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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

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

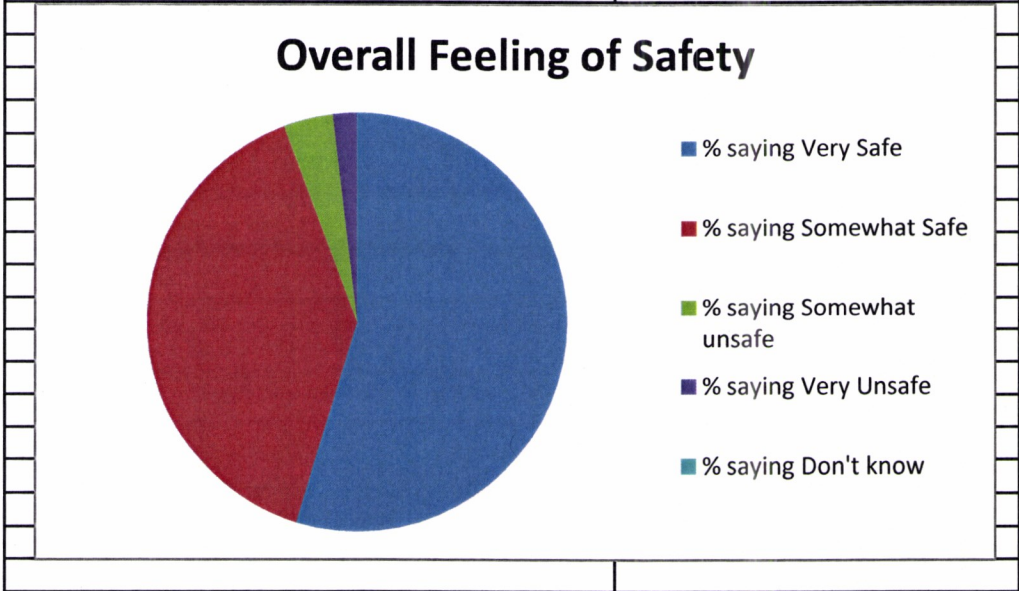
Very Safe

- * 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.

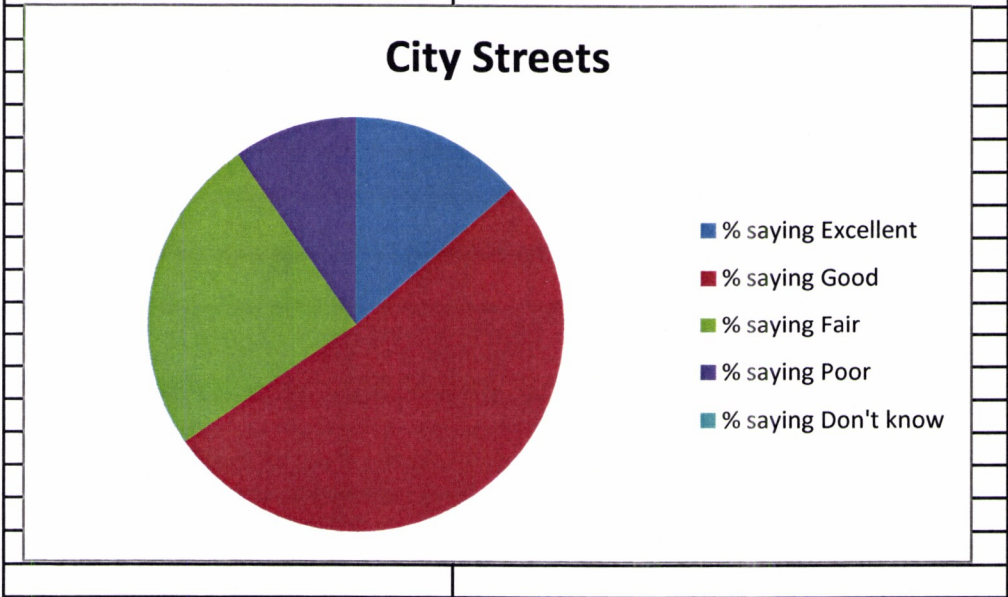
Fair

- * 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.

