

**RESOLUTION OF THE CITY OF ST. CLOUD, MINNESOTA
DECLARING THAT THE CITY WILL ADOPT THE PERFORMANCE
MEASURES DEVELOPED BY THE STATE OF MINNESOTA FOR 2013
RESULTS**

WHEREAS, pursuant to 2010 Minnesota Laws Chapter 389, Article 2, Sections 1 and 2, established a Council on Local Results and Innovation to establish a standard set of 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 opinion of those services; and

WHEREAS, the State of Minnesota passed into law Section 6.91, Local Performance Measurement and Reporting for Counties and Cities, and;

WHEREAS, the ten performance benchmarks developed by the Council on Local Results and Innovation must be incorporated into the City's 2013 results and reported to the State Auditor prior to the end of 2014, and

WHEREAS, the benefits for participating in the performance measurement program with the State is a reimbursement of \$0.14 per capita (\$9,200 for St. Cloud) and an exemption from any levy limits for taxes payable in the following year (2014), and

WHEREAS, City Administration is in support of participating in the performance measurement program and has the ability to comply with the survey requirements and can generate the data outlined in the performance measures included in the Council on Local Results and Innovation; and

WHEREAS, the City Council must approve a resolution that declares that the City has adopted the corresponding performance measures for 2013;

NOW, THEREFORE, BE IT RESOLVED, that the City of St. Cloud will adopt the performance measures developed by the State of Minnesota for 2013 results.

Adopted this 24th day of June 2013.

City of St. Cloud Model Performance Measures for Cities

Survey results from City-wide survey conducted Spring 2012: (7,302 Responses to Survey)

The following are the recommended model measures of performance outcomes for cities, with alternatives provided in some cases. Key output measures are also suggested for consideration by local city officials.

General:

1. *Rating of the overall quality of services provided by your city (Citizen Survey: excellent, good, fair, poor, don't know).*

<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
13	57	25	4	1

2. *Percent change in the taxable property market value.*

<u>2010</u>	<u>2011</u>	<u>Change</u>
\$3,915,260,500	\$3,752,453,100	(4.16%)

3. *Citizens' rating of the overall appearance of the city (Citizen survey: excellent, good, fair, poor, don't know).*

<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
13	56	26	4	1

4. *Number of Library visits per 1,000 population.*

Output Measure:

(Number of visits/population x 1,000 = visits per 1,000 population.)

8,687

5. *Bond rating of AA+ from Standard & Poors Rating Services.*
6. *Citizens' rating of the quality of City recreational programs and facilities.*

<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
27	50	17	3	4

7. *Accuracy of post-election audit (% of ballots counted accurately).*

100%

Police Services:

8. *Part I and II Crime Rate.*

<u>Part 1</u>	<u>Part 2</u>
2,526	3,487

9. *Part I and II Crime Clearance Rates.*

<u>Part 1</u>	<u>Part 2</u>
28%	48%

10. *Citizens' rating of safety in their community (Citizen Survey: very safe, somewhat safe, neither safe nor unsafe, somewhat unsafe, very unsafe).*

<u>Very Safe</u>	<u>Somewhat Safe</u>	<u>Somewhat Unsafe</u>	<u>Very Unsafe</u>	<u>Don't Know</u>
22	58	15	3	1

Output Measure:

11. *Police response time (Time it takes on top priority calls from dispatch to the first officer on scene.)*

5.95 Minutes

Fire Services:

12. *Insurance industry rating of fire service.*

3

13. *Citizens' rating of the quality of fire protection services (Citizen Survey: excellent, good, fair, poor).*

<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
59	30	7	3	1

Output Measure:

14. *Fire response time (Time it takes from dispatch to apparatus on scene for calls that are dispatched as a possible fire).*

4.39 Minutes

15. *Fire calls per 1,000 population.*

21.38

16. *Number of fires with loss resulting in investigation.*

35

17. *EMS calls per 1,000 population.*

45.5

Fire Services: (Continued)

18. EMS average response time.

4.36

Streets:

19. Citizens' rating of the road condition in their city (Citizen Survey: good condition, mostly good condition, many bad spots)

<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
8	35	41	15	1

20. Citizens' rating the quality of snowplowing on city streets (Citizen Survey: excellent, good, fair, poor).

<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
16	48	25	10	1

21. Average hours to complete road system during snow event.

10 hours

Water:

22. Citizens' rating of the dependability and quality of the city water supply (centrally-provided system) (Citizen Survey: excellent, good, fair, poor, don't know).

<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
22	50	19	6	3

Output Measure:

23. Operating cost per 1,000,000 gallons of water pumped/produced (centrally-provided system).

\$1,020.22

Sanitary Sewer:

24. Citizens' rating of the dependability and quality of city sanitary sewer service (centrally provided system) (Citizen Survey: excellent, good, fair, poor, don't know).

<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
24	56	14	1	5

Output Measure:

25. Number of sewer blockages on city system per 100 connections (centrally provided system).

12 Blockages / Ratio is .069