



*Resolution
of the
Board of County Commissioners
St. Louis County, Minnesota
Adopted on: June 25, 2013 Resolution No. 13-385
Offered by Commissioner: Jewell*

Minnesota State Auditor Performance Measurement Program

WHEREAS, Benefits to St. Louis County for participation in the Minnesota Council on Local Results and Innovation comprehensive performance measurement program are outlined in Minn. Stat. § 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 St. Louis County Board has adopted and implemented ten 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;

THEREFORE, BE IT RESOLVED, That St. Louis County 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 city's/county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed;

RESOLVED FURTHER, That the St. Louis County Board approves submission of the 2013 St. Louis County Performance Measures Report found in County Board File No. 59676.

Commissioner Jewell moved the adoption of the Resolution and it was declared adopted upon the following vote:
Yeas – Commissioners Jewell, Forsman, Stauber, Nelson, Raukar and Chair Dahlberg - 6
Nays – None
Absent – Commissioner O'Neil - 1

STATE OF MINNESOTA
Office of County Auditor, ss.
County of St. Louis

I, DONALD DICKLICH, Auditor of the County of St. Louis, do hereby certify that I have compared the foregoing with the original resolution filed in my office on the 25th day of June, A.D. 2013, and that this is a true and correct copy.

WITNESS MY HAND AND SEAL OF OFFICE at Duluth, Minnesota, this 25th day of June, A.D., 2013.

DONALD DICKLICH, COUNTY AUDITOR

By

Deputy Auditor/Clerk of the County Board

Measures for Counties

St. Louis County Departmental Key Performance Indicators: 2013 Submission (2012 data, *unless noted*)

Public Safety – County Sheriff	
Department Goal:	To protect and serve the citizens of the county and region with professionalism and pride.
Commissioner	Enhance Public Safety; Health and Well-Being of County Citizens
Priority Area:	

Measure 1. Public Safety –Crime Rates/Citizen Survey

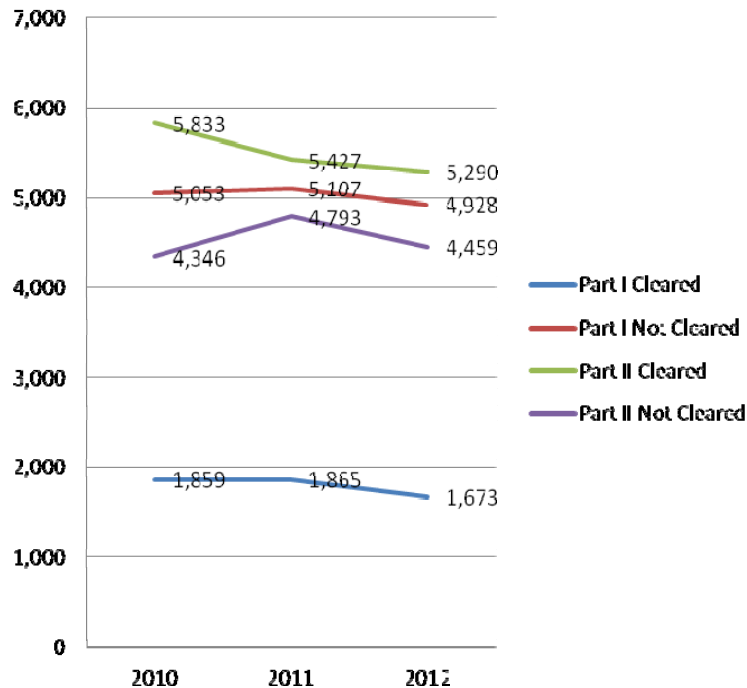
Current Performance: In 2012, St. Louis County (population 198,455) had the following Part I & II offenses and crime rates:

Part I:	6,601 total offenses; 1,673 total offenses cleared (25%)
Part II:	9,749 total offenses; 5,290 total offenses cleared (54%)
Crime Rate:	Grand total offenses: 16,350; Total Cleared 6,963; Percentage Cleared 43%

