

Resolution No. 22-33

**Stearns County Board of Commissioners
State Performance Measures**

WHEREAS, Benefits to Stearns County for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, Any 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 Stearns County Board of Commissioners 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 Stearns County Board of Commissioners will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the 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, Stearns County will submit to the Office of the State Auditor the actual results of the performance measures adopted by the Stearns County Board of Commissioners.

Adopted by the Stearns County Board of Commissioners this 14th day of June 2022.



Steven L. Notch, Chair
Stearns County Board of Commissioners

Attest:



Randy R. Schreifels, Auditor-Treasurer
Clerk to the Board
Stearns County Board of Commissioners

Stearns County Property Assessment Services
Quintile Reassessment Review Performance Measure
 How well are we doing?

Performance Measure: Evaluate compliance with reassessment inspection interval standards established by law, M.S. 273.08 and M.S. 273.01

Supports County Mission: Provide Exceptional Public Services to Assure a Safe, Healthy, Vibrant County for All.

Supports County Value: **Professional:** We are ethical, reliable, accountable for our actions, and strive for continuous improvement.

Approachable: We provide prompt and courteous attention to the people we serve.

Responsive: We strive for excellence and evaluate each person’s satisfaction through positive contact, equitable treatment, and by being reliable, timely, and accurate.

Collaborative: We engage and embrace others by being objective and open to new ideas and suggestions while working within the legal and budgetary parameters that govern our work.

Fair & Equitable: We promote trust in the property assessment process and conduct our work in accordance with laws, policies, rules, and performance standards that serve as a means to removing disparities and achieving fair and equitable treatment for all.

Point of Contact: Jake Pidde

Performance Objective: The assessor shall view and establish the market value of each parcel of real property listed for taxation, including the value of all improvements and structures, at maximum intervals of five years. At least one-fifth of the parcels listed shall be appraised each year with reference to their value on January 2 preceding the assessment.

Quintile Reassessment Year	County	State
2021	98.8%	95.9%
2020	99.8%	94.8%
2019	99.7%	94.6%
2018	99.5%	93.0%
2017	98.7%	91.3%

Executive Summary

The quintile reassessment standard has been met. An audit was performed by the Department of Revenue during 2021 and it was noted that the Assessor's Office has a well-documented plan and progress is monitored regularly.

- The county has a quintile plan. It is stored in an electronic format and is accessible to staff and local assessors. The plan includes all jurisdictions in the county along with parcel counts, persons responsible for each portion of the quintile, taxable and exempt properties, and describes the process to ensure the quintile is annually completed.
- 14,208 parcels or 26.96% of the total parcel count was reviewed during the past twelve months (2021-2022); 14,962 parcels or 28.52% of the total parcel count was reviewed in 2020-2021; 12,478 parcels or 23.86% of the total parcel count was reviewed in 2019-2020; 12,539 parcels or 24.05% of the total parcel count was reviewed in 2018-2019; and 13,042 parcels or 25.09% of the total parcel count was reviewed in 2017-2018.
- For the current assessment (2021-2022) 621 parcels still required inspection after completing the assessment roll; in the previous assessment (2020-2021) 22 parcels were not inspected; during 2019-2020, 87 parcels were not inspected; during 2018-2019, 342 parcels were not inspected, and during 2017-2018, 206 parcels were not inspected.

Source: Stearns County Assessor's Office; Minnesota Department of Revenue, Property Tax Services Report, 2/18/22

