

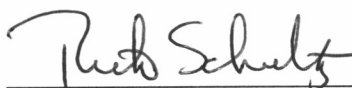
Resolution 2014-002
Accepting St. Joseph's
Performance Measures Survey Results

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.

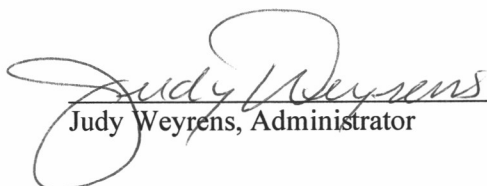
Now therefore be it resolved, the St. Joseph City Council adopted the following performance measures initiatives:

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 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 accepts the results of the performance measures survey conducted in 2013.

Adopted this 16th day of January, 2014



Rick Schultz, Mayor



Judy Weyrens, Administrator



MEETING DATE: January 16, 2014

AGENDA ITEM: Performance Measurement – Adopt Resolution 2014-022 Accepting St. Joseph’s Performance Measures Results

SUBMITTED BY: Finance/Administration

PREVIOUS COUNCIL ACTION: Council adopted resolution 2011-014 declaring 10 performance measurements as developed by the State’s Council on Local Results and Innovation. The Council declared the December 2013 survey questions on November 7, 2013.

BACKGROUND INFORMATION: The 2010 State Legislature passed Statute §6.91 allowing cities to participate in a standard measures program to provide communication to its citizens on annual basis. The Legislature directed the State Auditor to establish a committee to identify ten (10) standard measurements as the minimum measurements each city should adopt. A copy of the committee’s report can be found on the State Auditor’s website.

The City declared the minimum ten (10) performance benchmarks listed in the report prior to July 1st, 2011 for the City to be eligible for a per capita reimbursement of \$0.14 per capita in 2011. For 2013, the Council added a couple questions for feedback from residents. The survey was conducted prior to December 31, 2013 to be eligible for the 2014 per capita reimbursement.

The results of the December 2013 survey are attached and are available on the City’s website. The survey includes comments from 86 respondents. Only city residents were allowed to respond and duplicate responses were not allowed. The State Auditor’s office requires a 2014 resolution to accept the results prior to July 1, 2014.

BUDGET/FISCAL IMPACT: \$914.76 reimbursement, no payable 2015 levy limits

ATTACHMENTS: RCA – Performance Measurement
Resolution 2014-002
December 2013 Survey questions
December 2013 Survey Results

REQUESTED COUNCIL ACTION: Authorize the Mayor and Administrator to execute Resolution 2014-002 accepting St. Joseph’s performance measures results.

Resolution 2013-002
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.

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Adopted this 16th day of January, 2014

Rick Schultz, Mayor

Judy Weyrens, Administrator



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

**December 2013 City of St. Joseph
Performance Measurement Program
Survey Results**

December 20, 2012

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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 \$ 914.76.

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 as listed as follows: <https://www.surveymonkey.com/s/STJOSEPH2013>.
2. Published in the November 22nd and 29th edition of the *St. Joseph Newsleader*.
3. Published on the front page of the City Website. <http://mn-stjoseph.civicplus.com/>.

The survey was available on survey monkey from November 15th through December 13th, 2013. At the end of the survey period, the League of Minnesota Cities provided the results. The results indicated that 87 individuals responded to the survey.

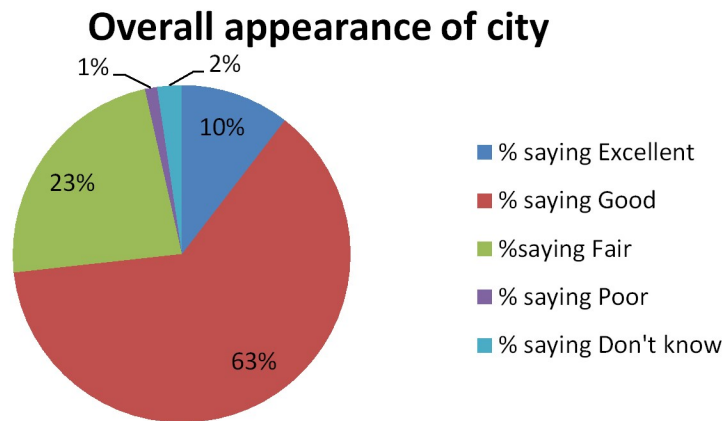
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**City of St. Joseph
Performance Measurement Survey Results - Charts
January 16, 2014**

