



Prepared By: Joseph Starks, Finance Director

Date: May 26, 2020

Subject: Performance Measurement Program

Background Information:

The MN State Auditor's Office has a performance measurement program containing performance measures for cities that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of cities in providing services and measure residents' opinions of those services. Participation in the standard measures program by a city or a county is voluntary. Counties and cities that choose to participate in the standard measures program must officially adopt and implement the ten minimum performance measures and system developed by the Council. There are several benefits that come with participation in the program

Other Pertinent Information:

For year 1, Council would simply adopt a resolution confirming participation in the program and selecting 10 performance measures to report on. For year 2, Council would adopt a resolution and report on the selected performance measures. The deadline for reporting each year is July 1.

Benefits:

- Financial benefit of roughly \$1,500 annually to the City at \$0.14 per capita.
- Greater transparency to the residents and businesses of North Branch.

Staff Recommendation:

Staff recommends adopting the attached resolution while using the following performance measures. These were chosen based on the ease of reporting, importance to residents/businesses and minimal cost to do so. Additionally, one requirement is to select at least 1 performance measure from each category on the attached list of performance measures.

1. Percent change in the taxable property market value.
2. Bond rating.
3. Part I and II crime rates.
4. Average police response time.
5. Average fire response time.
6. Fire calls per 1,000 population.
7. Percentage of all jurisdiction lane miles rehabilitated in the year.
8. Average hours to complete road system during snow event.

9. Operating cost per 1,000,000 gallons of water pumped/produced.
10. Number of sewer blockages on city system per 100 connections.

Voting Requirements:

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Attachments:

Performance Measures for Cities (PDF)

Performance Measurement Program (DOCX)

STATE OF MINNESOTA

COUNTY OF CHISAGO

CITY OF NORTH BRANCH

CITY COUNCIL RESOLUTION NO. 032-20-CC

PERFORMANCE MEASUREMENT PROGRAM

WHEREAS, In 2010, the Minnesota Legislature created the Council on Local Results and Innovation; and

WHEREAS, The Council on Local Results and Innovation developed a standard set of performance measures that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties in providing services and measure residents' opinion of those services; and

WHEREAS, Benefits to the City of North Branch are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, Any city/county participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, The City Council of North Branch has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

NOW THEREFORE LET IT BE RESOLVED THAT, The City Council of North Branch will report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's/county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

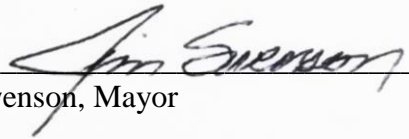
BE IT FURTHER RESOLVED, The City Council of North Branch will submit to the Office of the State Auditor the actual results of the performance measures adopted by the county/city.

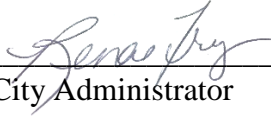
RESULT:	ADOPTED [4 TO 1]
MOVER:	Kathy Blomquist, Councilmember
SECONDER:	Brian Voss, Councilmember
AYES:	Jim Swenson, Kelly Neider, Joel McPherson, Brian Voss
NAYS:	Kathy Blomquist