Stearns County Auditor-Treasurer

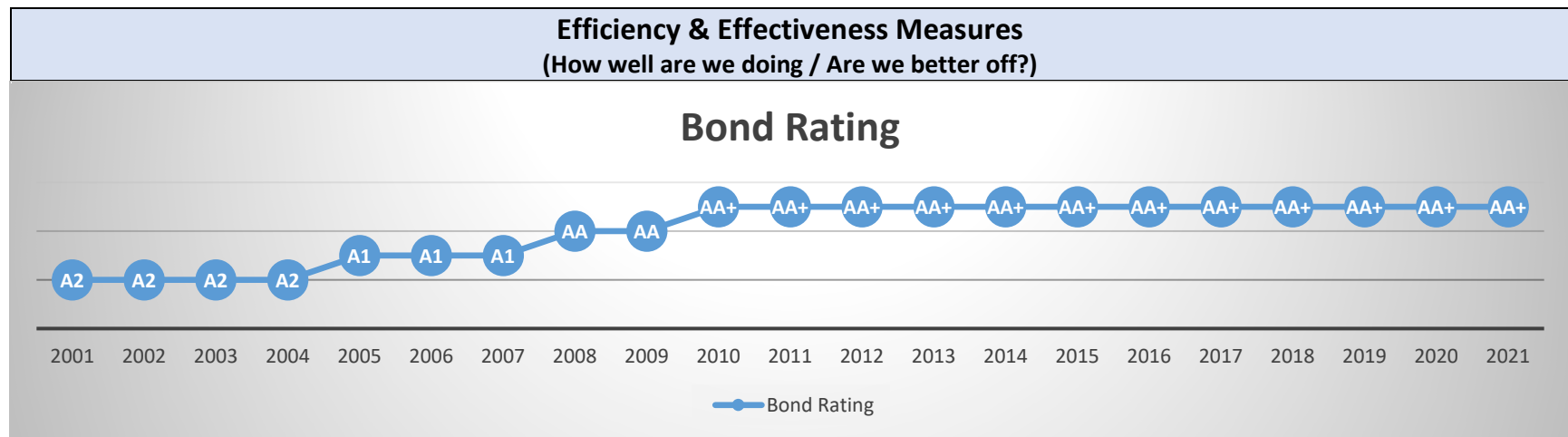
Bond Rating Performance Measure

How well are we doing?

Performance Measure: Bond Rating

Supports County Mission: Provide Exceptional Public Services to Assure a Safe, Healthy, Vibrant County for All

Point of Contact: Randy Schreifels



Executive Summary

Stearns County has been at AA+ bond rating since 2010. With property taxes providing a significant portion of Stearns County's funding, it is vital that the community can have faith that the County is stable and less likely to default on its obligations. Although Stearns County doesn't control all the factors that go into the rating, strong fiscal management policies and practices are key contributors to the credit ratings given. The County will continue to strive to achieve the highest rating, or AAA.

A bond rating is an assessment of the County's ability to pay its financial obligations. These credit ratings usually appear in the form of alphabetical letter grades (for example, 'AAA' and 'BAA3') and are intended to give you an estimation of the relative level of credit risk of a bond, a company, or government as a whole.

Credit ratings are opinions about credit risk that express an opinion about the ability and willingness of the issuer to meet its financial obligations in full and on time. Local economic factors such as unemployment influence these ratings as well as internal and management controls within Stearns County. Fund balances, fiscal policies and budget variances also impact the ratings.

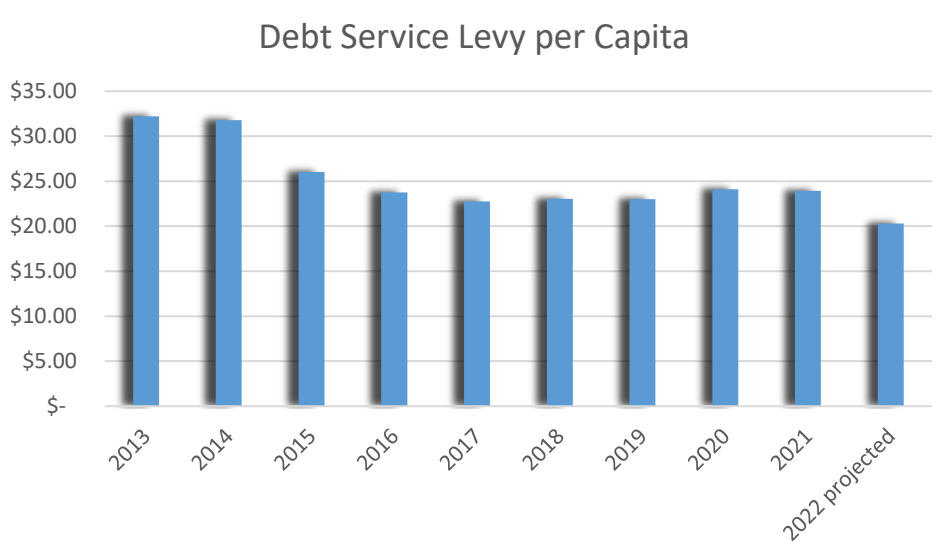
Stearns County Auditor-Treasurer
Debt Service Performance Measure
 How well are we doing?