Data Source: MN BCA Uniform Crime Reports 2013

Note: BCA stats are not final until July 1, 2013

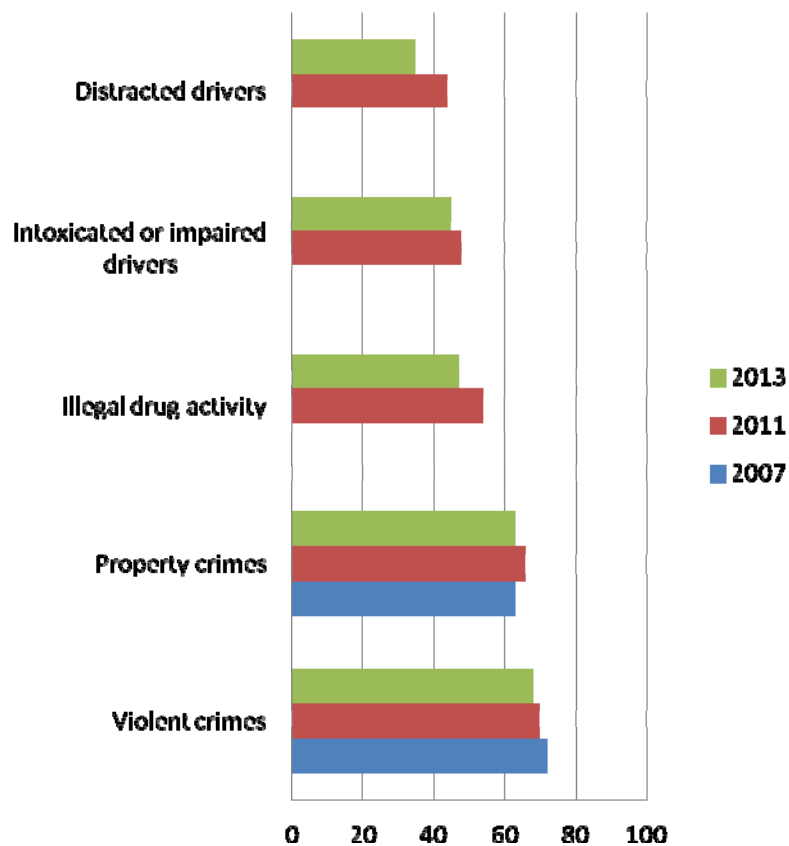
Part I & II Crime Rates



Measure 2. Public Safety –Citizen Survey

Current Performance: Three-quarters or more of St. Louis County residents (measured in its 2013 Residential Survey) felt “very” or “somewhat” safe from violent (83%) or property crimes(67%) and 59% felt safe from illegal drug activity. As shown below, ratings were similar to those given in 2011 and 2007.

Please rate how safe or unsafe you feel from the following in St. Louis County



More about our survey:

St. Louis County partners with other Minnesota counties to work with the National Research Center on a statistically valid and representative residential survey which is conducted every 2-3 years. This survey was conducted in 2007, 2011 and 2013. That data is summarized here. The 2013 survey response rate was 37% (1975 households received a survey; 732 surveys were completed).

Please note: responses have been converted to a 100 point scale for ease of graphical comparison.

Measure 3. Public Safety – Deputy Response Time

Current Performance: The St. Louis County Sheriff's Office responded to 1,784 Priority One Level Incidents throughout St. Louis County between 1/1/12 and 12/31/12. The average response time from time of dispatch to first unit on scene computes to **17.55 minutes**, the number of calls and time to respond are up slightly (less than 90 seconds) from last year. St. Louis County is very unique compared to other Minnesota counties in that it is over 7,000 square miles in size, the type and quality of our roadways varies significantly throughout the county, and great distances between calls often requires extra time to respond thus impacting the efficacy of this measure as a standard in St. Louis County as compared to other counties in the State.

