

**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.

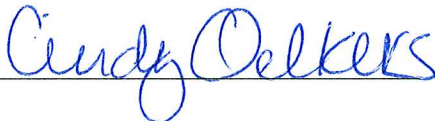
Adopted this 21st day of May, 2013

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



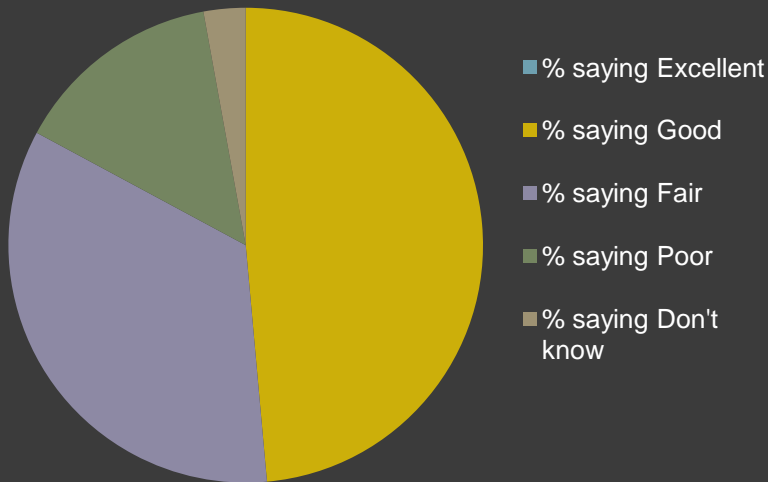
IMPLEMENTING PERFORMANCE TRACKING

- ❖ 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

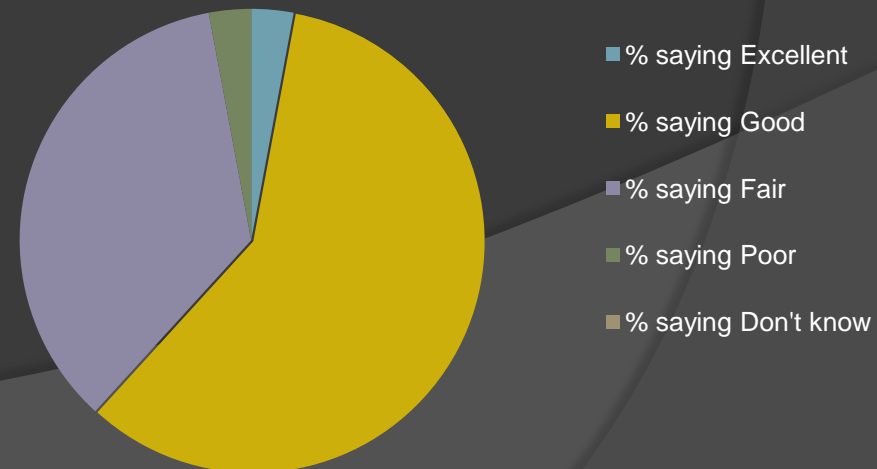
Citizen Rating of Overall Appearance of City



“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

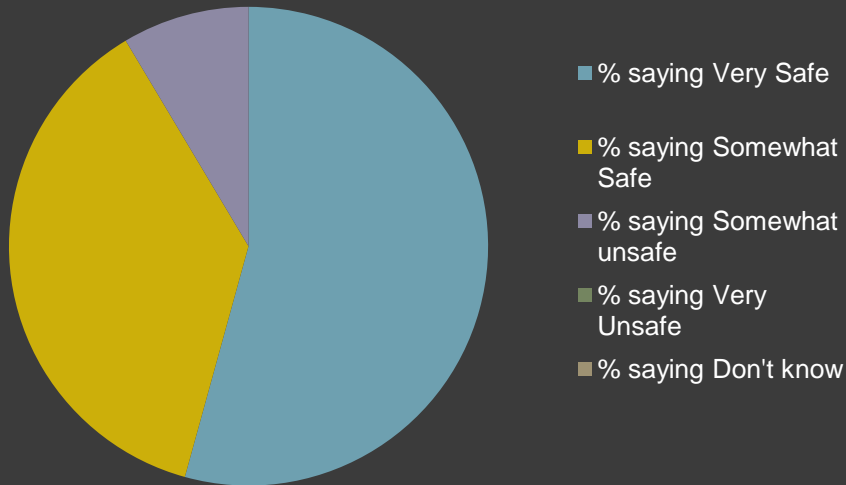


“Have the license bureau in town is great. Our Library needs some updating of books. The pool is the biggest set back. It is absolutely terrible and needs updating.”