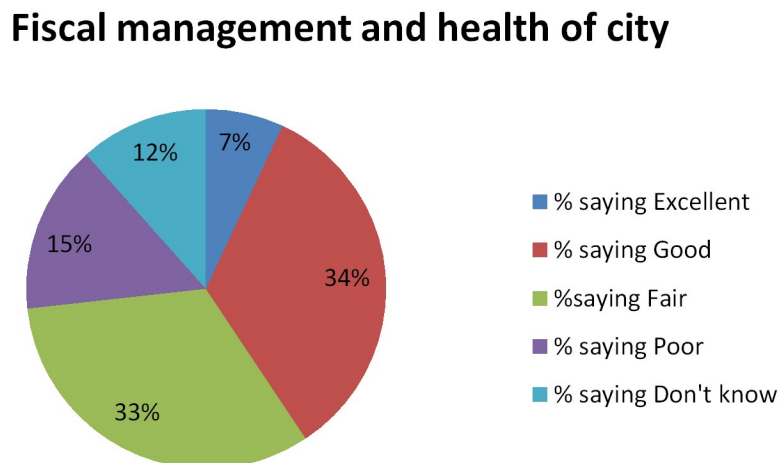
How many years have you lived in this city?

Years in City	Total Respondents	Number of Years in City Individual Responses
00-05 years	21	1{5}, 2{6}, 3{4}, 4{3}, 5{3}
06-10 years	19	6{5}, 7{6}, 9{3}, 10{5}
11-15 years	9	11{1}, 12{2}, 13{3}, 14{3}
16-20 years	12	16{1}, 17{3}, 18{2}, 19{2}, 20{4}
21-30 years	6	21{1}, 22{1}, 25{1}, 27{1}, 30{2}
31-40 years	11	31{2}, 34{4}, 35{1}, 39{3}, 40{1}
>40 years	9	41{1}, 42{1}, 45{1}, 54{1}, 55{1}, 57{2}, 73{1}

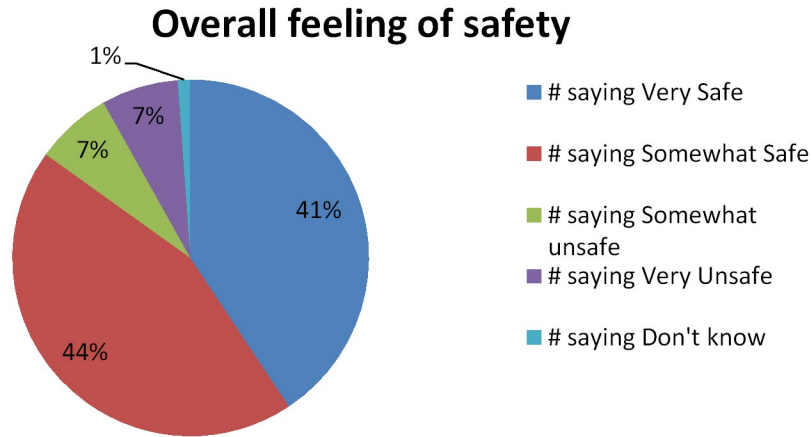
How would you rate the overall appearance of the city?



