other assaults, forgery/counterfeiting, embezzlement, stolen property, vandalism, weapons, prostitution, other sex offenses, narcotics, gambling, family/children crime, D.U.I, liquor laws, disorderly conduct, and other offenses.*)

or

Citizens' rating of safety in their community (*Citizen Survey: very safe, somewhat safe, neither safe nor unsafe, somewhat unsafe, very unsafe*)

Very safe: 52%
Reasonably safe: 41%
Somewhat unsafe: 4%
Very unsafe: 2%
Don't know/Refused: 1%

Output Measure:

Police Response Time (*Time it takes on top priority calls from dispatch to the first officer on scene.*)

Average response time: 5.8 minutes (Currently updating software, to more accurately measure response time).

Fire Services:

5. Insurance industry rating of Fire services (*The Insurance Service Office (ISO) issues ratings to Fire Departments throughout the country for the effectiveness of their fire protection services and equipment to protect their community. The ISO rating is a numerical grading system and is one of the primary elements used by the insurance industry to develop premium rates for residential and commercial businesses. ISO analyzes data using a Fire Suppression Rating Schedule (FSRS) and then assigns a Public Protection Classification from 1 to 10. Class 1 generally represents superior property fire protection and Class 10 indicates that the area's fire suppression program does not meet ISO's minimum criteria.*)

or

Citizens' rating of the quality of fire protection services (*Citizen Survey: excellent, good, fair, poor*)

Excellent: 55%

Good: 36%

Fair: 1%

Poor: 0%

Don't know/refused: 8%

Output Measure:

Fire Response Time (*Time it takes from dispatch to apparatus on scene for calls that are dispatched as a possible fire*).

Average response time: 7.03 minutes

Five firefighters on scene in less than 9 minutes 65.7% of the time; six additional firefighters on scene in less than 13 minutes 93.75% of the time.

Emergency Medical Services (EMS) Response Time (answer if applicable) (*Time it takes from dispatch to arrival of EMS*)

Average response time: 3.7 minutes

Streets:

6. Average city street pavement condition rating (*Provide average rating and the rating system program/type. Example: 70 rating on the Pavement Condition Index (PCI)*)

Residential Roads: 74.7 Pavement Condition Index (PCI)

Non-residential roads: 73.3 Pavement Condition Index (PCI)

or

Citizens' rating of the road condition in their city (*Citizen Survey: good condition, mostly good condition, many bad spots*)

7. Citizens' rating the quality of snowplowing on city streets (*Citizen Survey: excellent, good, fair, poor*)

Excellent: 36%

Good: 55%

Fair: 7%

Poor: 2%

Don't know/refused: 1%

Water:

8. Citizens' rating of the dependability and quality of city water supply (answer if applicable – centrally provided system) (*Citizen Survey: excellent, good, fair, poor*)

Excellent: 26%

Good: 56%

Fair: 12%
Poor: 3%
Don't know/refused: 4%

(Our percentages decreased from last year as a result of changing the questions to only ask about quality. In the past, we asked about dependability but have never had any issues with dependability so wanted to more specifically define the question to ask about quality).

Output Measure:

Operating cost per 1,000,000 gallons of water pumped/produced (answer if applicable – centrally provided system)

(Actual operating expense for water utility / (total gallons pumped/1,000,000))

\$1,546.55

Sanitary Sewer:

9. Citizens' rating of the dependability and quality of city sanitary sewer service (answer if applicable – centrally provided system) *(Citizen Survey: excellent, good, fair, poor)*

Excellent: 28%

Good: 61%

Fair: 5%

Poor: 1%

Don't know/refused: 6%

Output Measure:

Number of sewer blockages on city system per 100 connections (answer if applicable – centrally provided system) *(Number of sewer blockages on city system reported by sewer utility / (population/100))*

0 blockages per 100 connections

Parks and Recreation:

10. Citizens' rating of the quality of city recreational programs and facilities (parks, trails, park buildings) *(Citizen Survey: excellent, good, fair, poor)*

Programs

Excellent: 33%

Good: 49%

Fair: 6%

Poor: 0%

Don't know/refused: 13%

Facilities

Excellent: 44%

Good: 50%

Fair: 4%

Poor: 0%

Don't know/refused: 2%

BOARD OF COUNTY COMMISSIONERS

Anoka County, Minnesota

DATE: June 25, 2013

RESOLUTION #2013-79

OFFERED BY COMMISSIONER: Look

**RESOLUTION ADOPTING
PERFORMANCE MEASUREMENT PROGRAM**

WHEREAS, pursuant to the requirements of 2010 Minnesota Laws Chapter 389, Article 2, Sections 1 and 2 ("2010 Law"), the Minnesota State Legislature developed a Performance Measurement Program that is voluntary for counties and cities; and,

WHEREAS, pursuant to the 2010 Law, the Council on Local Results and Innovation submitted a recommended standard set of "Model Performance Measures for Counties," a copy of which is on file in the Anoka County Administration Office; and,

WHEREAS, there are direct financial impacts for participation in this program; and,

WHEREAS, participation in the Performance Measurement Program will allow the county to be better prepared for enhanced or expanded performance measurement initiatives from the State of Minnesota; and,

WHEREAS, implementing an outcomes-based system of program evaluation is in the best interests of every Minnesota citizen and local governments that desire to maximize public resources and enhance the quality of life in their communities to the fullest extent possible:

NOW, THEREFORE, BE IT RESOLVED that the Anoka County Board of Commissioners desires to participate in the Performance Measurement Program and hereby adopts the "Model Performance Measures for Counties."

STATE OF MINNESOTA)
COUNTY OF ANOKA) ss

I, Jerry Soma, County Administrator, Anoka County, Minnesota, hereby certify that I have compared the foregoing copy of the resolution of the county board of said county with the original record thereof on file in the Administration Office, Anoka County, Minnesota, as stated in the minutes of the proceedings of said board at a meeting duly held on June 25, 2013, and that the same is a true and correct copy of said original record and of the whole thereof, and that said resolution was duly passed by said board at said meeting.

Witness my hand and seal this 25th day of June 2013.


JERRY SOMA
COUNTY ADMINISTRATOR

	<u>YES</u>	<u>NO</u>
DISTRICT #1 – LOOK	X	
DISTRICT #2 – BRAASTAD	X	
DISTRICT #3 – WEST	X	
DISTRICT #4 – KORDIAK	X	
DISTRICT #5 – LEDOUX	X	
DISTRICT #6 – SIVARAJAH	X	
DISTRICT #7 – SCHULTE	X	

**Anoka County
Performance Measurement Outcomes 2012**

<u>Function / program</u>	<u>2012</u>	
<u>Public Safety:</u>		
Deputy Response Time (<i>Time it takes on top-priority calls from dispatch to the first officer on scene.</i>)	8 min 40 sec	
<u>Probation/Corrections:</u>		
Percent of adult offenders with a new felony conviction within 3 years of discharge	22.7%	
<u>Public Works:</u>		
Hours to plow complete system during a snow event	6-8 hours day shift	8-10 hours night shift
Average county pavement condition rating	66%	
<u>Public Health:</u>		
Life Expectancy generally and by sex-(and race)-	80.3 years	
- Male	77.6 years	
- Female	82.9 years	
<u>Social Services:</u>		
Workforce participation rate for MFIP participants	50.1%	
Participants served in MFIP and DWP	3,674	
Percentage of children where there is a recurrence of maltreatment within 12 months following an intervention	4 out of 166 cases	2.41%
<u>Taxation:</u>		
Level of assessment ratio (<i>If the median ratio falls between 90% and 105%, the level of assessment is determined to be acceptable.</i>)	94.5%	
Met turn-around time of 10 days for recording, indexing and returning real estate documents	90%	
<u>Elections:</u>		
Accuracy of post-election audit (<i>Percentage of ballots counted accurately.</i>)	100%	
<u>Veterans' Services:</u>		
Percent of veterans surveyed who said their questions were answered when seeking benefit information from their County Veterans' Office	100%	
<u>Parks:</u>		
Annual number of Visits	3,900,000	
Annual number of rounds at Chominix	29,684	
Annual Beach Attendance at the Aquatic Centers	128,458	
<u>Library:</u>		
Number of annual visits per 1,000 residents	3.2	

BOARD OF COUNTY COMMISSIONERS CARVER COUNTY, MINNESOTA

DATE June 25, 2013
MOTION BY COMMISSIONER: Maluchnik

RESOLUTION NO. 39-13
SECONDED BY COMMISSIONER Degler

Performance Measurement Program, 2013 Report

WHEREAS, the Minnesota State Auditor has developed a Performance Measurement Program that is voluntary for counties and cities and Carver County elected to participate in 2011 and 2012; and

WHEREAS, there are direct financial impacts for participation in this program, \$12,746 was received for 2012; and

WHEREAS, transitioning to an outcomes-based system of program evaluation is in the best interest of every Minnesota citizen and local government that desires to maximize public resources and enhance the quality of life in their communities to the fullest extent possible.

NOW, THEREFORE, BE IT RESOLVED, that the Carver County Board adopts the Performance Measurement Program "Model Performance Measures for Counties" and other program requirements as specified:

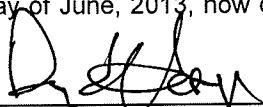
- Carver County has implemented at least 10 performance measures developed by the Council on Local Results and Innovation;
- Carver County has implemented a system to use this information to help plan, budget, manage, and evaluate programs and processes for optimal future outcomes;
- Carver County will continue to report the results of the performance measures to its residents before the end of the calendar year

BE IT FINALLY RESOLVED, that the Carver County Board approves submission of the Carver County Performance Measures Report.

YES	ABSENT	NO
<u>Degler</u> <u>Ische</u> <u>Maluchnik</u> <u>Workman</u>	 <u>Lynch</u> 	

STATE OF MINNESOTA
COUNTY OF CARVER

I, David Hemze, duly appointed and qualified County Administrator of the County of Carver, State of Minnesota, do hereby certify that I have compared the foregoing copy of this resolution with the original minutes of the proceedings of the Board of County Commissioners, Carver County, Minnesota, at its session held on the 25th day of June, 2013, now on file in the Administration office, and have found the same to be a true and correct copy thereof.



 County Administrator

Performance Measure Results

Program Year 2013

Carver County Key Performance Measurements Adopted by the Board



In 2010, the state Legislature create the Council on Local Results and Innovation to develop standard performance measures for cities and counties. The purpose of this program is to aid residents, taxpayers, and state and local elected officials in determining the efficiency and effectiveness of counties and cities in providing services and measuring residents' opinions of those services. In 2011, Carver County voluntarily agreed to participate in the program.

Carver County Mission:

To meet the service requirements and special needs of our residents in a fiscally responsible and caring way. We will plan the county's growth to preserve its uniqueness and will encourage rural and urban compatibility. We will protect our history while planning for a dynamic future.

Community goals and outcome/output measures associated with them:

Carver County's Strategic Plan outlines five goals. These goals are designed to serve as the foundation for all future strategies, work and priorities of the County. To define each goal statement, there is a distinctive and characteristic word which summarizes each goal: Communities, Culture, Connections, Finances and Growth. Within the document, four of the five goals are listed with performance measure(s) listed under. The goal of Culture was omitted from this report as none of the submitted performance measures align with the County's Culture goal statement.

I. **Communities:** Create and maintain safe, healthy, and livable communities

Public Safety

Part I & II crime rates

Part I crimes include: homicide, rape, aggravated assault, burglary, robbery, auto theft, theft, and arson

Part II crimes include: other assault, forgery, fraud, stolen property, vandalism, weapons, prostitution, other sex offense, narcotics, gambling, family/children crime, DUI, liquor laws, disorderly conduct, and other offenses

Deputy Response Time (average response time from call dispatched to first squad on scene for top-priority call)

Year	Part I	Part II	Deputy Response time (minutes)
2011	896	1,802	2.90
2012	865	1,627	2.73

Probation/Corrections:

Percent of adult offenders with a new felony conviction within 3 years of discharge.

Year	Percent
2011	2.7% *
2012	6.3% **

*Sample generated from a Court Services Tracking System (CSTS) report of closed cases between 7/1/07 and 6/30/08. Three year recidivism was tracked. Only felony convictions were counted as recidivism for this result. Pre-Trial Supervision cases were excluded, as these cases are not formal "supervision" and we expect different results for cases placed on supervision post-adjudication. Out of the sample of 621 cases, a random selection of every 6 cases were selected to make an approximate 18% sample to track recidivism.

**Sample generated from a Court Services Tracking System (CSTS) report of closed cases from 4/1/09 to 4/1/10. Three year recidivism was tracked. Only felony convictions were counted as recidivism for this result. Pre-Trial Supervision cases were excluded, as these cases are not formal "supervision" and we expect different results for cases placed on supervision post-adjudication. Out of the sample of 644 cases, every 5 were selected to total a sample of 128 offenders, which is approximately a 20% sample. Recidivism was tracked on these cases. 8 offenders reoffended at a felony level.

Public Health

Percentage of low birth-weight children**

Year	Carver County	Minnesota
2011	5.6%	6.5%
2012	5.3%	6.5%

Tobacco and Alcohol Use (Excessive Drinking)**

Year	Carver County		Minnesota	
	Tobacco	Alcohol Use (excessive drinking)	Tobacco	Alcohol Use (excessive drinking)
2011	15.0%	20.0%	19.0%	20.0%
2012	15.0%	22.0%	18.0%	19.0%

** www.countyhealthrankings.org

Social Services

Workforce participation rate among the Minnesota Family Investment Program (MFIP) and Diversionary Work Program (DWP) recipients**

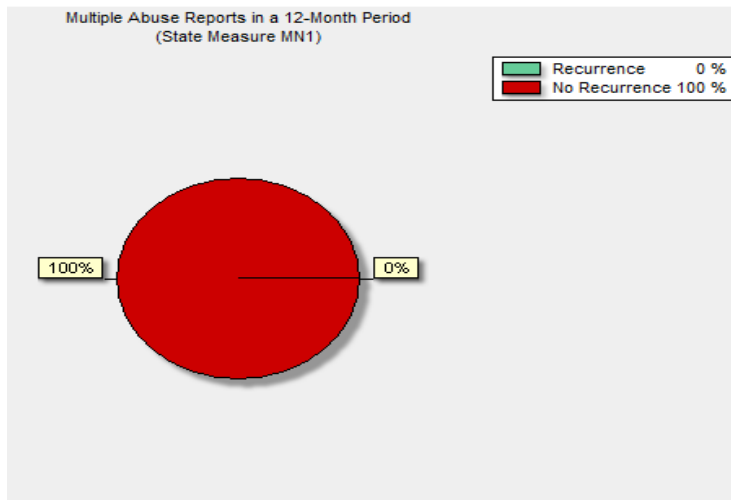
Year	Rate
2011	50.1%
2012	55.4%

**Percent of MFIP/DWP adults working 30 or more hours per week or off cash assistance three years after baseline

Percentage of children where there is a recurrence of maltreatment within 12 months following an intervention

Year	Percent
2011	9.4%
2012	0%

MN1: Of all children who were victims of substantiated child abuse and/or neglect during the reporting period, what percentage had a subsequent substantiated allegation within twelve months?



Elections

Accuracy of post-election audit (Percentage of ballots counted accurately)

Year	Percent
2010	100%
2012	100%

Environment

Amount of hazardous household waste and electronics collected

Year	Household Hazardous Waste Recycled (tons)	Electronics Recycled (tons)
2011	489	286
2012	488	276

III. **Connections:** Develop strong public partnerships and connect people to services and information.

Library

Number of annual visits per 1,000 residents

Year	County Population	Library Visits	Visits per Thousand
2011	92,638	584,998	6.3
2012	93,707	580,242	6.2

Veterans Services

Dollars brought into county for veterans' benefits

	2012
Federal	
Compensation & Pension	\$ 7,460,000
Education & Vocation Rehab	\$ 1,662,000
Insurance & Indemnities	\$ 489,000
Medical Care	\$ 7,880,000
State	
State Soldiers Assistance Program	\$ 11,914

IV. **Finances:** Improve the County's financial health and economic profile.

Financial

Bond ratings are expressed as letters ranging from 'AAA', which is the highest grade, to 'C' ("junk"), which is the lowest grade. An issuer that is rated AAA has an exceptional degree of creditworthiness and can easily meet its financial commitments. Carver County's ratings were issued by Standard & Poor's (S&P) Rating Services.

Year	Rating
2011	AAA
2012	AAA

V. Growth: Manage the challenges and opportunities resulting from growth and development.

Taxation

Level of assessment ratio (If the median ratio falls between 90% and 105%, the level of assessment is determined to be acceptable.)

Year	Percent
2011	94.7%
2012	93.7%**

*** Based on 2012 assessment for the sales during 2012, brought forward for 2013 assessment.*

Public Works

Hours to plow complete county road system during a snow event (provided by Public Works Staff)

Year	Hours (estimate)
2011	8 to 10
2012	8 to 10

Average county pavement condition rating*

Year	Rating
2011	74.3
2012	80.3

**Based on OCI Segment Rankings: 85+ Excellent, 55-84 Acceptable, 0-55 Failed*

EXCERPT OF THE MINUTES FROM THE
CHIPPEWA COUNTY BOARD OF COMMISSIONERS

RESOLUTION AUTHORIZING PARTICIPATION IN THE STATE OF MINNESOTA
PERFORMANCE MEASUREMENT PROGRAM

WHEREAS, benefits to Chippewa County for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State Statute; and

WHEREAS, any county participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and


WHEREAS, the Chippewa County Board of Commissioners has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes.

NOW THEREFORE BE IT RESOLVED THAT, Chippewa County will continue to report the results of the performance measures to its citizenry with results through the end of the year as soon as practicable through posting on the county's website.

BE IT FURTHER RESOLVED, that Chippewa County will submit to the Office of the State Auditor the actual results of the performance measures adopted by the County.

* * * * * **CERTIFICATION** * * * * *

I hereby certify that the above is a true and correct copy of a Resolution duly passed and adopted by the Board of Commissioners, Chippewa County, Minnesota at their meeting held on May 7, 2013.



Jon Clauson, Auditor/Treasurer



2012 Performance Standards Measurement For Chippewa County

PUBLIC SAFETY	Part I and II Crimes	<p>Felony Recidivism After 1 Year Probation Chippewa County 90.9% State Average 94% Supervised Release Chippewa County 94.4% State Average 89%</p> <p>After 2 Years Probation Chippewa County 90.9% State Average 90% Supervised Release Chippewa County 94.4% State Average 78%</p> <p>After 3 Years Probation Chippewa County 90.9 State Average 86% Supervised Release Chippewa County 88.9 State Average 71%</p>
PUBLIC WORKS	Hours to plow complete system during a snow event	1 st pass – 4 hours 2 nd pass – 4 hours
	Average County Pavement Condition Rating (PQI)	3.5
	Average Bridge Sufficiency Rating	86.4
PUBLIC HEALTH. SOCIAL SERVICES	General Life Expectancy	75.6 years
	Workforce participation rate among MFIP and SWP recipients	.762 .709 - .801 Acceptable Range
	Percentage of children where there is a recurrence of maltreatment within 12 months following an intervention	-0-%
	Child Support Program Cost Effectiveness	4.02%
	Percentage of low birth-weight children	6.2%
PROPERTY RECORDS, VALUATION,	Level of assessment ratio	100.9%

ASSESSMENT		
	Turn-around time for recording, indexing and returning real estate documents	100%
VETERANS SERVICE	Dollars brought into county for veterans' benefits	866 veterans \$6,387,000 benefits \$3,826,000 medical costs
PARKS, LIBRARIES	Number of annual visits per 1,000 residents	3,400
BUDGET, FINANCIAL	Bond rating	None
	Debt service levy per capita; outstanding debt per capita	None
ENVIRONMENT	Recycling percentage	29.31%
	Amount of hazardous household waste and electronics collected	22 tons

**BOARD OF COUNTY COMMISSIONERS
DAKOTA COUNTY, MINNESOTA**

May 21, 2013

Resolution No. 13-248

Motion by Commissioner Schouweiler

Second by Commissioner Slavik

Approval To Continue Participation In State Standard Measures Program

WHEREAS, the Minnesota Legislature created the Council on Local Results and Innovation in 2010, and the Council released a standard set of performance measures for cities and counties in 2011; and

WHEREAS, the Dakota County Board of Commissioners adopted a resolution in June, 2011 to participate in the voluntary performance measurement program and began assembling the necessary data; and

WHEREAS, Dakota County values the use of performance measurement to continually improve program and services for the residents of Dakota County; and

WHEREAS, participation in the standard measures program by a city or county is voluntary, but those who choose to participate in the program must officially adopt the corresponding performance measures developed by the Council, and file a report with the Office of the State Auditor by July 1, 2013, as part of annual reporting requirements; and

WHEREAS, cities and counties who participate in the program must implement a local performance measurement system as defined by the Council on Local Results and Innovation, to include: outcome goals; outcome and output performance measures; and reporting on results of the performance measures to their residents.

NOW, THEREFORE, BE IT RESOLVED, That the Dakota County Board of Commissioners hereby adopts the standard performance measures developed by the Council on Local Results and Innovation and authorized by the Minnesota Legislature; and

BE IT FURTHER RESOLVED, That the Dakota County Board of Commissioners hereby directs the County Administrator to cause the collection, maintenance, and publication of the set of performance measures, as defined by the Council on Local Results and Innovation; and

BE IT FURTHER RESOLVED, That the 2013 Employee Relations department budget is hereby amended as follows:

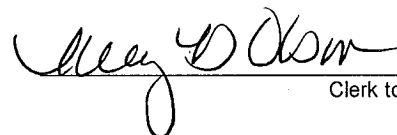
REVENUE	
State Standard Measure Program	\$50,000
TOTAL REVENUE	\$50,000
EXPENSE	
Employee Relations Budget-Training	\$50,000
TOTAL EXPENSE	\$50,000
NCC	\$0

STATE OF MINNESOTA
County of Dakota

	YES		NO
Slavik	<u> X </u>	Slavik	<u> </u>
Gaylord	<u> X </u>	Gaylord	<u> </u>
Egan	<u> X </u>	Egan	<u> </u>
Schouweiler	<u> X </u>	Schouweiler	<u> </u>
Workman	<u> Absent </u>	Workman	<u> </u>
Krause	<u> X </u>	Krause	<u> </u>
Gerlach	<u> X </u>	Gerlach	<u> </u>

I, Kelly Olson, Clerk to the Board of the County of Dakota, State of Minnesota, do hereby certify that I have compared the foregoing copy of a resolution with the original minutes of the proceedings of the Board of County Commissioners, Dakota County, Minnesota, at their session held on the 21st day of May, 2013, now on file in the County Administration Department, and have found the same to be a true and correct copy thereof.

Witness my hand and official seal of Dakota County this 23rd day of May, 2013.



Clerk to the Board

Performance Measure Results

State Standard Measures Program 2013



BACKGROUND

In 2010, the state Legislature created the Council on Local Results and Innovation to develop standard performance measures for cities and counties. In February 2011, the Council released a standard set of performance measures to aid residents, taxpayers, and elected officials in determining the efficacy of counties in providing services and measures residents' opinions of those services. In 2011, Dakota County voluntarily agreed to participate in the program. To meet 2013 program requirements, the following results are reported for the ten adopted measures using the most recent data available.

Beginning this year, the Council is requiring participants to report an output and an outcome measure for each of the ten measures. An output is a metric of government activity, e.g., units produced, goods or service provided, people served. An outcome is what happens as a result of the government activity and can be used to assess whether an activity has the intended effect, e.g., citizen ratings of services, independent assessments of quality.

PUBLIC SAFETY

PART I AND II CRIME

OUTCOME Part I crimes include murder, rape, aggravated assault, burglary, larceny, motor vehicle theft, and arson. Part II crimes include other assaults, forgery/counterfeiting, embezzlement, stolen property, vandalism, weapons, prostitution, other sex offenses, narcotics, gambling, family/children crime, D.U.I., liquor laws, disorderly conduct, and other offenses. The figures are rates per 1,000 residents (2011).

Part I: 22.79
Part II: 30.36

OUTPUT The number of arrests made (2012). **764**

PERCENT OF ADULT OFFENDERS WITH A NEW FELONY CONVICTION WITHIN THREE YEARS OF DISCHARGE

OUTCOME The percent of felony offenders, who are re-arrested, re-convicted or incarcerated for a new felony offense within 3 years of discharge from probation or supervised release (2012). **13%**

OUTPUT Number of felony level adult offenders under supervision. **2009: 4,344**
2010: 4,171
2011: 4,014

PUBLIC WORKS

AVERAGE BRIDGE RATING

OUTCOME The County currently has 83 bridges under its jurisdiction. Sufficiency ratings are determined from bridge inspection results and are intended to indicate a measure of the ability of a bridge to remain in service. The ratings are from 0 to 100 and are based on the structural adequacy, safety, serviceability and essentiality for public use (2012). **92.2**

OUTPUT The number of bridges inspected (2012). **47**

Performance Measure Results



State Standard Measures Program 2013

AVERAGE COUNTY PAVEMENT CONDITION RATING

OUTCOME The Minnesota Department of Transportation rates Dakota County roads every two years on a scale from 0 (poor) to 100 (excellent) based on the types of pavement distresses and the rideability of the surface (2012). **72**

OUTPUT The lane miles of roadway resurfaced or rehabilitated (2012). **39**

PUBLIC HEALTH, SOCIAL SERVICES

WORKFORCE PARTICIPATION RATE AMONG MFIP AND DWP RECIPIENTS

OUTCOME The Minnesota Family Investment Program (MFIP) workforce participation rate is the percent of MFIP recipients in countable employment related activities, which include workshops, job club, and job fairs. The Diversionary Work Program (DWP) measures how many participants are still receiving cash assistance through MFIP in the 5th and 12th months following their DWP eligibility.

MFIP: Average workforce participation rate (2012). **58.6%**

DWP: Percent of clients who were no longer receiving cash assistance five months post-eligibility (January-September 2011). **81.3%**

DWP: Percent of clients who were no longer receiving cash assistance 12 months post-eligibility (2011). **81.3%**

OUTPUT

The number of persons served on MFIP (2012). **2,086**

The number of persons served on DWP (2012). **1,001**

PERCENTAGE OF CHILDREN WHERE THERE IS A RECURRENCE OF MALTREATMENT WITHIN 12 MONTHS FOLLOWING AN INTERVENTION

OUTCOME This measure is calculated on a rolling 12 month period (January 2012 through December 2012). It looks at all maltreatment (abuse or neglect) findings in the reporting period and then counts the number of cases that had a subsequent maltreatment finding within 12 months of the first. **5.8%**

OUTPUT The number of children assessed for maltreatment (2012). **539**

PROPERTY RECORDS, VALUATION, ASSESSMENT

LEVEL OF ASSESSMENT RATIO (MEDIAN BETWEEN 90% AND 105% IS ACCEPTABLE)

OUTCOME Minnesota Department of Revenue (DoR) guidelines require median assessment ratios to fall between 90% and 105% annually or be subject to adjustment by the State Board of Equalization. Assessment ratios are calculated by dividing home sales prices into their assessed market values (2012). **100%**

Performance Measure Results



State Standard Measures Program 2013

OUTPUT The number of sales of property analyzed by Assessing Services to determine the level of assessment (2011). **6,204**

ELECTIONS

ACCURACY OF POST-ELECTION AUDIT

OUTCOME The percentage of ballots counted correctly in the last election (2012). **100%**

OUTPUT The number of ballots hand counted in the last election (2012). **18,567**

PARKS, LIBRARIES

ANNUAL LIBRARY VISITS PER 1,000 RESIDENTS

OUTCOME The number of annual library visits per 1,000 residents (2012). **5,438**

OUTPUT The number of programs the libraries offered for children, teens and adults (2012). **2,546**

CITIZENS' RATING OF THE QUALITY OF COUNTY PARKS, RECREATIONAL PROGRAMS, AND/OR FACILITIES

OUTCOME In a biannual, statistically valid mail survey, residents rated the quality of County parks and recreation from poor to excellent (2013).

Parks and Recreation Rating	Percent of Respondents
Excellent	44%
Good	42%
Fair	4%
Poor	0%
Don't Know	9%

OUTPUT The number of programs the parks offered for all ages (2012). **160**

PROJECT CONTACT

Debra Ehret Miller
Office of Planning and Analysis
(651) 438-4579
Debra.Miller@co.dakota.mn.us

**BOARD OF COUNTY COMMISSIONERS
DODGE COUNTY, MINNESOTA**

Date: June 25, 2013

Resolution # 2013-26

Motion by Commissioner: Gray

Division: Administration
Department: County Administrator
Name: 2012 State Performance
Standards Annual Result Report

Seconded by Commissioner: Allen

WHEREAS, the following data is being reported to the Office of the Minnesota State Auditor and the Council on Local Results and Innovation, the Dodge County Board has reviewed the following 2012 data and is submitting to this state office for review.

Public Safety: Part I and II Crimes:

Part I: 331

Part II: 1162

Deputy Response Time: *3.9 minutes*

Corrections: Percent of Adult Offenders with a new felony conviction within 3 years of discharge: *6%*

Public Works: Hours to plow complete system during snow event: *4 hours*

Average County Pavement Condition Rating: *48*

Public Health: Life expectancy generally by sex and race:

77.7 for men

82.4 for women

Minnesota Department of Health (MDH) is reporting to Dodge County that individual race data relative to the county is not available.

Social Services: Workforce participation rate among MFIP and DWP recipients: *49.8%*

Percentage of children where there is a recurrence of maltreatment within 12 months following an intervention: *0%*

Taxation: Level of assessment ratio:

103.06 Agriculture

96.14 Commercial

99.38 Residential

Veterans Services: Percent of veterans surveyed who said their questions were answered when seeking benefit information from their County Veterans Office:

Total Population of 40 with 32.5% responding.

100% stated service was with courtesy and professionalism,

92% stated their service was timely,

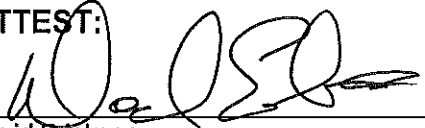
100% stated their expectations were met.

Libraries: Number of annual visits per 1,000 residents: 4,046

WHEREAS, the previous data will be reported before the end of the calendar year by a posting on the County's website for citizens review.

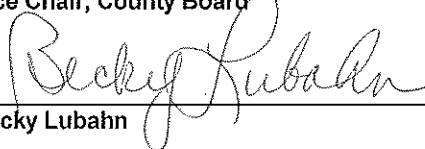
BE IT THEREFORE RESOLVED, Dodge County will be submitting this data to the Office of the Minnesota State Auditor and the Council on Local Results and Innovation by July 1, 2013. Any data to be completed by the end of this calendar year will be submitted in the next reporting timeline.

ATTEST:



David Erickson

Vice Chair, County Board



Becky Lubahn
Deputy Clerk

AYE NAY

	Allen	<u> X </u>	_____
	Erickson	<u> X </u>	_____
	Gray	<u> X </u>	_____
Absent	Peterson	_____	_____
Absent	Tjosaas	_____	_____

FILLMORE COUNTY

2013 Performance Measures Report

Respectfully submitted to

Honorable Rebecca Otto

Minnesota State Auditor

RESOLUTION

FILLMORE COUNTY BOARD OF COMMISSIONERS
Preston, Minnesota 55965

Date June 11, 2013 Resolution No. 2013-039

Motion by Commissioner Bakke Second by Commissioner Kaase

WHEREAS, In 2010, the Minnesota Legislature created the Council on Local Results and Innovation; and
WHEREAS, The Council on Local Results and Innovation developed a standard set of performance measures that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties in providing services and measure residents' opinion of those services; and
WHEREAS, Benefits to Fillmore County are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and
WHEREAS, Any county participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and
WHEREAS, The Fillmore County Board has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

NOW THEREFORE LET IT BE RESOLVED THAT, Fillmore County will report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, Fillmore County will submit to the Office of the State Auditor the actual results of the performance measures adopted by the county/city.