POLICE SERVICES

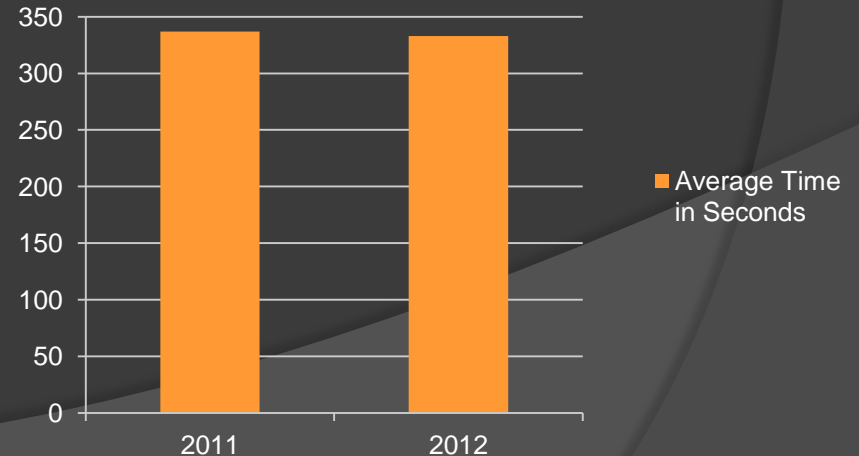
Citizen Rating of Overall Feeling of Safety



“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



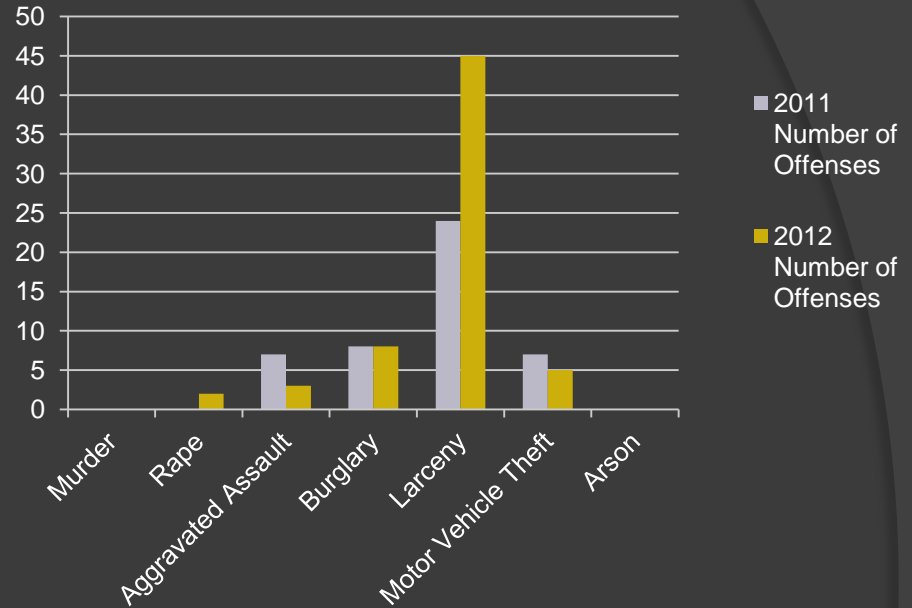
“I regularly see police officers in my neighborhood. It would be even better to see them out of their vehicles and doing some foot patrol, especially in the downtown area and around the school during times when people are out and about.”