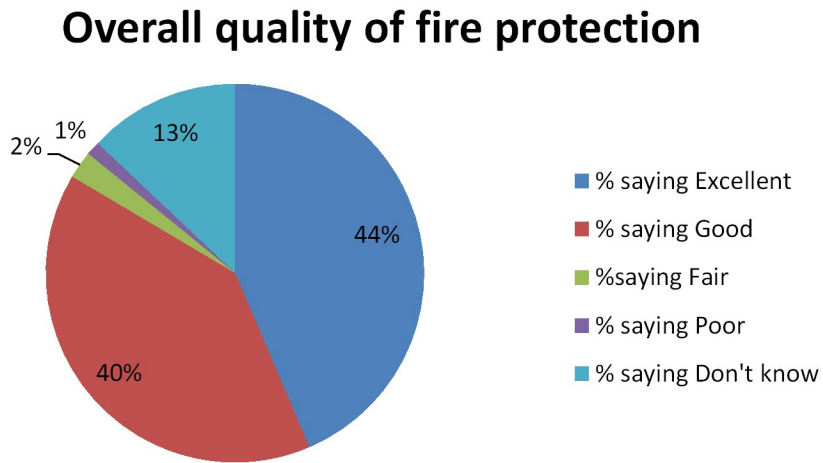
How would you rate the fiscal management and health of the city?



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

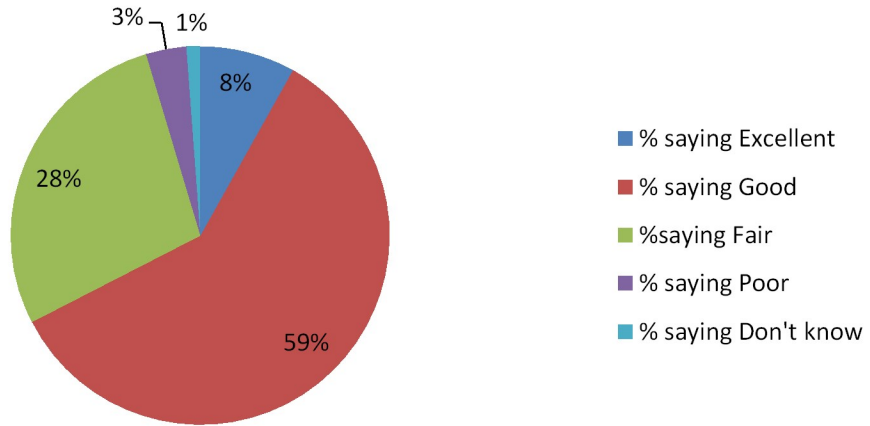


How would you rate the overall quality of fire protection services in the city?



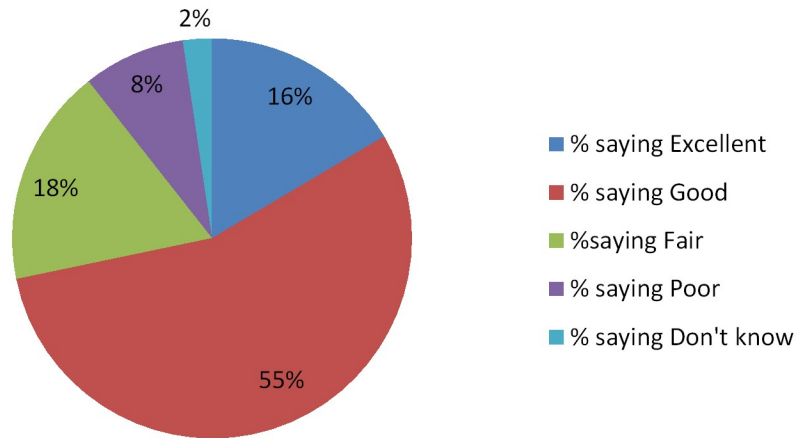
How would you rate the overall condition of city streets?