Performance Measure: Debt Service Levy per Capita

Supports County Mission: Provide Exceptional Public Services to Assure a Safe, Healthy, Vibrant County for All

Point of Contact: Randy Schreifels

Efficiency & Effectiveness Measures
 (How well are we doing / Are we better off?)



	Outstanding debt per capita	Debt Service Levy	Debt service levy per capita
2013	\$ 109.91	\$ 4,900,904	\$ 32.21
2014	131.06	4,864,788	31.77
2015	120.74	4,026,109	26.02
2016	99.32	3,696,680	23.75
2017	76.38	3,586,132	22.75
2018	107.15	3,666,863	23.15
2019	80.68	3,704,340	23.00
2020	56.39	3,852,480	24.11
2021	44.76	3,852,480	23.92
2022 projected	37.53	3,268,100	20.29

Executive Summary

The County's goal is to live within outstanding debt limits per Minnesota Statutes and to judiciously use debt to meet long term capital needs of the County. Stearns County's population over the past ten years has remained steady with a 1-2% annual growth rate. The total general obligation debt of the County, paid for by the County's debt service levy, has been up and down based on needs of the county. The debt service levy and outstanding debt per capita is calculated by taking the total debt service tax levy or outstanding debt divided by the total population of the county.

When calculating the outstanding debt for the calculation, the County removed those bond issues that will be repaid by special assessment revenue on specific individuals. Also, the amounts above assume population in 2021 and 2022 were equivalent.

Stearns County Environmental Services
Recycling Rate Performance Measure
 How well are we doing?

Performance Measure: Meet or exceed the target rate set by the State for Greater Minnesota (35%)

Supports County Mission: Provide Exceptional Public Services to Assure a Safe, Healthy, Vibrant County for All

Supports County Value: **Collaborative:** We serve the public best with teamwork and community partnerships.

Point of Contact: Chelle Benson

Performance Objective: Reduce the amount of waste in the overall waste stream, reuse or recycle as many products as possible to reduce the amount of material that is landfilled.

Efficiency & Effectiveness Measures (How well are we doing / Are we better off?)	2016	2017	2018	2019	2020	2021
Adjusted rate per MPCA	44.9%	41%	42.2%	33.9%	38.6%*	
Agricultural Plastic Recycling	Not Captured	.05%	.05%	.09%	3.3 %	1.9%**

Executive Summary

*The recycling rate provide is based upon the SCORE report and is only available from the Minnesota Pollution Control Agency for 2020. The increase in the recycling rate comes from the Organics sector, which increase by 7K Tons in 2020. **Stearns County as a part of Tri- County Solid Waste collects agricultural plastic in the Tri-County area. There was a volume of material build up in 2020 therefore the 2021 number is a more accurate number.

Stearns County Highway Department
Snow Removal Performance Measure
 How well are we doing?

Performance Measure: Snow/Ice Removal Times on County Highway System

Supports County Mission: Provide Exceptional Public Services to Assure a Safe, Healthy, Vibrant County for All

Supports County Value: **Responsive:** We serve our clients and customers with a keen awareness of their needs.

Point of Contact: Jodi Teich

Target/Deliverable	Progress
<p>One complete round on each plow route takes 4 to 4.5 hours, even in heavy snow and ice events.</p> <ul style="list-style-type: none"> • <u>High traffic volume, areas of high collection and major connection routes with more than 2500 cars a day</u>; Single pass with the plow in each lane with salted or sanded hills, curves and intersections within 4 hours of the start of the shift. Intermittent bare single wheel paths within 18 hours. • <u>Areas of rural collection, moderate to high volume with daily traffic counts between 250 and 2500 cars a day</u>; Single pass with the plow in each lane with salted or sanded hills, curves and intersections within 5 hours of the start of the shift. Intermittent bare single wheel paths in each lane within 48 hours. • <u>Low volume traffic counts with less than 250 cars a day</u>; Single pass with the plow in each lane with 	<p>One round on plow routes has averaged 4 to 4.5 hours. All thresholds/targets were generally met, with the exception of high wind snow events when the bare wheel paths were drifted over again in certain areas within a few hours after crews were pulled from the roads. Plow routes continue to be modified throughout the county, and we are working on shifting some roads between maintenance districts. We also had a trial run with contracting out gravel road snow and ice control of our gravel roads in the north maintenance district to evaluate response times on higher traffic roads in that district. We are still evaluating the performance levels on those roads. A second shift was implemented during more extreme/high wind/longer lasting snow events in the St. Cloud maintenance district during the 2019-2020 winter season and continued the past two winter seasons. The second shift was staffed by a maximum of 4 to 6 operators and was utilized for extended coverage on high traffic roads or in problem areas. This past winter the operations and transitions between shifts improved as modifications were made. It has not been determined if the 2nd shift in the St. Cloud area will continue in the 2022 – 2023 winter season. With not being able to assign mechanics</p>