VOTING AYE
Commissioners

Dahl Amunrud Bakke Prestby Kaase

VOTING NAY
Commissioners

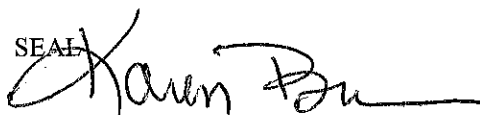
Dahl Amunrud Bakke Prestby Kaase

STATE OF MINNESOTA
COUNTY OF FILLMORE

I, Karen Brown, Clerk of the Fillmore County Board of Commissioners, State of Minnesota, do hereby certify that the foregoing resolution is a true and correct copy of a resolution duly passed at a meeting of the Fillmore County Board of Commissioners held on the 11th day of June, 2013.

Witness my hand and official seal at Preston, Minnesota the 11th day of June, 2013.

SEAL



Karen Brown, Coordinator/Clerk
Fillmore County Board of Commissioners

Performance Measurement

- * Board adopted resolution to participate
- * Voluntary participation with \$.14 per capita
- * Electronic and paper surveys were available

	2012	2011
Total responses	308 of 15,801	248 of 557
Response rate	2%	44%
Cost	-0- (County Survey Monkey)	\$200.00
Return	\$2,921.00	\$2,921.00

Fillmore County Goals

Public Safety:

Citizen's rating of safety in their county.

Probation/Corrections:

Percent of adult offenders with a new felony conviction within 3 years of discharge

Public Works:

Citizen's rating of the road conditions in their county.

Fillmore County Goals

Public Health:

Behavioral Risk Factor Surveillance system rating

Social Services:

Workforce participation rate among MFIP and DWP recipients

Percentage of children where there is a recurrence of maltreatment within 12 months following an intervention

Fillmore County Goals

Taxation:

Level of assessment ratio

Elections:

Accuracy of post-election audit

Veterans' Services:

Output Measure: 2011 Survey

Percent of veterans surveyed who said their questions were answered when seeking benefit information from their County Veterans' Office

Fillmore County Goals

Parks:

Citizens' rating of the quality of county parks, recreational programs, and/or facilities.

Library:

Number of annual visits per 1,000 residents

Performance Measurement Survey

- * **Community Services: Public Health:** (Source: 2011 <http://www.countyhealthrankings.org/health-outcomes/health-related-quality-life>)

COUNTY HEALTH RANKINGS	2010	2011	2012	Description
Health Outcomes	16th	8th	5th	(healthiest counties)
Health Factors	37th	49th	40th	(influences on health)
Mortality	28th	14th	17th	(measure of pre-mature death)
Morbidity	11th	9th	13th	(Health self reports and low birth weights)

- * **Community Services: Social Services** (Source: MN Dept. of Human Services reports)

- * Workforce participation in MN Family Investment and Diversionary Work Programs (Bonus revenue earned for both measures in 2012)
 - * Three Year Self-Support Index
Expected Performance: Between .800 and .878 **Fillmore ACTUAL:** .824
 - * Temporary Assistance for Needy Families Work Participation
Work Participation Goal: 50% **2011 Actual Rate:** 54.8% **2012 Actual Rate:** 58.1%
- * Percentage of children with maltreatment recurrence within 12 mos. of intervention
 - * **01/01/2011 to 11/18/2012 :** 0%

- * **Community Services: Veteran Services: Ranking of Services to Veterans** (2012 Citizen Survey)

Veterans	Excellent	Average	Poor	N/A
Services for Veterans	14.50%	35.80%	7.40%	42.20%

Performance Measurement Survey

- * **Elections: Percentage of ballots counted accurately** (Source: State and County Election Records)
 - * 100% There were no errors on the 2012 elections
 - * Manual recount of Lanesboro and Rushford-Peterson School Districts – No change
 - * Post election equipment review of Peterson City and York Township – No change
- * **Fillmore County** (Source: 2012 Citizen Survey)

Fillmore County	Excellent	Average	Poor	N/A
Place to live	55.4%	40.4%	2.0%	2.3%
Place to raise children	57.5%	35.3%	1.3%	5.9%
Place to retire	40.1%	45.6%	7.2%	7.2%

- * **Highway: Rating of road conditions in Fillmore County** (Source: 2012 Citizen Survey)

Highway Condition Ratings	Not an Issue	Minor Issue	Major Issue	N/A
Road conditions and maintenance	16.3%	52.1%	30.0%	1.6%

Highway Quality Ratings	Excellent	Average	Poor	N/A
Road maintenance	11.8%	70.3%	17.2%	0.7%
Snow and ice removal	22.3%	63.5%	12.5%	1.7%

Performance Measurement Survey

* **Probation/Corrections: Percent of adult offenders with no new felony conviction within three (3) years of discharge** (From 2011 Dodge-Fillmore-Olmsted Community Corrections Annual Report)

- * PROBATION: DFO 2011: **94%** State 2011 Average: **85%**
- * SUPERVISED RELEASE: DFO 2011: **74%** State 2011: **73%**

* **Public Safety: Citizens' rating of safety in Fillmore County** (Source: 2012 Citizen Survey)

PUBLIC SAFETY	Not an Issue	Minor Issue	Major Issue	N/A
Property crime (burglary or theft)	20.2%	65.1%	11.4%	3.3%
Violent crimes (rape, assault, robbery)	35.2%	52.1%	5.2%	7.5%
Nuisance crimes (vandalism/noise)	16.6%	71.0%	8.1%	4.2%
Traffic crimes	18.9%	59.9%	17.3%	3.9%
Juvenile crimes	17.6%	67.1%	8.8%	6.5%
Gang activity	54.1%	35.5%	1.3%	9.1%
Race relations	50.2%	38.4%	2.6%	8.8%

* **Sanitation: Rating of Solid Waste Management and Recycling** (Source: 2012 Citizen Survey)

Sanitation	Excellent	Average	Poor	N/A
Solid waste management	21.3%	59.8%	2.0%	16.9%
Recycling	31.8%	57.1%	5.7%	5.4%

Performance Measurement Survey

* **Taxation: Allowable assessment ratio between 90% and 105%**

* Fillmore actual ratios (Source: State/County Records for 2013 Payable)

- * Residential 95%
- * Commercial 76% (Due to small sample, MN did not require adjustment)
- * Agricultural 97%

* **Citizens' rating of the quality of county parks**

Excellent	Average	Poor	N/A
39.5%	48.6%	2.7%	9.1%

* **Citizens' rating of frequency of use of county parks, libraries and historic sites**

Parks and recreation	More Than Once	Only once	Not at all
Bucksnot or Masonic Park	13.8%	12.5%	73.8%
Other City or State Parks in Fillmore County	57.4%	16.7%	25.9%
Biking, hiking, or walking trails	63.3%	11.1%	25.6%
Snowmobile trails	10.8%	3.6%	85.6%
Root River	56.1%	11.1%	32.8%
Trout Streams	36.4%	8.5%	55.1%
Libraries	59.7%	10.2%	30.2%
Historical Society Center or other sites	31.5%	23.3%	45.2%

STATE OF MINNESOTA

COUNTY OF HENNEPIN

CLERK OF THE BOARD

I, Clerk of the Board of the above named County, do hereby certify that I have compared the papers writing, to which this certificate is attached, with the original

Resolution No. 13-0245 adopted by the County Board of Commissioners on July 16, 2013

as the same appears of record and on file in the said Clerk of the Board's office, at the Government Center in said Hennepin County, and find the same to be true and correct copy thereof.

IN TESTOMONY WHEREOF, I have hereunto set my hand and affixed the seal of said County at the City of Minneapolis, this 17th day of July A.D. 2013

KELLY ALLEN
Clerk of the Board

by: Kelly Allen
Clerk of the Board

Hennepin County, Minnesota

RESOLUTION NO. 13-0245

[2013]



www.hennepin.us

The following Resolution was offered by Libraries, Technology & General Govt Committee:

WHEREAS, the Minnesota Legislature created the Council on Local Results and Innovation in 2010; and

WHEREAS, the Council on Local Results and Innovation released a standard set of eleven performance measures for counties that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties in providing services and measure residents' opinion of those services; and

WHEREAS, Hennepin County (the County) is committed to performance management and reporting; and

WHEREAS, the County has implemented a local performance measurement system as developed by the Council on Local Results and Innovation; and

WHEREAS, the County does not have jurisdiction for Parks and, therefore, will not participate in the Parks' performance measurement in 2013; and

WHEREAS, the County has adopted and implemented the minimum ten performance measures for counties developed by the Council on Local Results and Innovation; and

WHEREAS, a county that elects to participate in the standard measures program for 2013 may be eligible for a reimbursement of \$.014 per capita in government aid, not to exceed \$25,000; therefore

BE IT RESOLVED, that the County will publish the 2012 results of the ten adopted performance measures on the County's website by the end of the 2013 calendar year; and

BE IT FURTHER RESOLVED, that the Hennepin County Board of Commissioners authorize staff to notify the Office of the State Auditor by July 1, 2013 of Hennepin County's commitment to participate in the 2013 Performance Measurement Program.

The question was on the adoption of the resolution and there were 7 YEAS and 0 NAYS, as follows:

County of Hennepin Board of County Commissioners	YEAS	NAYS	ABSTAIN	ABSENT
Mike Opat	X			
Gail Dorfman	X			
Peter McLaughlin	X			
Randy Johnson	X			
Linda Higgins	X			
Jan Callison	X			
Jeff Johnson	X			

RESOLUTION ADOPTED ON 7/16/2013

ATTEST:



A handwritten signature in cursive script that reads "Kelly Allen". The signature is written in black ink and is positioned above a solid horizontal line.

Clerk to the County Board

Hennepin County

Model Performance Measures for Counties

The following are the recommended model measures of performance outcomes for counties, with alternatives provided in some cases. Key output measures are also suggested for consideration by local county officials.

1. Public Safety:

- **Part I and II crime rates:**

- **Part I crimes** include murder, rape, aggravated assault, burglary, larceny, motor vehicle theft, and arson.
- **Part II crimes** include other assaults, forgery/counterfeiting, embezzlement, stolen property, vandalism, weapons, prostitution, other sex offenses, narcotics, gambling, family/children crime, Driving Under the Influence, liquor laws, disorderly conduct, and other offenses.

Offenses, Clearances, Percent Cleared and Crime Rate by Agency - 2009				
County/City		Grand Total	Total Part 1	Total Part 2
Hennepin County Total	Offenses	111,630	45,502	66,128
	Clearances	50,175	11,274	38,901
	Clearance Rate	45%	25%	59%
Population 1,138,316	Crime Rate Per 100,000 pop.	9,806	3,997	5,809

Offenses, Clearances, Percent Cleared and Crime Rate by Agency - 2010				
County/City		Grand Total	Total Part 1	Total Part 2
Hennepin County Total	Offenses	107,654	44,349	66,305
	Clearances	49,564	10,773	38,791
	Clearance Rate	46%	24%	61%
Population 1,149,126	Crime Rate Per 100,000 pop.	9,368	3,859	5,509

Offenses, Clearances, Percent Cleared and Crime Rate by Agency - 2011				
County/City		Grand Total	Total Part 1	Total Part 2
Hennepin County Total	Offenses	104,380	44,335	60,045
	Clearances	45,548	10,787	34,761
	Clearance Rate	44%	24%	58%
Population 1,163,613	Crime Rate Per 100,000 pop.	6,855	3,798	3,057

(State of Minnesota, Department of Public Safety, 2009-2011, Bureau of Criminal Apprehension Minnesota Justice Information Services, Uniform Crime Report.)

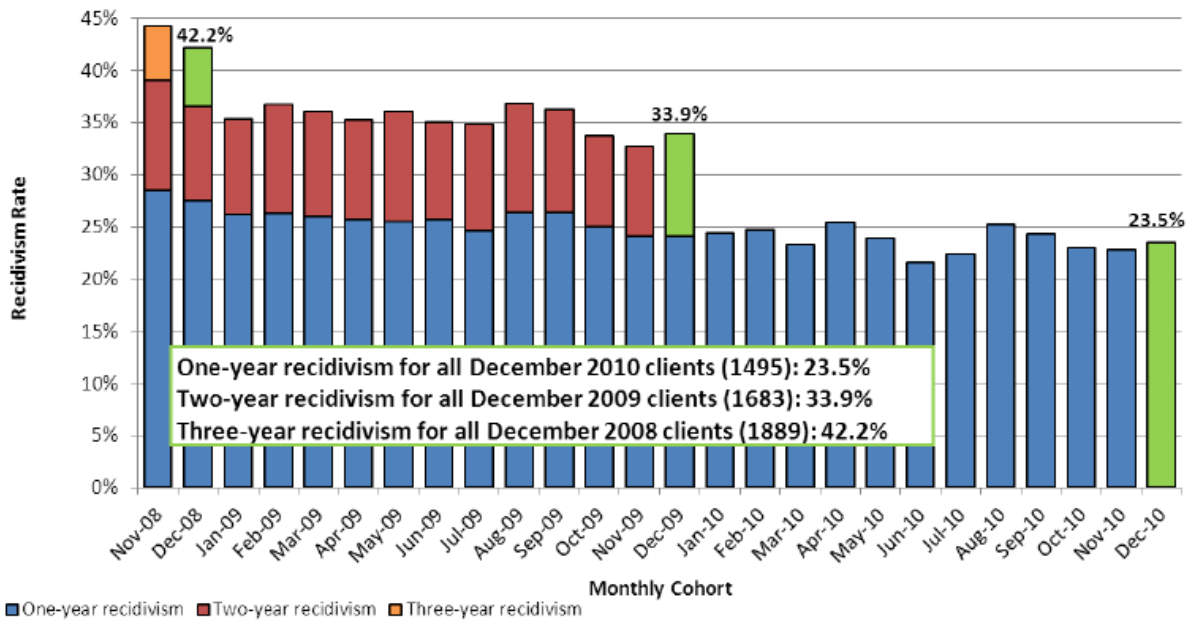
2. Probation/Corrections:

DOCCR has defined recidivism as a conviction (adult) or adjudication (juvenile) within Minnesota for a new offense that occurs after a selected client is sentenced (or disposed) on an initial offense.

1. Recidivism events for juveniles include all adjudications for petty misdemeanor offenses and above. Status and CHIPS cases are excluded.
2. Recidivism events for adults include convictions at the misdemeanor level and above. Petty misdemeanors are excluded.
3. No effort is made to identify out-of-state convictions for adults or juveniles.

Monthly client groups include adults and juvenile and are based on the start date of DOCCR service (i.e., ACF booking, probation/supervised release start, or STS referral) for the governing case.

Recidivism: All Clients



(Contact Tom Merkel, Director of Community Corrections and Rehabilitation Department, 612-348-7962, for more information about this department-specific measure.)

Measure: Percent of Adult Probation Offenders with new felony conviction within 3 years of Discharge in 2008

Felony Recidivism	%
No-did <u>not</u> recidivate	80.8%
Yes-did recidivate	19.2%
Total	100%

(Produced by MN Data Definition Team; Department of Corrections Planning & Performance-Research Unit.)

3. & 4. Public Works:

- Hours to plow complete system during a snow event

Year (2 a.m. events only)	Hours to Plow 2005- 2006	Hours to Plow 2006- 2007	Hours to Plow 2007- 2008	Hours to Plow 2008- 2009	Hours to Plow 2009- 2010	Hours to Plow 2010- 2011	Hours to Plow 2011- 2012	Hours to Plow 2012- 2013
Urban	4:28	5	4:41	4:29	4:26	4:36	4:36	4:42
Rural	4:34	4:36	4:36	4:08	3:41	4:23	4:36	4:36

(Contact James Grube, Director of Transportation, Public Works Department, 612-596-0307.)

- Average county pavement condition rating** - Hennepin County roadway system is monitored via an annual inspections program which rates pavements for their ride quality. This data is used by the pavement management system to produce the Pavement Serviceability Rating (PSR). The rating varies from 0.0 (Very Poor) to 5.0 (Very Good).

Year	Percent of Lane Miles Rated "Good" (4.0) or "Very Good" (5.0)
2012	60.5%
2011	52.9%
2010	54.3%
2009	46.6%
2008	48.1%
2007	51.5%
2006	49.4%
2005	47.0%
2004	32.6%
2003	28.7%
2002	43.5%
2001	48.5%
2000	51.1%
1999	52.7%
1998	50.6%
1997	44.0%

(Contact James Grube, Director of Transportation, Public Works Department, 612-596-0307.)

5. Public Health:

- **Behavioral Risk Factor Surveillance system rating** (Citizen Survey: excellent, very good, good, fair, or poor)

SHAPE 2010 - Adult Data Book: "Overall Health - In general, would you say your health is:?"

	Sample Size N =	Excellent	Very Good	Good	Fair	Poor
Hennepin County Total	6,933	19.5% ± 1.4	43.7% ± 1.8	27.4% ± 1.6	7.7% ± 0.9	1.7% ± 0.4
Male	2,252	20.1% ± 2.5	44.3% ± 3.0	27.0% ± 2.6	7.2% ± 1.5	1.4% ± 0.8
Female	4,681	18.9% ± 1.7	43.2% ± 2.0	27.8% ± 1.8	8.1% ± 1.1	2.0% ± 0.5

(Contact Jennifer DeCubellis, Assistant County Administrator - Health, 612-596-9416)

No updated information available for health risk until 2014.

6. & 7. Social Services:

- **Workforce participation rate among Minnesota Family Investment Program (MFIP) and Diversionary Work Program (DWP) recipients**
 - Hennepin County's **2010** Work Participation Rate for the MFIP program was 36.2%.
 - The primary measure is whether the family goes on MFIP in the month after DWP. For 2010, 47% of Hennepin families were not on MFIP in the month after DWP eligibility ended.
 - Hennepin County's **2011** Work Participation Rate for the MFIP program is estimated at 39.2%.

(Contact Dan Engstrom, Assistant County Administrator, Human Services and Public Health Director, 612-348-4806.)
- **Percentage of children where there is NOT a recurrence of maltreatment within 12 months following an intervention**

Who Applied to	Time of Measure	Data Source	Obtained by	Federal or State Target	Jul 2009 - Jun 2010 drawn on 5/20/13	Jul 2010 - Jun 2011 drawn on 5/20/13	Jul 2011 - Jun 2012 drawn on 6/30/13
All children who were victims of substantiated child abuse and/or neglect during the reporting period.	12 months	State Measure MN1	SSIS Charting & Analysis	100%	90.4%	89.7%	90.3%

(Contact Rex Holzemer, Assistant County Administrator, Human Services and Public Health Department, 612-348-3456.)

8. Taxation:

Level of assessment ratio *(If the median ratio falls between 90% and 105%, the level of assessment is determined to be acceptable.)*

YEAR	MEDIAN RATIO (%)	MEAN RATIO (%)
2012	95.4	97.1
2011	95.3	96.9
2010	95.3	97.4
2009	95.0	96.3
2008	95.0	95.9
2007	95.8	96.0
2006	95.9	96.2
2005	95.8	96.3
2004	95.7	96.1
2003	95.9	96.3
2002	95.4	95.6

(Contact James Atchison, County Assessor, 612-348-4567.)

9. Elections:

- **Accuracy of post-election audit** *(Percentage of ballots counted accurately.)*

In **2012** — the last even-year election — 13 precincts were randomly selected for audit: All 13 precincts had 100% accuracy.

In **2011**, the County Canvassing Board did not conduct a post-election audit (they are only conducted in even years) so there is no change from 2010.

In **2010**, the County Canvassing Board randomly selected 13 precincts to be hand counted and compared against the election night machine count. Listed below were the precincts selected and the difference by percentage on how the hand count compared to the election night results.

PRECINCT		PER CENT DIFFERENCE	CHANGE
Bloomington Ward 2	P27	0.00	No Change
Eden Prairie	P5	0.00	No Change
Hopkins	P4	0.26	
Minneapolis Ward 3	P7	0.00	No Change
Minneapolis Ward 4	P6	0.00	No Change
Minneapolis Ward 4	P8	0.10	
Minneapolis Ward 4	P9	0.00	No Change
Minneapolis Ward 7	P8	0.17	
Minneapolis Ward 8	P8	0.08	
Minneapolis Ward 13	P1	0.00	No Change
Minneapolis Ward 13	P10	0.07	
Brooklyn Park Absentee Ballot Board		0.16	
Champlin Absentee Ballot Board		0.00	No Change

(Contact Mark Chapin, Taxpayer Services Department 612-348-5297.)

10. Veterans' Services:

Output Measure: Percent of veterans surveyed who said their questions were answered when seeking benefit information from their County Veterans' Office - 1st Quarter 2011

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	26%	63%	11%	0%	19
Staff members at this service location pay attention to what I say.	57%	43%	0%	0%	21
I have opportunity to make choices that are important to me.	47%	47%	5%	0%	19
The services I receive at this service location make me better able to do the things I want to do now.	45%	50%	5%	0%	20
Staff members give me clear information on the different service choices available to help me.	33%	67%	0%	0%	18
Staff members here clearly explain to me what I need to do next to get the services I need or want.	44%	56%	0%	0%	18

- **Output Measure: Percent of veterans surveyed who said their questions were answered when seeking benefit information from their County Veterans' Office - 1st Quarter 2012**

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	35%	65%	0%	0%	20
Staff members at this service location pay attention to what I say.	35%	65%	0%	0%	20
I have opportunity to make choices that are important to me.	53%	47%	0%	0%	19
The services I receive at this service location make me better able to do the things I want to do now.	45%	55%	0%	0%	20
Staff members give me clear information on the different service choices available to help me.	50%	45%	0%	5%	20
Staff members here clearly explain to me what I need to do next to get the services I need or want.	50%	50%	0%	0%	20

- **Output Measure: Percent of veterans surveyed who said their questions were answered when seeking benefit information from their County Veterans' Office - 1st Quarter 2013**

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	49%	51%	0%	0%	40
Staff members at this location pay attention to what I say.	69%	31%	0%	0%	39
I have opportunity to make choices that are important to me.	59%	38%	0%	3%	39
The services I receive at this service location make me better able to do the things I want to do now.	51%	49%	0%	0%	37
Staff members give me clear information on the different service choices available to help me.	47%	53%	0%	0%	36
Staff members here clearly explain to me what I need to do next to get the services I need or want.	53%	47%	0%	0%	36

(Contact Milt Schoen, Director of Veterans Services, Human Services and Public Health Department 612-348-3499.)

11. Library:

- Number of Annual Library Visits per resident

Year	Number of Residents	Library Visits	Visits Per Resident
2012	1,184,576	5,400,000	4.56
2011	1,152,425	5,856,792	5.08
2010	1,168,983	5,764,193	4.93

(Contact Lois Thompson, Library Director, 612-543-8541.)

RESOLUTION 13-213
TO PARTICIPATE IN THE 2013 PERFORMANCE MEASUREMENT PROGRAM

WHEREAS, the 2010 Legislature created the Minnesota Council on Local Results and Innovation; and

WHEREAS, the council on Local Results and Innovation developed a standard set of performance measures that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties in providing services and measure residents' opinion of those services; and

WHEREAS, benefits to Jackson County for participation in the Performance Measurement Program for 2013 are outline in MS 6.91 and include a reimbursement of \$0.14 per capita in local government aid, and exemption from levy limits under section 275.70 to 275.74 for taxes payable in 2014, if levy limits are in effect under those statutes.

NOW THEREFORE BE IT RESOLVED, by the Jackson County Board of Commissioners that Jackson County hereby elects to participate in the 2013 Performance Measurement Program.

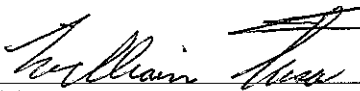
BE IT FURTHER RESOLVED, that the following performance measures are adopted by the Jackson County Board of Commissioners:

- Public Safety: Part I and II Crime Rates, as Reported by the Minnesota Bureau of Criminal Apprehension.
- Public Works: Average Bridge Sufficiency Rating, based on County and Minnesota Department of Transportation records.
- Social Services: Percentage of children where there is a recurrence of maltreatment within 12 months following an intervention, based on data available in County records.
- Property Records, Valuation, & Assessment: Level of assessment ratio, based on data available from the Minnesota Department of Revenue.
- Elections: Accuracy of post-election audit, based on data available in County records.
- Veteran's Services: Dollars brought into the county for veterans' benefits.
- Veteran's Services: Percentage of veterans receiving federal benefits.
- Libraries: Number of annual visits per 1,000 residents, based on data available in County records.
- Budget & Financial: Bond rating based on Standard & Poor's Rating.
- Budget & Financial: Debt service levy per capita and outstanding debt per capita, based on data available in County records.
- Environment: Amount of hazardous household waste and electronics collected, based on data available in County records.

BE IT FURTHER RESOLVED, that the results of the adopted performance measures will be published on the Jackson County website by December 31, 2013.

BE IT FURTHER RESOLVED, that Jackson County will submit to the Office of the State Auditor the actual results of the performance measures adopted by the county.

Adopted this 11th day of June 2013



William Tusa, Chairman

ATTEST: 

Janice Fransen, County Coordinator

**RESOLUTION DECLARING PARTICIPATION IN THE PERFORMANCE MEASUREMENT
PROGRAM AND FILING OF THE 2013 PERFORMANCE MEASUREMENT PROGRAM
REPORTING REQUIRMENTS**

WHEREAS, on June 21, 2011, the Kandiyohi County Board of Commissioners voted to participate in the Performance Measurement Program created by the Council on Local Results and Innovations; and

WHEREAS, Kandiyohi County understands that by electing to participate in the standard measures program for 2013 that Kandiyohi County is eligible for a reimbursement of \$0.14 per capita in local government aid, not to exceed \$25,000 and is also exempt from levy limits under sections 275.70 to 275.74.

WHEREAS, by July 1, 2013, Kandiyohi County understands that annual reporting to the Office of the Minnesota State Auditor will be required by the County to participate in the program.

NOW, THEREFORE, BE IT RESOLVED, that the Kandiyohi County Board of Commissioners agrees to continue to participate in the Performance Measurement Program created by the Council on Local Results and Innovations.

BE IT FURTHER RESOLVED, Kandiyohi County has adopted and implemented ten performance measures developed by the Council on Local Results and Innovation and agreed to by the Office of the State Auditor.

BE IT FURTHER RESOLVED, Kandiyohi County has implemented a local performance measurement system as developed by the Council on Local Results and Innovation.

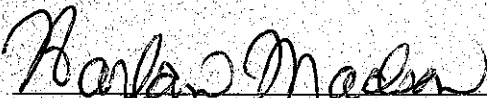
BE IT FURTHER RESOLVED, Kandiyohi County will report the results of the ten adopted measures to its residents before the end of the calendar year by posting the results on the County's website.

BE IT FURTHER RESOLVED, Kandiyohi County will survey its residents by the end of the calendar year on the services included in the adopted performance benchmarks that require survey results to establish output measures for a performance benchmark.

BE IT FURTHER RESOLVED, Kandiyohi County will submit to the Office of the State Auditor the actual results of the performance measures adopted by the County.

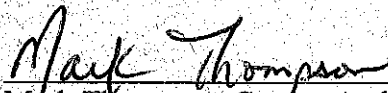
Adopted by Kandiyohi County this 4th day of June, 2013

County Board of Commissioners



Harlan Madsen, Chairperson

I, Mark Thompson, Auditor for the County of Kandiyohi, Minnesota, do hereby certify that the above is a true and correct copy of a resolution adopted by the Board of County Commissioners on the 4th day of June, 2013.



Mark Thompson, County Auditor

KANDIYOHI COUNTY

Health and Human Services Building
Suite 2020
2200 23rd Street NE, Willmar, MN 56201-9423
Phone 320-231-6215 Fax 320-231-7899

In 2011, Kandiyohi County declared to participate in the Performance Measurement Program created by the Council on Local Results and Innovations. The County adopted the ten performance benchmarks developed by the Council and implemented them in 2011. The results of these measures are required to be reported to the Office of the State Auditor on an annual basis. Below are the ten performance measures, goals, and outcomes for 2012:

Public Safety

1. **Performance Measure:** Part I and II Crime Rates

Performance Goal: To decrease crime rates over 5 years

Outcome: In 2012, The Kandiyohi County Sheriff's Office reported 369 Part I crimes, compared to 227 in 2011. We had 805 Part II crimes reported in 2012 and a total of 728 reported in 2011. Unfortunately, that is an increase in both our Part I and Part II crimes. The arrests for Part I crimes in 2012 involved 28 adults and 6 juveniles. The arrest rate for Part II crimes in 2012 involved 400 adults and 50 juveniles. The overall population for Kandiyohi County is 42,300.

2. **Performance Measure:** Total Number of Accidents that occur on County State Aid Highways, County Roads and Un-Organized Township Roads that involve fatalities and injury

Performance Goal: To decrease the number of accidents on these roads

Outcome: In 2012, The Kandiyohi County Sheriff's Office reported 218 motor vehicle crashes that occurred on County State Aid Highways, County Roads, and Un-organized township roads. In breaking down the crashes; one involved a fatality, and 21 involved personal injury. Again, these figures only involve the above mentioned roads, not the state highways.

Public Works

3. Performance Measure: Hours to plow complete system during a snow event

Performance Goal: On average, it can take 6 to 7 hours to plow the complete system during a snow event. This range is impacted by the variable nature of snow events, and thus can significantly fluctuate from year to year. Therefore, our goal remains that the County is using efficient and safe methods for proper snow removal. We will continue to report the average hours to plow each year, but this number will be subjective to the weather and road conditions.

Outcome: During 2012, Kandiyohi County averaged 6-7 hours per snow event to plow the complete system. However, the weather during December, with winds blowing over snow covered fields caused snow drifts and ice required additional plowing and sanding of the system, often several times a week. During these conditions, it often takes 2-3 more hours per day to re-plow parts of the system in order to maintain safe and passable roads.

4. Performance Measure: Average county pavement condition rating

Performance Goal: To maintain the county pavement condition over 5 years to achieve good pavement conditions as defined by the State.

Outcome: Kandiyohi County pavement condition rating was "Good". Kandiyohi PQI average is 3.3 ranged from 3.2 to 3.5.

In greater detail from MnDOT:

In 2011 Kandiyohi CSAH's (a total of 402.6 CSAH miles were rated)

Average Ride Quality Index (RQI) =	3.2
Average Surface Rating (SR) =	3.5
Average Pavement Quality Index (PQI) =	3.3
% Good (RQI >3.0) =	64.0%
% Poor (RQI <= 2.0) =	3.9%

For comparison, statewide CSAH numbers:

Average Ride Quality Index (RQI) =	3.1
Average Surface Rating (SR) =	3.4
Average Pavement Quality Index (PQI) =	3.2
% Good (RQI >3.0) =	57.6%
% Poor (RQI <= 2.0) =	6.5%

29.1 miles of county roads were also tested:

Kandiyohi County Roads

Average Ride Quality Index (RQI) =	3.0
Average Surface Rating (SR) =	3.4
Average Pavement Quality Index (PQI) =	3.2

% Good (RQI >3.0) = 49.6%
 % Poor (RQI <= 2.0) = 6.0%

For Comparison, statewide CR's

Average Ride Quality Index (RQI) = 2.9
 Average Surface Rating (SR) = 3.3
 Average Pavement Quality Index (PQI) = 3.0
 % Good (RQI >3.0) = 44.8%
 % Poor (RQI <= 2.0) = 13.5%

No new condition ratings were available for 2012, as they are updated on a 4 year cycle. However, Kandiyohi County resurfaced 24.5 miles, or 5.4% of its total paved mileage. That level of effort in 2012 will maintain the county's good overall road condition ratings for the calendar year.

Public Health, Social Services

5. **Performance Measure:** General Life Expectancy

Performance Goal: To increase the life expectancy for county residents over 5 years

Outcome: According to the Institute for Health Metrics and Evaluation, Kandiyohi County life expectancy in 2009 (most recent year available) for males was 78 years and females were 83.1 years. Life expectancy by race was not available.