Overall condition of city streets



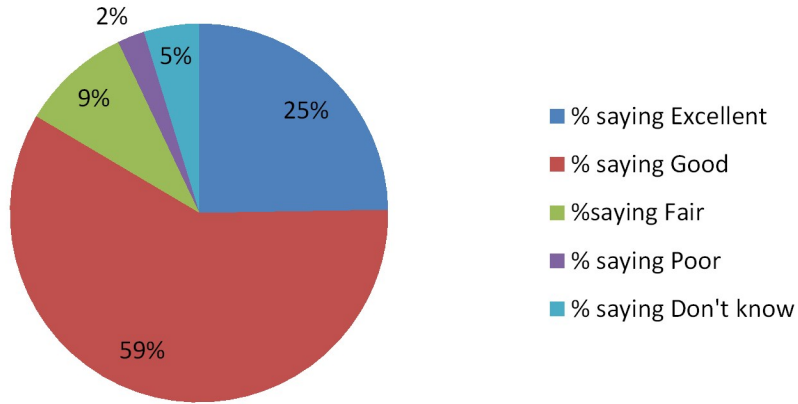
How would you rate the overall quality of snowplowing on city streets?

Overall quality of snowplowing



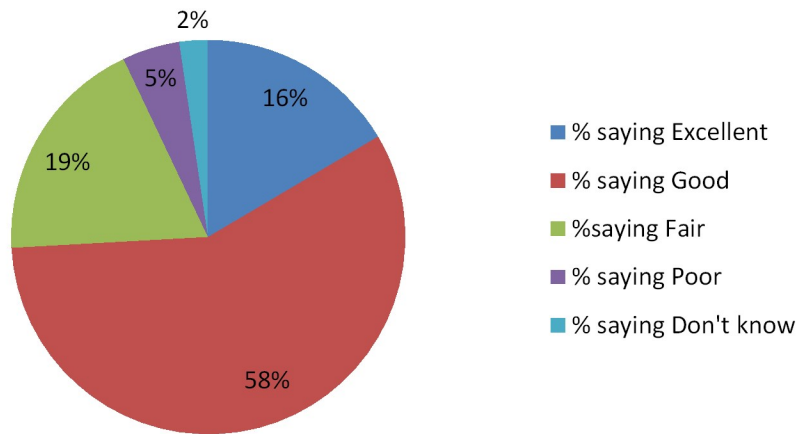
How would you rate the dependability and overall quality of city sanitary sewer service?

Dependability and quality of sewer



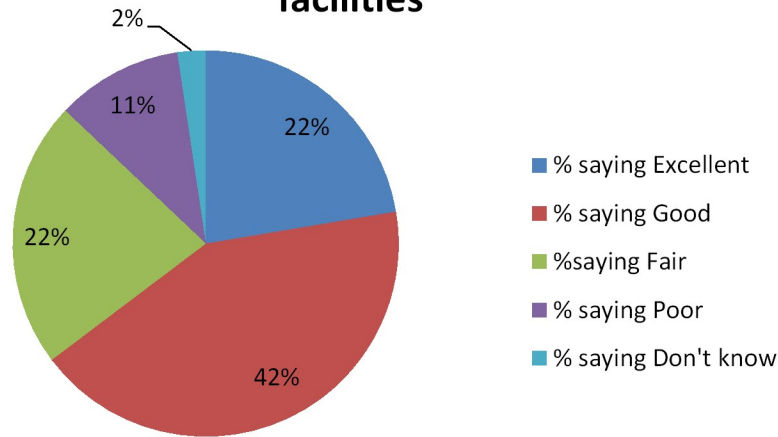
How would you rate the dependability and overall quality of the city water supply?

Dependability and quality of water supply



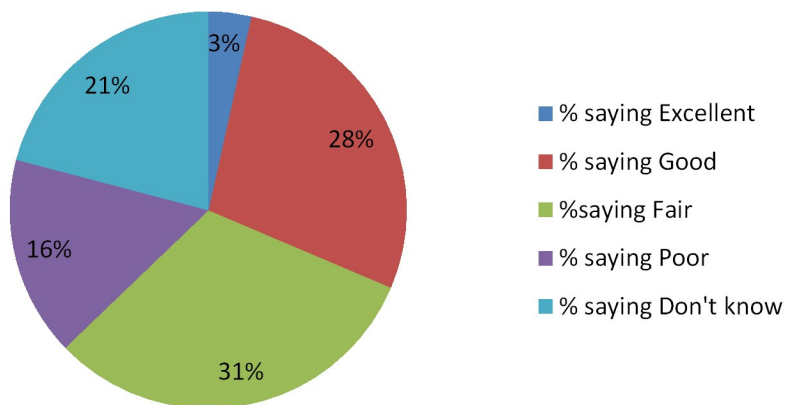
How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?