Public Safety – Arrowhead Regional Corrections (ARC)

Department Goal:	To use evidence-based practices to provide community corrections services in a five county area of Northeastern Minnesota (St. Louis, Carlton, Cook, Koochiching and Lake Counties). ARC operates the (1) Northeast Regional Corrections Center (NERCC), a minimum security level institution for adult males, (2) Arrowhead Juvenile Center, a secure detention and treatment facility for juveniles, (3) Court and Field (probation and parole) services and (4) contracted services for adult female offenders.
Commissioner Priority Area:	Enhance Public Safety; Health and Well-Being of County Citizens

Measure 4. Public Safety – Recidivism

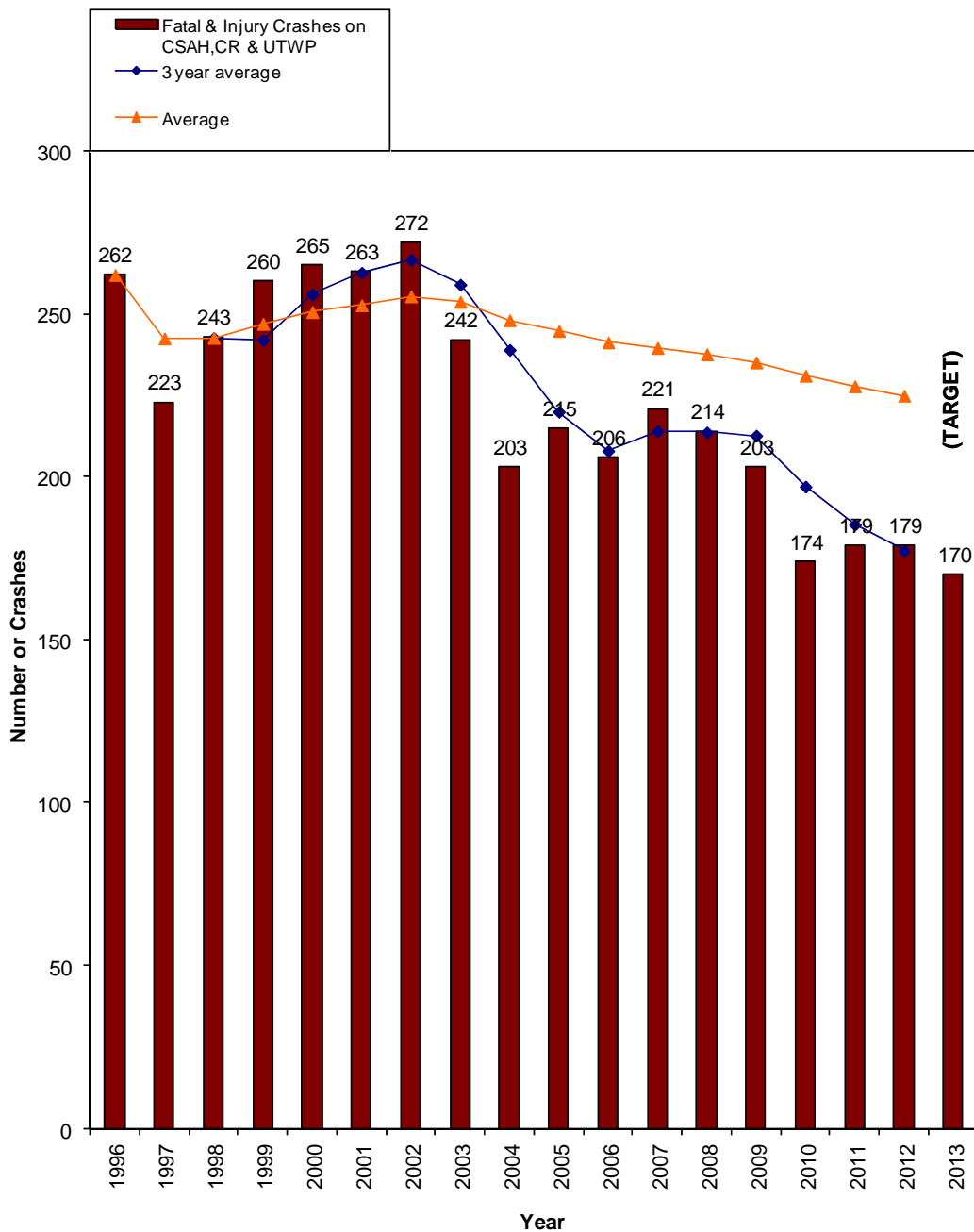
Current Performance: Arrowhead Regional Corrections’ goal is to maintain its client recidivism rate at 30% or lower, as defined by the Minnesota Department of Corrections. The MN DOC defines recidivism as “a felony conviction within three years of discharge.” In 2012, ARC’s adult probation recidivism rate - **13%**; adult parole/supervised release rate - **29%**.