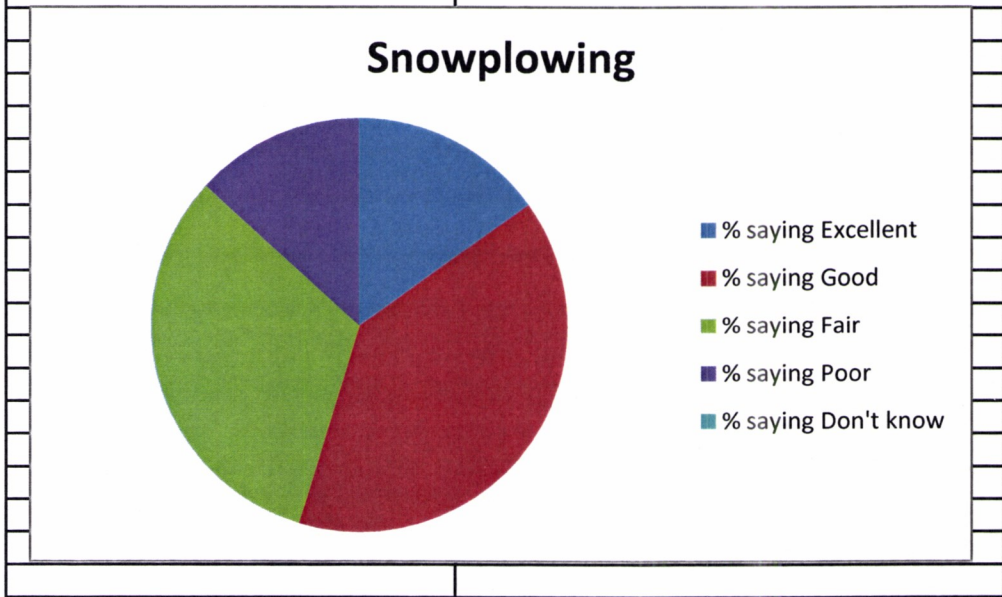
Fair

- * 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.

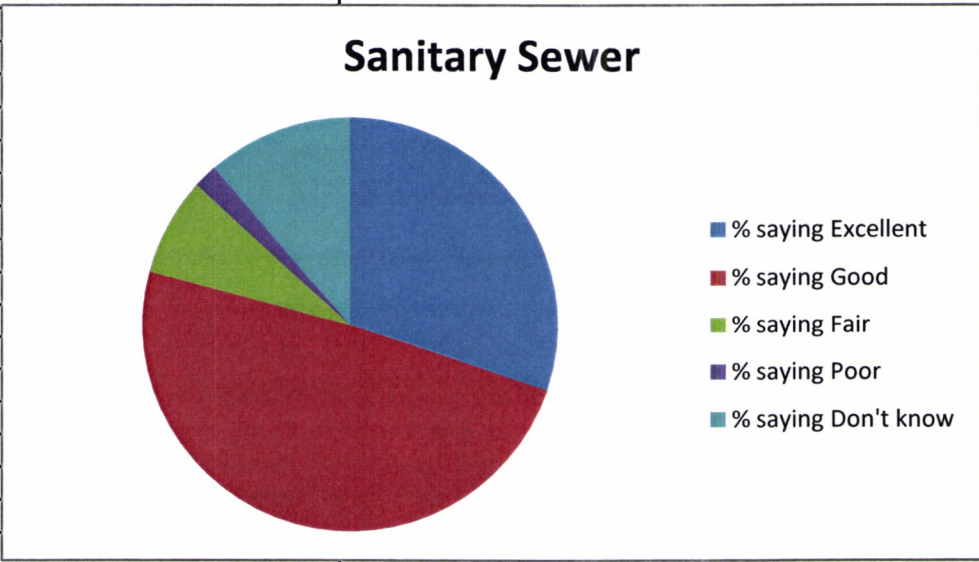
Good

- * The water has a very strong taste of chlorine....Seems like ever since you put in that new water treatment center.