Overall quality of rec programs and facilities



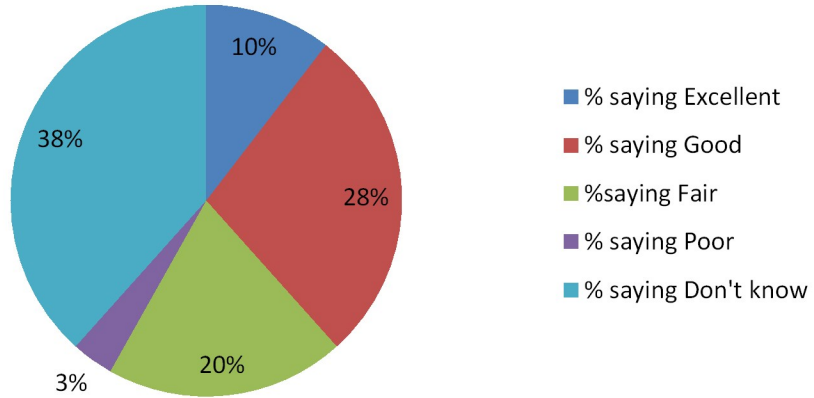
How would you rate the quality of licensing, permitting and building inspection services in the city?

Quality of licensing, permitting and building inspection services



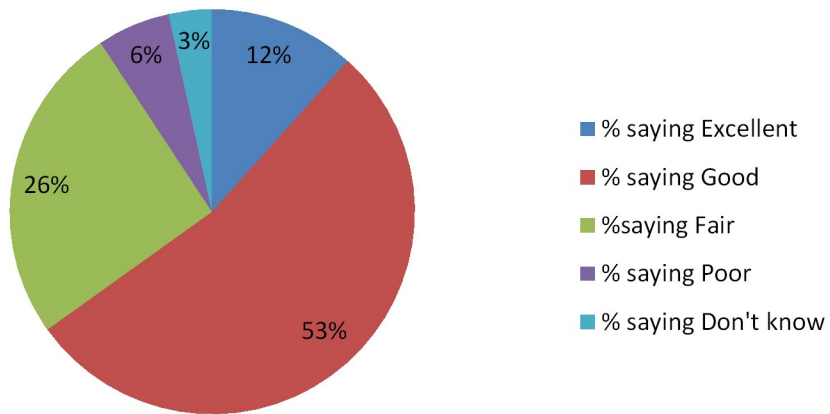
How would you rate the overall quality of the new compost site for the city?

Quality of new compost site



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

Overall quality of city services



87 respondents

City of St. Joseph
Performance Measurement Survey Results - Comments
January 16, 2014

The following comments were received from survey respondents.

General Comments:

- * We need new city board members. Stop the contractor kick-backs. We know what's going on.
- * Appreciate the opportunity to complete the survey. However, there is not really an opportunity to nuance each remark or engage in dialogue with others who could shed light on my concerns. I would much prefer being able to attend regular town hall meetings where concerns could be discussed with other residents, with city government officials and with people representing businesses, services and groups who operate in the city. If these already exist, where are the dates, times and places of the meetings posted?
- * As a homeowner I find it ridiculous that if I want a friend to live with me I have to get a renter's license. Once the city pays for my house, they can tell me what I can and can't do in my house.
- * I know there is talk of trying to grow the city. Don't do it, keep the city small. We are here because St. Joe has small town charm. Don't ruin it.
- * St. Joseph is money hungry and thinks of money before the citizens. The City gets their nose where it doesn't belong. On my property I should be able to park my trailer anywhere as long as it isn't an eye sore, not in the center of the yard, and as long as it doesn't interfere with the neighbors. The City is once again trying to get money anyway they can by fining if a trailer is sitting on the grass. It's my grass and not hurting anyone. Maybe focus on better serving your residents instead of harassing them.
- * We love living in St. Joe and think the quality of life here is very good. We really dislike the new BRIGHT electronic sign on CR75 as you head east into St. Cloud. It doesn't seem energy efficient and is an eye sore. It is as bright, if not brighter, than the lights on Time Square. Hope this isn't a precursor of what's to come. I would like the citizens of this town to have a say in this matter.
- * During the summer months we often hear the cement mixer at Borgert's going off at 4:30? 5am? Seems a little early and neighbors on 16th – 18th Ave SE often talk about the loud noise in the a.m. hours.
- * Still not happy with ordinance of having to blacktop extra parking next to existing driveway! Ones tastefully should not be penalized.
- * The city does a very poor job of working with a resident who has a complaint. I have been working on an issue with the city for about 7 years and we still don't have a solution. When it comes to paying for and admitting an error has been made the city doesn't know what to do. Some of the council people let things get personal. The city needs to do what is right not what's popular. Promises are made and broken to residents and favorites are being played.
- * The city needs to focus on city business and not get into the market of competing with a business that pays taxes.
- * The city needs to hold St. Ben's College and Monastery accountable for what they use in terms of services. The city needs to learn to say NO to St. Ben's and learn the difference between the two. They tend to blend together and have way too much power. We had a Sister on the planning commission and they paid no taxes. They got a vote. We don't have a lay person on the board of St. Ben's with a vote on how to spend their money. We need Field Street and it is blocked by the college and monastery. We will have to wait 20 years and then when the good Sisters are all gone we might get it. We would not need the types of fire trucks we have if they

didn't exist. The residents are forced to purchase products used by only one. The city needs to remember they represent the tax payers and not their own personal interests.

- * Very disappointed in the leadership of the community. Takes the Good Old Boy system to a new low. I have been here less than a year and have been witness to a number of issues that were dealt with in such a fashion up to and including the city council with the recent billboard issue.
- * St. Joseph is a nice place for kids.
- * I'm actually going to be moving away from St. Joseph because it's turning into a suburb of St. Cloud. I loved our city when it was surrounded by farmland, not ugly slapped up homes, a McDonald's and a box grocery store. St. Joe is losing its character and small town charm. It is only a matter of time before our identity will be bought out by bigger stores and more sprawl. I'm moving to a town that is keeping fast food chains, massive retailers, unchecked sprawl out of their town because the town folk care about small business and taking care of the beauty surrounding the town. Something that St. Joe has decided is unimportant.
- * City needs to look at expansion. Several areas of opportunity include I94 & CR2, CR2 & CSAH 75. Need to find a way to attract business into town and grow our tax base as we have a large area of town that is unfortunately tax exempt.
- * The city should provide better education & training for city employees.
- * We enjoy living in St. Joseph.
- * Overall we think this is a great community with a vital downtown/core center of the city. We look forward to many more enjoyable years here.
- * Taxes are too high and the college has too much input on the city's way of running itself!
- * The city council does not take this survey seriously; they only do it to get the money for offering. City Council people please DO NOT laugh and make fun of the results of this survey. This feels VERY RUDE to those who take the survey. I would hope at some point the city council decides to think for themselves and not just rubber stamp the staff recommendations. The city management seem to be more concerned with funding that pleases the staff rather than funding items over and above the very basics to maintain the city. Ie. Demolishing a good city office and police department building to build a new one more to the liking of the city staff, rather than spending \$'s to fund programs for youth, families and seniors that are residents of our city. The residents are the ones paying the taxes.
- * The city participates in this survey ONLY for the purpose of getting the few \$ it receives based on population. They have not taken any of the substance of the answers to heart due to the random nature of the survey. Hopefully they will give it some credence this year. Those who take time to complete the survey would like to be heard.
- * Long-time resident but a new home owner of the city wishing I never purchased it in my home town. Kind of makes me sad!
- * I would love to see this city get a high school. I think the city is growing so a new larger high school would fit well. I don't like the high schools in St. Cloud. They are way too large of class sizes and seem unsafe.
- * Good place to live.
- * I wish the city would quit blaming the college and talk instead about the important role it has in the community. Too much focus in on the fact that the college does not pay taxes, but very little is said about the contributions, financial and otherwise the college and its employees make to the community.