Public Works	
Department Goal:	To provide a safe, well-maintained road and bridge system.
Commissioner	Strong County Infrastructure; Facilitate Economic Development
Priority Area:	

Measure 5. Public Works - Total number of fatal/injury accidents

Current Performance: In 2012 St. Louis County experienced **179** fatal and injury crashes on County State Aid Highways (CSAH), County Roads or Unorganized Township roads. The target is less than 170.

Fatal and Injury Crashes



Measure 6. Public Works –Snow Plowing Time

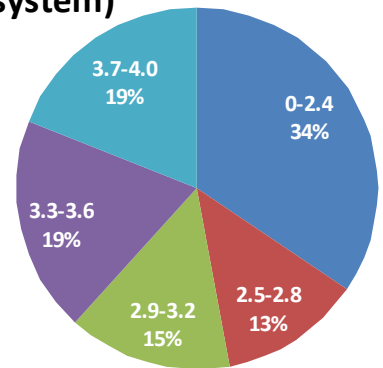
Current Performance: It takes the St. Louis County Public Works Department an average of **6 hours** to plow county roadways during an average snowfall event.

Measure 7. Public Works –County Pavement Condition Rating (PCI/PQI)

Current Performance: To improve the overall pavement quality of the roads of St. Louis County jurisdiction (unorganized townships, county roads, and county state aid highways) to a level acceptable to the public, Public Works strives to maintain 75% of roadway miles with a Pavement Quality Index (PQI) of 2.900 or higher and the weighted average PQI for all mileage at 3.100 or higher. Pavements having a PQI of 2.900 to 3.200 are defined as being in "fair" condition. PQI's range from 0.000 (worst) to 4.200 (best).

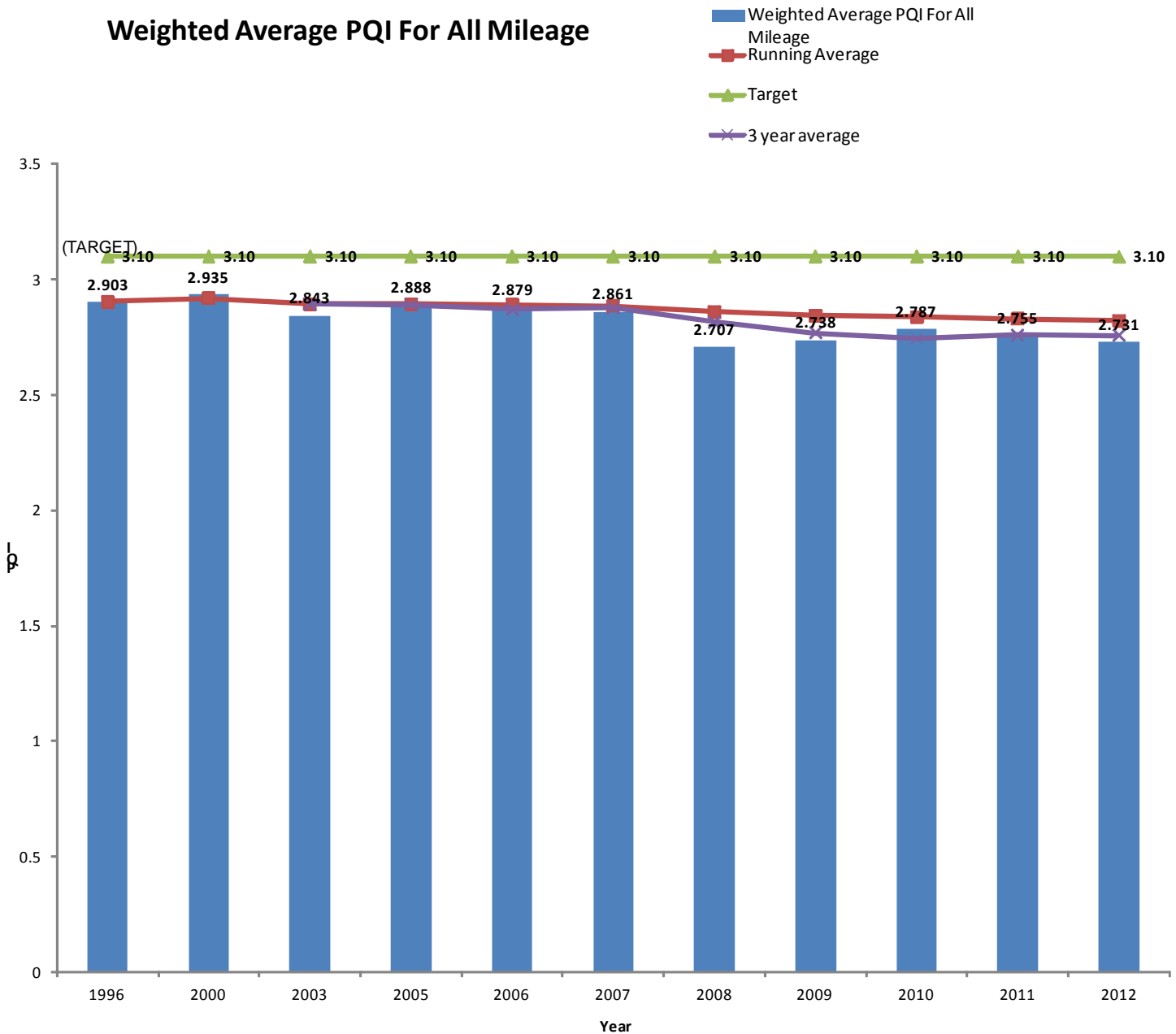
Using PQI data from 2012, the percentage of roadway miles rated with a PQI of 2.900 or higher is 52.9%, which is under the 75% target. The weighted average PQI for all mileage, using the same data, is 2.731, which is under the target of 3.100.

