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
To aid residents, taxpayers, and governing officials in determining the efficacy of providing services

To measure residents’ opinion of services
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 citizen survey was collected during December 2012.

Items in “quotes” on following pages are actual comments from survey respondents.
Citizen Rating of Overall Appearance of City

- % saying Excellent
- % saying Good
- % saying Fair
- % saying Poor
- % saying Don't know

- 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, Trailer Park when entering from the north. Treatment plant from the east.

Citizen Rating of Overall Quality of Services

- % saying Excellent
- % saying Good
- % saying Fair
- % saying Poor
- % saying Don't know

- Have the license bureau in town is great. Our Library needs some updating of books. The pool is the biggest setback. It is absolutely terrible and needs updating.
POLICE SERVICES

Citizen Rating of Overall Feeling of Safety

- % saying Very Safe
- % saying Somewhat Safe
- % saying Somewhat unsafe
- % saying Very Unsafe
- % saying Don’t know

“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.”

“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.”

GCSO Average Response Time

<table>
<thead>
<tr>
<th>Year</th>
<th>Average Time in Seconds</th>
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<tbody>
<tr>
<td>2011</td>
<td>350</td>
</tr>
<tr>
<td>2012</td>
<td>350</td>
</tr>
</tbody>
</table>
"Police are real good at traffic control not to sure on safety given there was meth bust our street"
Citizen Rating of Fire Protection Services

- % saying Excellent
- % saying Good
- % saying Fair
- % saying Poor
- % saying Don’t know

“PI Fire does a great job”

“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 persevere!”

“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

5 5
Citizen Rating of Condition of City Streets

- % saying Excellent
- % saying Good
- % saying Fair
- % saying Poor
- % saying Don’t know

“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

- % saying Excellent
- % saying Good
- % saying Fair
- % saying Poor
- % saying Don’t know

“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

- % saying Excellent
- % saying Good
- % saying Fair
- % saying Poor
- % saying Don't know

“Pay way too much”

“It doesn't taste the greatest.”

“Very Very Expensive. water is super hard especially for what it costs”
Citizen Rating of Sanitary Sewer Services

- % saying Excellent
- % saying Good
- % saying Fair
- % saying Poor
- % saying Don't know

“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

“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 COMMUNITY PARK, BALL FIELDS, NEWER POOL, MORE RECREATION”
"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."

"ENTRENCES NEED MORE SIGNAGE WELCOMING, EXPRESS OUR CITY STATEMENT"

"Hassler Park when completed will be a nice addition but still need a neighborhood park in Bach Estates"

"and getting better, keep up the street projects"