6. **Performance Measure:** Behavioral Risk Factor Surveillance system rating

Performance Goal: To increase in ranking for county residents over 5 years

Outcome: Kandiyohi County Health Behavior ranking in Minnesota is 75 out of 87 counties
 Kandiyohi County Health Factor ranking in Minnesota is 57 out of 87 counties

7. **Performance Measure:** Workforce participation among Minnesota Family Investment Program (MFIP) and Diversionary Work Program (DWP) recipients

Performance Goal: To increase the workforce participation rate over 5 years

Outcome: Actual Index and Range of Expected Performance for the Three Year MFIP/DWP Self-support Index for Determination of 2013 Performance-based Funds (Annualized April 2011 through March 2012)

County Kandiyohi 0.781 Expected Range 0.709 0.777 Above expected range

Participation Rate for performance based funds

4/2010-3/2011 participation rate was 58.4

4/2011-3/2012 participation rate was 53.8

Kandiyohi County qualified for the participation rate bonus both years.

This information obtained from: Minnesota Family Investment Program Annualized Self-support Index and TANF Work Participation Rate for 2012 (PDF)

8. **Performance Measure:** Percentage of children where there is a recurrence of maltreatment within 12 months following an intervention

Performance Goal: Maintain a 0% recurrence rate

Outcome: In 2012, 0% of children had a recurrence of maltreatment within 12 months following an intervention.

9. **Performance Measure:** Child Support Program Cost Effectiveness

Performance Goal: Maintain a low cost rate

Outcome: 4.70 for FFY 2012

10. **Performance Measure:** Percentage of low birth-weight children

Performance Goal: To decrease the percentage

Outcome: 5.4% for years 2004-2010

Public Safety – Community Corrections

11. **Performance Measure:** Percent of adult offenders with a new felony conviction within 3 years of discharge

Performance Goal: To decrease percentage of adult offenders with a new conviction over 10 years

Outcome: Current data includes offenders released in 2009, 2010 and 2011.

For adult felony probation (offenders not sent to prison) cases closed in calendar year 2008:

1 year recidivism – 94.0% did not recidivate, 6.0% did recidivate

2 year recidivism – 88.9% did not recidivate, 11.1% did recidivate

3 year recidivism – 81.2% did not recidivate, 18.8% did recidivate

For adult felony supervised release (offenders released from prison) cases:

- 1 year recidivism – 93.0% did not recidivate, 7.0% did recidivate
- 2 year recidivism – 77.2% did not recidivate, 22.8% did recidivate
- 3 year recidivism – 66.7% did not recidivate, 33.3% did recidivate

Parks and Libraries

12. **Performance Measure:** Citizens' rating of the quality of county parks, recreational programs, and/or facilities

Performance Goal: To improve the quality of county parks over 5 year period

Outcome: The 2012 Campground Satisfaction Survey overall results were "Excellent".

OR/AND

Performance Measure: Number of annual visits per 1,000 residents

Performance Goal: To increase the number of visits to county libraries over 5 years

Outcome: Total visits in 2012 are 126,508 made to the Willmar Public Library. Kandiyohi County has a population of 42,239 which equals 2,995 annual visits per 1,000 residents.

Elections

13. **Performance Measure:** Accuracy of election ballot counting

Performance Goal: To Maintain 100% accuracy of ballots counted for each election

Outcome: Kandiyohi County had 100% accuracy of the ballots counted during its Post-Election Audit of the 2012 election.

Property Records, Valuation, Assessments

14. **Performance Measure:** Level of Assessment ratio

Performance Goal: Maintain an acceptable ratio of between 90% and 105%

Outcome: The 2010 Median Ratios by Classifications are as follows:

Residential.....	99.93%
Agricultural.....	97.87%
Commercial/Industrial.....	99.74%

15. **Performance Measure:** Turn-around time for recording, indexing and returning real estate documents

Performance Goal: Meet MN Statutes 357.182, Subd. 3, 4, & 6 requirements; record and return recordable real estate documents within 10 business days beginning 2010 and later, 90% of the time

Outcome: 97.25% of 2012 recordable real estate documents were recorded and returned within 10 business days, exceeding the MN Statute requirements.

Environment

16. **Performance Measure:** Recycling Percentage

Performance Goal: The recycling percentage in the County can be impacted by variables such as: the nature of the economy, participation by residents and businesses, the volume and content of materials recycled, reporting of materials recycled by private recyclers. Therefore, our goal is to increase participation and the percentage of recyclable materials collected in the County

Outcome: In 2012, according to the SCORE Report submitted to the Minnesota Pollution Control Agency, the recycling percentage for Kandiyohi County was 21%.

17. **Performance Measure:** Volumes of Household Hazardous Waste (HHW) and Electronics collected in the County

Performance Goal: The goal of the County is to reduce the level of HHW in the solid waste stream, and educate the residents and businesses on the proper disposal of hazardous waste. The goal for the County is to provide opportunities to the residents of the County for the management of electronics.

Outcome: In 2012, the regional HHW program in Kandiyohi County collected and properly disposed of approximately 9,840 gallons of HHW and 21,916 pounds of HHW. The County in 2012 collected 48,800 pounds of electronic products for recycling.

Veterans Services

18. **Performance Measure:** Dollars brought into county for veteran's benefits

Performance Goal: The goal is to increase amount of dollars brought into the County from veteran's benefits. The goal of the County is to insure every Veteran receives all benefits available to them

Outcome: The total for the year 2012 was \$10,141,000.00

Budget, Financial

19. **Performance Measure** Bond Rating

Performance Goal The goal is to increase the County's credit rating creating a strong financial operation and continued growth base

Outcome In 2009, Standard & Poor's rated Kandiyohi County a Credit Rating of "AA", Higher Rating = Lower Interest Cost

Resolution _16-13__

LYON COUNTY BOARD OF COMMISSIONERS

Marshall, Minnesota

WHEREAS, Benefits to the County of Lyon for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, Any county participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, The Lyon County Board has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

NOW THEREFORE LET IT BE RESOLVED THAT, Lyon County will continue to report the results of the performance measures to its citizenry by the end of the year through publication, posting on the county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, Lyon County will submit to the Office of the State Auditor the actual results of the performance measures adopted by the county.

The above resolution is a true and correct copy of the resolution adopted by the Lyon County Board of Commissioners on the 18th day of June, 2013.

A handwritten signature in cursive script, reading "Loren Stomberg", is written over a horizontal line.

Loren Stomberg, Administrator

ACTUAL RESULTS OF 2012 PERFORMANCE MEASURES ADOPTED BY LYON COUNTY

1. Level of Assessment Ratio for sales from October 1, 2012 to May 10, 2013:
 - a. Residential Property 98.81%
 - b. Agricultural Property 89.61%
 - c. Commercial Property 95.96%
2. 2011 Part 1 Crimes Lyon County : 1,873, Part 2 Crimes 3,390
3. Turnaround time for recording real estate documents meets the required 90% / 10 day turnaround time. County records for April and May indicate an average of 9.5 calendar day turnaround on all documents filed.
4. Debt Service per capita in 2012 was \$37.27 and increased to \$38.39 in 2013. Outstanding general obligation debt per capita in 2011 was \$386.16 and was reduced to \$267.70 in 2012 due to the early retirement of a bond issue.
5. Recycling collection for 2011 was 16,890.7 tons, in 2012 it was 16,870.09.
6. Amount of Household Hazardous Waste collected in 2011 was 156,083 pounds, in 2012 it was 189,533 pounds.
7. In 2011 there were 139 DWI arrests, 356 crashes but no fatalities reported by MN Department of Public Safety on roads in Lyon County.
8. The Bridge Sufficiency Rating is a computed numerical value that is used to determine eligibility of a bridge for Federal funding the sufficiency rating formula result varies from 0 to 100. The formula includes factors for structural condition, bridge geometry, and traffic considerations. Lyon County is responsible for the safety inspections of 287 bridges on County, Township, and City roads. The average sufficiency rating following the 2012 safety inspections is 94.6.
9. Average Pavement Quality Index of County State-Aid Highway System. The Pavement Quality Index is an overall pavement condition index. It combines the Ride Quality Index and the Surface Rating to give an overall performance indicator. It uses a 0.0-4.5 rating scale with a perfectly smooth, crack-free road being a 4.5. The last time data was collected was 2011. Based on 284.47 Lyon CSAH miles, the overall average PQI is 3.24.
10. Hours to clear snow from the County Road system

Assuming the following conditions:

3-inch snow event

No wind

No ice

Including second pass to clear full-width of the roadway

Intersections sanded

It would take Lyon County Highway staff approximately 7.0 hours to clear all the county roads.



County of McLeod

830 11th Street East
Glencoe, Minnesota 55336
FAX (320) 864-3410

COMMISSIONER RON SHIMANSKI
1st District
Phone (320) 327-0112
23808 Jet Avenue
Silver Lake, MN 55381
Ron.Shimanski@co.mcleod.mn.us

COMMISSIONER KERMIT TERLINDEN
2nd District
Phone (320) 864-3738
1112 14th Street East
Glencoe, MN 55336
Kermit.Terlinden@co.mcleod.mn.us

COMMISSIONER PAUL WRIGHT
3rd District
Phone (320) 587-7332
15215 County Road 7
Hutchinson, MN 55350
Paul.Wright@co.mcleod.mn.us

COMMISSIONER SHELDON NIES
4th District
Phone (320) 587-5117
1118 Jefferson Street South
Hutchinson, MN 55350
Sheldon.Nies@co.mcleod.mn.us

COMMISSIONER JON CHRISTENSEN
5th District
Phone (320) 587-5663
1245 Highway 7 East
Hutchinson, MN 55350
Jon.Christensen@co.mcleod.mn.us

**COUNTY ADMINISTRATOR
PATRICK MELVIN**
Phone (320) 864-1363
830 11th Street East, Suite 110
Glencoe, MN 55336
Pat.Melvin@co.mcleod.mn.us

RESOLUTION 13-CB-24

DECLARING THAT McLEOD COUNTY HEREBY ADOPTS THE PERFORMANCE MEASURES DEVELOPED BY THE COUNCIL ON LOCAL RESULTS AND INNOVATION

WHEREAS, McLeod County has adopted and implemented the minimum 10 performance measures developed by the Council on Local Results and Innovation.

WHEREAS, McLeod County has implemented a local performance measurement system as developed by the Council on Local Results and Innovation.

WHEREAS, McLeod County has reported the results of the 10 adopted measures to its residents before the end of the calendar year through publication, direct mailing, posting on the entity's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

NOW, THEREFORE BE IT RESOLVED, that McLeod County hereby declares adoption of the Performance Measures for Counties developed by the Council on Local Results and Innovation.

Adopted this 18th day of June, 2013.

Kermit Terlinden

^{Vice}
Paul Wright, Chairperson

Pat Melvin, County Administrator



2012 McLeod County Performance Measures

McLeod County Sheriff's Department

2012 Part I & II Crimes

<u>Part I Crimes</u>	J	F	M	A	M	J	J	A	S	O	N	D	<u>Total</u> <u>s</u>
Homicide													0
Rape - Crim Sex	1		1	1		1	1			2		1	8
Robbery + Assault													0
Agg Assault	2		2		2	2	1	1	3		2		6
Burglary	3	3	2	1	8	7	4	7	4	5	2	4	50
Larceny - Theft	4	3	2	7	5	5	9	8	3	8	8	2	64
MV Theft		1	2		1	3	2	2		2			13
Arson													0
	10	7	9	9	16	18	17	1	1	1	1	7	141

<u>Part II Crimes</u>	J	F	M	A	M	J	J	A	S	O	N	D	<u>Total</u> <u>s</u>
Simple Assault	3	1	1		3	2	3	6	2	5	1	1	28
Forgery/Counterfeit		2	1										3
Fraud	1	2		1	2	2	2	2				1	13
Embezzlement													0
Stolen Property/Possess										1		1	2
Vandalism	4	1	4	5	4	3	5	5	7	6	4	7	55
Weapons			1	1	3					2			7
Prostitution													0
Other Sex Offenses	4		2	1		1	3					2	13
Narcotics - Drugs	4	1	7	1	8	1	5		2		6	1	63
Gambling													0
Family/Child Crimes		1		1			1						3
DUI	4	2	3	3	3	8	3	3	2	6	2	2	41
Liquor Laws	6	1	9	1	1	48	3		2		4		75
Public Drunkenness													0
Disorderly Conduct		1			3	5	1	2			1	1	14
Vagrancy													0
All Other Offenses	77	6	5	5	87	61	81	7	4	5	6	5	771
	10	8	8	8	11	13	10	8	5	7	8	7	1088
	3	8	3	2	4	1	7	8	7	3	4	8	

McLeod County Highway Department

- A) Average time to plow the County's complete system in a snow event is six hours
- B) Pavement Quality Index testing was done in 2011 with an average rating of 3.1 and is redone every four years. The Highway Department made some improvement to several segments of road during 2012 which will maintain the good rating.

Post Election Review Results

State General Election
 Tuesday, November 6, 2012

County - Mcleod

Printed: 11/19/2012 3:46 PM
 Printed By: mcleod

Polling Place Precinct: 0040 - GLENCOE CITY P-3						Mcleod County
Office: U.S. President & Vice President						
Candidate Name	Polling Place Votes	Hand-Counted Votes	Unadjusted Difference	Explained Difference	Adjusted Difference	Explanation
MITT ROMNEY AND PAUL RYAN	351	351	0	0	0	
BARACK OBAMA AND JOE BIDEN	296	296	0	0	0	
GARY JOHNSON AND JIM GRAY	6	6	0	0	0	
JAMES HARRIS AND MAURA DELUCA	0	0	0	0	0	
VIRGIL GOODE AND JIM CLYMER	1	1	0	0	0	
DEAN MORSTAD AND JOSH FRANKE-HYLAND	1	1	0	0	0	
JILL STEIN AND CHERI HONKALA	3	3	0	0	0	
JIM CARLSON AND GEORGE MCMAHON	0	0	0	0	0	
PETA LINDSAY AND YARI OSORIO	0	0	0	0	0	
ROSS C. "ROCKY" ANDERSON AND LUIS J. RODRIGUEZ	1	1	0	0	0	
BLANK FOR OFFICE	0	0	0	0	0	
OVER / DEFECTIVE FOR OFFICE	1	1	0	0	0	
WRITE-IN**	4	4	0	0	0	
Totals	664	664	0	0	0	
Final Results					0%	ACCEPTABLE

Polling Place Precinct: 0040 - GLENCOE CITY P-3

Mcleod County

Office: U.S. Senator

Candidate Name	Polling Place Votes	Hand-Counted Votes	Unadjusted Difference	Explained Difference	Adjusted Difference	Explanation
STEPHEN WILLIAMS	15	15	0	0	0	
KURT BILLS	209	209	0	0	0	
AMY KLOBUCHAR	420	420	0	0	0	
TIM DAVIS	1	1	0	0	0	
MICHAEL CAVLAN	3	3	0	0	0	
BLANK FOR OFFICE	14	14	0	0	0	
OVER / DEFECTIVE FOR OFFICE	1	1	0	0	0	
WRITE-IN**	1	1	0	0	0	
Totals	664	664	0	0	0	

Final Results 0% ACCEPTABLE

Polling Place Precinct: 0040 - GLENCOE CITY P-3

Mcleod County

Office: U.S. Representative District 7

Candidate Name	Polling Place Votes	Hand-Counted Votes	Unadjusted Difference	Explained Difference	Adjusted Difference	Explanation
ADAM STEELE	41	41	0	0	0	
LEE BYBERG	243	243	0	0	0	
COLLIN C. PETERSON	358	358	0	0	0	
BLANK FOR OFFICE	18	18	0	0	0	
OVER / DEFECTIVE FOR OFFICE	0	0	0	0	0	
WRITE-IN**	4	4	0	0	0	
Totals	664	664	0	0	0	

Final Results 0% ACCEPTABLE

Office: U.S. President & Vice President

Candidate Name	Polling Place Votes	Hand-Counted Votes	Unadjusted Difference	Explained Difference	Adjusted Difference	Explanation
MITT ROMNEY AND PAUL RYAN	182	182	0	0	0	
BARACK OBAMA AND JOE BIDEN	186	186	0	0	0	
GARY JOHNSON AND JIM GRAY	7	7	0	0	0	
JAMES HARRIS AND MAURA DELUCA	0	0	0	0	0	
VIRGIL GOODE AND JIM CLYMER	0	0	0	0	0	
DEAN MORSTAD AND JOSH FRANKE-HYLAND	0	0	0	0	0	
JILL STEIN AND CHERI HONKALA	2	2	0	0	0	
JIM CARLSON AND GEORGE MCMAHON	0	0	0	0	0	
PETA LINDSAY AND YARI OSORIO	0	0	0	0	0	
ROSS C. "ROCKY" ANDERSON AND LUIS J. RODRIGUEZ	0	0	0	0	0	
BLANK FOR OFFICE	3	3	0	0	0	
OVER / DEFECTIVE FOR OFFICE	0	0	0	0	0	
WRITE-IN**	6	6	0	0	0	
Totals	386	386	0	0	0	

Final Results

Difference of not more than 2 votes with 400 or fewer votes cast

ACCEPTABLE

Post Election Review Worksheet

State General Election
 Tuesday, November 6, 2012

Printed: 11/13/2012 10:57 AM
 Printed By: mcleod

County - McLeod

Polling Place Precinct: 0040 - GLENCOE CITY P-3
Office: U.S. President & Vice President

Candidate Name	Polling Place Votes	Hand Count	Explained Difference	Explanation
MITT ROMNEY AND PAUL RYAN	351	<u>351</u>	_____	_____
BARACK OBAMA AND JOE BIDEN	296	<u>296</u>	_____	_____
GARY JOHNSON AND JIM GRAY	6	<u>6</u>	_____	_____
JAMES HARRIS AND MAURA DELUCA	0	<u>0</u>	_____	_____
VIRGIL GOODE AND JIM CLYMER	1	<u>1</u>	_____	_____
DEAN MORSTAD AND JOSH FRANKE-HYLAND	1	<u>1</u>	_____	_____
JILL STEIN AND CHERI HONKALA	3	<u>3</u>	_____	_____
JIM CARLSON AND GEORGE MCMAHON	0	<u>0</u>	_____	_____
PETA LINDSAY AND YARI OSORIO	0	<u>0</u>	_____	_____
ROSS C. "ROCKY" ANDERSON AND LUIS J. RODRIGUEZ	1	<u>1</u>	_____	_____
BLANK FOR OFFICE	<u>0</u>	<u>0</u>	_____	_____
OVER / DEFECTIVE FOR OFFICE	<u>1</u>	<u>1</u>	_____	_____
WRITE-IN**	4	<u>4</u>	_____	_____
Totals	<u>663</u>	<u>663</u>	_____	_____

664 664

Polling Place Precinct: 0040 - GLENCOE CITY P-3
Office: U.S. Senator

Candidate Name	Polling Place Votes	Hand Count	Explained Difference	Explanation
STEPHEN WILLIAMS	15	<u>15</u>	_____	_____
KURT BILLS	209	<u>209</u>	_____	_____
AMY KLOBUCHAR	420	<u>420</u>	_____	_____
TIM DAVIS	1	<u>1</u>	_____	_____
MICHAEL CAVLAN	3	<u>3</u>	_____	_____
BLANK FOR OFFICE	<u>14</u>	<u>14</u>	_____	_____
OVER / DEFECTIVE FOR OFFICE	<u>1</u>	<u>1</u>	_____	_____
WRITE-IN**	1	<u>1</u>	_____	_____
Totals	<u>649</u>	<u>649</u>	_____	_____

664 664

Polling Place Precinct: 0040 - GLENCOE CITY P-3

Office: U.S. Representative District 7

Candidate Name	Polling Place Votes	Hand Count	Explained Difference	Explanation
ADAM STEELE	41	<u>41</u>	_____	_____
LEE BYBERG	243	<u>243</u>	_____	_____
COLLIN C. PETERSON	358	<u>358</u>	_____	_____
BLANK FOR OFFICE	<u>18</u>	<u>18</u>	_____	_____
OVER / DEFECTIVE FOR OFFICE	<u>0</u>	<u>0</u>	_____	_____
WRITE-IN**	4	<u>4</u>	_____	_____
Totals	<u>644</u>	<u>644</u>	_____	_____

664 664

Polling Place Precinct: 0130 - SILVER LAKE CITY

Office: U.S. President & Vice President

Candidate Name	Polling Place Votes	Hand Count	Explained Difference	Explanation
MITT ROMNEY AND PAUL RYAN	182	<u>182</u>	_____	_____
BARACK OBAMA AND JOE BIDEN	186	<u>186</u>	_____	_____
GARY JOHNSON AND JIM GRAY	7	<u>7</u>	_____	_____
JAMES HARRIS AND MAURA DELUCA	0	<u>0</u>	_____	_____
VIRGIL GOODE AND JIM CLYMER	0	<u>0</u>	_____	_____
DEAN MORSTAD AND JOSH FRANKE-HYLAND	0	<u>0</u>	_____	_____
JILL STEIN AND CHERI HONKALA	2	<u>2</u>	_____	_____
JIM CARLSON AND GEORGE MCMAHON	0	<u>0</u>	_____	_____
PETA LINDSAY AND YARI OSORIO	0	<u>0</u>	_____	_____
ROSS C. "ROCKY" ANDERSON AND LUIS J. RODRIGUEZ	0	<u>0</u>	_____	_____
BLANK FOR OFFICE	<u>3</u>	<u>3</u>	_____	_____
OVER / DEFECTIVE FOR OFFICE	<u>0</u>	<u>0</u>	_____	_____
WRITE-IN**	6	<u>6</u>	_____	_____
Totals	383	383	_____	_____

386 386

Polling Place Precinct: 0130 - SILVER LAKE CITY

Office: U.S. Senator

Candidate Name	Polling Place Votes	Hand Count	Explained Difference	Explanation
STEPHEN WILLIAMS	16	<u>16</u>	_____	_____
KURT BILLS	90	<u>90</u>	_____	_____
AMY KLOBUCHAR	247	<u>247</u>	_____	_____
TIM DAVIS	5	<u>5</u>	_____	_____
MICHAEL CAVLAN	3	<u>3</u>	_____	_____
BLANK FOR OFFICE	<u>24</u>	<u>24</u>	_____	_____
OVER / DEFECTIVE FOR OFFICE	<u>0</u>	<u>0</u>	_____	_____
WRITE-IN**	1	<u>1</u>	_____	_____
Totals	362	362	_____	_____



386 386

Polling Place Precinct: 0130 - SILVER LAKE CITY

Office: U.S. Representative District 7

Candidate Name	Polling Place Votes	Hand Count	Explained Difference	Explanation
ADAM STEELE	44	<u>44</u>	_____	_____
LEE BYBERG	115	<u>115</u>	_____	_____
COLLIN C. PETERSON	204	<u>204</u>	_____	_____
BLANK FOR OFFICE	<u>20</u>	<u>20</u>	_____	_____
OVER / DEFECTIVE FOR OFFICE	<u>2</u>	<u>2</u>	_____	_____
WRITE-IN**	1	<u>1</u>	_____	_____
Totals	<u>364</u>	<u>364</u>	_____	_____
	386	386		

We certify that the numbers entered on this Post Election Review summary statement correctly show the recounted number of votes for each candidate in this Post Election Review.

		Date: 11/13/12
Signatures of Post Election Review official(s)		

McLeod County Public Health

- A) County health rankings showed that only 8% of people in McLeod County ranked their health as fair or poor so 92% of them rated it as good, very good or excellent. These percentages are unchanged from the previous year.

- B) In 2000 average life expectancy at age 65 was 19 years for women (84) and 16 years for men (81). Average life expectancy at age 85 was 7 years for women (92) and 6 years for men (91).

McLeod County Social Services

- A) Workforce participation rate for MFIP was about 52.18%.
- B) Workforce participation rate for DWP was about 74%.
- C) 3% Recurrence in CY2012 (97% No Recurrence!).

McLeod County Assessor

The ratio for 2013 assessments is below:

A) Residential	103.48
B) Commercial/Industrial	93.44
C) Agriculture	93.91

McLeod County Veteran Services

A) VA Benefits Paid to/for McLeod County Veterans

Compensation/Pension Benefits Paid	\$6.033 million
Medical Care Services Provided	\$5.786 million
Education/Vocational Rehab Benefits	\$590,000
<u>Insurance Benefits Paid</u>	<u>\$282,000</u>
Total for FY2012	\$12.692 million

B) Veterans Transportation Program

Veterans Transported:	379 veterans
Miles Drive	27,067 miles

C) Administrative Actions

Veterans Files Maintained	9,560
Veterans Files Accessed/Edited	4,517
Requests for Military VA Records Submitted	72
New Claims Filed	462
Death Benefit Claims Filed	152
New Health Enrollments Completed	135
Total Health Enrollments Maintained	1,075

McLeod County Parks

		Enjoy your visit?	What did you like?	What needs improvement?
<u>June 4th</u>	Lk M	Y	Quiet park	beach bad
	Lk M	Y	Trails	tar road
	Piep	Y	Quiet	upgrade electrical
<u>June 18th</u>	Piep	Y	Very clean	tar roads
	Piep	Y	Quiet	upgrade electrical
	Lk M	Y	O.K.	more things to do
<u>July 9</u>	LK M	Y	Quiet	to close to Hwy
	Piep	Y	Great park	better fishing
	LK M	Y	Nothing	tar road and trails

McLeod County Library System

2012 McLeod County Public Library Patron Visits:

A)	Brownton Library	5,408
B)	Glencoe Library	46,748
C)	Hutchinson Library	81,562
D)	Winsted Library	<u>13,416</u>
	Total of Public Libraries Visits	147,134

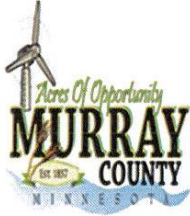
2013 Performance Measures Report Murray County, Minnesota



This Report Contains:

- Page 1: Resolution 2013-06-25-01 – Authorizing Participation in 2013 Program
- Pages 2 - 3: Actual results of the performance measures adopted by Murray County in 2012

Respectfully Submitted to the
Minnesota Office of the State Auditor
On June 28, 2013
By Heidi E. Winter, Auditor-Treasurer



EXCERPT FROM THE
PROCEEDINGS OF THE MURRAY COUNTY BOARD OF COMMISSIONERS
MURRAY COUNTY GOVERNMENT CENTER – SLAYTON, MINNESOTA
June 25, 2013

Commissioner Moline presented the following resolution and moved for its adoption:

RESOLUTION 2013-06-25-01
A Resolution to Participate in the 2013 Performance Measures Program

WHEREAS, the 2010 Legislature created the Minnesota Council on Local Results and Innovation, and

WHEREAS, in February 2011 the council released a standard set of ten performance measures for counties that will aid residents, taxpayers and state and local elected officials in determining the efficacy of counties in providing services, and

WHEREAS, counties that elect to participate in the Performance Measures Program for 2013 are eligible for a reimbursement of \$0.14 per capita in local government aid, and are also exempt from levy limits under section 275.70 to 275.74 for taxes payable in the following calendar year, if levy limits are in effect, and

WHEREAS, Murray County was certified for the program in 2011 and 2012.

NOW THEREFORE BE IT RESOLVED, by the Murray County Board of Commissioners that Murray County hereby elects to participate in the 2013 Performance Measures Program.

BE IT FURTHER RESOLVED, that the following performance benchmarks are adopted by the Murray County Board of Commissioners:

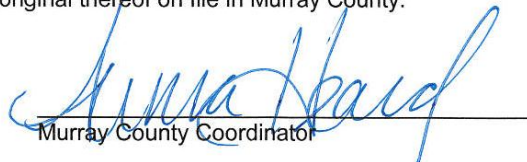
- Public Safety: Part I and II Crime Rates, as Reported by the Minnesota Bureau of Criminal Apprehension and Deputy Response Time.
- Probation/Corrections: Percent of adult offenders with a newly felony conviction within three (3) years of discharge.
- Public Works: Hours to plow complete system during a snow event – and - Average County Pavement Condition Rating, Based on County Engineer's Evaluation.
- Public Health: Life Expectancy Generally and by Sex and Race.
- Social Services: Workforce Participation Rate Among MFIP and DWP Recipients – and – Percentage of Children Where There is a Recurrence of Maltreatment Within 12 Months Following an Intervention.
- Taxation: Level of Assessment Ratio.
- Elections: Accuracy of Post-Election Audit.
- Veterans' Service: Percentage of Veterans Surveyed Who Said His/Her Questions Were Answered When Seeking Benefit Information from the County Veterans' Office.
- Parks: Citizens' Rating of the Quality of County Parks, Recreational Programs, and/or Facilities.
- Libraries: Number of Annual Visits per 1,000 Residents.

BE IT FURTHER RESOLVED, that the results of the adopted performance measures will be published on the Murray County Website by December 31, 2013.

The foregoing resolution was duly seconded by Commissioner Giese, and thereupon being put to a vote all members of the Board voted for its adoption.

I, Aurora Heard, County Coordinator of the County of Murray, State of Minnesota, do hereby certify that the foregoing copy represents a true and correct copy of the original thereof on file in Murray County.

Dated: June 25, 2013


Murray County Coordinator

Actual Results of 2012 Performance Measures Adopted by Murray County (All reported results are for 2012, except where otherwise noted)

Executive Summary: The Murray County Board of Commissioner voted to participate in the 2012 Performance Measure Program on June 26, 2012. Resolution 2012-06-26-02 adopted ten benchmarks on which to measure output which include the areas of Public Safety, Probation/Corrections, Public Works, Public Health, Social Services, Taxation, Elections, Veterans' Service, Parks and Libraries. The actual results of those performance measures are included in the following report.

Benchmark 1: Public Safety

Part I and II crime rates:

- Actual Results: Part I: 32, Part II: 752

Deputy Response Time for top-priority calls from dispatch to the first officer on scene:

- Actual Results: 15.1 minutes

Benchmark 2: Probation/Corrections

Percent of adult offenders with a new felony conviction within 3 years of discharge

- Actual Results: 4.3% (1 of 24 offenders committed a new felony level crime within 3 years of discharge)

Benchmark 3 - Public Works

Hours to plow complete system during a snow event

- Actual Results: 8 hours (4 hours to get routes open initially, with two additional rounds made for cleaning and winging out the snow)

Average county pavement condition rating

- Actual Results: 6.5 (Based on 1 to 10 scale)

Benchmark 4 - Public Health

Life Expectancy generally and by sex and race

- Actual Results:
 - General Life Expectancy: 78.95
 - Male Life Expectancy: 75.8
 - Female Life Expectancy: 82.1
 - No data available on race

Benchmark 5: Social Services

Workforce participation rate among MFIP and DWP recipients

- Actual Results:
 - Workforce Participation Rate for MFIP: 47%
 - Workforce Participation Rate for DWP: 50%

Percentage of children where there is a recurrence of maltreatment within 12 months following an intervention

- Actual Results: 0%

Benchmark 6: Taxation

Level of assessment ratio

- Actual Results: 100% (Per Department of Revenue)

Benchmark 7: Elections

Accuracy of post-election audit (Percentage of ballots counted accurately.)

- Actual Results: 100% (Based on Post-Election Equipment Review (PEER) for the 2012 General Election. Precincts reviewed were the Leeds Township and City of Slayton)

Benchmark 8: Veterans' Services

Percent of veterans surveyed who said their questions were answered when seeking benefit information from their County Veterans' Office

- Actual Results: 98% (Based on 384 client visits)

Benchmark 9: Parks

Citizens' rating of the quality of county parks, recreational programs, and/or facilities.

- Actual Results: (Taken from 2012 citizen surveys)
 - Excellent 22%
 - Good 63%
 - Fair 15%
 - Poor 0%

Benchmark 10: Library

Number of annual visits per 1,000 residents

- Actual Results: (Taken from the Plum Creek Library System)
 - 26.58 visits per 1,000 residents
 - Total Visitors: 26,580 as follows:
 - Fulda Public Library: 10,712
 - Slayton Public Library: 12,169
 - Bookmobile: 3,699

RESOLUTION No. 13- 49

WHEREAS, Olmsted County, through 2011's Resolution No.11-38, and 2012's Resolution No.12-38, declared its intention to voluntarily participate in the Minnesota Council on Local Results and Innovation (hereinafter "the Council") Standard Performance Measures Program.