salted or sanded hills, curves and intersections within 18 hours of the end of the storm. Snow compaction on gravel roads should be expected. The Highway Department cannot ensure intermittent bare pavement, but will salt/sand, hills curves and intersections on paved roads.

and sign technicians to a shift we would have to rely on hiring several experienced temporary plow operators. Finding enough temporary workers has been difficult and the current job market will likely make it even more difficult this fall. We'll need to begin recruitment for temporary plow operators much earlier than we've been able to in past years, and if we are unable to hire at least five (preferably six) we will likely discontinue the second shift.

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Executive Summary

Stearns County has jurisdiction over more than 950 centerline miles of road. The removal of snow and ice from these roadways is one of the most important services the Highway Department provides during the winter months. Public safety is the number one priority for the Highway Department at all times. The efficient use of public funding to support effective snow and ice removal operations is also a top priority. Finding the balance point between these two priorities is sometimes challenging; however at no time will public safety be willfully compromised. One round on an average plow route generally takes 4 to 4.5 hours, and current staffing supports only one shift. The last three winters temporary seasonal plow operators have been hired to accommodate a partial second shift in the St. Cloud maintenance district. Plow routes are reviewed on a regular basis to ensure proper distribution of lane miles and optimization of routes to effectively respond to traffic needs. Stearns County does not maintain a bare pavement snow and ice policy.

**Stearns County Human Services
Public Health Division
General Life Expectancy Performance Measure
How well are we doing?**

- Performance Measure:** Average Number of Years a Person can be Expected to Live
- Supports County Mission:** Provide Exceptional Public Services to Assure a Safe, Healthy, Vibrant County for All
- Supports County Value:** **Responsive:** We serve our clients and customers with a keen awareness of their needs.
- Point of Contact:** Melissa Huberty
- Performance Objective:** Tracking the average number of years that a person can expect to live helps in planning for disabling illnesses or injuries.

Efficiency & Effectiveness Measures (How well are we doing / Are we better off?)	Age
Female life expectancy	84.4 years
Male life expectancy	79.9 years

Combined Life Expectancy 81.1 years; male and female no longer reported separately

Source: 2022CountyHealthRanking.org

**Stearns County Human Services
Public Health Division
Tobacco and Alcohol Use Performance Measure
How well are we doing?**

Performance Measure: Tobacco and Alcohol Use

Supports County Mission: Provide Exceptional Public Services to Assure a Safe, Healthy, Vibrant County for All

Supports County Value: **Responsive:** We serve our clients and customers with a keen awareness of their needs.

Point of Contact: Melissa Huberty

Performance Objective: Tobacco and alcohol use are indicators of unhealthy behavior that impact long-term healthcare costs for the community. Reduce behaviors that lead to unhealthy behaviors.

Efficiency & Effectiveness Measures (How well are we doing / Are we better off?)	Rate
Adult smoking	18%
Excessive drinking	28%

Source: 2022CountyHealthRanking.org

Stearns County Parks Department
Park Attendance Performance Measure
How well are we doing?

- Performance Measure:** Park Attendance per 1,000 Residents
- Supports County Mission:** Provide Exceptional Public Service to Assure a Safe, Healthy, Vibrant County for all.
- Supports County Value:** **Approachable:** We are eager to serve, friendly, helpful, and treat every with respect and dignity.
Responsive: We serve our clients and customers with a keen awareness of their needs.
- Point of Contact:** Ben Anderson
- Performance Objective:** To measure how well the Parks Department is meeting the needs of our resident’s desire and need for outdoor recreational space.