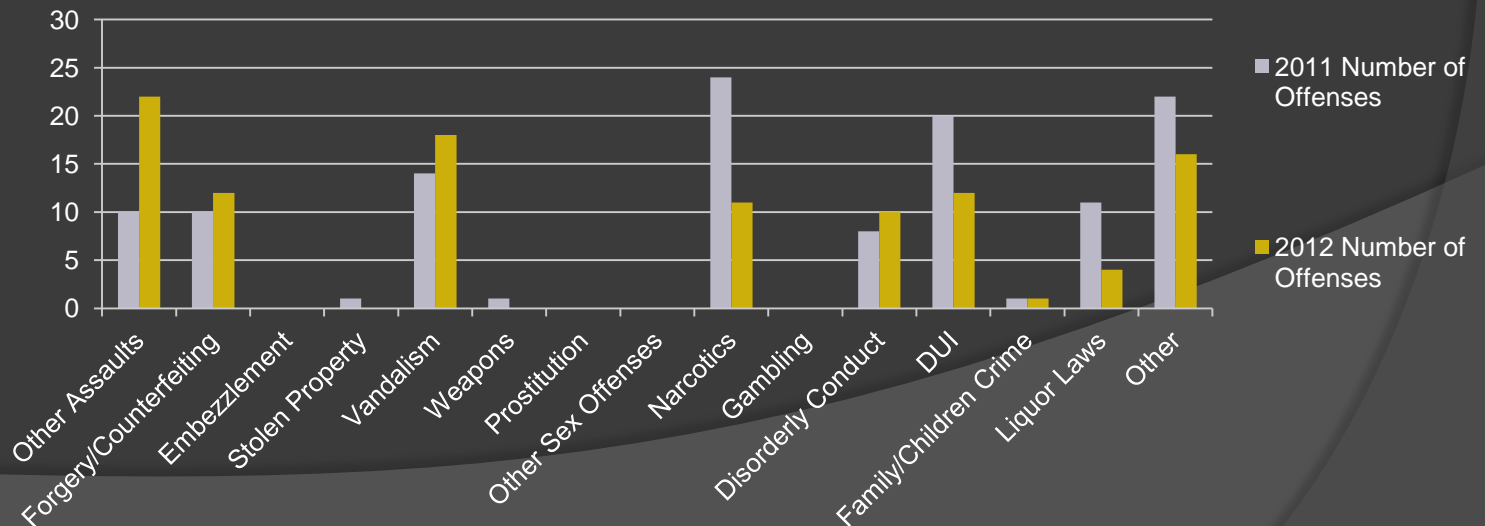
POLICE SERVICES

“Police are real good at traffic control not to sure on safety given there was meth bust our street”

Part I Crimes

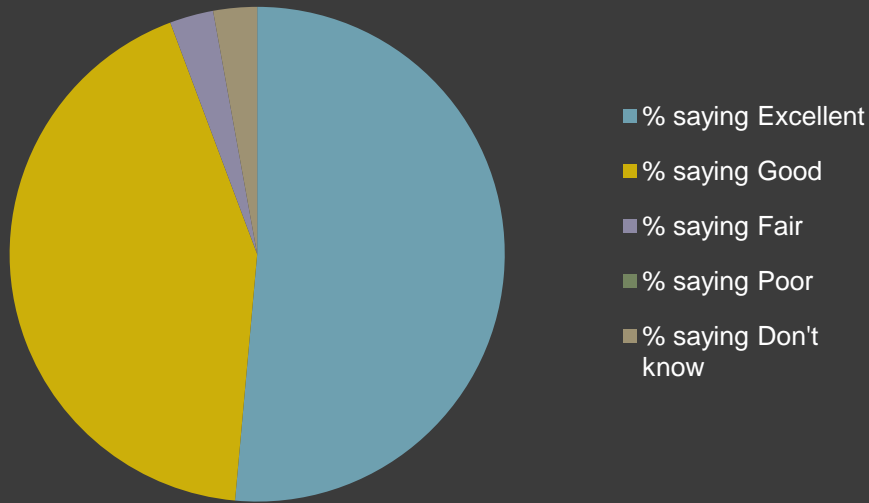


Part II Crimes



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!”

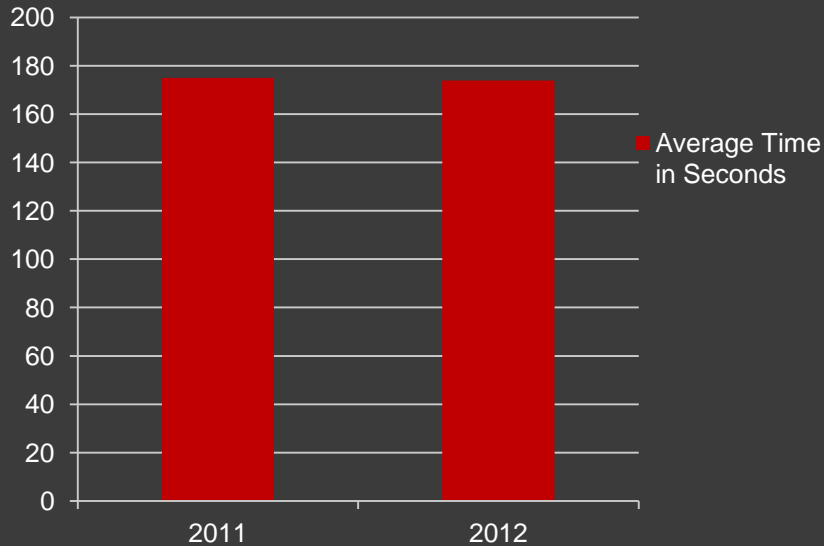
“PI Fire does a great job”