Public Safety Comments:

- * Work with County to slow down traffic on County Road 75.
- * There needs to be a light on Iris Lane where it turns into 14th Ave. It's very dark and doesn't feel safe.
- * The police department is great at responding to calls and concerns.
- * There should be more action taken against vandalism, violence, drug usage and poor rental properties that are uninhabitable. The owner(s) or management companies should have stricter consequences for improperly maintained rentals.
- * The snow removal parking laws are so silly. Every major city has a rotation schedule so why can't St. Joseph figure that out? It is a college town so learn to live with the college students.
- * I do not care for the electronic billboards and would not approve of anymore going up in or near St. Joseph. Let's keep the small town feel and leave out that particular technology.
- * There should be a greater focus and encouragement by the city for people to clean up after their dogs and keep them on a leash for safety.
- * I just witnessed an officer of the law who lives in my neighborhood fly through the streets and into his driveway. If he had children I think he would understand my feelings and how unsafe I feel with him behind the wheel with my children around!! Time to move!
- * There was a fire set by some children in the area called "the jumps/dumps". The fire department came very quickly. Seems good. However, it might be worth investigating a way to get rid of that area because over 100 marijuana plants were also found there. Seems like a target for problem behavior.
- * I think police protection in the city is excellent.

Streets/Plowing Services Comments:

- * Traffic going to/from Kennedy daily – open 12th Ave SE as a connection. Need two new County Road 2 intersections – many close calls, and now a death. Need more signs and markings.
- * Why are some streets getting paved for free and some streets homeowners have to pay? Start making the college pay for stuff.
- * The City does a GREAT job plowing the streets. I'm very impressed.
- * It would be nice to get a traffic light, or flashing lights on Minnesota St and 12th Ave SE. I can't tell you how many times we've seen people blow through the intersection without stopping.
- * Do not like the new intersection (Minnesota St and CR2) west of town. The entrance should have been half way from where it is now and where the old entrance was. Now it is hard to see everything.
- * The plowing is getting better, too early in the season to tell though.
- * The City NEEDS to put a stop light at the new intersection of CSAH75 and CR2. It's NOT safe how it currently operates.
- * More walking paths should be cleared in the winter. Many new developments are being created without sidewalks, but walking paths and then they are not cleared of snow.
- * There are a couple areas on the streets that collect water, eg. Callaway.
- * The entrance to McDonald's is completely unmanageable and awkward. What is the point of making it so difficult to access? The new intersection of CR2 and Minnesota St is difficult and dangerous. There needs to be better traffic control at that point.
- * Snowplowing has been poor for the last several winters. There doesn't seem to be any plowing on the weekend, and side streets remain unplowed several days after a snowstorm. I am on 17th Ave SE.

- * The public works department does not haul snow from cul de sacs...they dump the street snow onto some residents lawns, which causes poor lawn conditions for those residents.

Utility Services Comments:

- * Water pipe cleaning seems to happen way too much. Have orange water lots.
- * City water is really hard and gunks up pipes in homes. This needs to be fixed. I can only imagine what it does to the infrastructure.
- * Our water pressure goes way down in the winter for some reason.
- * High water prices and when cold out water turns brown. High rates should equal high quality. Problem has been going on for years. Why doesn't new treatment plant help?!!
- * We had yellow water for several days after they cleaned out a hydrant near our house. It made us question the quality of the water. Additionally, our water is quite hard, we get so much mineral buildup.

