

Appendix C

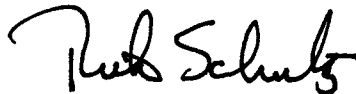
Resolution 2015-020 Accepting St. Joseph's Performance Measures Survey Results

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.

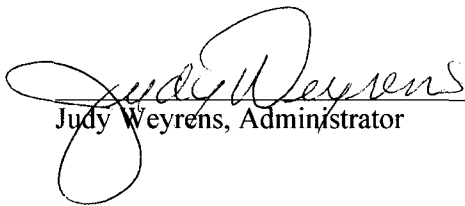
Now therefore be it resolved, the St. Joseph City Council adopted the following performance measures initiatives:

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 2015 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 accepting the results of the performance measures survey conducted in 2015.

Adopted this 15th day of June, 2015.



Rick Schultz, Mayor



Judy Weyrens, Administrator



City of St. Joseph, PO Box 668, St. Joseph MN 56374

**May 2015 City of St. Joseph
Performance Measurement Program
Survey Results**

June 15, 2015

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**Performance Measure Survey
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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 \$ 952.70.

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 was listed as follows: https://www.surveymonkey.com/s/STJOSEPH_2015.
2. Published in the May, 2015 City Newsletter.
3. Published on the front page of the City Website. <http://mn-stjoseph.civicplus.com/>.

The survey was available on survey monkey from April 21st through May 29th, 2015. At the end of the survey period, the League of Minnesota Cities provided the results. The results indicated that 32 individuals responded to the survey.

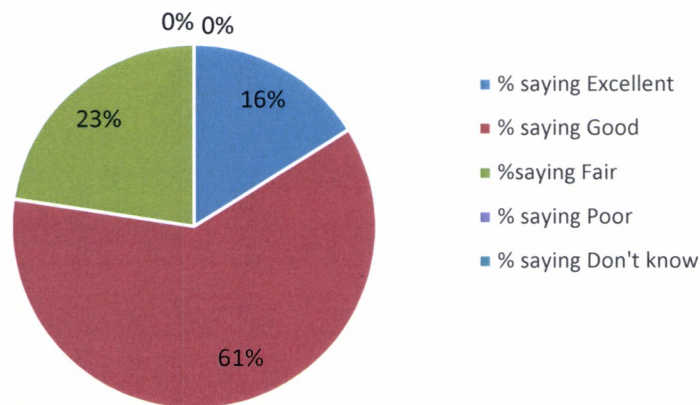
City of St. Joseph
 Performance Measurement Survey Results - Charts
 June 15, 2015

How many years have you lived in this city?

Years in City	Total Respondents	Number of Years in City Individual Responses
00-05 years	5	2{3}, 3{1}, 5{1}
06-10 years	6	6{2}, 8{3}, 10{1}
11-15 years	6	11{1}, 13{1}, 15{4}
16-20 years	5	16{1}, 17{2}, 18{1}, 20{1}
21-30 years	7	21{1}, 23{2}, 25{1}, 26{1}, 27{1}, 30{1}
31-40 years	3	33{1}, 35{1}, 40{1}
>40 years	0	

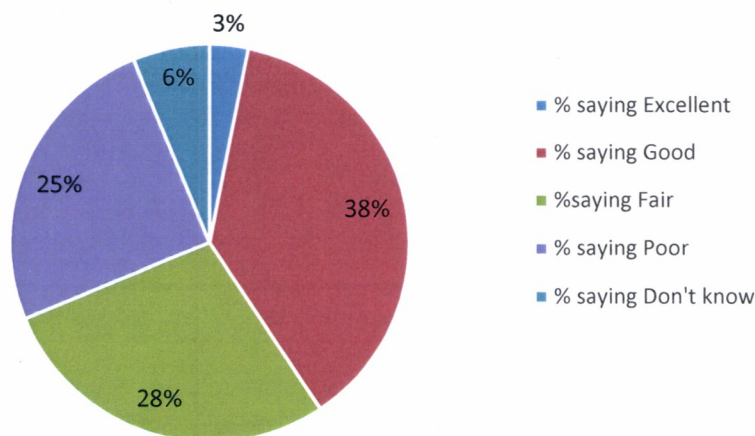
How would you rate the overall appearance of the city?