WHEREAS, Benefits to Olmsted County for participation in the Council's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute, (\$0.14 per capita in local government aid, not to exceed \$25,000); and

WHEREAS, Olmsted County has adopted and implemented at least 10 of the performance measures, as developed by the Council, and integrated these measures into its Managing for Results (M4R) Strategic Management System to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

WHEREAS, Olmsted County will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the County's website, or through a public hearing at which the budget and levy will be discussed and public input allowed; and

NOW, THEREFORE, BE IT RESOLVED, Olmsted County will submit to the Office of the State Auditor the actual results of the performance measures by July 1, 2013. The report shall consist of a copy of this resolution and the actual results of the performance measures adopted by the County.

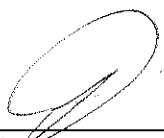
Dated at Rochester, Minnesota this 25th day of June, 2013.

OLMSTED COUNTY BOARD OF COMMISSIONERS



Jim Bier, Chairperson

ATTEST:



Richard G. Devlin, Clerk/Administrator



"A dynamic, world-class County delivering excellence every day"

OLMSTED COUNTY ADMINISTRATION
GOVERNMENT CENTER
151 4th STREET SE
ROCHESTER MN 55904-3710
TELEPHONE 507.328.6007
FAX 507.328.7967
www.co.olmsted.mn.us

Minnesota Council on Local Results and Innovation

State Performance Measures Program Results Report - July 1, 2013

Prepared for the Office of the State Auditor

Submitted on behalf of Olmsted County by
Belinda J. Krenik
Director of Communications & Strategic Planning

Olmsted County has been a voluntary participant in the Minnesota Council on Local Results and Innovation's (Council's) Standard Performance Measure Program since 2011.

In Olmsted County, our strategic management system is called "Managing for Results" (M4R). M4R includes county-wide performance measures as well as a framework for departments to report on performance measures specific to their service area.

This year, in addition to reporting the results on the performance measures, we need to show the Council how these measures have been adopted and implemented into our performance measurement system. This directive led to the organization of our performance measures and results within our M4R Strategy Map and Balanced Scorecard format contained in this report.

The Council also believes counties should adopt community goals related to the services that are provided. In Olmsted County, we have adopted Strategic Priorities for each of the balanced scorecard perspectives (categories of performance) including Build the Community. These community-related goals/priorities include: Plan for the Future; Assure Effective, Accessible and Responsive Services; Assure a Safe and Healthy Community; and Be Good Stewards of Our Environment.

Definitions of our Strategic Priorities and the components of our Balanced Scorecard Template are included in this report. Please note:

Olmsted County Strategy Map – Page 3. Each "bubble" within the four perspectives represents a county-wide strategic priority. The Building the Community perspective is especially aligned with community goals.

Strategic Priority Definitions – Page 4.

Template of Balanced Scorecard Components and Definitions – Page 5.

Balanced Scorecard Excerpt containing our twelve State Standard Performance Measures and Results – Pages 6-13.

Definition of Terms used on the Strategy Map:

Mission = Why We Exist

Vision = A word picture of a desired future state

Values = Represent the deeply held beliefs within the organization and are demonstrated through the day-to-day behaviors of employees.

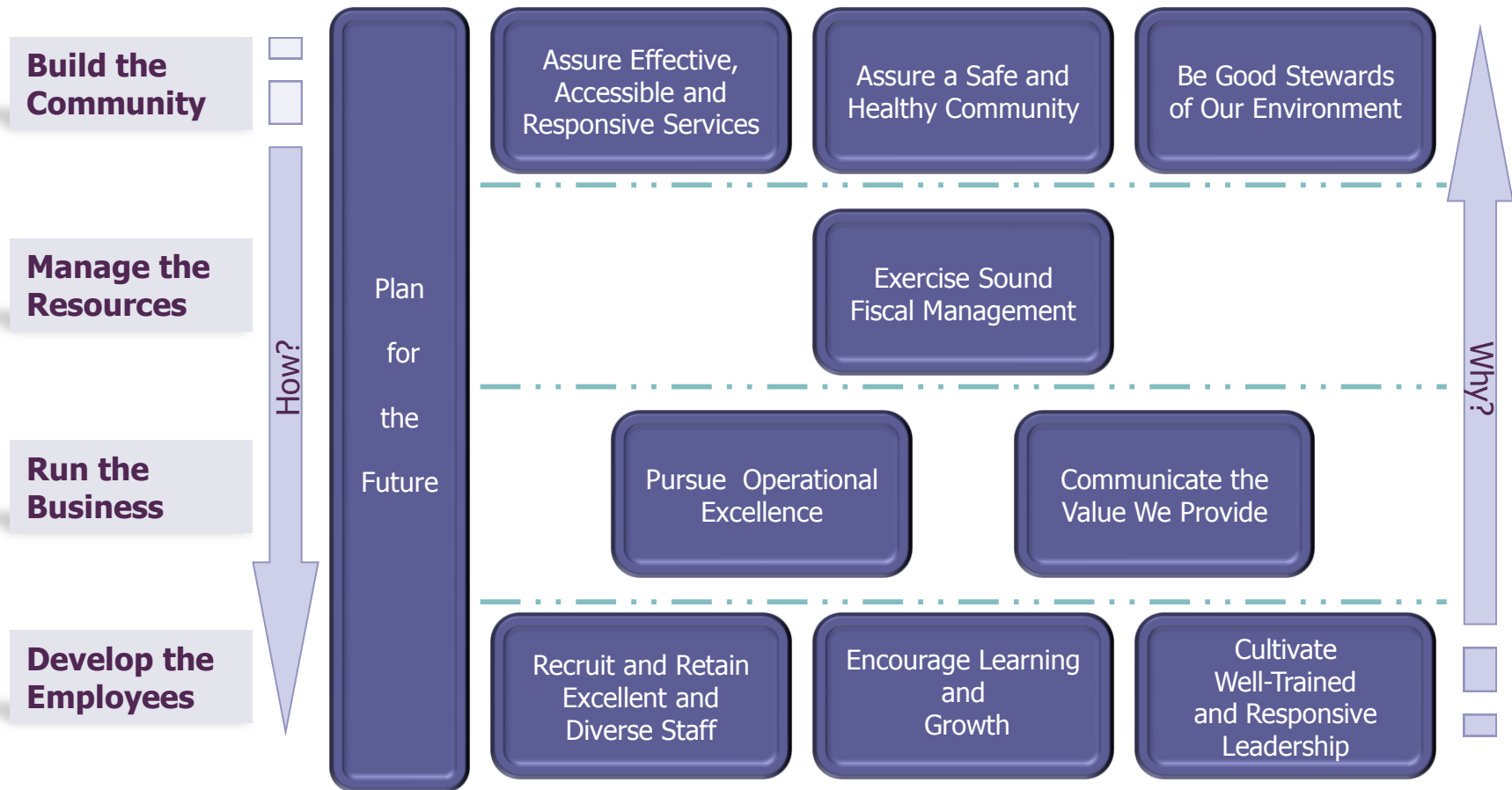
Looking Ahead – 2013 and Beyond. Olmsted County is exploring the benefits of further refining our performance measurement system by integrating elements of Results-Based Accountability (RBA) concepts. RBA uses three common sense performance measures to help us determine if our programs are working: How much did we do? How well did we do it? Is anyone better off? RBA Concepts can be found in the book "Trying Hard is Not Good Enough" by Mark Friedman or on-line at www.resultsaccountability.com.

- Belinda J. Krenik, Director of Communications & Strategic Planning, June 28, 2013.



Olmsted County Strategy Map

MISSION: Provide the foundation of a vibrant community
VISION: A dynamic, world-class County delivering excellence every day
VALUES: Integrity, Innovation, Pro-Activity, Respect, Reliability





OLMSTED COUNTY'S STRATEGIC MANAGEMENT SYSTEM
County-wide Strategic Priorities

Strategic Priorities—are the broad directional areas or methods our organization needs to pursue to take us from where we are today – to achieving our vision: should be easy to understand, brief and broad, measurable, no “start/stop” time.

STRATEGIC PRIORITY	DEFINITION
Plan for the Future	We anticipate issues and opportunities and develop strategies to successfully position our organization to meet the needs of our residents.
Assure Effective, Accessible and Responsive Services	Community members are confident that County Government is providing valuable services and achieving expected results; staff and elected officials are easily contacted; and community needs are responded to quickly and sufficiently.
Assure a Safe and Healthy Community	Community members feel safe. Good health is encouraged through promotion of healthy lifestyle choices. The general economic conditions of individuals and the community are improving.
Be Good Stewards of Our Environment	The County promotes and models reasonably sustainable, use of natural resources.
Exercise Sound Fiscal Management	The County delivers services in a cost-effective manner and ensures adequate resources to carry out its responsibilities; the County's infrastructure assets are managed responsibly.
Pursue Operational Excellence	The County employs a culture of continuous improvement and seeks to improve operations by implementing best practices and research-based programs.
Communicate the Value We Provide	The County seeks effective tools and messages to provide meaningful information about the impact of the work we do.
Recruit and Retain Excellent and Diverse Staff	The County recruits and retains a diverse, highly competent first-rate staff. We understand a diverse, first-rate staff makes us a stronger and smarter, more effective organization.
Encourage Learning and Growth	The County's working environment enables an inspired workforce with many opportunities for learning and growth.
Cultivate Well-Trained and Responsive Leadership	Personal actions of senior leaders (Department Heads and Administration) guide and sustain the organization by supporting and promoting the County's vision, creating opportunities for open communication throughout the organization, assuring a positive work environment, and encouraging high performance.



Balanced Scorecard Template

Perspectives	Strategic Priorities	Performance Measures	Targets and Results	Initiatives	Owners
<p>Categories of performance:</p> <p>Build the Community (Customer/Stakeholder)</p> <p>Manage the Resources (Financial/Asset Management)</p> <p>Run the Business (Internal Business Processes)</p> <p>Develop the Employees (Learning & Growth)</p>	<p>Broad directional areas or methods organization needs to take us from where we are today – to achieving our vision.</p>	<p>Standards used to evaluate and communicate performance against expected results.</p>	<p>Targets Desired results of measures.</p> <p>Results What actually happened numerically, qualitatively, etc.</p>	<p>Specific program, activity, project or action we will undertake in an effort to meet or exceed our performance targets.</p>	<p>Individuals responsible for reporting on specific performance measure results.</p>

Olmsted County Balanced Scorecard – Standard State Performance Measures 2013

Administration ♦ Community Services ♦ County Attorney's Office ♦ Environmental Resources ♦ Facilities & Building Operations ♦ Finance
 Human Resources ♦ Information Technology Solutions ♦ Property Records & Licensing ♦ Public Health Services
 Public Works ♦ Rochester/Olmsted Planning ♦ Sheriff's Office



Mission: Provide the foundation of a vibrant community
Vision: A dynamic, world-class County delivering excellence every day
Values: Integrity, Innovation, Pro-Activity, Respect, Reliability

As voluntary participants in the Minnesota Council on Local Results and Innovation's State Performance Measures Program, we have adopted and implemented 12 state-approved performance measures. The requirement is a minimum of ten.

Types of Model Program Measures (as defined by the Council):

Outcome – describe the results of service efforts. Used to help assess whether the outcome goals/targets are being met.

Output – details the units produced, goods or service provided, or people served.

Here are the results as integrated into our Managing for Results (M4R) system framework:

PERFORMANCE MEASURES	TARGETS AND RESULTS	INITIATIVES	OWNERS
PERSPECTIVE: BUILD THE COMMUNITY/Strategic Priority: 1. Assure Effective, Accessible and Responsive Services			
<p>State Performance Measure 1.1 - Public Safety</p> <p>Deputy Response Time for Service (Priority One Calls)</p> <p>Measure Type: Output</p> <p><i>Priority One Calls include domestic problems, traffic accident with injuries, psychological problems, medical emergencies, and robbery.</i></p>	<p>1.1.1 Decrease response time to less than six minutes..</p> <p>Results: Target not met.</p> <p>2012 – 9 minutes, 56 seconds. 2011 – 9 minutes, 12 seconds.</p>	<p>The response to emergency calls is the responsibility of all licensed staff.</p> <p>Patrol and Civil Deputies are assigned to specified areas to insure a rapid response.</p>	<p>Sheriff Dave Mueller</p>
<p>State Performance Measure 1.2 – Public Works</p> <p>Hours to Plow Complete System during a Snow Event</p>	<p>1.2.1 Olmsted County has 518 miles of roadway under its jurisdiction for snow and ice control. The Olmsted County Snow and Ice Policy has different requirements based on the classification of the roads. Our highest classification of road requires substantially bare pavement within 48 hours</p>	<p>Assure adequate equipment, staff and supplies.</p>	<p>Public Works Director Mike Sheehan</p>

PERFORMANCE MEASURES	TARGETS AND RESULTS	INITIATIVES	OWNERS
<p>Measure Type: Output</p>	<p>of the event:</p> <ul style="list-style-type: none"> a. Principal Arterial – Within 48 hours. b. Minor Arterial – Within 72 hours. <p>Results: Both Targets met. 2012-13 Snow Season (74.0" of snow) 2011-12 Snow Season (20.6" of snow)</p>		
<p>State Performance Measure 1.3 – Public Works</p> <p>Average County Pavement Condition Rating</p> <p>Measure Type: Outcome</p> <p><i>The County Public Works Department is responsible for 518 miles of roadway. They utilize the Pavement Condition Index (PCI) to evaluate and prioritize upgrades and maintenance of the Highway System. Roads are scored from 0-100 (0 = Failed, 100 = Excellent) based on a number of different factors. The lower the score, the more intense the required maintenance, with reconstruction occurring on the lowest ranked roads.</i></p>	<p>1.3.1 Average PCI score of 72.</p> <p>Results: Target exceeded.</p> <p>2012 – 74 2011 – 74</p>	<p>Secure adequate funding for capital improvement projects.</p>	<p>Public Works Director Mike Sheehan</p>
<p>State Performance Measure 1.4 – Elections</p> <p>Post-Election Audit Accuracy</p> <p>Measure Type: Outcome</p> <p><i>Precincts with 400 or fewer cast ballots need to be within two votes. This does not include votes marked outside the vote targets on the ballot or votes</i></p>	<p>1.4.1 Voting system results reconciled against hand counts of precincts need to be within one-half of one percent.</p> <p>Results: Target exceeded.</p> <p>2012 – No Adjustment/Difference 0.00% - Acceptable</p> <p>Precincts Reviewed: Farmington Township, Rochester Ward 2-Precinct 3 and Ward 3-Precinct 7.</p>	<p>Utilize central tabulator to improve accuracy and efficiency in processing absentee ballots.</p> <p>Moved absentee balloting to 1421 Building to improve work area, among other benefits.</p>	<p>Property Records and Licensing Director Mark Krupski</p>

PERFORMANCE MEASURES	TARGETS AND RESULTS	INITIATIVES	OWNERS
<p><i>marked by an unreadable manual marking device.</i></p>			
<p>State Performance Measure 1.5 – Veterans’ Services</p> <p>Percent of Veterans Who Said their Questions Were Answered When Seeking Benefit Information</p> <p>Measure Type: Outcome</p> <p><i>Survey Data – 2012 Total Responses = 92</i></p>	<p>1.5.1 90% of Veterans had their benefit information questions answered.</p> <p>Results: Target exceeded.</p> <p>2012 – 98.9% (Almost all/Most of My Questions Have been answered)</p>	<p>Send letters to recently discharged veterans to inform them of the benefits that they may be entitled to and available services.</p> <p>Addition of a Veterans’ Service Officer outreach worker.</p> <p>Complete survey.</p>	<p>Senior Veterans’ Services Officer Neil Doyle</p>
<p>State Performance Measure 1.6 – Number of Annual Library Visits per 1,000 Residents</p> <p>Measure Type: Output</p> <p>Library Door Count – Main Library Door Count – Bookmobile</p> <p><i>Visits per 1,000 Residents = Number of Visits/Population x 1000</i></p>	<p>1.6.1 State of Minnesota library Visits per 1000 Residents = 5470*</p> <p>Results**: 2012 = 3754 Visits per 1000 Residents (does not include Stewartville Door Count or population)</p> <p>**Based on national data for libraries our size, it is slightly below average, but certainly not in the lowest quartile.</p> <p>2011 = 3938 (does not include Stewartville Door Count or population)</p> <p><i>*Most recent data available. Based on Institute of Museum and Library Services – Public Libraries Survey – Fiscal Year 2008: Appendix A-Public Library State Ranking Tables (June 2010)</i></p>	<p>Library Strategic Plan 2013-2015</p> <p><u>Goal 1:</u> Grow Literacy and the Ability to use Library and Information Resources</p> <p>Initiative A: Children start school ready to learn to read and write</p> <p>Initiative B: Community members’ basic literacy needs are addressed</p> <p>Initiative C: Information seekers get answers through greater assistance and relevant education</p> <p>Initiative D: Students will have enhanced opportunities to help them succeed in school and beyond</p> <p><u>Goal 2:</u> Engage the Community</p> <p>Initiative A: Community members increase engagement through interactive programming and partnerships</p> <p>Initiative B: Individuals feel part of the</p>	<p>Rochester Public Library Director Audrey Boettcher</p>

PERFORMANCE MEASURES	TARGETS AND RESULTS	INITIATIVES	OWNERS
		<p>community through inclusion and connection</p> <p>Initiative C: Community members increase participation in and awareness of citizenship rights and responsibilities</p> <p>Initiative D: Community members have expanded opportunities for creative expression and innovation</p> <p><u>Goal 3</u>: Build Infrastructure to Meet Community Needs</p> <p>Initiative A: Community members have access to space to meet community needs as defined by the rest of the strategic plan</p> <p>Initiative B: Community and staff access the digital world utilizing the latest technology</p> <p>Initiative C: The community understands the benefits of the library and its services, and the community has confidence in the library's stewardship and effectiveness</p> <p>Electronically retrieved – available at: http://www.rochesterpubliclibrary.org/info/strategicplans.html</p>	

PERSPECTIVE: BUILD THE COMMUNITY/Strategic Priority: 2. Assure a Safe and Healthy Community

<p>State Performance Measure 2.1 – Public Safety</p> <p>Reduced Recidivism</p> <p>Measure Type: Outcome</p> <p>Please note: <i>State measurement language is different</i></p>	<p>2.1.1 Recidivism is reduced after supervision [adults].</p> <p>a. 85% of <u>probationers</u> with a felony case remain free of felony conviction within 3 years of discharge from supervision.</p> <p>b. 75% of <u>supervised releasees</u> remain free of felony conviction within 3 years of discharge.</p>	<p>Odyssey – Crossroads.</p> <p>Journey Drug Treatment.</p> <p>Cognitive Skills Programming.</p> <p>Domestic Violence Classes and Treatment.</p> <p>Starting Over Program.</p>	<p>Dodge/Fillmore/Olmsted (DFO) Community Corrections Director Shelley McBride</p>
--	---	--	--

PERFORMANCE MEASURES	TARGETS AND RESULTS	INITIATIVES	OWNERS
<p><i>than the way we report: asks for percent of adult offenders with a new felony conviction within 3 years of discharge. This difference in reporting was approved by the Office of the State Auditor in 2012.</i></p> <p>Definition of Terms: <u>Probation</u> is a court ordered sanction placing certain conditions on a convicted offender, which could include some local jail or workhouse time, but allowing the offender to remain in the community under the supervision of a probation officer.</p> <p><u>Supervised Release</u> is the status of a convicted felon who has been released from a state correctional facility. Certain conditions must be met in order to remain in the community.</p>	<p>Results: Both Targets exceeded.</p> <p>a. 2012 – 94% 2011 – 94%</p> <p>b. 2012 – 82% 2011 – 74%</p>	<p>Validated Risk Needs Assessment.</p> <p>Intensive Supervision.</p>	
<p>State Performance Measure 2.2 – Public Health</p> <p>Olmsted County Residents’ Life Expectancy at Birth</p> <p>Measure Type: Outcome</p>	<p>2.2.1 Comparable Life Expectancies: United States = 78.61 Years State of Minnesota = 80.85 years</p> <p>Results: Target “Generally” exceeded State and U.S. Average Life Expectancy.</p> <p>2008-2010 Average (Most recent data available – same as reported in 2011)</p> <p>Generally 82.4 Years</p> <p>By Gender Male 80.1 Years Female 84.4 Years</p> <p>By Race</p>	<p>Implementation of Statewide Health Improvement Plan (SHIP).</p> <p>Awarded Tobacco Grant.</p> <p>Multiple other initiatives undertaken for specific focus areas which contribute to overall Life Expectancy outcomes.</p>	<p>Public Health Services Director Pete Giesen</p>

PERFORMANCE MEASURES	TARGETS AND RESULTS	INITIATIVES	OWNERS
	White 82.4 Years Non-white 75.2 Years		
<p>State Performance Measure 2.3 – Social Services</p> <p>Workforce Participation Rate (WPR)</p> <p>Measure Type: Outcome</p> <p><i>Workforce Participation Rate (WPR) measures work participation for those considered "work ready". This includes Diversionary Work Program (DWP) since this program is actually targeted at a quick (4-month) re-entry service model to get individuals back into the workforce and diverted from landing in MFIP – a longer term program.</i></p>	<p>2.3.1 Minnesota Threshold/Outcome Goal/Target = 39.8% Federal Threshold/Outcome Goal/Target = 39.8%</p> <p>Results: State Federal Targets exceeded.</p> <p>Among Minnesota Family Investment Program (MFIP) and Diversionary Work Program (DWP) Recipients:</p> <p>2012 – 47.4% (we earned 2.5% funding bonus) 2011 – 35.2%</p>	<p>Targeted quality assurance program with vendors.</p>	<p>Community Services Director Paul Fleissner</p>
<p>State Performance Measure 2.4 – Social Services</p> <p>Maltreatment Recurrence</p> <p>Measure Type: Outcome</p> <p>Please note: <i>State measurement language is different than the way we report: asks for percentage of children where there is a recurrence of maltreatment within 12 months following an intervention. This difference in reporting was approved by the Office of the State Auditor in 2012.</i></p>	<p>2.4.1 Percentage of Children where there is NO recurrence of maltreatment WITHIN 6 MONTHS following an intervention, (Child and Family Services Review/CFSR language). 94.6% or Greater</p> <p>Results: Target exceeded</p> <p>2012 – 100% 2011 – 95.1%</p>	<p>Differential Response. Family Involvement Strategies (FIS). Structured Decision-Making (SDM). Culturally Competent Services.</p>	<p>Community Services Director Paul Fleissner</p>
<p>State Performance Measure 2.5 – Taxation</p>	<p>2.5.1 Acceptable: Median ratio falls between 90% and 105%</p>	<p>Assessment aides assist Assessment Services personnel in revaluation.</p>	<p>Property Records and Licensing Director Mark</p>

PERFORMANCE MEASURES	TARGETS AND RESULTS	INITIATIVES	OWNERS																																					
<p>Level of Assessment Ratio</p> <p>Measure Type: Outcome <i>The Level of Assessment Ratio refers mainly to the median sales ratio which is highlighted in this chart. The Sales Ratio Criteria set forth by the Minnesota Department of Revenue is listed below:</i></p> <table border="1" data-bbox="96 487 577 670"> <tr> <td>Median</td> <td>90% - 105%</td> <td></td> <td></td> </tr> <tr> <td>COD</td> <td>0-10 Excellent</td> <td>11-19 Acceptable</td> <td>>20 Poor</td> </tr> <tr> <td>PRD</td> <td>.97-1.02 Acceptable</td> <td><.97 Progressive</td> <td>>1.02 Regres-sive</td> </tr> </table> <p>Median—compares sale prices against assessed values.</p> <p>Coefficient of Dispersion (COD) - measures assessment uniformity.</p> <p>Price Related Differential (PRD) - a regressive indicates that high value properties are under-appraised relative to low value properties and progressive indicates that lower priced properties are under-appraised.</p>	Median	90% - 105%			COD	0-10 Excellent	11-19 Acceptable	>20 Poor	PRD	.97-1.02 Acceptable	<.97 Progressive	>1.02 Regres-sive	<p>Results: Target met for Residential, Commercial and Apartment. Target not met for Agriculture.</p> <p>2013 Assessment Sales Ratio Study*</p> <table border="1" data-bbox="602 345 1281 610"> <thead> <tr> <th>Property Type</th> <th>Median</th> <th>COD</th> <th>PRD</th> <th># Sales</th> </tr> </thead> <tbody> <tr> <td>Residential</td> <td>100 Acceptable</td> <td>8.4 Excellent</td> <td>1.02 Acceptable</td> <td>1,648</td> </tr> <tr> <td>Commercial</td> <td>93.7 Acceptable</td> <td>19.6 Acceptable</td> <td>1.06 Regressive</td> <td>28</td> </tr> <tr> <td>Apartment</td> <td>95 Acceptable</td> <td>9.76 Excellent</td> <td>1.04 Regressive</td> <td>10</td> </tr> <tr> <td>Agriculture</td> <td>80.2 Less than Acceptable</td> <td>24.1 Poor</td> <td>1.03 Regressive</td> <td>36</td> </tr> </tbody> </table> <p>*The "2013" assessment is based upon sales from October 1, 2011 through September 30, 2012, therefore it is actual 2012 Data.</p> <p>The actual assessment date is January 2, 2013, which is based upon that prior sales and inspection activity occurring in 2012 and the last quarter of 2011.</p>	Property Type	Median	COD	PRD	# Sales	Residential	100 Acceptable	8.4 Excellent	1.02 Acceptable	1,648	Commercial	93.7 Acceptable	19.6 Acceptable	1.06 Regressive	28	Apartment	95 Acceptable	9.76 Excellent	1.04 Regressive	10	Agriculture	80.2 Less than Acceptable	24.1 Poor	1.03 Regressive	36	<p>State law mandates that 20% (quintile) of the total county parcels be inspected annually. PRL anticipates that 100% of the parcels will have been inspected within the 5 year period ending with the 2012 assessment.</p>	<p>Krupski</p>
Median	90% - 105%																																							
COD	0-10 Excellent	11-19 Acceptable	>20 Poor																																					
PRD	.97-1.02 Acceptable	<.97 Progressive	>1.02 Regres-sive																																					
Property Type	Median	COD	PRD	# Sales																																				
Residential	100 Acceptable	8.4 Excellent	1.02 Acceptable	1,648																																				
Commercial	93.7 Acceptable	19.6 Acceptable	1.06 Regressive	28																																				
Apartment	95 Acceptable	9.76 Excellent	1.04 Regressive	10																																				
Agriculture	80.2 Less than Acceptable	24.1 Poor	1.03 Regressive	36																																				

PERSPECTIVE: BUILD THE COMMUNITY/Strategic Priority: 3. Be Good Stewards of Our Environment

<p>State Performance Measure 3.1 – County Park Quality</p> <p>Measure Type: Outcome</p>	<p>3.1.1 Average survey rating of 50 or more. (0 = Poor, 100 = Excellent)</p> <p>Results: Target exceeded.</p> <p>70 (Early 2013 Survey based on 2012 experiences; # of Respondents = 821 completed surveys;</p>	<p>On-line Park Reservations. Open Houses. Naturalist-led Program offerings open to the Public include:</p>	<p>Park Superintendent Tom Ryan</p>
---	--	---	-------------------------------------

PERFORMANCE MEASURES	TARGETS AND RESULTS	INITIATIVES	OWNERS
	40% response rate)	<p><u>Chester Woods Park</u> Stargazing, Bats, Catfishing, Summer Solstice Hike, Moonlight Paddle, Fireflies, Raptors, Nature Walk, Sand Sculpture Contest.</p> <p><u>Oxbow Park and Zollman Zoo</u> Tree I.D., Mosaic Birdbaths, Bird I.D./Hike, Deer and Elk, Feed the Bison, Feed the Bear, Otter Feeding, Prairie Hike, Beginning Geocaching, Fall Wildflower Identification.</p>	

Resolution

Board of

Ramsey County Commissioners

Presented By: Commissioner McDonough Date: June 25, 2013 No. 2013-182

Attention: County Manager's Office

Page 1 of 3

=====

WHEREAS, Ramsey County has included performance measurement as an integral part of its budgeting system for many years; and

WHEREAS, The County is interested in demonstrating the relevance and strength of the Ramsey County system and the Office of the State Auditor-Council on Local Results and Innovation's County Performance Measures Program provides an opportunity to participate in a multi-jurisdictional performance measurement system; and

WHEREAS, In 2012, twenty-five counties participated in the program including Anoka, Carver, Dakota, Hennepin, Scott and Washington Counties; and sixty-two cities participated in the corresponding city program including Little Canada, Maplewood, North St. Paul and White Bear Lake; and

WHEREAS, Each participating county must select at least ten measures from the twenty-five items in the Office of the State Auditor-Office of Local Results and Innovation's "Standard Measures for Counties", implement a system for measuring them, and report the results to residents by the end of the year and to the Office of the State Auditor by July 1, 2014; and


WHEREAS, County staff have examined this voluntary program and selected measures that provide a brief, high-level view of the County; and most of the measures are from the current County Performance Measures; and

WHEREAS, The measures proposed for Ramsey County and their data source are:

Ramsey County Board of Commissioners

	YEA	NAY	OTHER
Toni Carter	X		
Blake Huffman	X		
Jim McDonough	X		
Mary Jo McGuire	X		
Victoria Reinhardt	X		
Janice Rettman	X		
Rafael Ortega	X		

Rafael Ortega, Chair

By: 
Bonnie C. Jackelen
Chief Clerk – County Board

Resolution

Board of

Ramsey County Commissioners

Presented By: Commissioner McDonough Date: June 25, 2013 No. 2013-182

Attention: County Manager's Office

Page 2 of 3

=====

- Item 1 Part I and II Crime Rates, MN Bureau of Criminal Apprehension Uniform Crime Reports
- Item 7 Average county pavement condition rating, Ramsey County Performance Measures
- Item 15 Percentage of low birth weight births, MN Department of Health, County Health Tables
- Item 16 Level of assessment ratio, Ramsey County Performance Measures
- Item 18 Accuracy of post-election audit (% of ballots counted accurately), Ramsey County Performance Measures
- Item 20 Dollars brought into County for veteran's benefits, Ramsey County Performance Measures
- Item 23 Parks: Total number of annual visits per 1,000 residents, Ramsey County Performance Measures
- Item 23 Libraries: Total number of annual visits per 1,000 residents, Ramsey County Performance Measures
- Item 24 Bond rating, Ramsey County Performance Measures
- Item 26 Recycling percentage, Ramsey County Performance Measures;

and


WHEREAS, In order to participate in the program, a county must submit a resolution by July 1 with its declaration to report the results of this measurement process to residents and to the Office of the State Auditor; and

WHEREAS, The program has a financial benefit to encourage county participation, a reimbursement of \$0.14 per capita, not to exceed \$25,000; the 2014 budget does not include \$25,000 in estimated revenue from this program and the payment will fall to general fund balance if not appropriated by the County Board; Now, Therefore, Be It

Ramsey County Board of Commissioners

	YEA	NAY	OTHER
Toni Carter	X		
Blake Huffman	X		
Jim McDonough	X		
Mary Jo McGuire	X		
Victoria Reinhardt	X		
Janice Rettman	X		
Rafael Ortega	X		

Rafael Ortega, Chair

By: 
Bonnie C. Jackelen
Chief Clerk – County Board

Resolution

Board of

Ramsey County Commissioners

Presented By: Commissioner McDonough Date: June 25, 2013 No. 2013-182

Attention: County Manager's Office

Page 3 of 3

=====

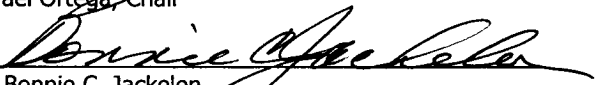
RESOLVED, The Ramsey County Board of Commissioners approves Ramsey County participation in the State Auditor Performance Measurement Program including reporting the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's/county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed; and submitting annual reports to the Office of the State Auditor; and Be It Further

RESOLVED, The Ramsey County Board of Commissioners directs the County Manager to implement the State Auditor Performance Measurement Program for Ramsey County.