Executive Summary
<p>We estimate approximately 620,825 people used a Stearns County Park or Recreational Trail in 2021.</p> <ul style="list-style-type: none">• Stearns County population estimate as of July 1, 2021 was 158,947 (US Census Bureau)• $158,947 \text{ residents} / 1,000 = 158.947$• $620,825 / 158.947 = 3,906$ park visitors per 1,000 residents or 3.90 park visitors per Stearns County resident <p>*Overall based off our vehicle counters and park staff observations we are seeing an upward trend in the number of people using our parks and recreational trails.</p> <ul style="list-style-type: none">• 2019 we estimated 3,449 visitors per 1,000 residents• 2020 we estimated 3,669 visitors per 1,000 residents• 2021 we estimated 3,906 visitors per 1,000 residents <p>(Our data continues to get better each year as we continue to gather visitor data from vehicle counters)</p>

Stearns County Sheriff
Crimes Performance Measure
 How well are we doing?

Performance Measure: Part I and Part II Crimes in Stearns County

Supports County Mission: Provide Exceptional Public Services to Assure a Safe, Healthy, Vibrant County for All

Supports County Value: **Responsive:** We serve our clients and customers with a keen awareness of their needs.

Point of Contact: Steve Soyka

Performance Objective: Reduce crimes, enforce the law, and maintain criminal justice in Stearns County.

Efficiency & Effectiveness Measures (How well are we doing / Are we better off?)	Crimes 2017	Crimes 2018	Crimes 2020	Crimes 2021
Part I crimes include murder, rape, robbery, burglary, etc.	2,724	1,535	244	289
Part II crimes include forgery, fraud, vandalism, disorderly conduct, etc.	4,233	5,026	889	1,001

Source: Minnesota Uniform Crime Report

Stearns County Sheriff
Response Times Performance Measure
How well are we doing?

Performance Measure: Call Response Time

Supports County Mission: Provide Exceptional Public Services to Assure a Safe, Healthy, Vibrant County for All

Supports County Value: **Responsive:** We serve our clients and customers with a keen awareness of their needs.

Point of Contact: Steve Soyka

Performance Objective: Maintaining the average response time to Emergency and Priority 1 calls for service is measured by tracking monthly Sheriff's Office response times in Stearns County.

Efficiency & Effectiveness Measures (How well are we doing / Are we better off?)	2019	2020	2021
Highest priority calls	9.40 minutes	10 minutes	9.49 minutes

Stearns County Veterans Services
Veterans Benefits Performance Measure
 How well are we doing?

Performance Measure: Dollars Brought into Stearns County for Veterans Benefits

Supports County Mission: Provide Exceptional Public Services to Assure a Safe, Healthy, Vibrant County for All

Supports County Value: **Responsive:** We serve our clients and customers with a keen awareness of their needs.

Point of Contact: Cory Vaske

Performance Objective: Ensure local veterans receive full benefits they are entitled to.

Performance Measures and Population Information	2019	2020	2021
Estimated Veteran Population - Based on the VA's 2018 Veteran Population Study	9,722	9,493	9,300
Total Client Appointments and Walk-Ins - These represent appointments with Veterans who came into the office and discussed a need or benefit with a VSO throughout the year (2018 & 2019). During the pandemic all the appointments were done via remote phone appointments. Many interactions previously captured as walk-ins were addressed by phone call and not captured in the appointment total.	3,370	1,884	1,645
Total Phone Calls - These represent the total number of incoming and outgoing phone calls, outgoing faxes, and voicemails received throughout the year.	34,476	30,916	25,771
Outgoing/Incoming Phone Calls - Calls dialed out or received including voicemails	18,711	22,172	18,769
Total Claim Submissions - Includes: Compensation Claims, Pension Claims, Supplemental Claims, VA Appeals, Supporting Evidence, and State Grants	1,070	1,545	1,661
VA Compensation and Pension Dollars - This number equals the total payments made to veterans and surviving spouses for disability compensation and non-service connected pension within Stearns County during the given year. Disability compensation is payable to a Veteran who has a chronic injury sustained during military service. VA pension is payable to war-time veterans who meet income criteria.	\$58,353,000	\$62,041,000	\$65,477,000