Pavement Quality Index (PQI) (% of paved system)



System	2.731	↓	Slightly down from 2011 (2.755)
PQI			
County State Aid Highway (CSAH)	2.86	↓	Slightly down from 2011 (2.87)
PQI			
County & Unorganized Township Roads	2.31		Slightly down from 2011 (2.39)

Weighted Average PQI For All Mileage



What will be changed to meet this goal: The Department knew that it would not be able to achieve this goal, but felt it was important to set targets that would reflect where the county's system should be. A review of the current data indicates that the overall condition of the paved highway system is stable for now. The short term improvement over the previous three years has turned flat in 2012.

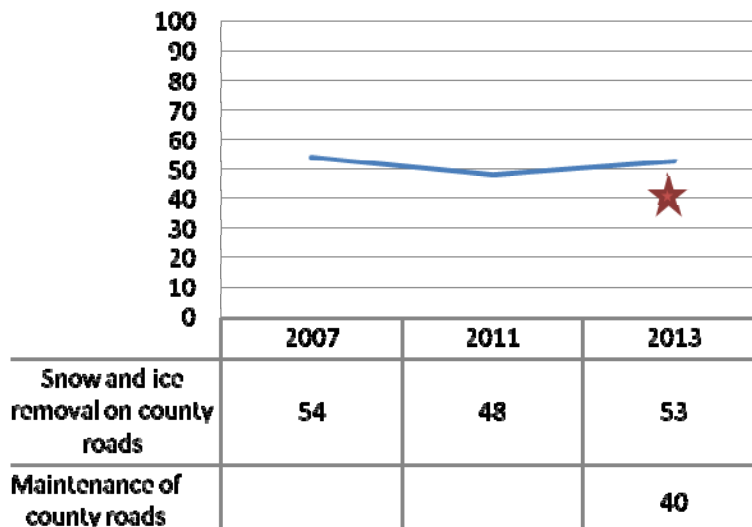
A shift towards doing more preservation projects such as mill and overlays, reclaim and overlays and bituminous overlays, along with more preventative maintenance such as crack sealing, chip seals and micro-surfacing will begin to push the numbers in the right direction.

St. Louis County Public Works continues to implement a pavement management system and will further refine its use as well as continue to evaluate all potential sources of revenue.

Measure 8. Public Works –Citizen Survey Ratings

Current Performance: Continuing the trend in citizen survey ratings from 2007 and 2011 scientifically valid, representative surveys, residents again found road conditions to be a major problem in 2013. 10% of residents selected infrastructure (including sewer, water, roads, bridges, etc.) as the most serious issue facing St. Louis County (down from 13% in 2011). The 2013 survey attempted to separate snow and ice removal from general maintenance, which is reflected in the new baseline established in the following chart. While low scores these are in line with national trends done by the National Research Center.