Ramsey County Board of Commissioners

	YEA	NAY	OTHER
Toni Carter	X		
Blake Huffman	X		
Jim McDonough	X		
Mary Jo McGuire	X		
Victoria Reinhardt	X		
Janice Rettman	X		
Rafael Ortega	X		

Rafael Ortega, Chair

By: 
Bonnie C. Jackelen
Chief Clerk – County Board



LaMont Jacobson, Chair
Renville County Board of Commissioners
Renville County Government Services Center
Suite 315
105 South 5th Street
Olivia, MN 56277-1484

Phone: 320-523-3710
Fax: 320-523-3748

Affirmative Action - Equal Opportunity Employer

RESOLUTION 16-13

DECLARATION OF PARTICIPATION IN THE PERFORMANCE MEASUREMENT PROGRAM AND FILING OF THE 2013 PERFORMANCE MEASUREMENT PROGRAM REPORTING REQUIREMENTS

WHEREAS, on June 14, 2011, the Renville County Board of Commissioners voted to participate in the Performance Measurement Program created by the Council on Local Results and Innovations; and

WHEREAS, Renville County understands that by electing to participate in the standard measures program for 2013, that Renville County is eligible for a reimbursement of \$0.14 per capita in local government aid, not to exceed \$25,000, and is also exempt from levy limits under Minnesota Statutes, Sections 275.70 to 275.74, for taxes payable in 2014, if levy limits are in effect; and

WHEREAS, by July 1, 2013, Renville County understands that annual reporting to the Office of the Minnesota State Auditor will be required by the County to participate in the program.

NOW, THEREFORE, BE IT RESOLVED THAT The Renville County Board of Commissioners agrees to continue to participate in the Performance Measurement Program created by the Council on Local Results and Innovations.

BE IT FURTHER RESOLVED THAT Renville County has adopted and implemented ten performance measures developed by the Council on Local Results and Innovation and agreed to by the Office of the State Auditor.

BE IT FURTHER RESOLVED THAT Renville County has implemented a local performance measurement system as developed by the Council on Local Results and Innovation.

BE IT FURTHER RESOLVED THAT Renville County will report the results of the ten adopted measures to its residents before the end of the calendar year by posting the results on the County's website, publication, or at a public meeting at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVES THAT Renville County will survey its residents by the end of the calendar year on the services included in the adopted performance benchmarks that require survey results to establish output measures for a performance benchmark.

BE IT FURTHER RESOLVED, THAT Renville County will submit to the Office of the State Auditor the actual results of the performance measures adopted by the County.

Adopted by the Renville County Board of Commissioners on the 26th day of March, 2013.



RENVILLE COUNTY BOARD OF COMMISSIONERS

LaMont Jacobson

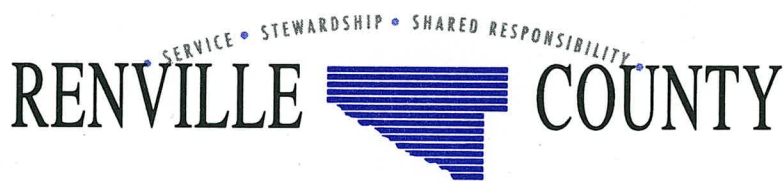
LaMont Jacobson, Chair

CERTIFICATION

I, Sara Folsted, Renville County Administrator, do hereby certify that the above is a true and correct copy of Resolution 16-13 adopted by the Renville County Board of Commissioners on the 26th day of March, 2013.

Sara Folsted

Sara Folsted, Renville County Administrator



June 27, 2013

Office of State Auditor
525 Park Street, Suite 500
St. Paul, MN 55103

The following are the most recent performance measurement reporting results for Renville County.

1. Performance Measure: Part I and Part II Crime Rates

Performance Goal: Decrease Part I and Part II Crime Rates

Outcome: The Renville County Sheriff's office had 116 Part I Crime events and 344 Part II Crime events in 2012. Please note that the 2012 report includes information for cities under contract for law enforcement services from the Renville County Sheriff. For 2012, this includes the City of Bird Island and the City of Morton.

2. Performance Measure: Hours to plow a complete system during a snow event.

Performance Goal: The time it takes to plow the entire system is dependent upon several environmental variables such as the amount of wind, ice and snow. Our goal is to ensure the County is using efficient and safe methods for proper snow removal consistent with County Policy.

Outcome: During 2012, on average, Renville County was able to plow all 17 plow routes covering 710 miles of roadway in an 8 hr shift assuming moderate snowfall covers the entire county.

3. Performance Measure: Average County Pavement Condition Rating

Performance Goal: To improve the average county pavement condition rating over 5 years.

Outcome: Renville County Average Pavement Condition Rating is 3.1

- 4. Performance Measure: Behavioral Risk Factor Surveillance System Rating**
Performance Goal: To attain high quality and longer lives free of preventable disease, disability, injury, and premature death in Renville County and to promote quality of life, healthy development and healthy behaviors across all life stages.
Outcome: a) Among sexually active students: Percent reporting always using a condom 53% b) Percent of 9th graders who ate five or more servings of fruit, fruit juice or vegetables yesterday 14% c) Years of potential life lost before age 65 due to unintentional injury or violence 270
- 5. Performance Measure: Workforce Participation Rate**
Performance Goal: To increase the workforce participation rate over 5 years.
Outcome: Workforce participation rate for 2012 was 34.1%
- 6. Performance Measure: Percentage of children where there is a recurrence of maltreatment within 12 months following intervention.**
Performance Goal: Maintain a 0% recurrence rate.
Outcome: In 2012, 0% of children had a recurrence of maltreatment within 12 months following intervention.
- 7. Performance Measure: Level of Assessment Ratio**
Performance Goal: Maintain an acceptable assessment ration of between 90% and 105%.
Outcome: Renville County weighted countywide assessment ratio for 2012 was 86.7%
- 8. Performance Measure: Accuracy of post –election audit.**
Performance Goal: To maintain 100% accuracy of ballots counted for each election.
Outcome: Results attached.
- 9. Performance Measure: Percentage of Veterans surveyed who said their questions were answered when seeking benefit information from their County Veterans' Office**
Performance Goal: Maintain 100% positive response.
Outcome: 100% of Veterans surveyed responded that their questions were answered when seeking benefit information from their County Veteran's Office.

10. Performance Measure: Citizens Survey of Renville County Parks

Performance Goal: Provide outdoor recreation opportunities, while protecting the natural resources of Renville County, for the use, enjoyment, and education of present and future generations.

Outcome: 216 surveys were sent out to past park users and 134 surveys were returned.

- 85% of respondents state that the overall opinion of maintenances of the parks they visited was excellent or very good.
- 99% of respondents said they felt safe while visiting the parks.
- 89% of respondents replied that their overall opinion of the Renville County park system was very good or excellent with 100% replying fair or better.

RENVILLE

MENU

LOG OUT

HELP

Post Election Review (PER) Enter Results

Select PER Precinct : 0185 - WINFIELD TWP.

< Prev

Next >

Saved Successfully by renville at 3:41 PM

Save

Reset

Polling Place Precinct: 0185 - WINFIELD TWP.

0110 - US REPRESENTATIVE DISTRICT 7

Candidate ID	Candidate Party	Candidate Name	Polling Place Votes	Hand Count	Unadjusted Difference	Explained Difference	Adjusted Difference	Explanation
01100201	Independence	GLEN R. MENZE	5	<input type="text" value="5"/>	0	<input type="text" value="0"/>	0	
01100301	Republican	LEE BYBERG	43	<input type="text" value="43"/>	0	<input type="text" value="0"/>	0	
01100401	Democratic-Farmer-Labor	COLLIN C. PETERSON	54	<input type="text" value="54"/>	0	<input type="text" value="0"/>	0	
01100801	Independent	GENE WALDORF	7	<input type="text" value="7"/>	0	<input type="text" value="0"/>	0	
01109901	Write-In	WRITE-IN**	<input type="text" value="0"/>	<input type="text" value="0"/>	0	<input type="text" value="0"/>	0	
01109902	Write-In	BLANK FOR OFFICE	<input type="text" value="0"/>	<input type="text" value="0"/>	0	<input type="text" value="0"/>	0	
01109903	Write-In	OVER / DEFECTIVE FOR OFFICE	<input type="text" value="0"/>	<input type="text" value="0"/>	0	<input type="text" value="0"/>	0	

0331 - GOVERNOR & LT GOVERNOR

Candidate ID	Candidate Party	Candidate Name	Polling Place Votes	Hand Count	Unadjusted Difference	Explained Difference	Adjusted Difference	Explanation
03310201	Independence	TOM HORNER AND JAMES A. MULDER	23	<input type="text" value="23"/>	0	<input type="text" value="0"/>	0	
03310301	Republican	TOM EMMER AND ANNETTE T. MEEKS	51	<input type="text" value="51"/>	0	<input type="text" value="0"/>	0	
03310401	Democratic-Farmer-Labor	MARK DAYTON AND YVONNE PRETTNER SOLON	34	<input type="text" value="34"/>	0	<input type="text" value="0"/>	0	
03310701	Green	FARHEEN HAKEEM AND DAN DITTMANN	0	<input type="text" value="0"/>	0	<input type="text" value="0"/>	0	
03311601	The Resource Party	LINDA S. ENO AND HOWARD B. HANSON	0	<input type="text" value="0"/>	0	<input type="text" value="0"/>	0	
03311701	Grassroots Party	CHRIS WRIGHT AND EDWIN H. ENGELMANN	0	<input type="text" value="0"/>	0	<input type="text" value="0"/>	0	
03311901	Ecology Democracy Party	KEN PENTEL AND ERIN WALLACE	0	<input type="text" value="0"/>	0	<input type="text" value="0"/>	0	
03319901	Write-In	WRITE-IN**	<input type="text" value="0"/>	<input type="text" value="0"/>	0	<input type="text" value="0"/>	0	

03319902	Write-In	BLANK FOR OFFICE	<input type="text" value="0"/>	<input type="text" value="1"/>	1	<input type="text" value="0"/>	1	<input type="text"/>
03319903	Write-In	OVER / DEFECTIVE FOR OFFICE	<input type="text" value="0"/>	<input type="text" value="0"/>	0	<input type="text" value="0"/>	0	<input type="text"/>

RENVILLE

MENU

LOG OUT

HELP

Post Election Review (PER) Enter Results

Select PER Precinct : 0060 - DANUBE

< Prev

Next >

Saved Successfully by renville at 3:40 PM

Save

Reset

Polling Place Precinct: 0060 - DANUBE

0110 - US REPRESENTATIVE DISTRICT 7

Candidate ID	Candidate Party	Candidate Name	Polling Place Votes	Hand Count	Unadjusted Difference	Explained Difference	Adjusted Difference	Explanation
01100201	Independence	GLEN R. MENZE	6	<input type="text" value="6"/>	0	<input type="text" value="0"/>	0	
01100301	Republican	LEE BYBERG	72	<input type="text" value="72"/>	0	<input type="text" value="0"/>	0	
01100401	Democratic-Farmer-Labor	COLLIN C. PETERSON	109	<input type="text" value="109"/>	0	<input type="text" value="0"/>	0	
01100801	Independent	GENE WALDORF	9	<input type="text" value="9"/>	0	<input type="text" value="0"/>	0	
01109901	Write-In	WRITE-IN**	<input type="text" value="1"/>	<input type="text" value="1"/>	0	<input type="text" value="0"/>	0	
01109902	Write-In	BLANK FOR OFFICE	<input type="text" value="0"/>	<input type="text" value="6"/>	6	<input type="text" value="0"/>	6	
01109903	Write-In	OVER / DEFECTIVE FOR OFFICE	<input type="text" value="0"/>	<input type="text" value="0"/>	0	<input type="text" value="0"/>	0	

0331 - GOVERNOR & LT GOVERNOR

Candidate ID	Candidate Party	Candidate Name	Polling Place Votes	Hand Count	Unadjusted Difference	Explained Difference	Adjusted Difference	Explanation
03310201	Independence	TOM HORNER AND JAMES A. MULDER	29	<input type="text" value="29"/>	0	<input type="text" value="0"/>	0	
03310301	Republican	TOM EMMER AND ANNETTE T. MEEKS	76	<input type="text" value="76"/>	0	<input type="text" value="0"/>	0	
03310401	Democratic-Farmer-Labor	MARK DAYTON AND YVONNE PRETTNER SOLOH	92	<input type="text" value="92"/>	0	<input type="text" value="0"/>	0	
03310701	Green	FARHEEN HAKEEM AND DAN DITTMANN	0	<input type="text" value="0"/>	0	<input type="text" value="0"/>	0	
03311601	The Resource Party	LINDA S. ENO AND HOWARD B. HANSON	2	<input type="text" value="2"/>	0	<input type="text" value="0"/>	0	
03311701	Grassroots Party	CHRIS WRIGHT AND EDWIN H. ENGELMANN	0	<input type="text" value="0"/>	0	<input type="text" value="0"/>	0	
03311901	Ecology Democracy Party	KEN PENTEL AND ERIN WALLACE	0	<input type="text" value="0"/>	0	<input type="text" value="0"/>	0	
03319901	Write-In	WRITE-IN**	<input type="text" value="0"/>	<input type="text" value="0"/>	0	<input type="text" value="0"/>	0	

03319902	Write-In	BLANK FOR OFFICE	<input type="text" value="0"/>	<input type="text" value="3"/>	3	<input type="text" value="0"/>	3	<input type="text"/>
03319903	Write-In	OVER / DEFECTIVE FOR OFFICE	<input type="text" value="0"/>	<input type="text" value="1"/>	1	<input type="text" value="0"/>	1	<input type="text"/>

**BOARD of COMMISSIONERS
RICE COUNTY, MINNESOTA**

RESOLUTION #13-034

PERFORMANCE MEASURES

WHEREAS, Benefits to Rice County for Participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in Minnesota Statute 6.91 and include eligibility for a reimbursement; and

WHEREAS, Any county participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

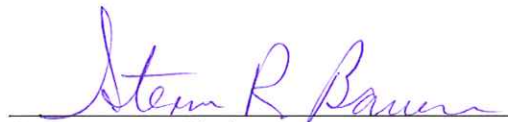
WHEREAS, The Rice County Board has adopted and implemented at least 10 of the performance measures from each applicable service category, as developed by the Council on Local results and Innovation, and a system to use this information to help plan, budget, manage, and evaluate programs and processes for optimal future outcomes.

THEREFORE BE IT RESOLVED THAT, Rice County will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, Rice County will submit to the office of the State Auditor the actual results of the performance measures adopted by the County by July 1st.

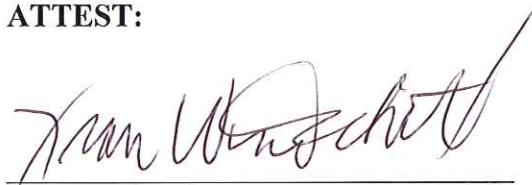
Dated this 14th day of May, 2013.

RICE COUNTY BOARD OF COMMISSIONERS



Steve Bauer, Chairperson

ATTEST:



Fran Windschitl, Auditor/Treasurer

2013

State Standard Measures Program

In 2010, the Legislature created the Council on Local Results and Innovation. In February 2011, the Council released a standard set of ten performance measures for counties that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties in providing services and measure residents' opinions of those services. In February of 2012, the Council created a comprehensive performance measurement system for cities and counties to implement. In 2013, the Council revised the performance measures and clarified the system requirements to increase participation in the program. Counties that choose to participate in the standards measure program may be eligible for a reimbursement in LGA and exemption from levy limits.

This document provides summary information on 12 performance measures.

Mission

Rice County Mission Statement

To proactively address the needs of the public we serve in an efficient and effective manner to enhance the quality of life for the citizens.

Public Works

	2011	2012
Hours to plow complete system during a snow event	6.5	6.5

There are several factors which impact the amount of time it will take for snow removal and will fluctuate from year to year. Our goal is to ensure the County is using efficient and safe methods for proper snow removal.

	2011	2012
Pavement Condition Index (PCI) rating	63	62

The PCI rating monitors the surface quality of the pavement. Rice County's goal is to maintain the overall pavement condition of its roadway system while increasing the safety of our county roads.

Source: Rice County Highway Department

Environment

	2011	2012
Amount of hazardous household waste and electronics collected per ton	117.85	101.73
Recycling percentage	57%	59%

The goal of Rice County is to increase the amount of recycling in residences as well as businesses, therefore reducing the amount of refuse in our landfills.

Source: Rice County Hazardous Waste

Assessment

	2011	2012
Median level of assessment ratio	95.60%	99.20%

State law requires county assessors to value each property at its full fair market value. To measure compliance, the sale price of each property sold through an "arm's length" transaction between a willing seller and willing buyer is compared to the assessed value as set by the county, and a sales ratio is created and reported. While the law aims for 100% ratio on individual sales (where the sale price is the same as the assessed value), the board that oversees the assessment process has established an acceptable range of median ratios between 90% and 105%.

Source: Rice County Assessor's office

Elections

	2011	2012
Accuracy of post-election audit (% of ballots counted accurately)	100%	100%

A comparison of the results compiled by the voting system with the postelection review described in this section must show that the results of the electronic voting system differed by no more than one-half of one percent from the manual count of the offices reviewed. Valid votes that have been marked by the voter outside the vote targets or using a manual marking device that cannot be read by the voting system must not be included in making the determination whether the voting system has met the standard of acceptable performance for any precinct.

Source: Rice County Auditor/Treasurer records

Veterans' Services

	2011	2012
Percentage of Veterans surveyed who said their questions were answered when seeking benefit information from their County Veterans' Office (survey data, provide year completed and total response)	100%	100%

For the year 2012, 25 Veterans were surveyed and asked the question, "Were all of your questions answered with satisfaction". All 25 Veterans replied with a positive response and said "yes". Rice County would like to maintain 100% satisfaction as they continue to help provide assistance to Veterans with their benefits and services.

Source: Rice County Veterans service office

Library

	2011	2012
Number of annual visits per 1,000 residents	6469	6300

Rice County would like to continue to see added growth in visitors to our Public Libraries as our community continues to increase in population.

Source: Faribault, Northfield, Lonsdale Public Libraries

Financial

	2011	2012
Bond rating	AA	AA
Debt service levy per capita	43.52	41.24
Outstanding debt per capita	395.01	372.55

Our goal is to live within outstanding debt limits per Minnesota Statutes and to Judiciously use debt to meet long term capital needs of the County.

Source: Rice County Auditor/Treasurer records

Social Services

	2011	2012
Workforce participation rate among MFIP and DWP recipients	40%	29%

The Minnesota Family Investment Program (MFIP) is the state's welfare reform program for low-income families with children. MFIP helps families move to work. It includes both cash and food assistance. When most families first apply for cash assistance, they will participate in the Diversionary Work Program (DWP). This is a four-month program that helps parents go immediately to work rather than receive government assistance. Workforce participation rates measure the degree to which parents on MFIP are engaged in work activities that lead to self-sufficiency. The Rice County monthly target is 50% or higher.

Source: Rice County Health Rankings and Roadmaps

	2011	2012
Percentage of children where there is a recurrence of maltreatment within 12 months	0.00%	12.80%

Of all children who were victims of substantiated child abuse and/or neglect during the reporting period, what percentage had a subsequent substantiated allegation within twelve months?

Source: Rice County Social Services

Public Safety

	2011	2012
Percent of adult offenders with a new felony conviction within 3 years of discharge		
Probation	17%	14%
Supervised Release	20%	29%

Recidivism is defined as having a new felony conviction within three years of leaving supervision. This report only follows offenders who complete probation or supervised release without revocation.

Source: Rice County Community Corrections



Resolution
of the
Board of County Commissioners
St. Louis County, Minnesota
Adopted on: June 25, 2013 Resolution No. 13-385
Offered by Commissioner: Jewell

Minnesota State Auditor Performance Measurement Program

WHEREAS, Benefits to St. Louis County for participation in the Minnesota Council on Local Results and Innovation comprehensive performance measurement program are outlined in Minn. Stat. § 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, Any city/county participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, The St. Louis County Board has adopted and implemented ten of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes;

THEREFORE, BE IT RESOLVED, That St. Louis County will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's/county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed;

RESOLVED FURTHER, That the St. Louis County Board approves submission of the 2013 St. Louis County Performance Measures Report found in County Board File No. 59676.

Commissioner Jewell moved the adoption of the Resolution and it was declared adopted upon the following vote:
Yeas – Commissioners Jewell, Forsman, Stauber, Nelson, Raukar and Chair Dahlberg - 6
Nays – None
Absent – Commissioner O'Neil - 1

STATE OF MINNESOTA
Office of County Auditor, ss.
County of St. Louis

I, DONALD DICKLICH, Auditor of the County of St. Louis, do hereby certify that I have compared the foregoing with the original resolution filed in my office on the 25th day of June, A.D. 2013, and that this is a true and correct copy.

WITNESS MY HAND AND SEAL OF OFFICE at Duluth, Minnesota, this 25th day of June, A.D., 2013.

DONALD DICKLICH, COUNTY AUDITOR

By

Deputy Auditor/Clerk of the County Board

Measures for Counties

St. Louis County Departmental Key Performance Indicators: 2013 Submission (2012 data, *unless noted*)

Public Safety – County Sheriff	
Department Goal:	To protect and serve the citizens of the county and region with professionalism and pride.
Commissioner	Enhance Public Safety; Health and Well-Being of County Citizens
Priority Area:	

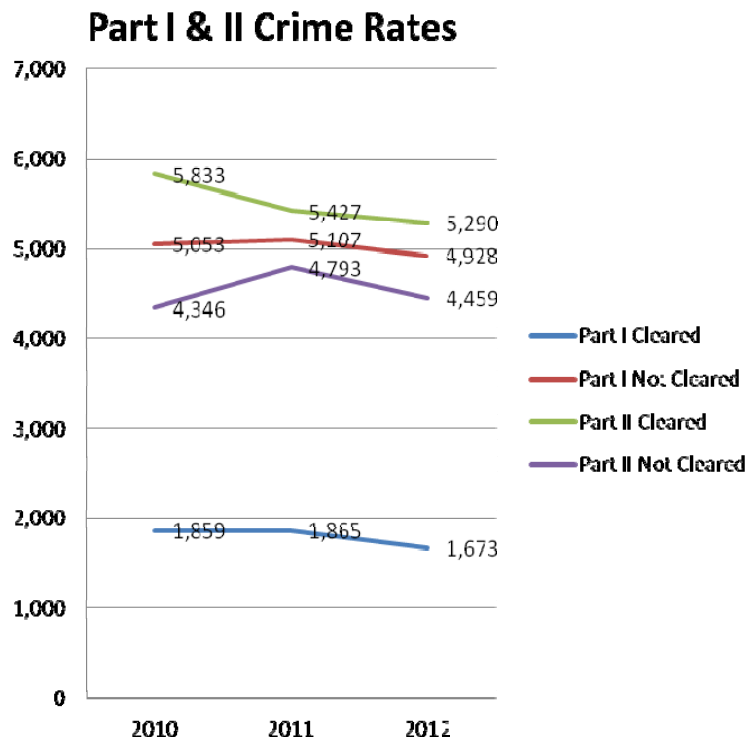
Measure 1. Public Safety –Crime Rates/Citizen Survey

Current Performance: In 2012, St. Louis County (population 198,455) had the following Part I & II offenses and crime rates:

Part I:	6,601 total offenses; 1,673 total offenses cleared (25%)
Part II:	9,749 total offenses; 5,290 total offenses cleared (54%)
Crime Rate:	Grand total offenses: 16,350; Total Cleared 6,963; Percentage Cleared 43%

Data Source: MN BCA Uniform Crime Reports 2013

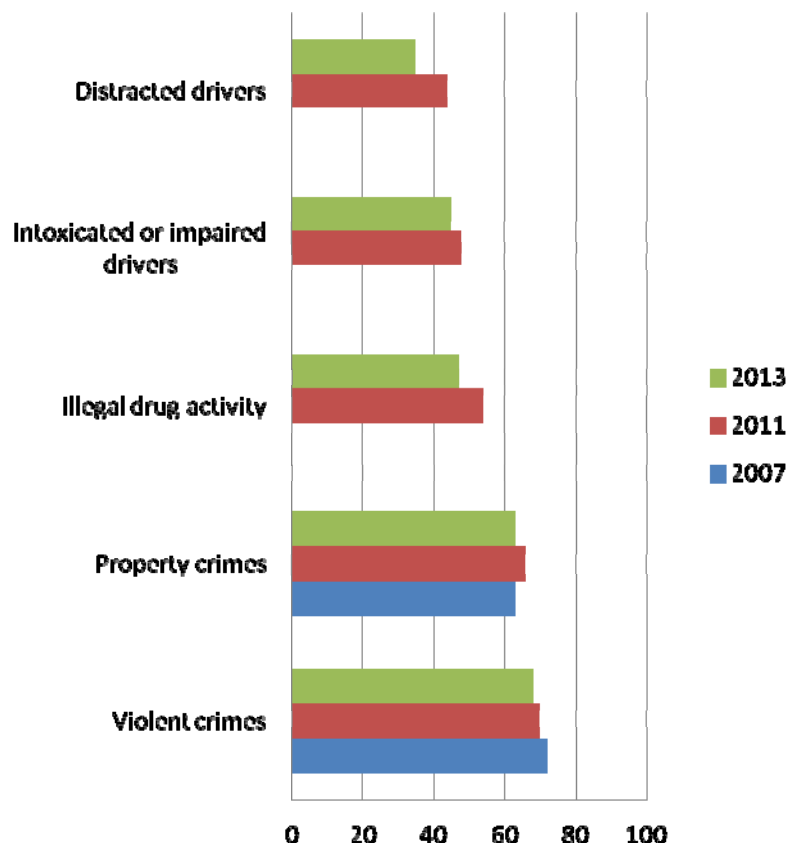
Note: BCA stats are not final until July 1, 2013



Measure 2. Public Safety –Citizen Survey

Current Performance: Three-quarters or more of St. Louis County residents (measured in its 2013 Residential Survey) felt “very” or “somewhat” safe from violent (83%) or property crimes(67%) and 59% felt safe from illegal drug activity. As shown below, ratings were similar to those given in 2011 and 2007.

Please rate how safe or unsafe you feel from the following in St. Louis County



More about our survey:

St. Louis County partners with other Minnesota counties to work with the National Research Center on a statistically valid and representative residential survey which is conducted every 2-3 years. This survey was conducted in 2007, 2011 and 2013. That data is summarized here. The 2013 survey response rate was 37% (1975 households received a survey; 732 surveys were completed).

Please note: responses have been converted to a 100 point scale for ease of graphical comparison.

Measure 3. Public Safety – Deputy Response Time

Current Performance: The St. Louis County Sheriff's Office responded to 1,784 Priority One Level Incidents throughout St. Louis County between 1/1/12 and 12/31/12. The average response time from time of dispatch to first unit on scene computes to **17.55 minutes**, the number of calls and time to respond are up slightly (less than 90 seconds) from last year. St. Louis County is very unique compared to other Minnesota counties in that it is over 7,000 square miles in size, the type and quality of our roadways varies significantly throughout the county, and great distances between calls often requires extra time to respond thus impacting the efficacy of this measure as a standard in St. Louis County as compared to other counties in the State.

Public Safety – Arrowhead Regional Corrections (ARC)

Department Goal:	To use evidence-based practices to provide community corrections services in a five county area of Northeastern Minnesota (St. Louis, Carlton, Cook, Koochiching and Lake Counties). ARC operates the (1) Northeast Regional Corrections Center (NERCC), a minimum security level institution for adult males, (2) Arrowhead Juvenile Center, a secure detention and treatment facility for juveniles, (3) Court and Field (probation and parole) services and (4) contracted services for adult female offenders.
Commissioner Priority Area:	Enhance Public Safety; Health and Well-Being of County Citizens

Measure 4. Public Safety – Recidivism

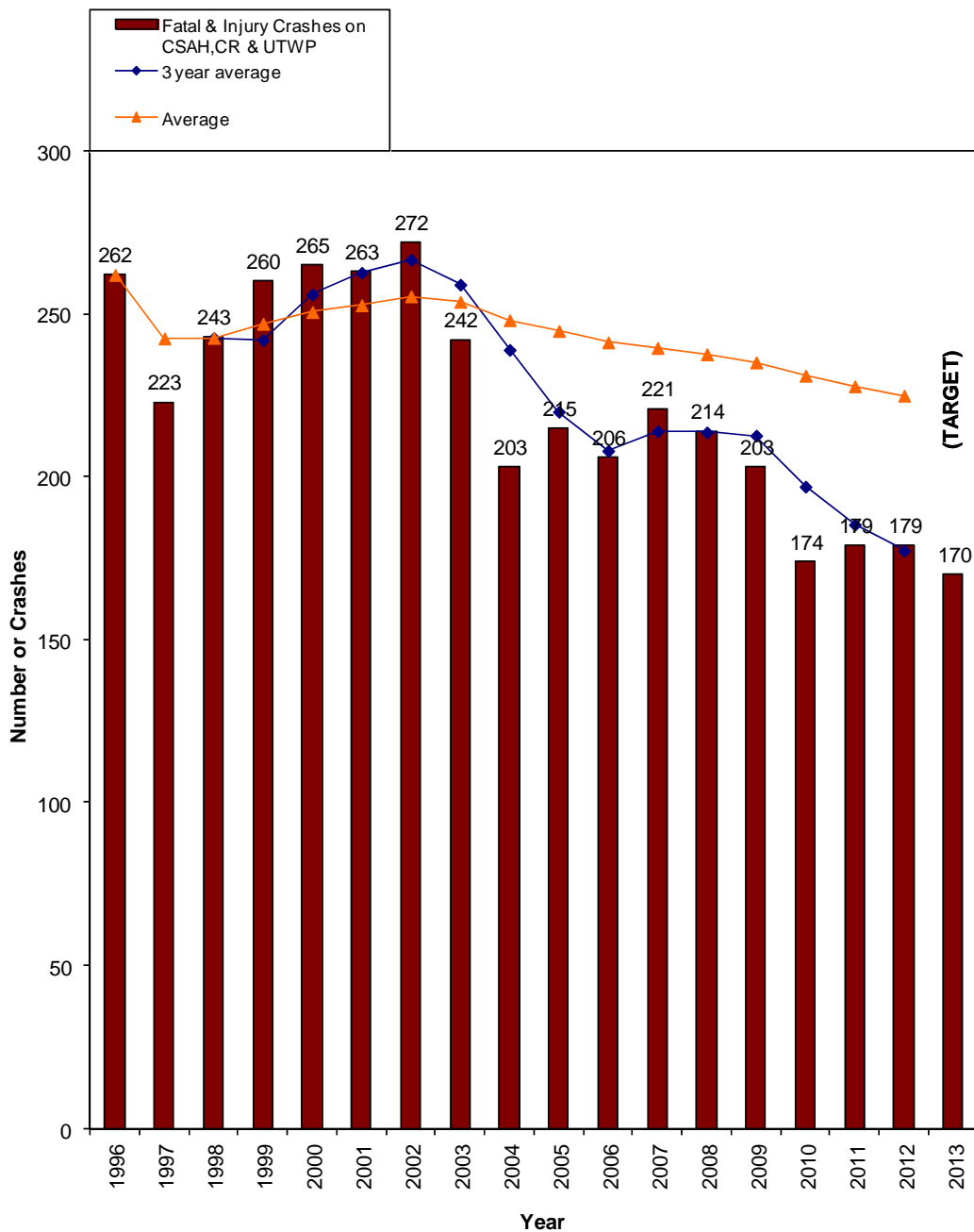
Current Performance: Arrowhead Regional Corrections’ goal is to maintain its client recidivism rate at 30% or lower, as defined by the Minnesota Department of Corrections. The MN DOC defines recidivism as “a felony conviction within three years of discharge.” In 2012, ARC’s adult probation recidivism rate - **13%**; adult parole/supervised release rate - **29%**.

Public Works	
Department Goal:	To provide a safe, well-maintained road and bridge system.
Commissioner	Strong County Infrastructure; Facilitate Economic Development
Priority Area:	

Measure 5. Public Works - Total number of fatal/injury accidents

Current Performance: In 2012 St. Louis County experienced **179** fatal and injury crashes on County State Aid Highways (CSAH), County Roads or Unorganized Township roads. The target is less than 170.