Passed and adopted this 26th day of May 2020



CITY OF NORTH BRANCH

BY: 
Jim Swenson, Mayor

ATTEST: 
Renae Fry, City Administrator

Standard Measures for Cities

Category	#	Measure	Notes:
General	1.	Rating of the overall quality of services provided by your city (survey data, provide year completed and total responses)	Example of responses: excellent, good, fair, poor
	2.	Percent change in the taxable property market value	County assessor's office data
	3.	Citizens' rating of the overall appearance of the city (survey data, provide year completed and total responses)	Example of responses: excellent, good, fair, poor
	4.*	Nuisance code enforcement cases per 1,000 population	$(\text{Number of cases} / \text{Population}) \times 1,000 = \text{cases per 1,000 population}$
	5.*	Number of library visits per 1,000 population	$(\text{Number of visits} / \text{Population}) \times 1,000 = \text{visits per 1,000 population}$
	6.*	Bond rating	Standard & Poor's Ratings Services or Moody's Investor Services
	7.	Citizens' rating of the quality of city recreational programs and facilities (survey data, provide year completed and total responses)	Example of responses: excellent, good, fair, poor
	8.*	Accuracy of post election audit (% of ballots counted accurately)	
Police Services	9.	Part I and II Crime Rates	Submit data as reported by the Minnesota Bureau of Criminal Apprehension
	10.*	Part I and II Crime Clearance Rates	Submit data as reported by the Minnesota Bureau of Criminal Apprehension
	11.	Citizens' rating of safety in their community (survey data, provide year completed and total responses)	Example of responses: very safe, somewhat safe, neither safe nor unsafe, somewhat unsafe, very unsafe
	12.	Average police response time	Average time it takes to respond to top priority calls from dispatch to officer on scene.
Fire & EMS Services	13.	Insurance industry rating of fire services	Insurance Service Office (ISO) Rating. The ISO issues ratings to fire departments throughout the country for the effectiveness of their fire protection services and equipment. ISO analyzes data and then assigns a classification from 1 to 10. Class 1 represents superior property fire protection and Class 10 indicates that the area's fire suppression program does not meet ISO's minimum criteria.
	14.	Citizens' rating of the quality of fire protection services (survey data, provide year completed and total responses)	Example of responses: excellent, good, fair, poor
	15.	Average fire response time	Average time it takes from dispatch to apparatus on scene for calls that are dispatched as a possible fire
	16.*	Fire calls per 1,000 population	$(\text{Number of calls} / \text{population}) \times 1,000 = \text{calls per 1,000 population}$
	17.*	Number of fires with loss resulting in investigation	
	18.*	EMS calls per 1,000 population	$(\text{Number of calls} / \text{population}) \times 1,000 = \text{calls per 1,000 population}$
	19.	Emergency Medical Services average response time	Average time it takes from dispatch to arrival of EMS
Streets	20.	Average city street pavement condition rating	Provide average rating and the rating system program/type. Example, 70 rating on the Pavement Condition Index (PCI).
	21.	Citizens' rating of the road conditions in their city (survey data, provide year completed and total responses)	Example of responses: excellent, good, fair, poor. Alternatively: good condition, mostly good condition, many bad spots
	22.*	Expenditures for road rehabilitation per paved lane mile rehabilitated (jurisdiction only roads)	Total cost for rehabilitations / lane miles rehabilitated
	23.*	Percentage of all jurisdiction lane miles rehabilitated in the year	Lane miles rehabilitated in year / total number of lane miles
	24.*	Average hours to complete road system during snow event	
	25.	Citizens' rating of the quality of snowplowing on city streets (survey data, provide year completed and total responses)	Example of responses: excellent, good, fair, poor
Water	26.	Citizens' rating of the dependability and quality of the city water supply (survey data, provide year completed and total responses)	Example of responses: excellent, good, fair, poor
	27.	Operating cost per 1,000,000 gallons of water pumped/produced	Centrally provided system: $(\text{actual operating expense for water utility} / (\text{total gallons pumped} / 1,000,000)) = \text{cost per million}$
Sanitary Sewer	28.	Citizens' rating of the dependability and quality of city sanitary sewer service (Provide year completed and total responses)	Example of responses: excellent, good, fair, poor
	29.	Number of sewer blockages on city system per 100 connections	Centrally provided system: $(\text{Number of blockages} / \text{number of connections}) \times 100 = \text{blockages per 100 connections}$

*New or amended measure

Performance Measurement Program

The Program

In 2010, the Legislature created the [Council on Local Results and Innovation](#). In February 2011, the Council released a standard set of ten performance measures for counties and ten performance measures for cities that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties and cities in providing services and measure residents' opinions of those services. In February of 2012, the Council created a comprehensive performance measurement system for cities and counties to implement. In 2013, the Council revised the performance measures and clarified the system requirements to increase participation in the program.

Participation by Cities and Counties

Participation in the standard measures program by a city or a county is voluntary. Counties and cities that choose to participate in the standard measures program must officially adopt and implement the ten minimum performance measures and system developed by the Council.

Benefits

A county or city that elects to participate in the standard measures/performance measurement program is eligible for a reimbursement of \$0.14 per capita, not to exceed \$25,000 and is also exempt from levy limits under sections [275.70](#) to [275.74](#) for taxes payable in the following calendar year, if levy limits are in effect. However, participation in the standard measures/performance measurement program does not exempt a county or city from the new 2013 property tax levy limits, which are found in a different section of law.

Reporting Requirements

In order to receive the per capita reimbursement and levy limit exemption, counties and cities must:

File a report with the Office of the State Auditor by **July 1**. This report will consist of:

1) A **resolution** approved by the city council or county board declaring that:

- The city/county has adopted and implemented the minimum 10 performance measures from each applicable service category and the system developed by the Council on Local Results and Innovation (PDF format).
- The city/county will report the results of the measures to its residents before the end of the calendar year through publication, direct mailing, posting on the entity's website, or through a public hearing at which the budget and levy will be discussed and public input allowed (PDF format).

2) A **document** showing the actual results of the performance measures adopted by the city/county (PDF format).

E-mail the resolution and document as attachments in PDF format to performancemeasures@osa.state.mn.us.