“very dedicated bunch of firefighters&frist responders, hats off for what they all do for us”



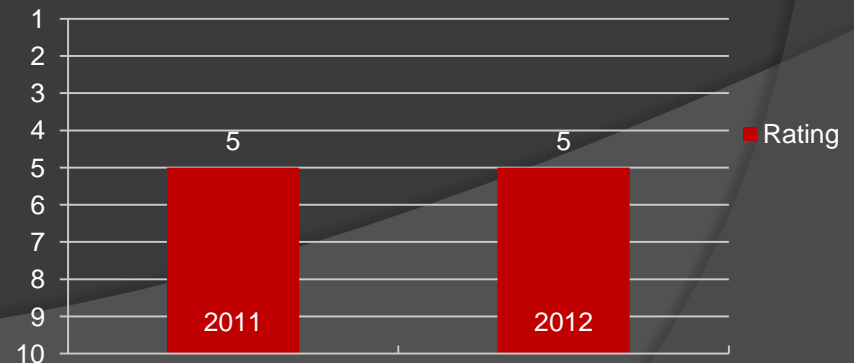
FIRE AND EMERGENCY MEDICAL SERVICES

PIFD Average Response Time



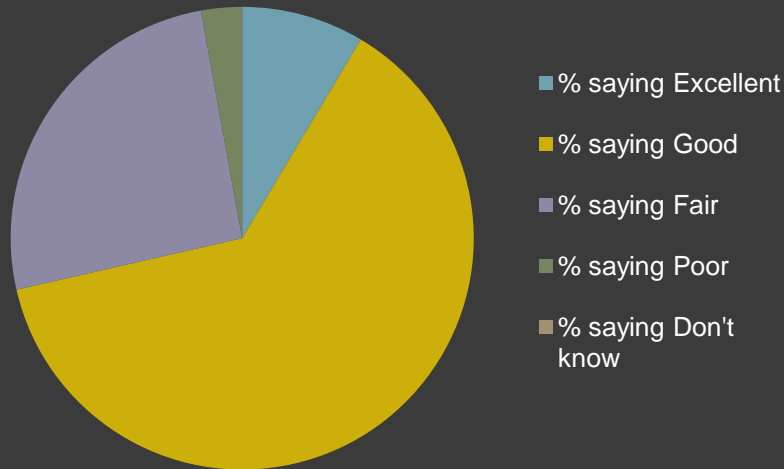
“Pine Island Fire Department does an excellent job”

Pine Island Insurance Services Office Rating



STREET DEPARTMENT

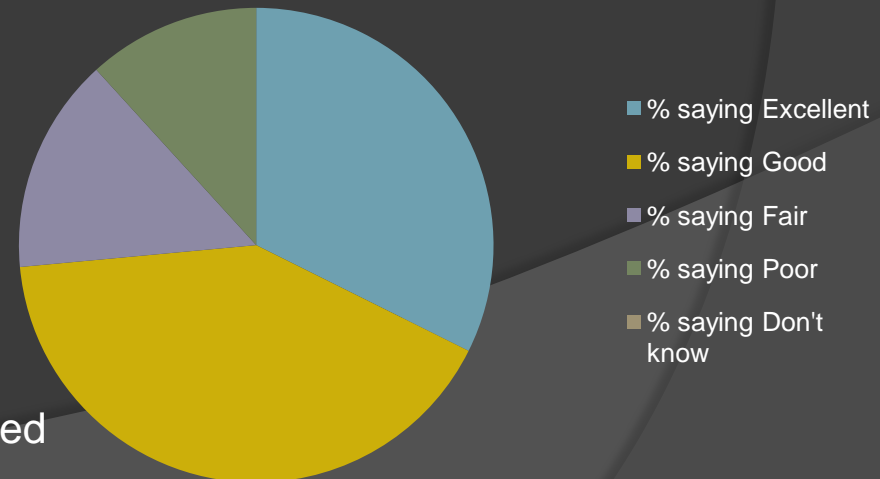
Citizen Rating of Condition of City Streets