Fatal and Injury Crashes



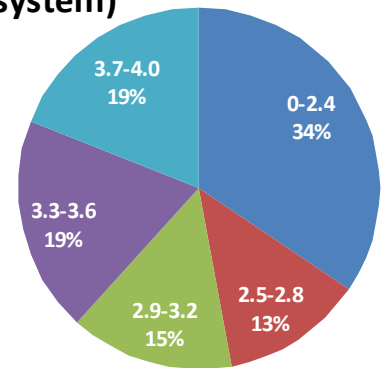
Measure 6. Public Works –Snow Plowing Time

Current Performance: It takes the St. Louis County Public Works Department an average of **6 hours** to plow county roadways during an average snowfall event.

Measure 7. Public Works –County Pavement Condition Rating (PCI/PQI)

Current Performance: To improve the overall pavement quality of the roads of St. Louis County jurisdiction (unorganized townships, county roads, and county state aid highways) to a level acceptable to the public, Public Works strives to maintain 75% of roadway miles with a Pavement Quality Index (PQI) of 2.900 or higher and the weighted average PQI for all mileage at 3.100 or higher. Pavements having a PQI of 2.900 to 3.200 are defined as being in "fair" condition. PQI's range from 0.000 (worst) to 4.200 (best).

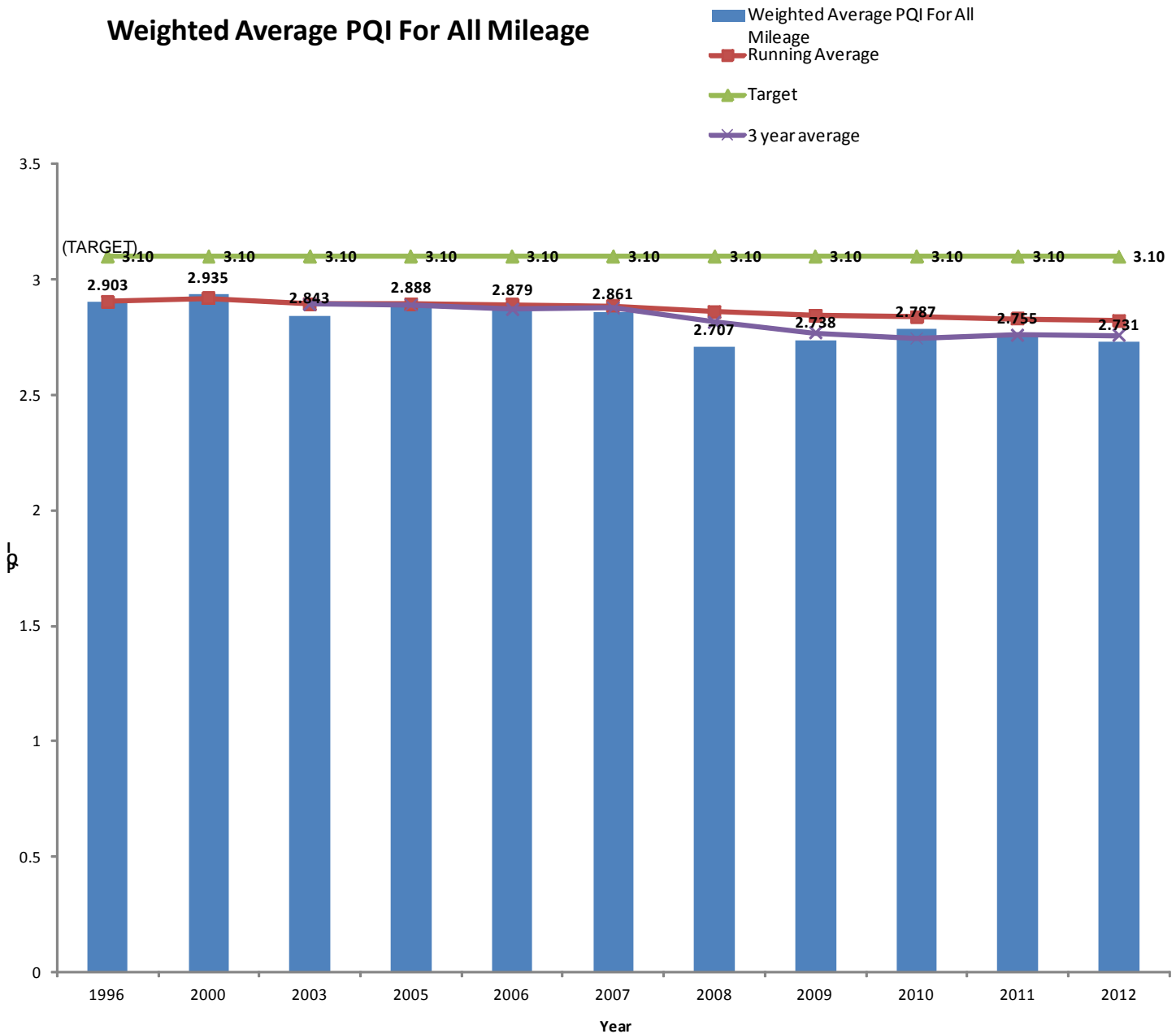
Pavement Quality Index (PQI) (% of paved system)



Using PQI data from 2012, the percentage of roadway miles rated with a PQI of 2.900 or higher is 52.9%, which is under the 75% target. The weighted average PQI for all mileage, using the same data, is 2.731, which is under the target of 3.100.

System	2.731	↓	Slightly down from 2011 (2.755)
PQI			
County State Aid Highway (CSAH)	2.86	↓	Slightly down from 2011 (2.87)
PQI			
County & Unorganized Township Roads	2.31		Slightly down from 2011 (2.39)
PQI			

Weighted Average PQI For All Mileage



What will be changed to meet this goal: The Department knew that it would not be able to achieve this goal, but felt it was important to set targets that would reflect where the county's system should be. A review of the current data indicates that the overall condition of the paved highway system is stable for now. The short term improvement over the previous three years has turned flat in 2012.

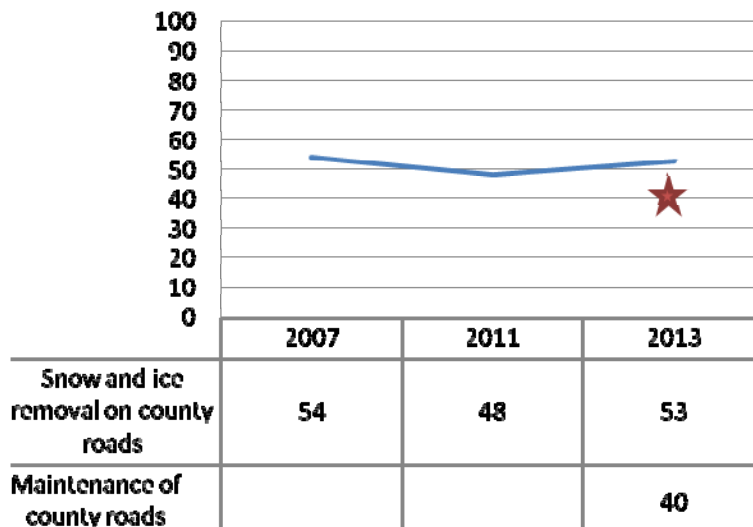
A shift towards doing more preservation projects such as mill and overlays, reclaim and overlays and bituminous overlays, along with more preventative maintenance such as crack sealing, chip seals and micro-surfacing will begin to push the numbers in the right direction.

St. Louis County Public Works continues to implement a pavement management system and will further refine its use as well as continue to evaluate all potential sources of revenue.

Measure 8. Public Works –Citizen Survey Ratings

Current Performance: Continuing the trend in citizen survey ratings from 2007 and 2011 scientifically valid, representative surveys, residents again found road conditions to be a major problem in 2013. 10% of residents selected infrastructure (including sewer, water, roads, bridges, etc.) as the most serious issue facing St. Louis County (down from 13% in 2011). The 2013 survey attempted to separate snow and ice removal from general maintenance, which is reflected in the new baseline established in the following chart. While low scores these are in line with national trends done by the National Research Center.

Please rate each of the following services provided by St. Louis County



More about our survey:

St. Louis County partners with other Minnesota counties to work with the National Research Center on a statistically valid and representative residential survey which is conducted every 2-3 years. This survey was conducted in 2007, 2011 and 2013. That data is summarized here. The 2013 survey response rate was 37% (1975 households received a survey; 732 surveys were completed).

Please note: responses have been converted to a 100 point scale for ease of graphical comparison.

Please note: the “maintenance of county roads” was a new question in 2013.

Measure 9. Public Works –Average Bridge Sufficiency Rating

Current Performance: St. Louis County's average bridge sufficiency rating is **83.5**. This is a new measure for St. Louis County and this year's statistic will begin to establish a baseline.

There are several factors to consider when it comes to using the Sufficiency Rating (SR) and setting an annual goal. It may take some serious thought to determine the best metric to measure our success. Considerations include:

- Establish a clear definition of the Sufficiency Rating (SR).
- Consider using ratings. NBI ratings are the federal portion of the condition ratings of various parts of the bridge (superstructure, substructure, deck, etc.) and are determined by our safety inspectors in the field.
- St. Louis County is responsible for approximately 600 bridges with ever changing condition values. It can be difficult to track and calculate any meaningful information without significant effort. The SR data from the State's SIMS database and found approximately 5% of the structures had incorrect data and their data has proven to be 3-4 years out of date. It is the only source for the current SR's and condition information that changes annually.

Public Health, Social Services	
Department Goal:	Children will be born healthy, live a life free from abuse and neglect, and will have a permanent living arrangement. Parents will be emotionally and financially able to provide for their children. Our community will make healthy life choices; have safe food, water, and air.
Commissioner Priority Area:	Health and Well-Being of County Citizens

Measure 10. Public Health & Human Services –General Life Expectancy

Current Performance: Data from the Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute provides information on premature death based on a calculated years of potential life lost.

For St. Louis County: _____

2012 Years Lost 6,807

Data source: <http://www.countyhealthrankings.org/app/#/minnesota/2013/st-louis/county/outcomes/overall/snapshot/by-rank>

Measure 11. Public Health & Human Services –Tobacco & Alcohol Use

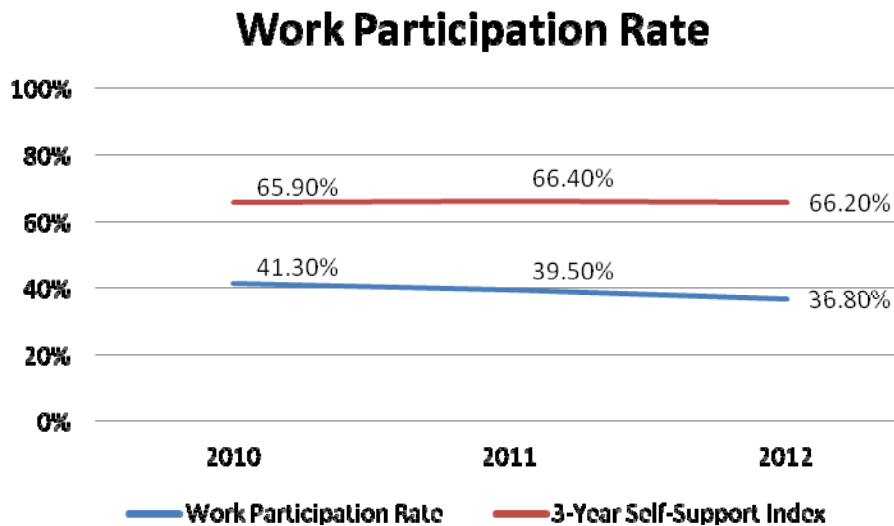
Current Performance:

2012 Health Behaviors 53 (Rank out of 87 Counties)
 2012 Adult Smoking 21% (Compared to MN at 17% and the National Benchmark at 13%)
 2012 “Excessive Drinking” 20% (Compared to MN at 20% and the National Benchmark at 7%)

Data source: www.countyhealthrankings.org

Measure 12. Public Health & Human Services –Work Participation Rate

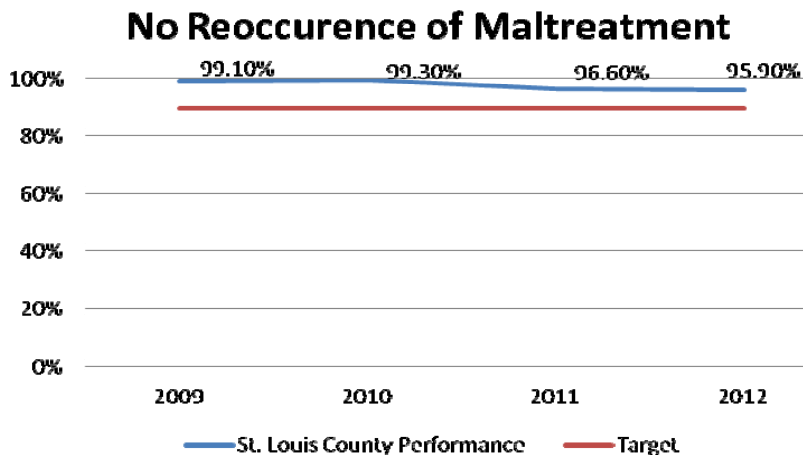
Current Performance: The department’s work participation rate measures how effectively people are able to enter the workforce and gain economic self-sufficiency. PHHS’ goal is that MFIP and DWP participants will meet or exceed the state’s expectation of a work participation rate of 38.9%. The federal work participation rate has been raised to 50% this year.



Data source: <http://publicreports.dhs.state.mn.us/Reports.aspx?ReportID=3>

Measure 13. Public Health & Human Services –Maltreatment

Current Performance: PHHS strives to protect vulnerable children in order to enhance their safety, permanency and well-being. The department has established targets of 90% of children with one incident of substantiated child abuse will not have a reoccurrence within 12 months.



Data source: <http://publicreports.dhs.state.mn.us/Reports.aspx?ReportID=3>

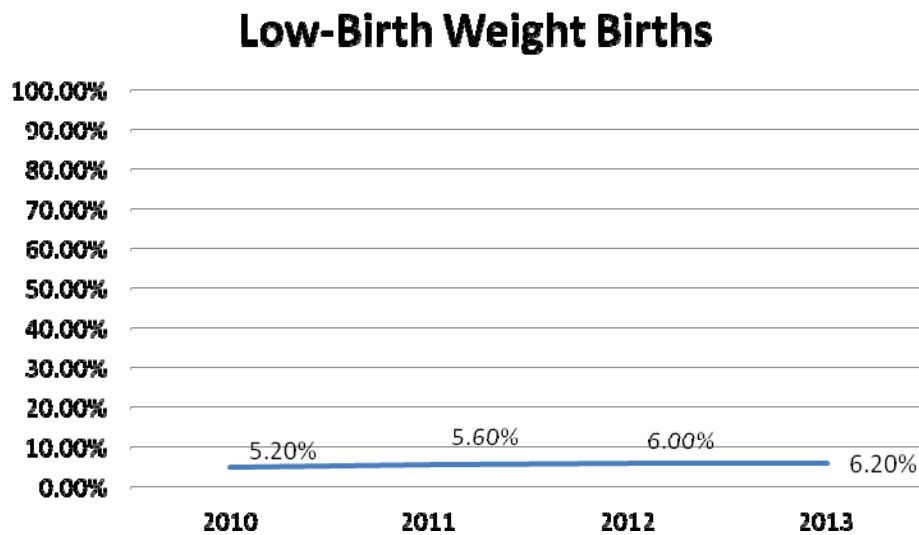
Measure 14. Public Health & Human Services –Child Support Program Cost Effectiveness

Current Performance: Child support is money a parent is court-ordered to pay to their child’s other parent or caregiver for the support of the child. The support may be part of an interim, temporary, permanent, or modified court order. Cost effectiveness is the Return on Investment realized as a result of this activity in our County; it is the total dollars collected during the federal fiscal year divided by the total dollars spent for providing child support services during the same year. It is also called the “CSPIA collections/expense ratio”.

St. Louis County CSPIA Collects/Expense Ratio	
2010	\$5.55
2011	\$4.86
2012	\$5.25
Data source: 2012 Minnesota Child Support Performance Report	

Measure 15. Public Health & Human Services –Low Birth Weight Children

Current Performance: The Council on Local Results and Innovation recommended, as one measure of life expectancy, babies born with a low birth weight as these children have an increased risk of dying. Approximately half of the St. Louis County public health nurses provide home visits to high risk maternal populations, seeing clients prenatally and post-partum, to provide support and education to prevent complications including low birth weight.



Data Source: www.countyhealthrankings.org

Property Records, Valuation, Assessment

Department Goal:	Inspect, value, and classify - for property tax purposes – all taxable parcels with new construction on an annual basis. Assessments meet Department of Revenue standards for level and consistency.
Commissioner Priority Area:	Efficient, Effective Government

Measure 16. County Assessor–Assessment Ratio

Current Performance: The median assessment level for all classes of property based on sales adjusted for local effort falls within the Department of Revenue’s acceptable range of 90% to 105% with a coefficient of dispersion less than 20 percent. This means that assessments should consistently fall within 90 to 105 percent of sales prices.

The following are statistics from the 2012 sales ratio report for St. Louis County provided by the Minnesota Department of Revenue. The current St. Louis County level of assessment ratio, median ratio, falls between 90-105% for 2012.

2012 St. Louis County Sales Ratio Report		
PROPERTY TYPE	MEDIAN RATIO	DOR Acceptable Range of 90-105%
RESIDENTIAL	98.4	acceptable
COMMERCIAL/INDUSTRIAL	91.3	acceptable

Measure 17. County Recorder–Turn-around Time

Current Performance: MN Statutes 357.182, Subd. 6 require a 10 day turn-around time by the year 2011, 90% of the time. 2012 performance documented a turn-around time of **7.17 days**.

Elections	
Department Goal:	Maintain high election standards and public confidence in the election process in compliance with state and federal election laws (including the Help America Vote Act, HAVA).
Commissioner Priority Area:	Efficient, Effective Government

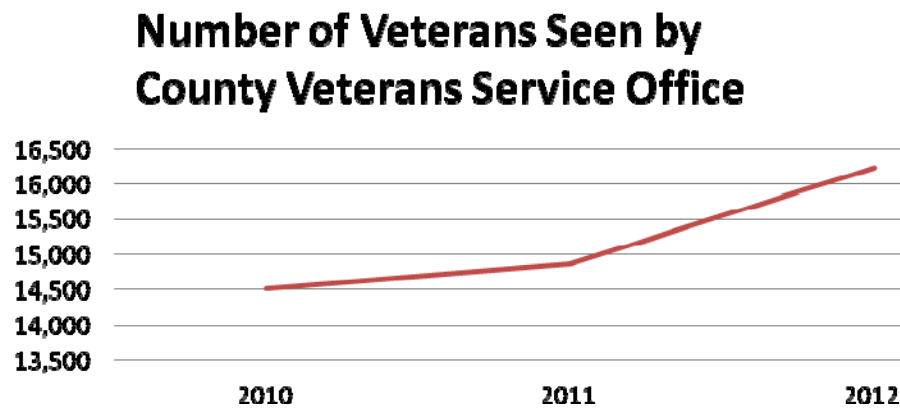
Measure 18. County Auditor – Accuracy

Current Performance: During the 2012 general election, according to the post-election audit, **100%** of ballots were counted accurately.

Veterans Services	
Department Goal:	To annually increase the number of veterans we work with and to serve them in a timely and customer-oriented manner.
Commissioner Priority Area:	Health and Well-Being of County Citizens

Measure 19. Veterans Service Office – Customer Service

Current Performance: Customer satisfaction surveys are used by this office to assure customer satisfaction. There were a total of 79 customer comment cards collected, **78 were rated excellent and 1 was rated good**. All questions were answered. This is significant as the St. Louis County Veterans Service Office continues to see an increased number of veterans each year.



Measure 20. Veterans Service Office – Dollars for Veterans’ Benefits

Current Performance: For 2012, Federal benefits totaled \$81,540,000 and State benefits totaled \$367,243, for a grand total of **\$81,907,243** of Veterans’ benefits brought into St. Louis County.

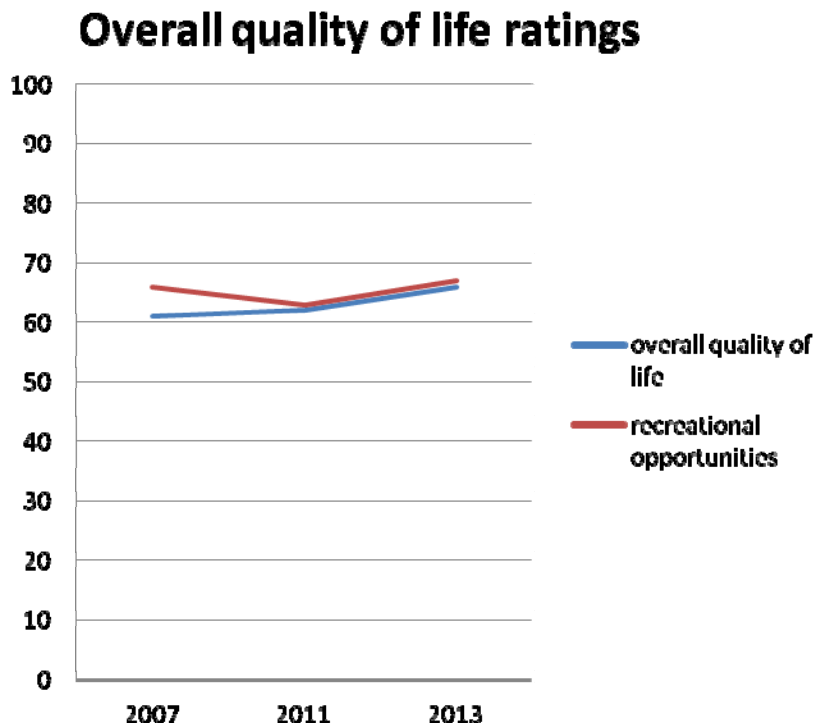
Measure 21. Veterans Service Office – Percentage of Veterans Receiving Benefits

This measure was recommended by 2008 OLA report. There is currently no reliable data source for this measure.

Parks, Libraries	
Department Goal:	N/A – St. Louis County does not provide parks or libraries.
Commissioner Priority Area:	Health and Well-Being of County Citizens; Healthy Local Economy; Healthy Ecosystem

Measure 22. Parks/Libraries – (N/A No County Parks, Recreational Programs or County Facilities)

Current Performance: Although St. Louis County does not operate county parks some of the 2013 Residential Survey Data speaks to general ratings in this area. The overall quality of life in St. Louis County is high, with 82% of residents rating overall quality of life “good” or “excellent.” Quality of life was further analyzed by various contributing factors. St. Louis County residents’ ratings of recreational opportunities are *much higher* than national averages.



More about our survey:

St. Louis County partners with other Minnesota counties to work with the National Research Center on a statistically valid and representative residential survey which is conducted every 2-3 years. This survey was conducted in 2007, 2011 and 2013. That data is summarized here. The 2013 survey response rate was 37% (1975 households received a survey; 732 surveys were completed).

Please note: responses have been converted to a 100 point scale for ease of graphical comparison, 0 = poor and 100 = excellent.

Measure 23. Arrowhead Library System (of which St. Louis County is a member) – Annual Visits

Current Performance: St. Louis County is a member of the Arrowhead Library System. As such, we do not have direct authority for their services nor do we know their goals. However, the Arrowhead Library System provided the following statistics for consideration:

Public Library	2010 Population	2012 Library Visits	Visits Per Thousand
Aurora	1,709	20,566	12.03
Babbitt	1,475	16,728	11.34
Buhl	1,000	6,037	6.04
Chisholm	4,976	13,510	2.72
Cook	574	8,632	15.04
Duluth	86,265	460,918	5.34
Ely	3,460	88,140	25.47
Eveleth	3,718	21,936	5.90
Gilbert	1,799	12,376	6.88
Hibbing	16,361	99,882	6.10
Hoyt Lakes	2,017	18,950	9.40
Kinney	169	1,632	9.66
McKinley	128	NOT FILED	0.00
Mountain Iron	2,869	23,513	8.20
Virginia	8,712	107,120	12.30
ALS Bookmobile	64,994	6,190	0.10
TOTAL	200,226	906,130	4.53

Budget, Financial Performance

Department Goal:	Provide professional finance and accounting services in keeping with best practices, ensuring that public dollars are used exclusively for authorized public purposes.
Commissioner Priority Area:	Health and Well-Being of County Citizens; Healthy Local Economy; Healthy Ecosystem

Measure 24. County Auditor – Bond Rating

Current Performance: Aa rating; which is the highest that can be awarded to a county.

Data source: Standard & Poor's Ratings Services or Moody's Investor Services

Measure 25. County Auditor – Debt Service per capita

Current Performance: \$146 per capita; St. Louis County's debt levels are well below all established limits.

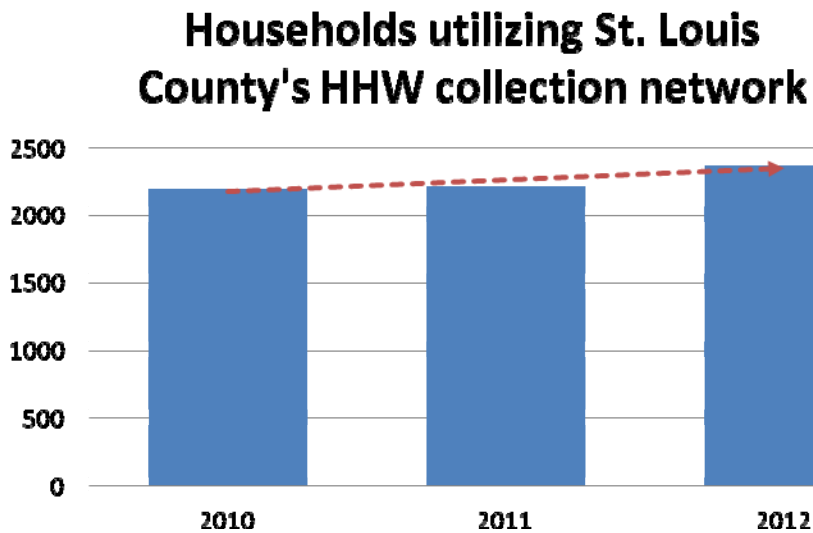
Environment	
Department Goal:	Protect, sustain, and improve a clean and healthful environment, to benefit present and future generations through the use of sound, progressive approaches and through leadership in developing public and private partnerships to focus resources on areas of greatest impact to the environment and economy of the County.
Commissioner Priority Area:	Health and Well-Being of County Citizens; Healthy Local Economy; Healthy Ecosystem

Measure 26. Environmental Services – Recycling Percentage

Current Performance: 61.80%

Measure 27. Environmental Services – HHW

Current Performance: 290.25 tons of electronics and 90.05 tons of Household Hazardous Waste were recycled in 2012. Please note: this only includes materials collected at the St. Louis County HHW facility and remote collection sites. The St. Louis County Environmental Services Department provides a comprehensive solid waste management system management for all of St. Louis County outside of Duluth and surrounding townships.



**BOARD OF COUNTY COMMISSIONERS
SCOTT COUNTY, MINNESOTA**

Date:	June 18, 2013
Resolution No.:	2013-107
Motion by Commissioner:	Marschall
Seconded by Commissioner:	Menden

**RESOLUTION NO. 2013-107; REPORTING PROGRESS ON THE STANDARD MEASURES
PROGRAM DEVELOPED BY THE COUNCIL ON LOCAL RESULTS AND INNOVATION**

WHEREAS, in 2010, the Legislature created the Council on Local Results and Innovation; and

WHEREAS, in 2011, the Council released a standard set of ten performance measures for counties and cities that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties and cities in providing services, and measure residents' opinions of those services; and

WHEREAS, cities and counties that choose to participate in the new standards measure program are eligible for a reimbursement in LGA, and exemption from levy limits; and

WHEREAS, the cities and counties must have implemented, or show that they are in the process of implementing the minimum standard measures; and

WHEREAS, in June 2011, Scott County authorized by resolution participation in the standard measures program, officially adopting the 10 performance standards developed by the Council in the following areas:

1. Public Safety
2. Probation/Corrections
3. Public Works
4. Public Health
5. Social Services
6. Taxation
7. Elections
8. Veterans' Services
9. Parks
10. Libraries

WHEREAS, Scott County is in the process of developing its own performance measurement system that will be strategically aligned to the County's Goal, Vision and Mission as set by the County Board in 2011 (called Delivering What Matters); and

WHEREAS, Scott County plans to report the results of the 10 adopted measures to residents before the end of the calendar year through publication in the County SCENE, postings on the County website, and through a public hearing at which budget and levy will be discussed and public input allowed; and

WHEREAS, Scott County will use the results from the 2013 Residential Survey administered by National Research Center to report on some of the adopted measures.

**BOARD OF COUNTY COMMISSIONERS
SCOTT COUNTY, MINNESOTA**

Date:	June 18, 2013
Resolution No.:	2013-107
Motion by Commissioner:	Marschall
Seconded by Commissioner:	Menden

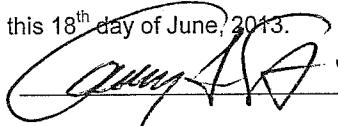
NOW THEREFORE BE IT RESOLVED that the Board of Commissioners in and for the County of Scott, Minnesota, hereby reports progress on the Standard Measures Program developed by the Council on Local Results and Innovation.

COMMISSIONERS	VOTE			
Wagner	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Wolf	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Menden	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Marschall	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Ulrich	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain

**State of Minnesota)
County of Scott)**

I, Gary L. Shelton, duly appointed qualified County Administrator for the County of Scott, State of Minnesota, do hereby certify that I have compared the foregoing copy of a resolution with the original minutes of the proceedings of the Board of County Commissioners, Scott County, Minnesota, at their session held on the 18th day of June, 2013 now on file in my office, and have found the same to be a true and correct copy thereof.

Witness my hand and official seal at Shakopee, Minnesota, this 18th day of June, 2013.



County Administrator

Administrator's Designee

Scott County

2012 Performance Measures and Indicators Report



GOAL

Safe, Healthy, and Livable Communities

VISION

Scott County: Where individuals, families, and businesses thrive.

- Citizens are connected to their community, safe within their homes, and confident their needs will be met.
- People have access to quality health services and support a clean environment.
- Communities value a range of services for citizens of all ages in learning, work, home, mobility, and recreation.

MISSION

To advance safe, healthy, and livable communities through citizen-focused services.

VALUES

- Provide a supportive organizational culture
- Develop strong public partnerships
- Manage challenges and opportunities
- Assure long term fiscal stability
- Emphasize excellence in Customer Service

OBJECTIVES

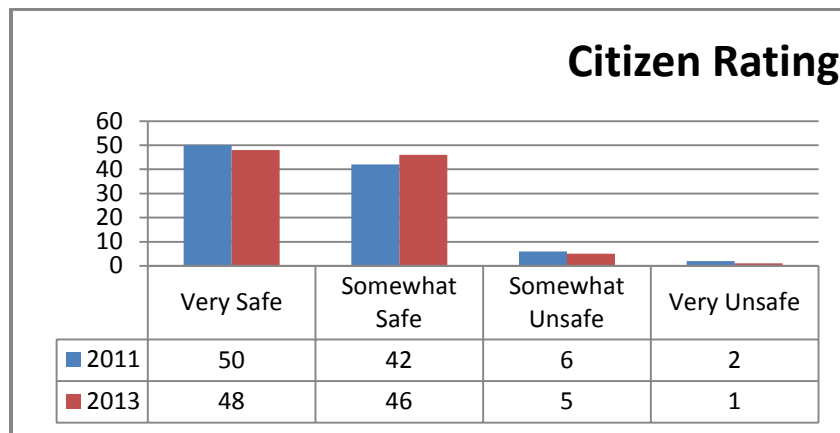
- Provide the level of services necessary to meet mandates and citizen expectations
- Assure long term fiscal stability to meet service level requirements
- Assure efficient deployment of all resources
- Support Economic Development and job creation

1 Public Safety

Maintaining a safe, healthy and livable community is the top goal of Scott County. To track progress toward this goal, the following two public safety measures are being reported.