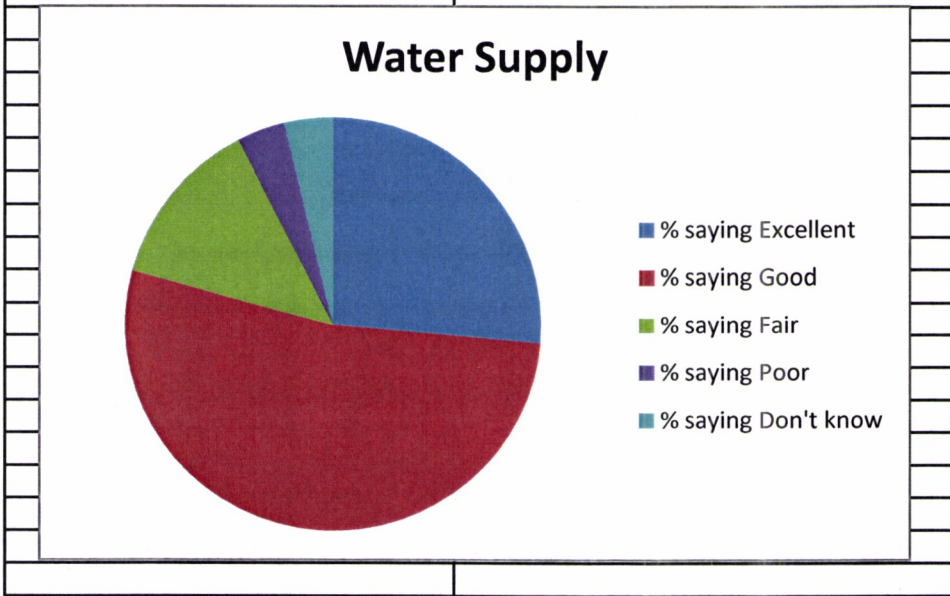
Fair

- * 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%



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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

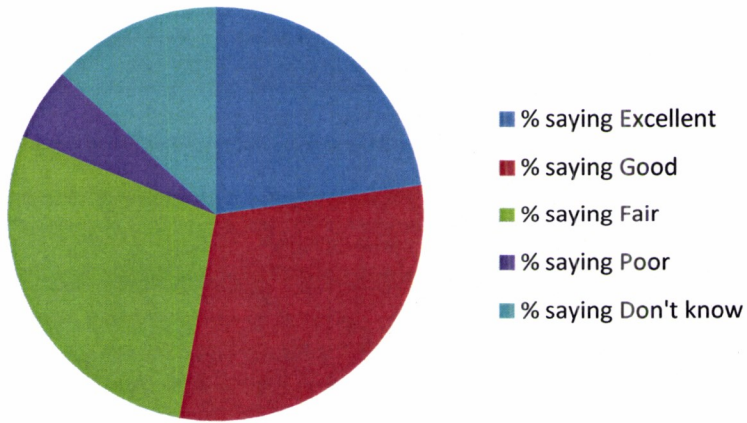
- * Very little organized recreational opportunities for any specific age groups. No community center despite collecting money to build it for years. However the parks we do have seem to be maintained well.

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?