Overall appearance of city

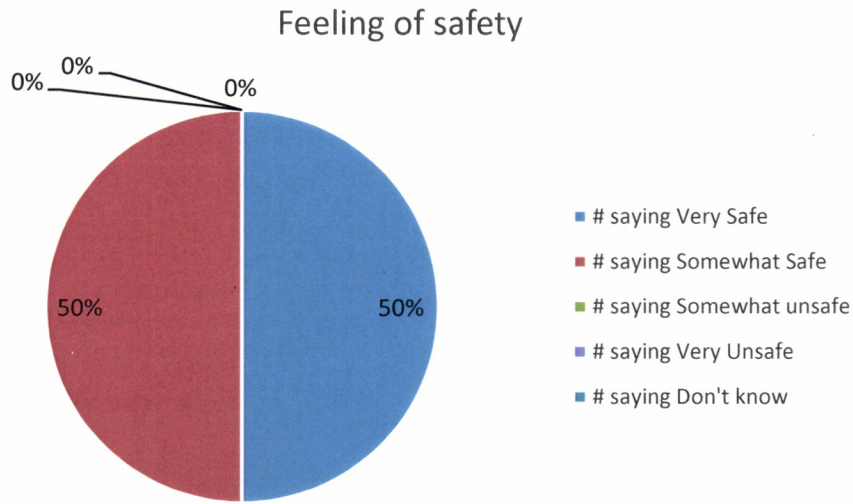


How would you rate the fiscal management and health of the city?

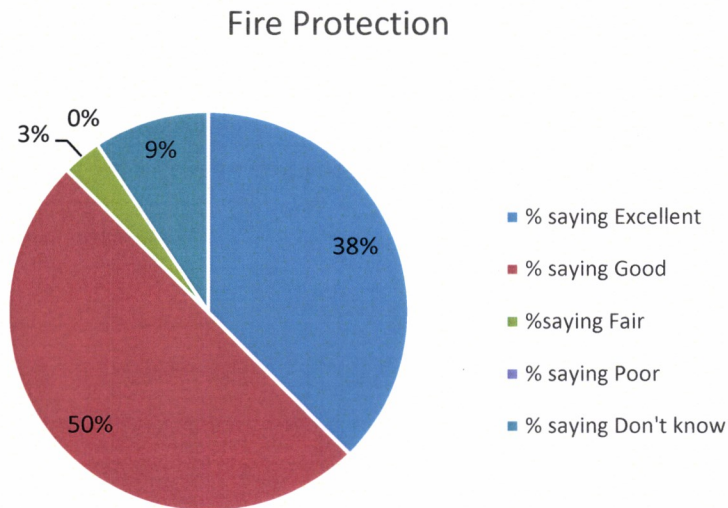
Fiscal management and health



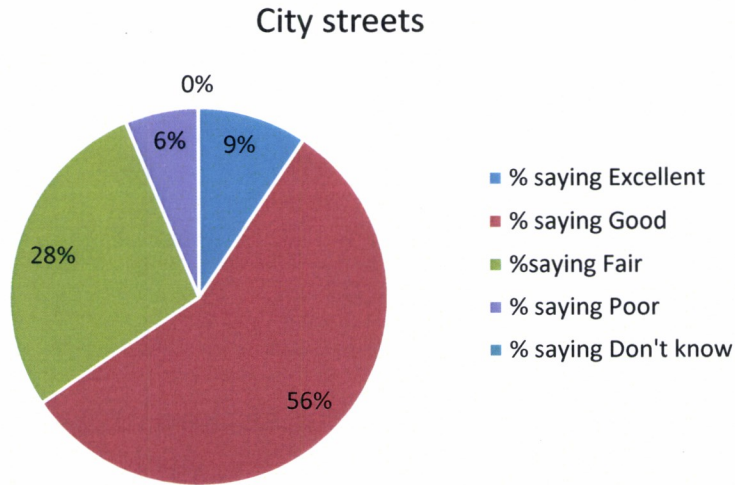
How would you describe your overall feeling of safety in the city?