A. Citizens' Rating of Safety in the Community

Citizens' rating, or perception, of safety in Scott County is an important measure to track over time. According to the 2013 Resident Survey, 507 survey respondents said when it comes to violent crimes - such as rape, assault, or robbery – they felt: 48% very safe, 46% somewhat safe, 5% somewhat unsafe, and 1% very unsafe. The chart below compares survey results on this measure in 2011 and 2013. (Source: Scott County Residential Survey, Report of Results – 2011/2013)



Citizen Rating on violent crimes (rape, assault, robbery)

B. Crash Data on County roads

A critical component of Scott County mission is to maximize the safe and effective operation of the county's highways. Motor vehicle accidents and fatalities are tracked statewide according to a number of variables, including seatbelt usage, vehicle type, road conditions, time of day, and driver impairment. When a fatal crash occurs on the county system, county staff promptly review the nature of the crash and develop any necessary safety recommendations to reduce the chance of similar crashes occurring in the future.

In 2012, the total number of crashes that occurred on Scott County State Aid highways and County roads was 440. Of the 440 crashes, 2 involved fatalities, 61 involved injuries; another 118 crashes involved possible injuries. (Source: Minnesota Crash Mapping Analysis Tool - MnCMAT)

2 Public Works

Maintaining a safe, healthy and livable community is the top goal of Scott County. To track progress toward this goal, the following two public works measures are being reported.

A. Pavement Condition Index

Road pavement is one of Scott County's larger public investments. Maintaining road pavement in a good condition is important from both a driver's standpoint and from the County's desire to ensure this investment lasts for a long period of time.

The county monitors the condition of every segment of the county highway system. A rating of the surface quality of the pavement is known as the pavement condition index (PCI) which uses a scale of 0 to 100. The table below describes the condition, remaining life, and rehabilitation options for seven ranking categories. This rating helps Scott County make informed decisions about future repairs and road construction.

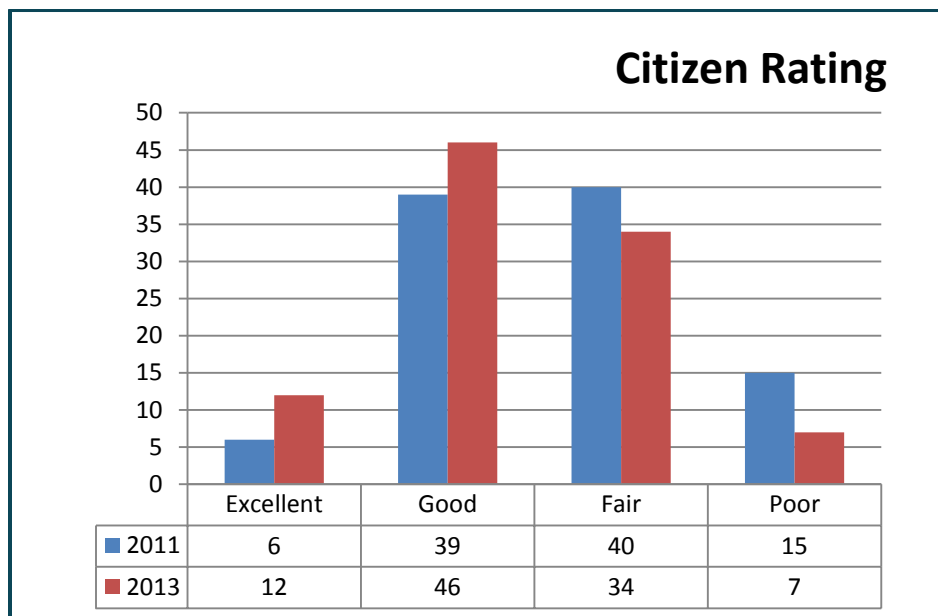
PCI - Description			
PCI	Description	Remaining Life	Rehabilitation Options
86-100	Good	15-25 Years	Little or no maintenance required
71-85	Satisfactory	12-20 Years	Routine maintenance – patching, crack sealing with surface treatments
56-70	Fair	10-15 Years	Thin overlays, hot mix rubberized asphalt overlays
41-55	Poor	7-12 Years	Routine moderate to thick overlays
26-40	Very Poor	5-10 Years	High percentage of surface to full reconstruction
11-25	Serious	0-5 Years	High percentage reconstruction with possible subgrade stabilization
0-10	Failed	None	Complete reconstruction

The average of the PCI values shows trends in the overall condition of County roads. Looking at this measure over time in this way can show the results of the County's financial and policy decisions regarding funding for roads. In 2011, the average PCI rating score was 66.7. In 2012, the average PCI was 62.0. (Source: ICON Goodpoint software annually; MnDOT every 3 years)

2 Public Works, cont.

B. Citizens' Rating of County Road Conditions

Citizens' rating, or perception, of the County's road conditions is an important measure. According to the 2013 Resident Survey, residents rated county road conditions: 12% excellent, 46% good condition, 34% fair, and 7% poor. (Source: Scott County Residential Survey, Report of Results – 2011/2013)



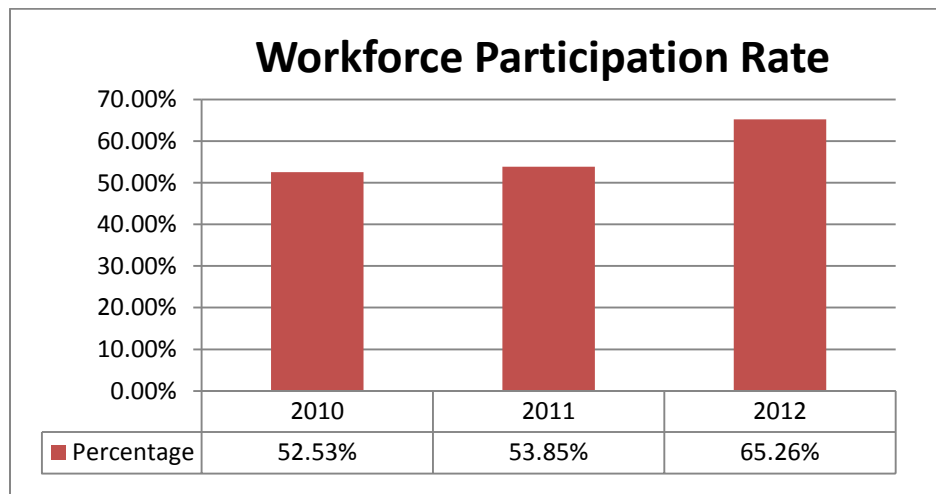
Citizen Rating on road conditions

3 Public Health/Social Services

Maintaining a safe, healthy and livable community is the top goal of Scott County. To track progress toward this goal, the following three public health/social services measures are being reported.

A. Workforce Participation Rate

The Minnesota Family Investment Program, or MFIP, is the state’s welfare reform program for low-income families with children. MFIP helps families move to work. The Workforce Participation Rate is an important process measurement of MFIP recipient’s engagement in work activities. Work activities include resume and skill building, training, and work. The average Workforce Participation Rate among MFIP recipients for 2010 was 52.53%, which increased slightly in 2011 to 53.85%. In 2012, the average rate rose to 65.26%. (Source: Minnesota Department of Human Services, Minnesota Family Investment Program Management Indicators Report)

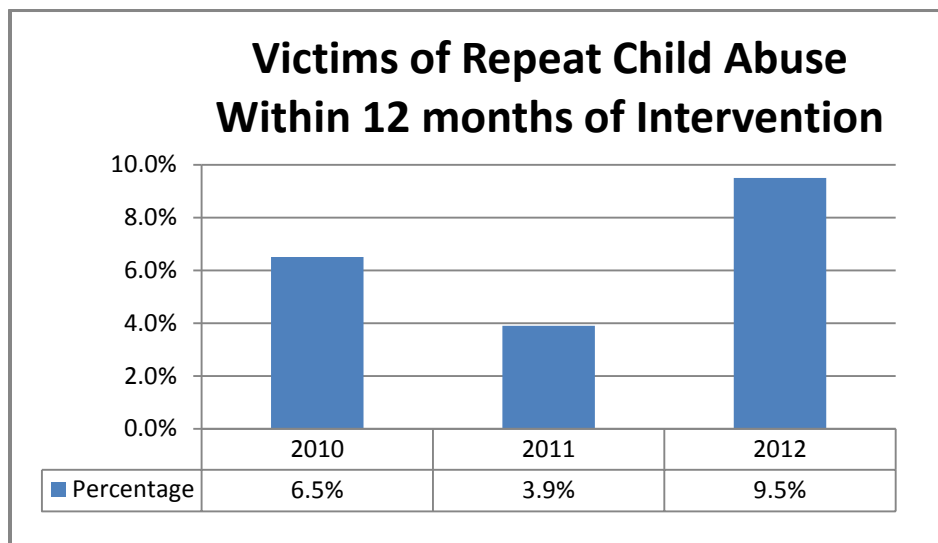


3 Public Health/Social Services, cont.

B. Child Protection

In child protection, recurrence of maltreatment is an important measurement of child safety. In 2010, the percentage of children where there was a recurrence of maltreatment within 12 months following an intervention was 6.5%. This number decreased to 3.9% in 2011, and in 2012 this percentage rose to 9.5%.

(Source: Social Services Information System (SSIS) Charting & Analysis)

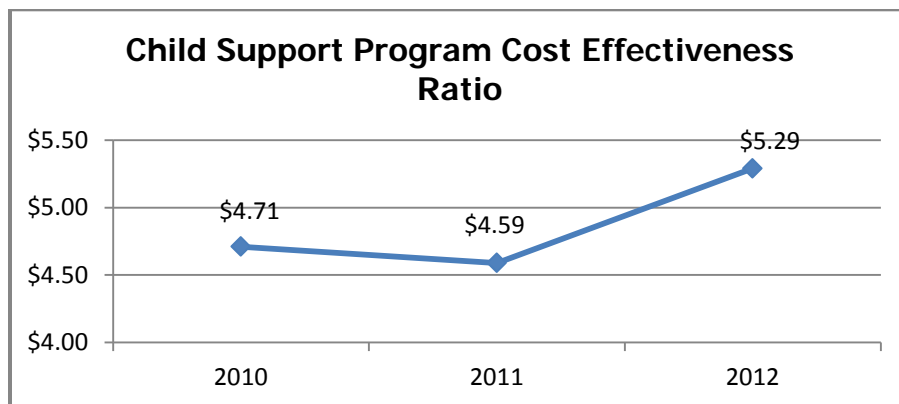


3 Public Health/Social Services, cont.

C. Child Support Program

The amount of child support dollars collected and dispersed in Scott County is very important to maintain the financial stability of the families being served. The Child Support Unit strives to ensure that custodial parents have the resources necessary to raise a child. The program Cost Effectiveness measure addresses both the amount of money collected and the cost to administer the child support program.

The Cost Effectiveness Measure is defined as the total dollars collected during the federal fiscal year divided by the total dollars spent providing child support services during the same year.



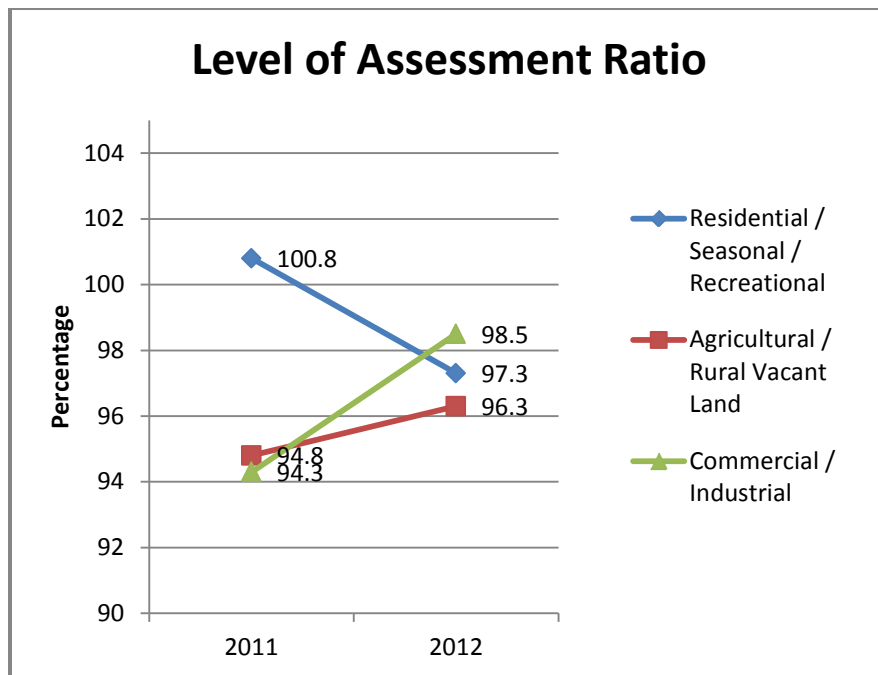
(Source: Minnesota Department of Human Services, Minnesota Child Support Performance Report)

4 Property Records, Valuation, Assessment

Maintaining a safe, healthy and livable community is the top goal of Scott County. To track progress toward this goal, the following property records, valuation, assessment measure is being reported.

Level of Assessment Ratio

The level of assessment ratio is based on the difference between a property's assessed value and the actual sale price of the property. The ratio measures the quality and accuracy of the County's property value assessments. If the ratio moves outside the 15% range established under Minnesota statutes, the state would require Scott County to revalue all property within the non-compliant ratio category. There are three types of assessment ratios: *Residential, Seasonal, Recreational; Agricultural, Rural Vacant Land; and Commercial, Industrial*. If the median ratio falls between 90% and 105%, the level of assessment is determined to be acceptable. The chart below compares ratios in 2011 and 2012. (Scott County Taxation Department, Minnesota Department of Revenue)



5 Elections

Maintaining a safe, healthy and livable community is the top goal of Scott County. To track progress toward this goal, the following elections measure is being reported.

Accuracy of Post-Election Audit

After every State General Election, Minnesota counties perform a Post-Election Audit of election results returned by the optical scan ballot counters used in the state. For 2012, the review is mandated for the election for US President and Vice-President, US Senator, and US Representative. The review is a hand count of the ballots for each eligible election in the precinct compared with the results from the voting system used in the precinct.

The percentage of ballots counted accurately for 2010 was 99.9483%. In 2012, the percentage was 99.6818%. (Source: Scott County ballots/precinct summary)

6 Veterans Services

Maintaining a safe, healthy and livable community is the top goal of Scott County. To track progress toward this goal, the following veterans services measure is being reported.

Veteran Expenditures

Scott County Veterans Services proudly serves Veterans and their families who seek assistance with local, state, and federal benefits. County Veteran Services Offices are the primary source of contact for all veteran benefits and services.

The United States Department of Veterans Affairs shows Scott County Veteran expenditures as follows:

2011: \$42.88 million

2012: \$40.90 million

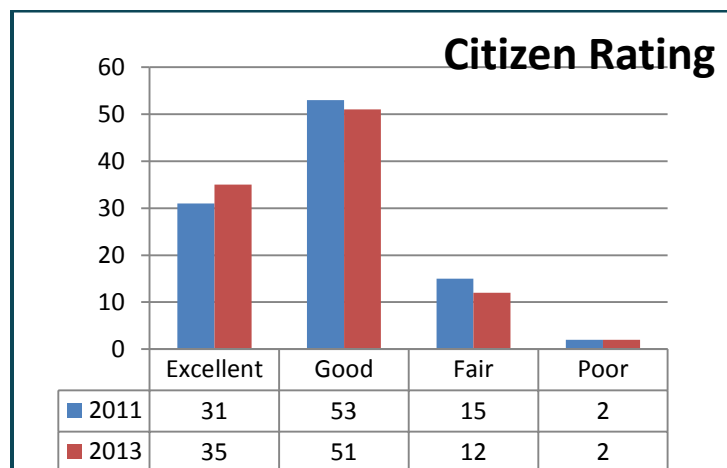
[Note: There was a change to how the funding formula was applied between 2011 and 2012.]

7 Parks / Libraries

Maintaining a safe, healthy and livable community is the top goal of Scott County. To track progress toward this goal, the following two parks and libraries measures are being reported.

A. Quality of County Parks

Resident's rating, or perception, of county parks, recreational programs, and/or facilities in Scott County is an important measure to track over time. According to the 2013 Resident Survey, 484 respondents rated County parks and programs: 35% excellent, 51% good, 12% fair, and 2% poor. The chart below compares survey results in 2011 and 2013. (Source: Scott County Residential Survey, Report of Results – 2011/2013)



Citizen Rating on Parks and Recreation

B. Annual Library Visits

The Scott County Library System is a service-oriented network of community libraries enriching the life of the community and open to everyone. Their mission is to support and encourage lifelong learning and the desire to read by offering a diverse and up-to-date collection of materials and by connecting people to local and global resources. The total number of visits to the County's seven libraries, over time, provides a measure of how well they are meeting public needs. This measure is particularly important when evaluating library hours and new library facilities in the community.

Annual Visits per 1,000 residents	
2011	4,320
2012	4,016

(Source: Door counter, computer analytics)

8 Budget / Financial

Maintaining a safe, healthy and livable community is the top goal of Scott County. To track progress toward this goal, the following budget/financial measure is being reported.

Bond Rating

Scott County works diligently on behalf of citizens to ensure sound and effective fiscal planning. Evidence of this can be found in our *Bond Rating*, which is a rating of the County's credit quality as deemed by investors (Note – AAA and AA1 are considered very high quality; C is considered low quality):

Scott County's 2011 Bond Rating = AA1

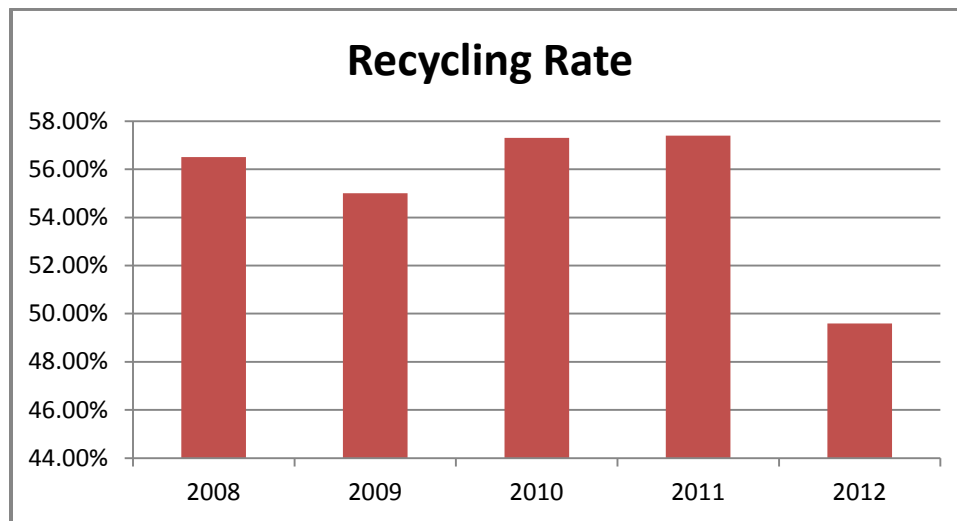
Scott County's 2012 Bond Rating = AA1

9 Environment

Maintaining a safe, healthy and livable community is the top goal of Scott County. To track progress toward this goal, the following two environment measures are being reported.

A. Recycling Percentage

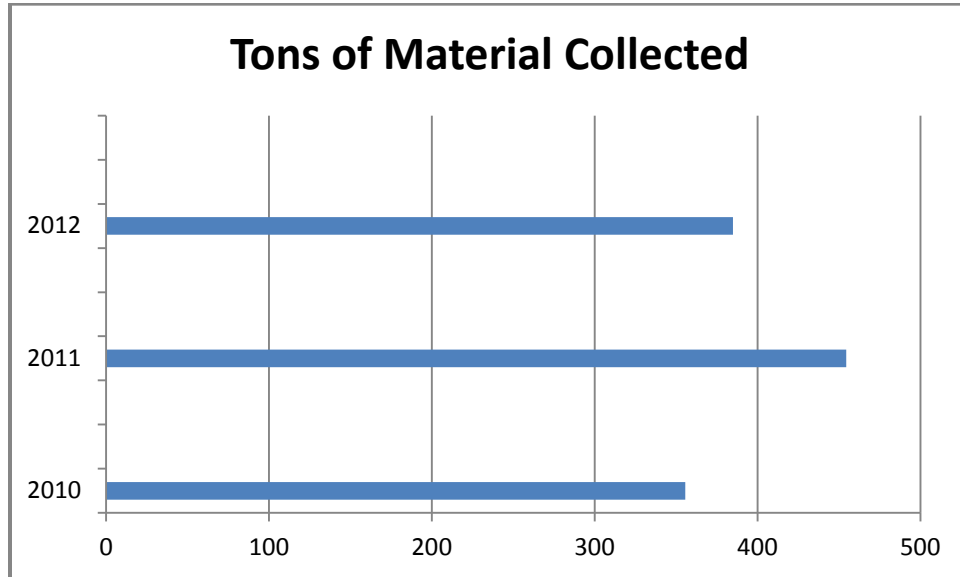
Recycling reduces pollution, saves energy, reduces solid waste and improves both Minnesota's environment and economy. The County recycling rate is calculated by dividing the total amount of municipal solid waste generated by the total amount of municipal solid waste recycled. The chart below shows recycling rates for the past five years. (Source: Access Database, SCORE reports)



9 Environment, cont.

B. Hazardous Household Waste Collected

When hazardous waste is thrown in the trash or poured down the drain, it can contaminate the soil and water supply, posing a threat to human health and the environment. The County’s household hazardous waste facility provides a long-term and safe solution for the disposal of these items. The chart below shows collection data for the past three years. (Source: Scott County Environmental Health and Inspections, Year-end reports)



RESOLUTION

SHERBURNE COUNTY BOARD OF COMMISSIONERS

June 4, 2013

060413-AD-1536

Date

Number

WHEREAS, Sherburne County has adopted and implemented the minimum 10 performance measures developed by the Council on Local Results and Innovation, and

WHEREAS, the County has implemented or is in the process of implementing a local performance measurement system as developed by the Council on Local Results and Innovation, and

WHEREAS, the County has or will report the results of the 10 adopted measures to its residents before the end of the calendar year through publication, direct mailing, posting on the entity's website, or through a public hearing at which the budget and levy will be discussed and public input allowed, and

WHEREAS, the County has or will survey its residents by the end of the calendar year on the services included in the performance benchmarks;

NOW THEREFORE BE IT RESOLVED, that the Sherburne County Board of Commissioners approves participation in the Performance Measures Program.

On June 4, 2013, Commissioner Riebel moved the adopted of the above resolution; Commissioner Anderson seconded the motion to adopt said resolution, and thereupon the same was put to a vote with the following result:

	Aye	Naye
Commissioner Anderson	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Commissioner Petersen	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Commissioner Riebel	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Commissioner Schmiesing	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Commissioner Leonard	<input checked="" type="checkbox"/>	<input type="checkbox"/>

ATTEST:

Rachel Leonard
Rachel Leonard, Board Chair

Brian Bensen
Brian Bensen, Administrator
(Seal)

<p>Public Health</p> <p>General life expectancy</p> <p>Behavioral risk factor surveillance system rating (citizen survey)</p>	<p>General Life Expectancy: <i>(note: I contacted the Center for Health Statistics at the Mn Dept of Health who indicated that the standard measure, listed on the PDF is not accurate and that the source below is the most up to date resource for life expectancy by county.)</i></p> <p>Institute for Health Metrics and Evaluation (IHME). United States Adult Life Expectancy by State and County 1987-2009. Seattle, United States: Institute for Health Metrics and Evaluation (IHME), 2012.</p> <p>http://www.healthmetricsandevaluation.org/ghdx/record/united-states-adult-life-expectancy-state-and-county-1987-2009</p> <p>Behavioral Risk Factor Surveillance System Rating: <i>(note: there is no specific county rating from the Behavioral Risk Factor Surveillance System, so I contacted the Center for Health Statistics at the Mn Dept of Health who believes they are referring to overall health status, in the County Health Rankings it's the "Percent of adults reporting fair or poor health (age-adjusted)" under Health Outcomes.)</i></p>	<p>General Life Expectancy (2009): 77.9 for males 81.6 for females</p> <p>Behavioral Risk Factor Surveillance System Rating: 17%</p>
<p>Social Services</p> <p>Workforce participation rate among MFIP and DWP recipients</p> <p>% of children where recurrence of maltreatment within 12 months of intervention</p> <p>Child Support Program Cost Effectiveness*</p> <p>% of low birth-weight children*</p>	<p>Workforce participation rate among MFIP and DWP recipients: Department of Human Services. MFIP Management Indicators</p> <p>Percent of children with recurrence of maltreatment within 12 months of intervention: SSIS Charting and Analysis</p> <p>Percent of low birth weight children: County Health Rankings</p> <p>Child Support Program Cost Effectiveness: DHS</p>	<p>Workforce participation rate among MFIP and DWP recipients: 78.3%</p> <p>Percent of children with recurrence of maltreatment within 12 months of intervention: 2%</p> <p>Percent of low birth weight children: 6.2%</p> <p>Child Support Program Cost Effectiveness: Sherburne County's Cost Effectiveness Measure for FFY 2012 is \$7.43 (state average is \$4.50). Sherburne ranked 6th in the state.</p>

<p>Taxation (Assessment)</p> <p>Level of assessment ration (90 – 105% median ratio)</p>	<p>Submitted Ratio's for Asmt Year 2012 were in the acceptable median ratio.</p>	<p>No State orders were directed by the Department of Revenue for Assessment Year 2012.</p>
<p>Recorder</p> <p>Turn-around time for recording, Indexing and returning real Estate documents*</p>	<p>In 2012 the turnaround time for recorded documents was 10 business days for paper documents and 5 days for electronic documents.</p>	<p>99.7% of all documents were returned in 10 days or less.</p>
<p>Elections</p> <p>Accuracy of post election audit – % of ballots counted accurately</p>	<p>For the PER report from the November 6, 2012 General Election, three (3) Sherburne County Precincts were randomly selected after the Canvassing of the State General Election for a hand count to compare the totals to the M100 machine tapes to be completed November 20th starting at 1:00 p.m. in the County Board Room.</p>	<p>Results of the 5,186 ballots that the M100 Machine counted for the three precincts chosen, the hand count came up with 5,186 ballots being counted. 2 ballots in total had stray marks which accounted as over votes. This resulted in voter intent number adjusted to the correct candidate or a .0385% difference or a 99.9615% accuracy rate.</p>
<p>Veteran's Services</p> <p>% of Veteran's surveyed who said ?'s were answered by VSO</p> <p>Dollars brought into county for Veterans' benefits*</p> <p>% of veterans receiving federal Benefits*</p>		<p>Surveyed 200 veterans over a two month period. (March-April 2013) 98% stated their questions were answered.</p> <p>\$38,082,000 Federal and State dollars brought into Sherburne (VA & State figures)</p> <p>38% Sherburne County Veterans receiving federal benefits using our VIMS database.</p>

<p>Parks</p> <p>Citizen survey of quality of Parks, rec programs facilities</p>	<p>Citizen Survey</p> <p>Park Open House</p>	<p>The last Countywide survey done in 2003 indicated positive responses (79%) to the County's parks. One specific question asked was: "Considering the county parks and other facilities that exist, do you feel the existing county parks are adequate for your household needs?" The following answers were given to this question:</p> <p>Strongly Yes.....23% Yes.....56% No.....13% Strongly No.....3% Don't Know.....5%</p> <p>As part of the development process for Island View Park, in 2010 we held park tours and an open house for the community. Both were well attended and the public was able to provide feedback on a questionnaire that was provided. The questionnaires responses indicated the preferred uses for the park which were used to develop the master plan..</p>
<p>Library</p> <p># of annual visits per 1000 residents</p>	<p>We conducted the door count from October 8-13, 2012. For our state report, we extrapolate the year's data from the one-week period.</p>	<p>The library visits data was reported as follows in our 2012 state library report:</p> <p>Becker 34,996 Big Lake 36,168 Elk River 103,012 Saint Cloud 574,808</p>

		Becker, Big Lake, Elk River, and St. Cloud are open six days per week - Monday thru Saturday.
Budget, Financial Bond Rating* Debt service levy per capita; outstanding debt per capita*	Sherburne County's current bond rating is AA Schedule XII of the 2012 Sherburne County Comprehensive Annual Financial Report.	According to Standards & Poor's Bond rating for Sherburne County's last Bond issuance dated March 31, 2009 went from an A+ to AA. Sherburne County's 2012 population is 89,455 according to the Minnesota State Demographic Center, our Bonded Debt per Capita for 2012 is \$264.94 of the outstanding gross bonded debt of \$23,700,000.
*New or amended measure		

BOARD OF COUNTY COMMISSIONERS
WASHINGTON COUNTY, MINNESOTA

RESOLUTION NO. 2013-070

DATE June 4, 2013
MOTION BY COMMISSIONER Miron

DEPARTMENT Administration
SECONDED BY COMMISSIONER Lehrke

Participation in the 2013 Performance Measurement Program

WHEREAS, the Legislature created the Council on Local Results and Innovation in 2010, outlined in MS 6.91; and

WHEREAS, the Council on Local Results and Innovation released a standard set of performance measures for counties that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties in providing services and measure residents' opinions of those services; and

WHEREAS, in 2011, the County Board chose to participate in the voluntary standard measures program by adopting resolution #2011-068; and

WHEREAS, a county that elects to participate in the standard measures program for 2013 may be eligible for a reimbursement of \$0.14 per capita in county government aid, not to exceed \$25,000; and

WHEREAS, counties must file a report with the Office of the State Auditor by July 1, 2013 consisting of a declaration adopting and implementing performance measures developed by the Council on Local Results and Innovation; and

WHEREAS, the county has a longstanding commitment to performance measurement and improvement that focuses on outcome goals and performance results; and

WHEREAS, the county has implemented a local performance measurement system including the use of measurement and reporting to help plan, budget, manage, and evaluate programs and processes; and

WHEREAS, the county will report the results of the 11 adopted measures from this program to residents by posting the results on the county's website; and

WHEREAS, the county has utilized surveys to gather information on the performance benchmarks and had surveyed its residents in 2013 on the quality of county services and facilities;

WHEREAS, the county will continue to communicate the results of our performance measurement and improvement program with our residents through the use of public meetings, news releases, and an annual report to the County Board and our residents.

NOW, THEREFORE, BE IT RESOLVED that the Washington County Board of Commissioners adopts 11 Model Performance Measures for Counties and authorizes the County Administrator to file the declaration to participate in the 2013 Performance Measurement Program and to file the Performance Measurement Review with the Office of the State Auditor by July 1, 2013.

ATTEST:

COUNTY ADMINISTRATOR

Lisa Weik
COUNTY BOARD CHAIR

	YES	NO
BEARTH	<u>X</u>	___
KRIESEL	<u>X</u>	___
LEHRKE	<u>X</u>	___
MIRON	<u>X</u>	___
WEIK	<u>X</u>	___

Washington County

Performance Measurement Review

Washington County, Minnesota

2013

PUBLIC SAFETY

Part I and Part II Crimes per 1,000 residents

	2010	2011	2012
Part I Crimes	3.4	3.3	3.1
Part II Crimes	14.3	13.0	13.1

Crimes committed by offenders are classified as either Part I or Part II crimes. Part I crimes include homicide, sexual assault, robbery, aggravated assault, burglary, larceny-theft (shoplifting, pick-pockets), motor vehicle theft, and arson. Part II crimes include other assaults, forgery and counterfeiting, fraud, embezzlement, stolen property (buying, receiving, possessing), vandalism, weapons (carrying, possessing), prostitution, sex offenses, drug abuse violations, gambling, offenses against family and children, driving under the influence, violating liquor laws, drunkenness, disorderly conduct, vagrancy, and all other offenses (any offense that does not fit in any category except for driving offenses).

Note: 2011 population estimate was used to calculate 2011 and 2012 crimes per 1,000 residents, as the 2012 population estimate was not available at the time of publication.