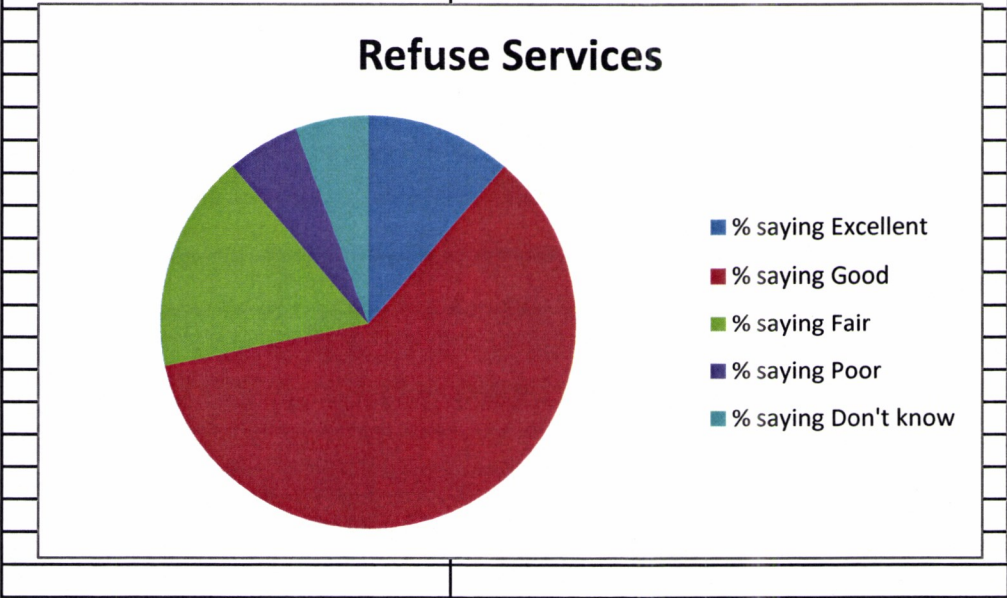
Excellent

- * 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.

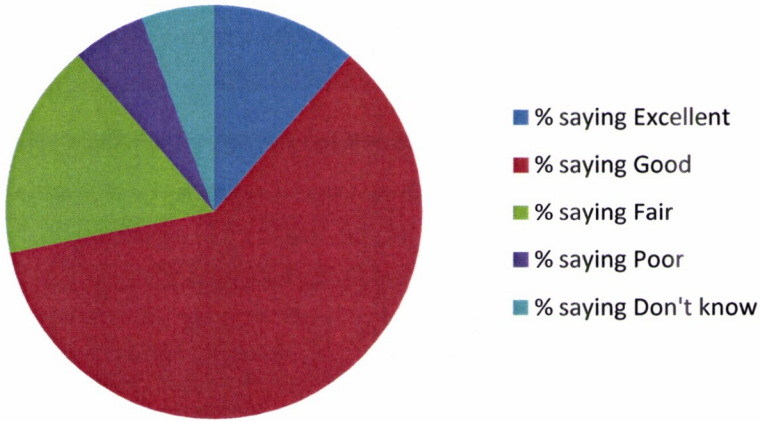
Fair

- * 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

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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,

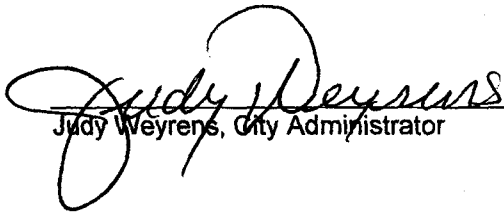
WHEREAS, the City of St. Joseph acknowledges performance measurements provide feedback to their citizens, taxpayers, elected officials, staff and other interested parties about the effectiveness and efficiency of services provided by the City of St. Joseph; and,

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

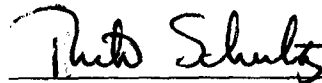
NOW THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF ST. JOSEPH, MINNESOTA declares the following standard performance measurements:

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

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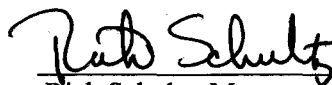
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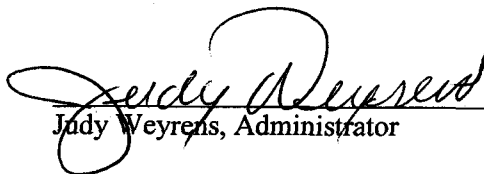
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Rick Schultz, Mayor



Judy Weyrens, Administrator