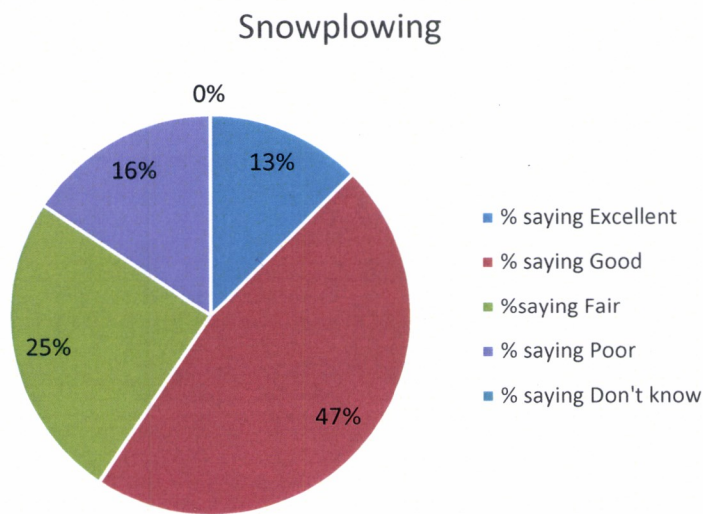
How would you rate the overall quality of fire protection services in the city?



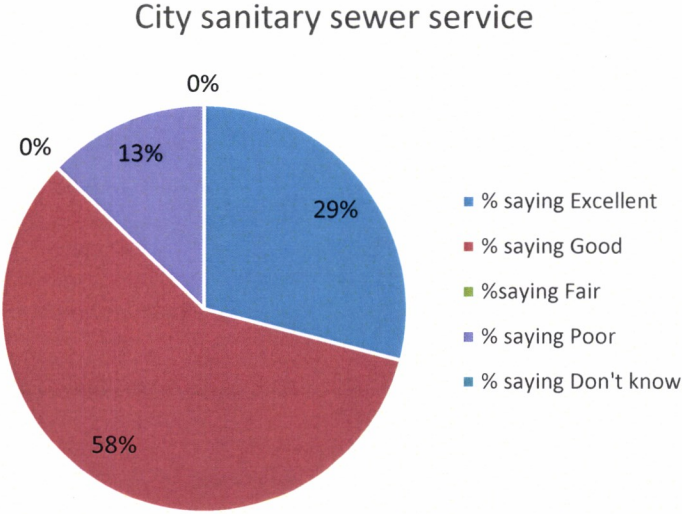
How would you rate the overall condition of city streets?



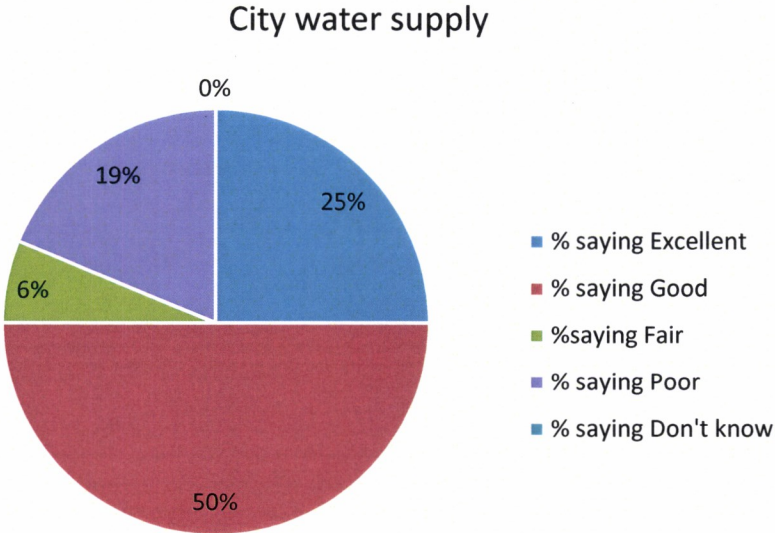
How would you rate the overall quality of snowplowing on city streets?



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

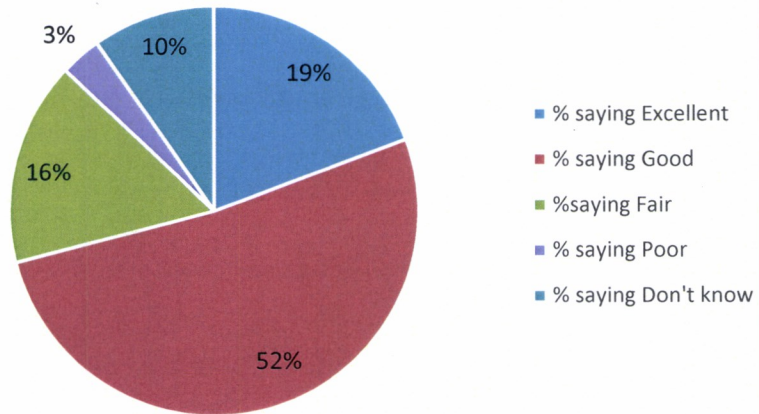


How would you rate the dependability and overall quality of the city water supply?