Please rate each of the following services provided by St. Louis County



More about our survey:

St. Louis County partners with other Minnesota counties to work with the National Research Center on a statistically valid and representative residential survey which is conducted every 2-3 years. This survey was conducted in 2007, 2011 and 2013. That data is summarized here. The 2013 survey response rate was 37% (1975 households received a survey; 732 surveys were completed).

Please note: responses have been converted to a 100 point scale for ease of graphical comparison.

Please note: the “maintenance of county roads” was a new question in 2013.

Measure 9. Public Works –Average Bridge Sufficiency Rating

Current Performance: St. Louis County's average bridge sufficiency rating is **83.5**. This is a new measure for St. Louis County and this year's statistic will begin to establish a baseline.

There are several factors to consider when it comes to using the Sufficiency Rating (SR) and setting an annual goal. It may take some serious thought to determine the best metric to measure our success. Considerations include:

- Establish a clear definition of the Sufficiency Rating (SR).
- Consider using ratings. NBI ratings are the federal portion of the condition ratings of various parts of the bridge (superstructure, substructure, deck, etc.) and are determined by our safety inspectors in the field.
- St. Louis County is responsible for approximately 600 bridges with ever changing condition values. It can be difficult to track and calculate any meaningful information without significant effort. The SR data from the State's SIMS database and found approximately 5% of the structures had incorrect data and their data has proven to be 3-4 years out of date. It is the only source for the current SR's and condition information that changes annually.

Public Health, Social Services	
Department Goal:	Children will be born healthy, live a life free from abuse and neglect, and will have a permanent living arrangement. Parents will be emotionally and financially able to provide for their children. Our community will make healthy life choices; have safe food, water, and air.
Commissioner Priority Area:	Health and Well-Being of County Citizens

Measure 10. Public Health & Human Services –General Life Expectancy

Current Performance: Data from the Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute provides information on premature death based on a calculated years of potential life lost.

For St. Louis County: _____

2012 Years Lost 6,807

Data source: <http://www.countyhealthrankings.org/app/#/minnesota/2013/st-louis/county/outcomes/overall/snapshot/by-rank>

Measure 11. Public Health & Human Services –Tobacco & Alcohol Use

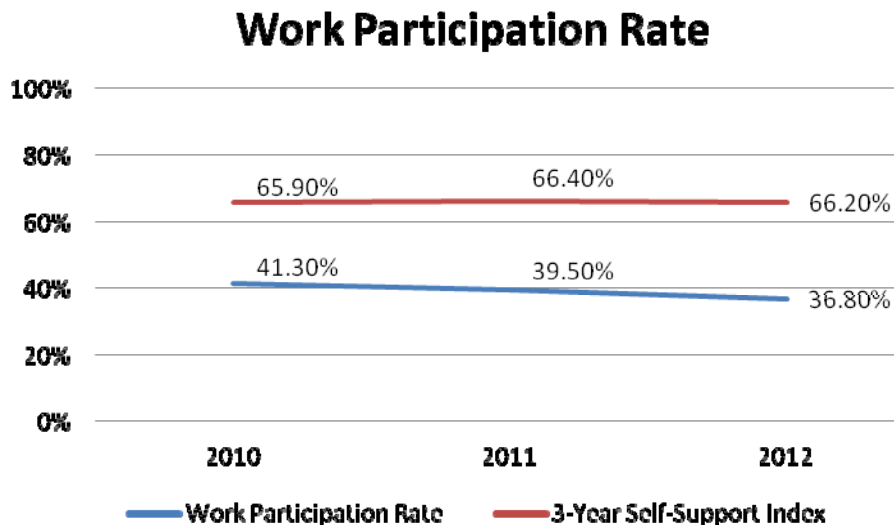
Current Performance:

2012 Health Behaviors 53 (Rank out of 87 Counties)
 2012 Adult Smoking 21% (Compared to MN at 17% and the National Benchmark at 13%)
 2012 “Excessive Drinking” 20% (Compared to MN at 20% and the National Benchmark at 7%)

