

BOARD OF COUNTY COMMISSIONERS
Crow Wing County, Minnesota

DATE: June 12, 2012
 OFFERED BY COMMISSIONERS: Trusty and Franzen

RESOLUTION #2012-35

PERFORMANCE MEASURES PROGRAM

BE IT RESOLVED the Board of Commissioners of Crow Wing County, Minnesota, declares that:

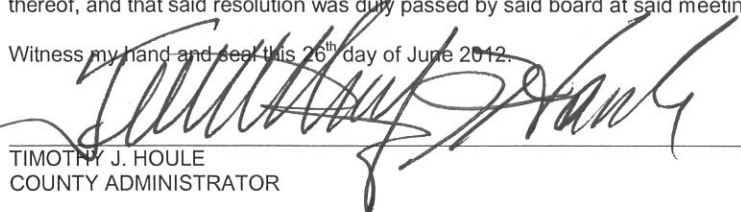
- a. The county has adopted and implemented performance measures that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties in providing services, and measure residents' opinions of those services.
- b. The county has implemented a local performance measurement system.
- c. The county will report the results of the performance measures to its residents before the end of the 2012 calendar year through a public hearing at which the budget and levy will be discussed and public input allowed.
- d. The county will survey its residents by the end of the 2012 calendar year on the services included in the performance measures.

BE IT FURTHER RESOLVED the Board of Commissioners of Crow Wing County, Minnesota, requests the Council on Local Results and Innovation to accept Crow Wing County's performance measures as meeting the requirements of the Performance Measures Program.

STATE OF MINNESOTA)
 COUNTY OF CROW WING) ss

I, Timothy J. Houle, County Administrator, Crow Wing 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, Crow Wing County, Minnesota, as stated in the minutes of the proceedings of said board at a meeting duly held on June 12, 2012, 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 26th day of June 2012.


 TIMOTHY J. HOULE
 COUNTY ADMINISTRATOR

	<u>YES</u>	<u>NO</u>
DISTRICT #1 – TRUSTY	X	_____
DISTRICT #2 – THIEDE	_____	_____
DISTRICT #3 – NYSTROM	X	_____
DISTRICT #4 – FRANZEN	X	_____
DISTRICT #5 – HOUGE	X	_____

Crow Wing County Performance Measures

Perspective	Departments	Objective	Performance Measure	
Customers	*	All Departments	Provide Excellent Customer Service	Customer Satisfaction Survey
	*	Highway		Time to plow snow from roads
		Land Services - Environmental Svcs		Provide Stormwater Management for all permits in the shoreland district
				Conduct follow-up on-site inspections for all permits in the shoreland district including variances and CUP's
				Close 75% of all land use enforcement cases yearly
		Land Services - Public Land Management		Meet the annual timber cruising goal by cruising 1500 acres of timber by October 1, 2012
		Sheriff's Office	Provide effective programming to inmates	Programs Offered
		Sheriff's Office	Manage turn around on gun permits	Days to issue permits
	*	Highway	Effectively Manage Pavement Quality	Overall pavement Ride Quality Index (RQI)
		Highway	Proactively Seek Roadway Safety Improvements	Number of fatal crashes on County system
		Highway		Number of class A crashes on County system
	*	Highway	Overall Bridge Safety	Bridge sufficiency ratings
*	Auditor/Treasurer	Conduct Accurate Elections	Post-election audit within statutory threshold	
	Community Services	Support the well being of vulnerable populations	Percentage of children who re-enter foster care within 12 months	
*		Decrease Health Risks	Reduce recidivism at the County Jail	
		Increase economic stability	MFIP individuals with employment	
Financial	All Departments	Manage Taxpayers Dollars Wisely	Expenditure Budget	
			Revenue Budget	
	Facilities	Ensure Efficient Energy Consumption	Energy Consumption - dth/sq.ft	
			Energy Consumption - kw/sq.ft	
	Human Resource	Provide Effective Risk Management Programs	Work Comp Claims Costs	
			General Liability & Auto Claims Costs	
Internal Processes	All Departments	Provide a Safe Work Environment	Zero Lost Time Accidents	
			Safety Training	
	Sheriff's Office		Inmate on Inmate Assaults	
	Sheriff's Office		Inmate Well Being Checks	
			Reduction of 50 lbs of phosphorus entering into surface waters through implemented stormwater mgmt plans and shoreline buffers resulting in a potential reduction of 10 tons of algae growth	
	Land Services - Environmental Svcs	Establish Clear & Consistent Policies/Procedures	tons of algae growth	
	Land Services - Public Land Management	Accurate and Current Forest Inventory Data	Complete 2500 Acres of Forest Inventory Internally in 2012	
			Complete 1,035 Acres of Regeneration Survey in 2012	
*	Land Services - Property Valuation & Classification	Maintain Accurate Levels of Assessments	Meet State Statute guidelines of 90% to 105% on all property types	
Learning & Growth	All Departments	Effective Performance Management	Completed Performance Appraisals	

Crow Wing County

Performance Measure	2012	
	Value	Goal
County-Wide Customer Satisfaction Survey	89.07%	80%
County-Wide Expenditure Budget	93.38%	100%
County-Wide Revenue Budget	161%	100%
Facilities - Energy Consumption - dth/sq. ft.	15,804	15,395.13
Facilities - Energy Consumption - kw/sq. ft.	5.31	4.85
PLM - Meet the annual timber cruising goal by cruising 1500 acres of timber by October 1, 2012	1,414	750
PLM - Complete 1,035 Acres of Regeneration Survey	132	430
ES - Provide stormwater management for all permits in the shoreland district	100%	100%
ES - Conduct follow-up on-site inspections for all permits in the shoreland district including variances and CUP's	66%	100%
ES - Close 75% of all land use enforcement cases yearly	40%	75%
ES - Reduction of 50lbs. of phosphorus entering into surface waters through implemented stormwater management plans and shoreline buffers resulting in a potential reduction of 10 tons of algae growth	5.75	12.5
HR-Work Comp Claims Costs	\$9,071.41	\$35,903.00
HR - General Liability & Auto Claims Costs		\$23,870.63
County-Wide Work Comp Lost Time Days	8	0
County-Wide Performance Plans Completed	85.23%	90%
Hwy - Snow Plowing Targets	99.75%	80%
Hwy - Overall Pavement Ride Quality Index (RQI)	54.67%	95%
Hwy - Number of Fatal Crashes on County System	1	1

Crow Wing County

Performance Measure	2012 Value	Goal
Hwy - Number of Class A Crashes on County System	1	2
Hwy - Overall Bridge Safety		90%
Hwy - Bridge Sufficiency Rating on CSAH System		90%
Aud/Treasurer - Post-election audit within statutory threshold		
Sheriff - Programs offered	3,151	2,500
Sheriff - Days to issue permits	7.2	20
Sheriff - Inmate on Inmate Assaults		5
Sheriff - Inmate Well Being Checks	98%	98%
CS - Percentage of children who leave foster care and re-enter within 12 months.	30.8%	9.9%
CS - Reduce recidivism at the Crow Wing County Jail	80%	20%
CS - MFIP individuals with employment	15%	50%