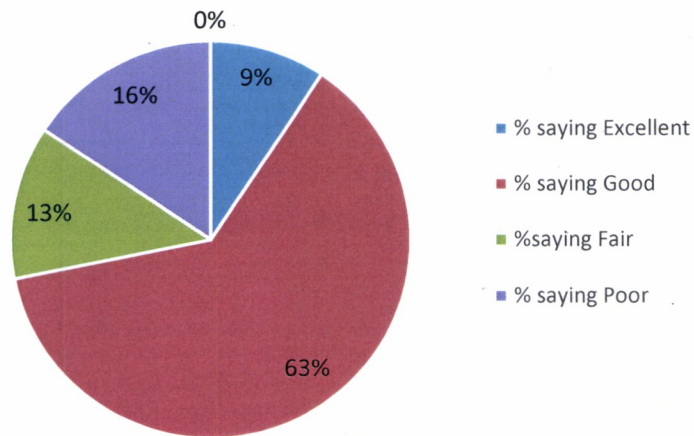
How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?

City rec programs and facilities



How would you rate the overall quality of services provided by the city?

Overall quality of services



32 respondents

City of St. Joseph

Performance Measurement Survey Results - Comments

June 15, 2015

The following comments were received from survey respondents.

Public Safety Comments:

- * We need a new police station and updated government center....that should be priority...anything else is unnecessary!

Streets/Plowing Services Comments:

- * I think our roads are in disrepair.
- * We live on Pond View Lane and feel the streets could better be plowed in the winter. Seems roads are packed down before they get plowed up by us. If sand is being spread, why can't the roads be plowed off?

Utility Services Comments:

- * I don't like that water rates increase and that we can't have a separate meter for watering our lawns...shouldn't have to pay sewer on that.
- * Wish city bills could be electronic and that we could log in and see what our bill is. I have missed multiple bills because I don't get one in the mail. This could be prevented if we could log in or have the bill electronically sent.
- * I have 2 concerns: 2. I was glad to see the city accept online billing/payments until I saw a \$2.00 transaction fee. I pay all my bills online and none charge a fee. I will not use the current online payment. It is odd because it costs more to process a paper billing and payment by check than to receive online payments. (see #1 under parks/rec).
- * The sewer and water is expensive.
- * The water sewer rates are totally out of control –near double and triple the rates of St. Cloud and Sartell.

Parks and Recreation Comments:

- * Roads in disrepair, and yet we feel the need to build an overpriced waterpark just so kids have something to do in the summer. Our taxes are high enough!
- * Also not liking the Aquatics plan. I love the idea of a splash pad but not liking the pools plan. If St. Joseph is 25% poverty, how can those families afford to use the pools?
- * Splash pad is a good idea but in an existing park where children and families can easily access.
- * I think money is spent foolishly such as a community center nobody will use except maybe old people. Maybe have the college kick a few bucks in for this water park thing and downsize it and for petes sakes make it a year round thing and put it indoors.
- * My taxes are 2 ½ times more for my homestead place in St. Joseph VS same value non-homestead place out of this area. I worked at a waterslide for over five years and I cannot believe this city is considering an aquatics center. People seem to forget that according to the U.S. Climate data, there's at least 13 days in June of precipitation, ten days in July and another ten in August. People do not think about going to waterslides or aquatic centers when it's raining or cool out. Please don't waste our tax money on an aquatic center. I'm all for a splash pad, there's a huge difference between the two.

- * Please scale back plans for a water park. A splash pad would be much more fiscally responsible and accessible for all residents.
- * I think the current waterpark plan is not in our communities best interest since it's short season for use and untested financing in a small community like ours. If these establishments are that profitable why isn't a private company running them instead of strapping tax payers with maintaining and financing the operations. I have children that are in the target age range to really use this facility but even the older one thinks it is a bad idea.
- * I have 2 concerns: 1. There is no formal Senior center/activities. You have a wonderful meeting facility at the fire hall that could house senior card games, bingo etc. (see utilities for #2).
- * I'm very happy to be living in the city of St. Joseph; it's been a wonderful community to live in. However, I am a little concerned about the way money has been spent lately. The whole water park should have just been kept to a splash pad where kids & our community to go and enjoy all summer for free!
- * Too much money spent on parks no on uses. Please do not let that water park into our city already wasted money on that.
- * The city has parks one uses.. For Example CloverDale Park, never gets used. The city council wastes money like its water and this half cent sales tax seems to be like morphine – they just cant waste those monies fast enough (WaterPark – how Stupid).
- * Disappointed in the amount of funds put towards planning of the water park. This is an amenity that will not be worth its cost. I believe the city has not done an adequate job seeking public opinion on this matter prior to beginning the planning process.