Data source: www.countyhealthrankings.org

Measure 12. Public Health & Human Services –Work Participation Rate

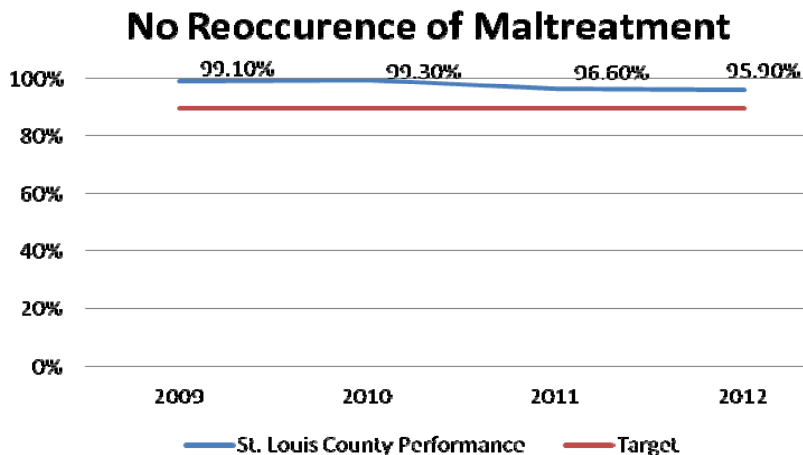
Current Performance: The department’s work participation rate measures how effectively people are able to enter the workforce and gain economic self-sufficiency. PHHS’ goal is that MFIP and DWP participants will meet or exceed the state’s expectation of a work participation rate of 38.9%. The federal work participation rate has been raised to 50% this year.



Data source: <http://publicreports.dhs.state.mn.us/Reports.aspx?ReportID=3>

Measure 13. Public Health & Human Services –Maltreatment

Current Performance: PHHS strives to protect vulnerable children in order to enhance their safety, permanency and well-being. The department has established targets of 90% of children with one incident of substantiated child abuse will not have a reoccurrence within 12 months.



Data source: <http://publicreports.dhs.state.mn.us/Reports.aspx?ReportID=3>

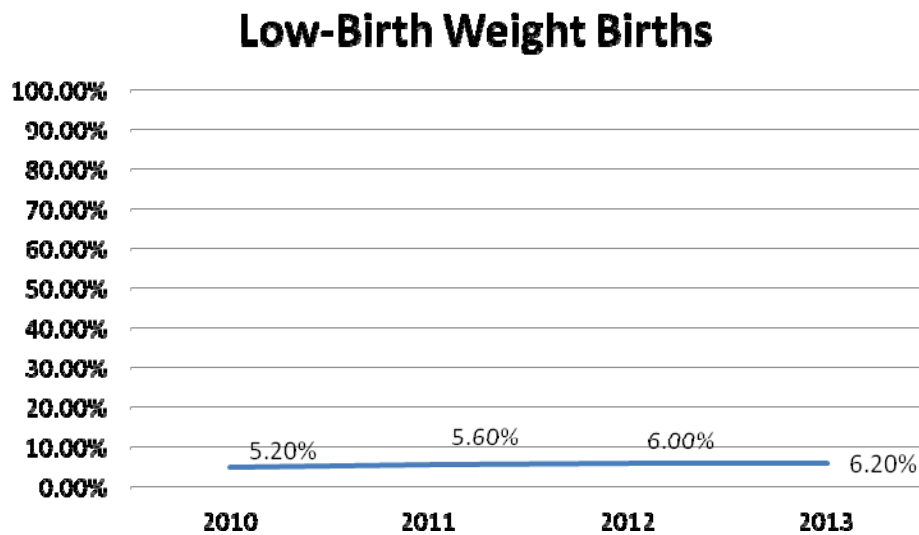
Measure 14. Public Health & Human Services –Child Support Program Cost Effectiveness

Current Performance: Child support is money a parent is court-ordered to pay to their child’s other parent or caregiver for the support of the child. The support may be part of an interim, temporary, permanent, or modified court order. Cost effectiveness is the Return on Investment realized as a result of this activity in our County; it is the total dollars collected during the federal fiscal year divided by the total dollars spent for providing child support services during the same year. It is also called the “CSPIA collections/expense ratio”.