“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



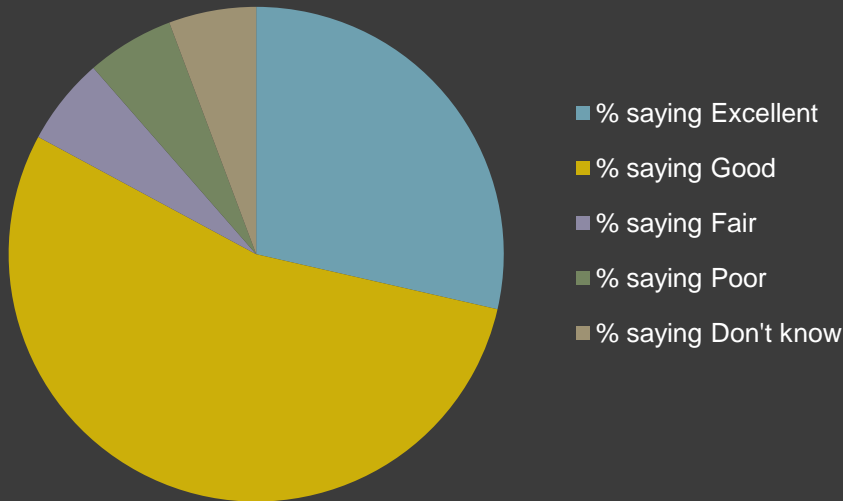
“Best snow plowing in the state. Also kudos to the guys who stay up all night to allow the rest of us to get to work with ease!”

“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.”

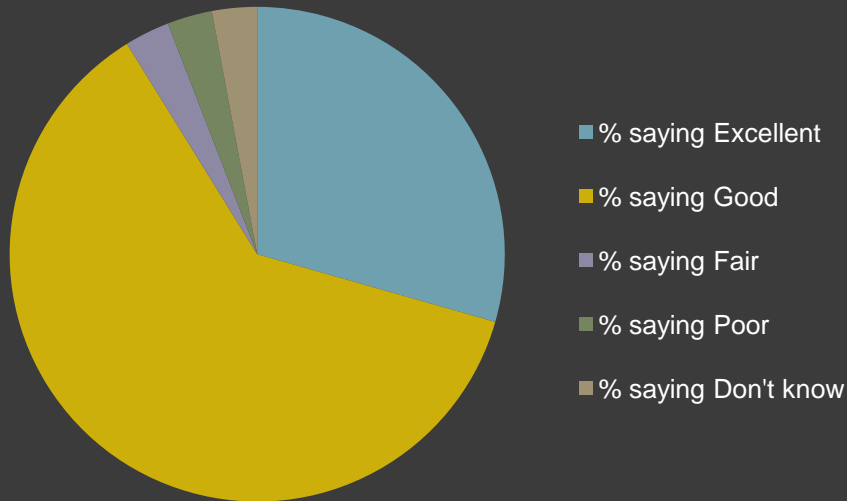
“Pay way too much”

“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

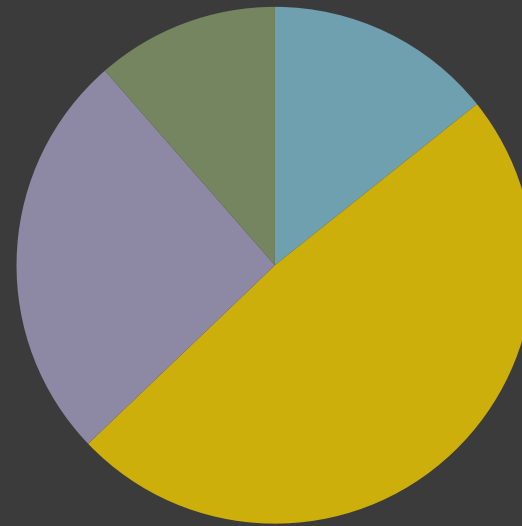
“Many parks and great trails around town.”

“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”