Other City Services Comments:

- * I would love to see a sculpture walk downtown. This could incorporate area artists, businesses, physical well being and a better sense of community. See BEMIDJI MN. Also along hwy 75 more green space, trees, anything to make the welcoming vista better.
- * Thanks for the flowers downtown and benches.
- * There are some areas around building sites that have unsightly weed problems (Northland apartment building). Sometimes when streets are repaired the seeding done is mostly weeds. See the area in front of 520 1st Ave NE and across the street from such.
- * Would like to have an improved communication system for when, where and agenda for city meetings. And in a timely manner for folks to plan for attending.

General Comments:

- * I think we need to give more serious thought to the long range costs before jumping into too many expensive projects to satisfy special interest groups or the pet projects of councilmen.
- * The City Administrator runs the Council as well as the City of Saint Joseph. She is a nice person, but has too much power. The Council members do not appear to think for themselves, only to vote the way the Administrator advises. The council members give the impression they are there to vote, not to do prior study on meeting issues and coming up with independent solutions to the issues. Maybe if the agenda info was available to them sooner this would help, but the council members do not insist on this, only mentioning it would be good.
- * Please prioritize city wants and needs. Not everything can happen at once. It needs to be broken out over time. Work with ISD 742 to get a high school in St. Joseph.
- * The city wastes a lot of taxpayers money.
- * Judy Weyrens should live in this town and maybe she should actually work on finding money from somewhere beside the taxpayer.

- * Please quit porting money into the Water Park – We have more parks than are used already... Use the money to keep the taxes lower and our utilities are really high.
- * Wish the city leaders would quit wasting money on silly projects that only a few will benefit from. An example of this is the Water Park. – and put the money to use to lower taxes and water/sewer bills.

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Appendixes

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Appendix A

**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,

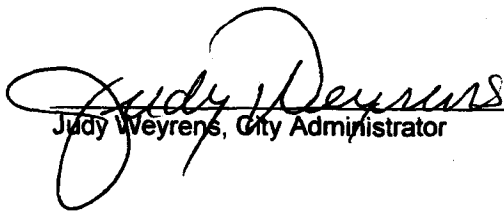
WHEREAS, the City of St. Joseph acknowledges performance measurements provide feedback to their citizens, taxpayers, elected officials, staff and other interested parties about the effectiveness and efficiency of services provided by the City of St. Joseph; and,

WHEREAS, the City of St. Joseph elects to participate in the State program and declares ten performance measures to review annually by June 15th.

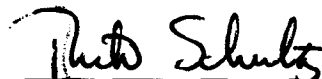
NOW THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF ST. JOSEPH, MINNESOTA declares the following standard performance measurements:

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

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Appendix B

City of St. Joseph Performance Measures Recommended Survey Questions Spring 2015

The City will ask the following questions on the Spring 2015 survey:

1. Indicate the number of years you have lived in this city: _____ years.
2. Please enter your email address. If you do not have an email simply type "no email".
3. How would you rate the overall appearance of the city?
4. How would you describe your overall feeling of safety in the city?
5. How would you rate the overall quality of fire protection services in the city?
6. How would you rate the overall condition of city streets?
7. How would you rate the overall quality of snowplowing on city streets?
8. How would you rate the dependability and overall quality of city sanitary sewer services?
9. How would you rate the dependability and overall quality of the city water supply?
10. How would you rate the overall quality of city recreational programs and facilities?
11. How would you rate the overall quality of services provided by the city?
12. How would you rate the fiscal management and health of the city?
13. Additional questions will go here.
14. Comments box.

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Appendix C

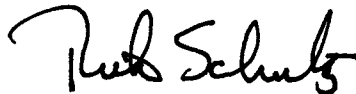
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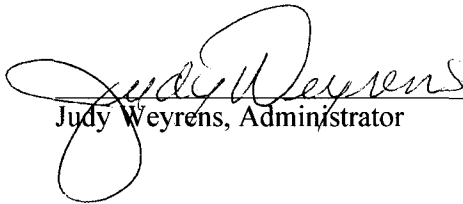
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