Compost Comments:

- * Compost hours are not friendly hours for working families – need to stay open later.
- * Compost closing at 7pm is too early. It is hard to get the yard work done and make it there in that time.
- * The new compost site is muddy and has a strong odor.
- * The compost is over-priced. A lot of cities offer free compost to those living in the city.
- * Compost site needs some work on its roads. Very muddy early this summer.

Parks and Recreation Comments:

- * Provide more programs for seniors.
- * We should have a splash pad at Northland Park, there's plenty of room.
- * The City has a good trail system, but we need activities for families. I.e. splash pad, pool, etc. at parks instead of a new government center.
- * We would love to have a splash pad in town for the kids.
- * We need an outdoor pool. I don't want to hear we can't afford it. Foley has one. We have seen many cold weather cities in other areas with one. People pay admission. CBS might chip in as it is a big draw at the University of St. Louis. We would be the only city in the area with one. It would draw from non-residents who would pay a higher admission fee.
- * The parks are good, but there are not recreational programs for them. Perhaps if the city would not spend money from the recreational fund on consultants for a new government center the funds would be available for the programs they were intended to be used for.
- * St. Jose is a nice city, but could benefit from more parks, green space and walking trails throughout the city. Also a scenic pedestrian walking/biking bridge over Hwy 75 to bring more closely & safely together both sides of the city that the Hwy divides with increasing traffic. Given the scenic surrounding area, it would be great if a walk or bike ride through St. Joe, as we often do, would become as scenic and pleasurable as the local college campuses of St. Ben's and St. John's with lots of walking/biking trails and lots of open green space sprinkled among the homes throughout the city where folks can sit along the sidewalk or trail and just enjoy the beauty or walk their pets. This would make St. Joe a gem community compared to nearby St. Cloud. Due to the housing bust in recent years, there are some vacant lots that could be acquired inexpensively for small parks/open green spaces – like in the Graceview Estates area and other newer developments on both sides of Hwy 75.

- * While park facilities and trails are good, the lack of a substantive community rec program in a city this size is very disappointing.

Other City Services Comments:

- * Provide transportation for seniors.
- * Mass transit to St. Cloud.
- * I am very happy to be a member of St. Joseph. Only thing I would change is advertising the events that are open to residents of St. Joseph in both colleges in town. There are all kinds of really neat events going on in town at the colleges, and it seems they are not very well advertised to residents. I always hear about them going on when it is too late.
- * I love that the Church of St. Joseph is supporting Whitney WithOut Walls and providing classes for our seniors in the area! I am not a senior, but it is wonderful to read about that in the Newsleader.
- * The website paying system is terrible. Payments don't always go through causing huge issues.
- * We need to do better planning on downtown parking! It is limited now. With future growth it will be difficult to park in the downtown area; therefore, people will not shop there.
- * I can't answer for how building inspections are done now, but I have not been impressed in the past. In fact, two years ago I was told by a contract that they didn't understand how the inspector permitted some of the plumbing in my house when constructed in 1999.

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City of St. Joseph
Performance Measures
Recommended Survey Questions
Fall 2013

The City will ask the following questions on the fall 2013 survey:

1. In which city do you live?
2. Indicate the number of years you have lived in this city: _____ years.
3. Please enter your email address. If you do not have an email simply type "no email".
4. How would you rate the overall appearance of the city?
5. How would you describe your overall feeling of safety in the city?
6. How would you rate the overall quality of fire protection services in the city?
7. How would you rate the overall condition of city streets?
8. How would you rate the overall quality of snowplowing on city streets?
9. How would you rate the dependability and overall quality of city sanitary sewer services?
10. How would you rate the dependability and overall quality of the city water supply?
11. How would you rate the overall quality of city recreational programs and facilities?
12. How would you rate the overall quality of services provided by the city?
13. How would you rate the fiscal management and health of the city?
14. How would you rate the quality of licensing, permitting and building inspection services in the city?
15. How would you rate the overall quality of the new compost site for the city?
16. Comments box.