Source: Washington County Sheriff's Office

Citizens' rating of safety in their community—2013 Residential Survey

Excellent	Good	Fair	Poor	Don't Know
26%	60%	12%	2%	0%

This measure provides information on the percentage of randomly selected Washington County residents who were asked to rate the overall feeling of safety in Washington County.

Source: Washington County Administration—2013 Residential Survey

Percent of adult offenders with new felony conviction within 3 years of discharge

	2010	2011	2012
Percent of adult offenders with a felony conviction within 3 years of discharge	21%	17%	16%

Note: Washington County recidivism rates for 2012 involve probation sentenced offenders with a felony level case discharged in 2008. The percentages are within the norm of the seven-county metro area.

Source: Washington County Community Corrections

State Standard Measures Program

In 2010, the Legislature created the Council on Local Results and Innovation. In February 2011, the Council released a set of performance measures for counties that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties in providing services and measures residents' opinions of those services.

This document provides summary information on 11 of those output and outcome performance measures. For additional information, including narratives and analysis on many of these measures, please refer to the annual Washington County Performance Measurement Report on the county website: www.co.washington.mn.us/performanceasures

PUBLIC WORKS

Average pavement condition rating

	2010	2011	2012
PCI Rating	77	75	73

Note: The PCI rating monitors the surface quality of the pavement. Washington County's goal is to maintain the overall pavement condition of its roadway system at an average PCI of 72 or greater, with a minimum PCI of 40.

Source: Washington County Public Works and Minnesota Department of Transportation

Citizens' rating of the road conditions in their county—Residential Survey

	Excellent	Good	Fair	Poor	Don't Know
2013	16%	47%	25%	7%	5%
2008	8%	45%	31%	15%	1%
2006	9%	50%	31%	8%	1%

This measure provides information on the percentage of randomly selected Washington County residents who were asked to rate the condition of county roads such as Manning Avenue, Radio Drive, or Bailey Road.

Source: Washington County Administration—2006, 2008, and 2013 Residential Survey

PUBLIC HEALTH, SOCIAL SERVICES

Percentage of children where there is a recurrence of maltreatment within 12 months following an intervention

	2010	2011	2012
Child Maltreatment	7.9%	9.3%	13.6%

Note: Date for 2012 is for a portion of the year, data for 2012 will be finalized after a full 12 months have elapsed after the occurrence of maltreatment.

Child maltreatment includes physical abuse, neglect, sexual abuse, mental injury, or maltreatment of a child in a facility. Minnesota's Department of Human Services measures repeat maltreatment as the percentage of children where there is a recurrence of maltreatment within 12 months following an intervention. Washington County's goal is 10% or less.

Source: Minnesota Department of Human Services' Social Services Information System

Percentage of low birth-weight children

	2008	2009	2010
Low birth weight	4.2%	4.4%	4.6%

Note: Low birth weight describes babies who are born weighing less than 2,500 grams or 5.5 pounds. This data does not include multiple births. 2011 and 2012 data was not available at the time of publication.

Source: Washington County Public Health and Environment

PARKS, LIBRARIES

Citizens' rating of quality of parks—Park Visitor Survey

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Response
2012	62.6%	32.3%	0.3%	0.1%	0.1%	4.6%
2011	69.2%	26.4%	1.7%	1.1%	0.7%	0.9%
2010	65.7%	29.3%	2.2%	0.4%	1.6%	0.8%

This measure provides information on the percentage of surveyed park visitors who were satisfied with their experience in the park they visited that day.

Source: Washington County Public Works—Park Visitor Survey

Number of annual library visits per 1,000 residents

	2010	2011	2012
Number of annual library visits per 1,000 residents	5,216	4,765	3,990

Note: Numbers include Associate Libraries in Stillwater and Bayport. Library hours were reduced in 2012. Digital downloads of e-books and e-audiobooks, which can be done remotely, continue to increase.

2011 population estimate was used to calculate 2011 and 2012 in person library visits per 1,000 residents, as the 2012 population estimate was not available at the time of publication.

Source: Washington County Library

BUDGET, FINANCIAL

Bond rating

	2010A	2011A	2012A
Standard and Poor's Rating Service	AAA	AAA	AAA
Moody's Investor's Services	Aaa	Aaa	Aaa

Note: The letter "A" behind each year signifies the name of the bond sale.

Source: Washington County Accounting and Finance

ENVIRONMENT

Recycling percentage

	2010	2011	2012
Percentage of recycled waste	56.5%	57.0%	57.6%

Note: The recycling percentage is the total tons of county recyclable materials as a percentage of the waste generation rate.

Source: Washington County Public Health and Environment SCORE Report

PERFORMANCE MEASURES & INDICATORS REPORT

Washington County Performance Measurement Program

Since the mid-1990s, Washington County departments have tracked, reported, and monitored performance measures to support decision-making, and to drive continued improvement in core functions and the services provided.

Progress Meetings, scheduled with each department once a year, are an example of continuously improving and advancing use of information and analysis in the organization. The purpose of these meetings is to facilitate an ongoing overview of the departments' performance and encourage dialogue about performance results between Office of Administration and the county's departments.

In addition to the measurement activities, the county has been increasing its use of quality improvement and process techniques such as Lean and Kaizen.

Washington County's multi-departmental Performance Measurement and Improvement Team (PerMIT) continues to further institutionalize the use of performance measurement and improvement throughout the organization. Washington County remains committed to making data-driven decisions, ensuring accountability, and providing quality services.

The annual Performance Measures and Indicators Report reflects Washington County's continued commitment to high-quality service that meets and exceeds the needs and expectations of Washington County residents. The 2012 Performance Measures and Indicators Report is the county's 14th annual report. This report will be available late June 2013.

www.co.washington.mn.us/performanceasures



Washington County Mission Statement

MISSION

Providing quality services through responsible leadership, innovation, and the cooperation of dedicated people.

GOALS

- To promote the health, safety, and quality of life of citizens.
- To provide accessible, high-quality services in a timely and respectful manner.
- To address today's needs while proactively planning for the future.
- To maintain public trust through responsible use of public resources, accountability, and openness of government.

VALUES

- Ethical: to ensure public trust through fairness, consistency, and transparency.
- Stewardship: to demonstrate tangible, cost-effective results and protect public resources.
- Quality: to ensure that services delivered to the public are up to the organization's highest standards.
- Responsive: to deliver services that are accessible, timely, respectful, and efficient.
- Respectful: to believe in and support the dignity and value of all members of this community.
- Leadership: to actively advocate for and guide the County toward a higher quality of life.

Project Contact:

Amanda Hollis
Management Analyst II
Washington County
Office of Administration
14949 62nd Street North
P.O. Box 6
Stillwater, MN 55082

651-430-6021
amanda.hollis@co.washington.mn.us

www.co.washington.mn.us

RESOLUTION #2013 – 27

WHEREAS, in 2013 the Legislature created the Council on Local Results and Innovation to develop a standard set of performance measures for counties and cities, and

WHEREAS, the Council developed ten measurement standards for counties for this voluntary program, and

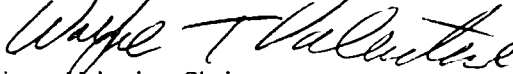
WHEREAS, the Winona County Board adopted Performance Measures on June 5, 2012.


BE IT RESOLVED, that the Winona County Board elects to participate in the state adopted performance measures program and will abide by the following reporting requirements:

- The County has adopted and implemented the minimum 10 performance measures developed by the Council on Local Results and Innovation (PDF Format).
- The County has implemented a local performance measurement system as developed by the Council on Local Results and Innovation (PDF Format).
- The County has or will report the results of the 10 adopted measures (listed below) to its residents before the end of the calendar year through publication, direct mailing, posting on the entity's website, or through a public hearing at which the budget and levy will be discussed and public input allowed (PDF format).
 - A. Public Safety – Part I and II Crime Rates
 - B. Probation/Corrections – Percent of Adult Offend
 - C. Public Works – Hours to complete system during a snow event
 - D. Public Works – Average county pavement condition rating
 - E. Public Health – Life expectancy generally and by sex and race
 - F. Social Services – Workforce participation rate
 - G. Social Services – Percentage of children where there is a recurrence of maltreatment within 12 months following an intervention.
 - H. Taxation – Level of assessment ration.
 - I. Elections – Accuracy of post-election audit.
 - J. Parks – Mission Statement and Goals
 - K. Library – Annual visit per 1000
 - L. Dollars brought into County for veterans' benefits
 - M. Bond Rating
 - N. Debt Service Levy per capita; outstanding debt per capita
 - O. Recycling Percentage
 - P. Amount of Hazardous household waste and electronics collected

Adopted at Winona Minnesota this 25th day of June, 2013.

WINONA COUNTY BOARD OF COMMISSIONERS


Wayne Valentine, Chair

Attest: 
Duane Hebert
County Administrator

POPULATION:	14,171	OFFENSES KNOWN OR REPORTEDUNFOUNDED....COMPLAINTS.... PCT.....NUMBER	TOTAL ACTUAL OFFENSES	CRIME RATE	TOTAL OFFENSES CLEARED BY ARREST PCT.....NUMBER	CLEARED BY ARREST PERSONS UNDER 18 PCT.....NUMBER
MURDER/NON-NEG.....	0	0	0	0	0	0	0
RAPE TOTAL.....	2	0	0	2	14	50	1
FORCIBLE.....	2	0	0	2	14	50	1
ATTEMPTED.....	0	0	0	0	0	0	0
ROBBERY TOTAL.....	1	0	0	1	7	0	0
FIREARM.....	0	0	0	0	0	0	0
KNIFE/CUTTING.....	0	0	0	0	0	0	0
OTHER WEAPON.....	1	0	0	1	7	0	0
STRONG-ARM.....	0	0	0	0	0	0	0
ASSAULT TOTAL.....	3	0	0	3	21	66	2
GUN.....	1	0	0	1	7	100	1
KNIFE/CUTTING.....	0	0	0	0	0	0	0
OTHER WEAPON.....	1	0	0	1	7	100	1
HANDS, FEET, ETC.....	1	0	0	1	7	0	0
BURGLARY TOTAL.....	12	0	0	12	84	0	0
FORCED ENTRY.....	8	0	0	8	56	0	0
UNLAWFUL ENTRY.....	4	0	0	4	28	0	0
ATTEMPTED.....	0	0	0	0	0	0	0
LARCENY TOTAL.....	79	3	3	76	536	21	16
AUTO THEFT TOTAL.....	7	0	0	7	49	28	2
AUTOS.....	5	0	0	5	35	40	2
TRUCKS/BUSES.....	0	0	0	0	0	0	0
OTHER VEHICLES.....	2	0	0	2	14	0	0
ARSON.....	4	0	0	4	28	100	4
PART 1 TOTAL W/O ARSON	104	2	3	101	712	20	21
PART 1 TOTAL W/ ARSON.	108	2	3	105	740	23	25
OTHER ASSAULTS.....	46	2	1	45	317	93	42
FORGERY/COUNTERFEIT...	6	0	0	6	42	66	4
FRAUD.....	21	0	0	21	148	23	5
EMBEZZLEMENT.....	0	0	0	0	0	0	0
STOLEN PROPERTY.....	2	0	0	2	14	100	2
VANDALISM.....	43	0	0	43	303	13	6
WEAPONS.....	5	20	1	4	28	100	4
PROSTITUTION.....	0	0	0	0	0	0	0
OTHER SEX OFFENSES....	11	9	1	10	70	50	5
NARCOTICS TOTAL.....	45	0	0	45	317	91	41
GAMBLING TOTAL.....	0	0	0	0	0	0	0
FAMILY/CHILDREN.....	30	0	0	30	211	86	26
D.U.I.....	91	2	2	89	628	100	89
LIQUOR LAWS.....	12	0	0	12	84	100	12
DRUNKENNESS.....	0	0	0	0	0	0	0
DISORDERLY.....	48	0	0	48	338	87	42
VAGRANCY.....	0	0	0	0	0	0	0
OTHER (EX.TRAFFIC)....	90	8	8	82	578	82	68
PART 2 TOTAL.....	450	2	13	437	3,083	79	346
GRAND TOTAL.....	558	2	16	542	3,824	68	371

TOTAL PERSONS ARRESTED THIS PERIOD FOR ALL OFFENSES EXCEPT TRAFFIC
 ADULTS 254 JUVENILES 27

Adult Felons Closed in Winona County 2008**Recid_6mos**

casetype		Frequency	Percent
Probation	No	65	98.5
	Yes	1	1.5
	Total	66	100.0
Supervised Release	No	47	97.9
	Yes	1	2.1
	Total	48	100.0

Recid_1yr

casetype		Frequency	Percent
Probation	No	65	98.5
	Yes	1	1.5
	Total	66	100.0
Supervised Release	No	45	93.8
	Yes	3	6.3
	Total	48	100.0

Recid_2yrs

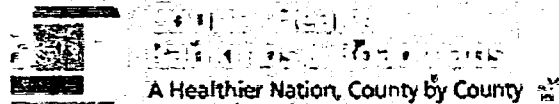
casetype		Frequency	Percent
Probation	No	65	98.5
	Yes	1	1.5
	Total	66	100.0
Supervised Release	No	36	75.0
	Yes	12	25.0
	Total	48	100.0

Recid_3yrs

casetype		Frequency	Percent
Probation	No	64	97.0
	Yes	2	3.0
	Total	66	100.0
Supervised Release	No	36	75.0
	Yes	12	25.0
	Total	48	100.0

ATTACH C & D

- Hours to plow complete system during a snow event:
4 hours
- Average county pavement condition rating:
3.18 average Pavement Quality Index (PQI) for all County State-Aid Highway and County Highway paved roads based on 2012 information.



ATTACH E

Winona (WI)

	Winona County	Error Margin	Minnesota	National Benchmark*	Rank (of 87)
Health Outcomes					6
Mortality					24
Premature death	4,812	4,117-5,508	5,126	5,317	
Morbidity					5
Poor or fair health	9%	6-12%	11%	10%	
Poor physical health days	2.4	1.7-3.1	2.9	2.6	
Poor mental health days	2.4	1.6-3.2	2.7	2.3	
Low birthweight	5.3%	4.6-6.0%	6.5%	6.0%	
Health Factors					37
Health Behaviors					43
Adult smoking	16%	11-21%	17%	13%	
Adult obesity	31%	25-36%	26%	25%	
Physical inactivity	20%	15-25%	19%	21%	
Excessive drinking	20%	15-28%	20%	7%	
Motor vehicle crash death rate	11	8-15	10	10	
Sexually transmitted infections	210		276	92	
Teen birth rate	11	10-12	26	21	
Clinical Care					56
Uninsured	12%	11-14%	10%	11%	
Primary care physicians**	1,904:1		1,140:1	1,067:1	
Dentists**	2,070:1		1,660:1	1,516:1	
Preventable hospital stays	62	55-69	51	47	
Diabetic screening	91%	81-100%	88%	90%	
Mammography screening	75%	64-86%	73%	73%	
Social & Economic Factors					25
High school graduation**	82%		77%		
Some college	68%	63-73%	72%	70%	
Unemployment	5.7%		6.4%	5.0%	
Children in poverty	15%	11-19%	15%	14%	
Inadequate social support	14%	10-19%	14%	14%	
Children in single-parent households	20%	17-24%	27%	20%	
Violent crime rate	103		248	66	
Physical Environment					61
Daily fine particulate matter	11.4	11.2-11.6	10.0	8.8	
Drinking water safety	5%		1%	0%	
Access to recreational facilities	12		11	16	
Limited access to healthy foods**	4%		6%	1%	
Fast food restaurants	49%		47%	27%	

* 90th percentile, i.e., only 10% are better.

** Data should not be compared with prior years due to changes in definition.

Note: Blank values reflect unreliable or missing data

Child Support FFY 2011	Winona
Paternity	103%
Order Establishment	90%
Collections on Current	75%
Collection on Arrears	71%
Cost Affectiveness	\$3.97
Federal Incentives	\$118,255
Cash and Food Assistance	1st Quarter
	2013
Supplemental Nutrition Assistance Program (SNAP)	
MN Program Access index CY 2008 (MN-PAI)	37%
Expedited SNAP Timeliness CY	
Within 1 Business Day	69%
Within 5 Business Days	84%
Within 7 Business Days	82%
Application Processing Timeliness CY 2010	93%
SNAP Quality Control	
Payment Accuracy QC FFY 2011	100%
Negative Actions QC FFY 2012	100% (accurate)
MFIP Three-Year Self-Support Index (S-SI)	
Three-Year NFUO S-SI, Jul - Sept 2008 Cohort	
Three-Year MFIP S-SI July - Sept 2011	69.60%
Above. Within or Below Expected Range	Below
MVIP Work Participation Rate (WPR)	
Annualized WPR for April 2010-Mar 2011	30%
Eligible for 2012 Performance-based Funds	No
CHILD CARE	
Percent of CY 2011 BSF dollars spent	50.96%
Families on the BSF Waiting List (Dec 2011)	0

CHILD WELFARE CY 2010	Winona
Family Investigation with substantial Child endangerment alleged - Contact made with 24 hours	75%
Family investigation without substantial child endangerment - contact made within five days	n/a
Family Assessment - Contact made within 5 days	92%
Absence of repeat maltreatment - Percentage of Children who do not experience repeat maltreatment within six months	100%
Time to reunification - Percentage of children who leave foster care to return to their family within 12 months	90%
Rate of Relative Care - Percentage of children who are in relative foster care family homes or pre-adoptive homes compared to children in all family foster care or pre-adoptive homes	36.8%
Foster Care re-entry - Percentage of Children who leave foster care and re-enter within 12 months	16.77%
Aging out of foster care - Percentage of children who reached their 18th birthday while in foster care, who were in foster care for one year or longer	0%
Placement Stability - Percentage of children who have two or fewer placement settings when they are in foster care for less than 12 months	79.2%
Timeless to Adoption - Percentage of children who achieve adoptions within 24 months from their most recent entry into foster care	100%
Monthly casework visits -- Percentage of children in foster care who had face-to-face contact or visit from their caseworker each and every full month in care	83.9%
Rate of entry into foster care - Rate of children less than age 18 who enter out-of-home care for the first time in their lives as compared to per 1000 in the Minnesota Child population	2.6%

**2011 ASSESSMENT SALES RATIO STUDY
SALES ANALYSIS FOR THE MINNESOTA TAX COURT AND THE STATE BOARD OF EQUALIZATION
WITH ADJUSTMENTS FOR TIME AND TERMS**

COUNTYWIDE RATIOS BY PROPERTY TYPE

TWELVE MONTH STUDY

BASED ON SALES FROM OCTOBER 2010 THROUGH SEPTEMBER 2011

ALL SALES ARE COMPARED TO 2011 ASSESSMENT YEAR MARKET VALUES USED FOR TAXES PAYABLE IN 2012

SOURCE: BACKWARD33012JUN27 CREATED JUNE 29, 2012

CO=85 COUNTY NAME=WINONA

PT	PROPERTY TYPE	MEAN RATIO	MEDIAN RATIO	AGGREGATE RATIO	COEFF. OF DISPERSION	COEFF. OF VARIATION	PRICE RELATED DIFFERENTIAL	NUMBER OF SALES	SALES WITH TIME TRENDS
1	RESIDENTIAL	102.3	100.3	99.7	12.0	16.5	1.03	331	1
2	APARTMENT	103.0	103.0	104.6	11.6	16.4	0.98	2	0
3	SEASONAL/RECREATIONAL	63.4	63.4	63.4	0.0	0.0	1.00	1	0
44	TIMBER SEAS AND AG	109.4	111.3	98.7	14.4	17.3	1.11	13	12
45	AGRICULTURAL	112.6	111.3	104.0	14.0	17.3	1.08	17	16
46	COMMERCIAL/INDUSTRIAL	96.4	97.6	99.6	7.4	9.8	0.97	7	0

Abstract print version 5329, generated 11/13/2012 11:10:20 AM

Summary of WINONA County Totals
Tuesday, November 6, 2012 State General Election

Number of persons registered as of 7 a.m.	29545
Number of persons registered on Election Day	6855
Number of accepted regular, armed forces and temporarily overseas absentee ballots	1631
Number of federal office only absentee ballots	22
Number of presidential absentee ballots	2
Total number of persons voting	27399

Abstract print version 5329, generated 11/13/2012 11:10:20 AM

Attach J

Winona County Parks and Environment Advisory Committee

Vision and Mission Statements

VISION:

The Committee shall serve as a public participant and advisor to the Winona County community, County Board, and staff for the sustainable use and stewardship of Winona County's natural resources.

MISSION:

- Enhance public participation in protecting Winona County's natural resources.
- Educate our citizens on the value of making best use of our natural resources, and protecting them for future generations.
- Work to maintain, improve the quality and promote the wise conservation of natural resources.
- Optimize the use of county-owned land for educational, recreational and economic development opportunities, consistent with the committee's vision.
- Enhance and develop community partnerships to accomplish the vision.
- Continue policy, operational, and educational efforts related to the proper handling of waste streams, including support of existing policies such as reduce, reuse, recycle and Zero Waste.
- Promote accountability and responsibility for actions that are contrary to the stewardship of our natural resources.

Goals and Action Steps

Short -Term Goals and Timelines

- Support and publicize new MPCA efforts to stop illegal burning/burying/disposal of solid waste; invite MPCA representative to a future meeting – ***Met with MPCA in 2011 and initiated education/information measures. Current & on-going***
- Support Renewable Energy Opportunities – ***Current and on-going***
- Support Chapter 12 of the Zoning Ordinance which provides greater opportunities for wind and solar energy development – ***Current & on-going***
- Support community garden operations at Stone Point Park & Gardens – ***Current & on-going***

University of Minnesota Humphrey Institute's CURA in 2012. Recommendations on hold pending final revision of MPCA Compost Rules.

Long Term Goals and Timelines

- Fully Utilize County Parks in a Sustainable Way – See Park Land Management Plans – *On-going*

Updated June 6, 2013

ATTACH K

Winona County Annual Visits per 1,000 Residents			
Location	Annual Visits	County Population	Visits per 1,000 Residents
St Charles Library	24,648		
Winona Library	148,912		
Total Visits	173,560	51,461	
Visits per 1,000 Residents			3372.7

ATTACH L

Dollars brought into County for Veterans' Benefits

<u>Description</u>	<u>Amount</u>
Veterans Living in Winona County	3,654
Benefits received by our veterans and families	\$12,125,000
Compensation and pensions received	\$ 6,210,000
Education/Employment	\$ 820,000
Insurance and Indemnities	\$ 267,000
Medical Care by 928 Veterans	\$ 4,828,000

COUNTY BOND RATING

Description: Series 2010 A
Rating: AA
Rating Agency: Standard & Poors

ATTACH N

Winona County Debt								
Year	2007 GO Bond		2009 GO Bond		2010 GO Bond		Total	
	Principal	Interest	Principal	Interest	Principal	Interest	Principal	Interest
2013	375,000.00	75,900.00	380,000.00	73,662.50	225,000.00	64,375.00	980,000.00	213,937.50
2014	390,000.00	60,600.00	390,000.00	64,037.50	225,000.00	59,875.00	1,005,000.00	184,512.50
2015	425,000.00	44,300.00	400,000.00	53,162.50	230,000.00	54,750.00	1,055,000.00	152,212.50
2016	435,000.00	27,100.00	420,000.00	40,862.50	235,000.00	48,350.00	1,090,000.00	116,312.50
2017	460,000.00	9,200.00	435,000.00	28,037.50	240,000.00	40,925.00	1,135,000.00	78,162.50
2018			445,000.00	14,281.25	245,000.00	32,737.50	690,000.00	47,018.75
2019			30,000.00	6,525.00	250,000.00	24,075.00	280,000.00	30,600.00
2020			25,000.00	5,500.00	260,000.00	15,150.00	285,000.00	20,650.00
2021			25,000.00	4,500.00	265,000.00	5,300.00	290,000.00	9,800.00
2022			30,000.00	3,400.00			30,000.00	3,400.00
2023			35,000.00	2,100.00			35,000.00	2,100.00
2024			35,000.00	700.00			35,000.00	700.00
2025							-	-
Total	2,085,000.00	217,100.00	2,650,000.00	296,768.75	2,175,000.00	345,537.50	6,910,000.00	859,406.25

* GO= General Obligation

**2009 GO-Call date 2019

*** 2007 GO and 2010 GO- Do not have a call

Total Population	51,461	
Outstanding debt		
per Capita	\$ 134.28	

W:\FI\Data for Duane\2013 strategic meeting\budget-actual project updated 2013.xlsx\Budget to Actual 2002-2013

2013 Debt Levy	\$ 1,236,972.00	
Debt Levy		
per Capita	\$ 24.04	

ATTACH O & P

Recycling:

- Recycling participation rate increased 50% in 2012, to 96%. Materials collected increased by 59%
- Resident satisfaction rate soars to 93%.
- SCORE Report shows overall recycling rate of 56%

HHW:

- Hazardous waste accepted at facility increased 11% in 2012, to 48 tons
- Participation rate increased 11% in to 3133 users

RESOLUTION # 09-2013

RESOLUTION DECLARING PARTICIPATION IN THE PERFORMANCE MEASUREMENT PROGRAM AND FILING OF THE 2012 PERFORMANCE MEASUREMENT PROGRAM REPORTING REQUIRMENTS

WHEREAS, on June 12, 2012, the Yellow Medicine County Board of Commissioners voted to participate in the Performance Measurement Program created by the Council on Local Results and Innovations; and

WHEREAS, Yellow Medicine County understands that by electing to participate in the standard measures program for 2012 that Yellow Medicine County is eligible for a reimbursement of \$0.14 per capita in local government aid, not to exceed \$25,000 and is also exempt from levy limits under sections 275.70 to 275.74 for taxes payable in 2013, if levy limits are in effect; and

WHEREAS, by July 1, 2013, Yellow Medicine County understands that annual reporting to the Office of the Minnesota State Auditor will be required by the County to participate in the program.

NOW, THEREFORE, BE IT RESOLVED, that the Yellow Medicine County Board of County Commissioners agrees to continue to participate in the Performance Measurement Program created by the Council on Local Results and Innovations.

BE IT FURTHER RESOLVED, Yellow Medicine County has adopted and implemented 10 performance measures developed by the Council on Local Results and Innovation.

BE IT FURTHER RESOLVED, Yellow Medicine County has implemented a local performance measurement system as developed by the Council on Local Results and Innovation.

BE IT FURTHER RESOLVED, Yellow Medicine County will report the results of the 10 adopted measures to its residents before the end of the calendar year by posting the results on the County's website.

BE IT FURTHER RESOLVED, Yellow Medicine County will survey its residents by the end of the calendar year on the services included in the adopted performance benchmarks that require survey results to establish output measures for a performance benchmark.

BE IT FURTHER RESOLVED, Yellow Medicine County will submit to the Office of the State Auditor the actual results of the performance measures adopted by the County.

Adopted by Yellow Medicine County this 14th day of May, 2013

County Board of Commissioners



Ron Antony, Chairperson

I, Peg Heglund, Administrator in and for the County of Yellow Medicine, Minnesota, do hereby certify that the above is a true and correct copy of a resolution adopted by the Board of County Commissioners on the 14th day of May, 2013.



Peg Heglund, County Administrator



**Department of
Finance & Administration**

415 9th Avenue, Suite 102
Granite Falls, MN 56241

Telephone: (320) 564-5841 Fax: (320) 564-3670

Website: www.co.ym.mn.gov

Equal Opportunity Employer

In 2012, Yellow Medicine County declared to participate in the Performance Measurement Program created by the Council on Local Results and Innovations. The County adopted the ten performance benchmarks developed by the Council and implemented them in 2011. The results of these measures are required to be reported to the Office of the State Auditor on an annual basis. Below are the ten performance measures, goals, and outcomes for 2012:

1. Performance Measure: Type I and II Crime Rates

Performance Goal: To decrease crime rates over 5 years

Outcome: The Yellow Medicine County Sheriff's office had 16 Type I events and 70 Type II events in 2012. These events correlate with a Type I crime rate of 257 and Type II crime rate of 1,123. These crime rates are based on 2011 population of 6,235 as reported in the 2011 Uniform Crime Report.

2. Performance Measure: Percent of adult offenders with a new felony conviction within 3 years of discharge

Performance Goal: To decrease percent of adult offenders with a new conviction over 10 years

Outcome: Current data includes offenders released in 2008 that had recidivism in 2009, 2010, and 2011.

For adult felony probation (offenders not sent to prison) cases closed in calendar year 2007:

- 1 year recidivism – 93.8% did not recidivate, 6.2% did recidivate
- 2 year recidivism – 81.3% did not recidivate, 18.7% did recidivate
- 3 year recidivism – 75% did not recidivate, 25% did recidivate

For adult felony supervised release (offenders released from prison) cases:

- 1 year recidivism – 90.9% did not recidivate, 9.1% did recidivate
- 2 year recidivism – 90.9% did not recidivate, 9.1% did recidivate
- 3 year recidivism – 81.8% did not recidivate, 18.2% did recidivate

3. **Performance Measure:** Hours to plow complete system during a snow event

Performance Goal: On average, it can take 4 to 6 hours to plow the complete system during a snow event. This range is impacted by the variable nature of snow events, and thus can significantly fluctuate from year to year. Therefore, our goal is to ensure the County is using efficient and safe methods for proper snow removal. We will continue to report the average hours to plow each year, but this number will be subjective to the weather and road conditions.

Outcome: During 2012, Yellow Medicine County averaged 4 hours per snow event to plow the complete system.

4. **Performance Measure:** Average county pavement condition rating

Performance Goal: To improve the county pavement condition over 5 years to achieve payment targets as set by the State.

Outcome: Yellow Medicine County pavement condition rating was “Good” and ranged from 3.0 to 3.5.

5. **Performance Measure:** Life Expectancy generally and by sex and race

Performance Goal: To increase the life expectancy for county residents over 5 years.

Outcome: According to the Institute for Health Metrics and Evaluation, Yellow Medicine County life expectancy in 2009 (most recent year available) for males was 76.7 years and females was 82.2 years. Life expectancy by race was not available.

6. **Performance Measure:** Workforce participation among Minnesota Family Investment Program (MFIP) and Diversionary Work Program (DWP) recipients

Performance Goal: To increase the workforce participation rate over 5 years.

Outcome: Estimated workforce participation rate for 2012 is 68.53%. This rate is based upon the activities of MFIP and Work Benefit (WB) participants.

7. **Performance Measure:** Percentage of children where there is a recurrence of maltreatment within 12 months following an intervention

Performance Goal: Maintain a 0% recurrence rate.

Outcome: In 2012, 0% of children had a recurrence of maltreatment within 12 months following an intervention.

8. Performance Measure: Level of assessment ratio

Performance Goal: Maintain an acceptable ratio between 90% and 105%

Outcome: The 2012 Assessment Median Ratios by classification are the following:
Residential – 96.90%
Agricultural – 98.49%
Commercial/Industrial – 94.80%

9. Performance Measure: Citizens’ rating of the quality of county parks, recreational programs, and/or facilities.

Performance Goal: To improve the quality of county parks over 5 year period

Outcome: The 2012 Campground Satisfaction Survey results:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
<i>Price for Camping</i>	47%	53%	0%	0%
Cleaning & Upkeep of:				
<i>Restrooms</i>	39%	50%	6%	6%
<i>Campgrounds</i>	56%	38%	0%	6%
<i>Shelters (Large)</i>	61%	39%	0%	0%
<i>Beach Area</i>	20%	60%	20%	0%
<i>Size & Condition of Camping Pads</i>	70%	30%	0%	0%
Customer Service:				
<i>Campground Host Helpful & Courteous</i>	72%	11%	17%	0%
Utilities:				
<i>Water Service</i>	78%	17%	6%	0%
<i>Electric Service</i>	83%	17%	0%	0%

10. Performance Measure: Accuracy of election ballot counting (reporting of even years)

Performance Goal: To increase the accuracy of ballots counted for each election

Outcome: The 2012 Post Election Review Results of Fortier and Tyro townships were “Acceptable”.

OR

Performance Measure: Number of annual visits per 1,000 residents (reporting of odd years)

Performance Goal: To increase the number of visits to county libraries over 5 years.

Outcome: Not reported in 2012