St. Louis County CSPIA Collects/Expense Ratio	
2010	\$5.55
2011	\$4.86
2012	\$5.25
Data source: 2012 Minnesota Child Support Performance Report	

Measure 15. Public Health & Human Services –Low Birth Weight Children

Current Performance: The Council on Local Results and Innovation recommended, as one measure of life expectancy, babies born with a low birth weight as these children have an increased risk of dying. Approximately half of the St. Louis County public health nurses provide home visits to high risk maternal populations, seeing clients prenatally and post-partum, to provide support and education to prevent complications including low birth weight.



Data Source: www.countyhealthrankings.org

Property Records, Valuation, Assessment

Department Goal:	Inspect, value, and classify - for property tax purposes – all taxable parcels with new construction on an annual basis. Assessments meet Department of Revenue standards for level and consistency.
Commissioner Priority Area:	Efficient, Effective Government

Measure 16. County Assessor–Assessment Ratio

Current Performance: The median assessment level for all classes of property based on sales adjusted for local effort falls within the Department of Revenue’s acceptable range of 90% to 105% with a coefficient of dispersion less than 20 percent. This means that assessments should consistently fall within 90 to 105 percent of sales prices.

The following are statistics from the 2012 sales ratio report for St. Louis County provided by the Minnesota Department of Revenue. The current St. Louis County level of assessment ratio, median ratio, falls between 90-105% for 2012.

2012 St. Louis County Sales Ratio Report		
PROPERTY TYPE	MEDIAN RATIO	DOR Acceptable Range of 90-105%
RESIDENTIAL	98.4	acceptable
COMMERCIAL/INDUSTRIAL	91.3	acceptable

Measure 17. County Recorder–Turn-around Time

Current Performance: MN Statutes 357.182, Subd. 6 require a 10 day turn-around time by the year 2011, 90% of the time. 2012 performance documented a turn-around time of **7.17 days**.

Elections	
Department Goal:	Maintain high election standards and public confidence in the election process in compliance with state and federal election laws (including the Help America Vote Act, HAVA).
Commissioner Priority Area:	Efficient, Effective Government

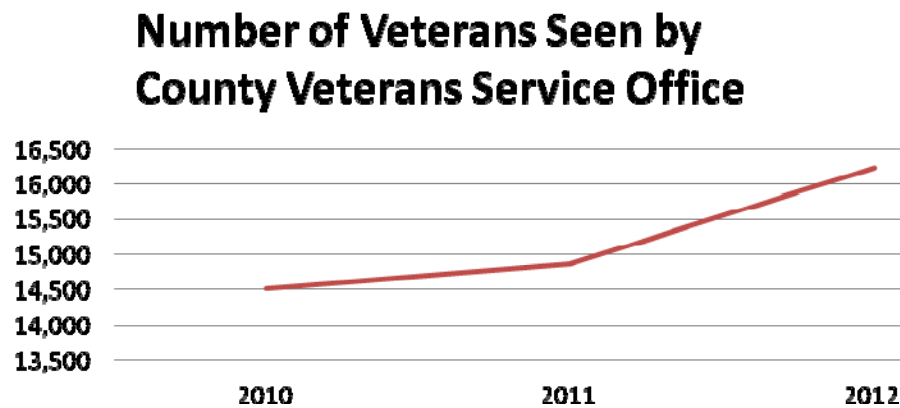
Measure 18. County Auditor – Accuracy

Current Performance: During the 2012 general election, according to the post-election audit, **100%** of ballots were counted accurately.

Veterans Services	
Department Goal:	To annually increase the number of veterans we work with and to serve them in a timely and customer-oriented manner.
Commissioner Priority Area:	Health and Well-Being of County Citizens

Measure 19. Veterans Service Office – Customer Service

Current Performance: Customer satisfaction surveys are used by this office to assure customer satisfaction. There were a total of 79 customer comment cards collected, **78 were rated excellent and 1 was rated good**. All questions were answered. This is significant as the St. Louis County Veterans Service Office continues to see an increased number of veterans each year.



Measure 20. Veterans Service Office – Dollars for Veterans’ Benefits

Current Performance: For 2012, Federal benefits totaled \$81,540,000 and State benefits totaled \$367,243, for a grand total of **\$81,907,243** of Veterans’ benefits brought into St. Louis County.

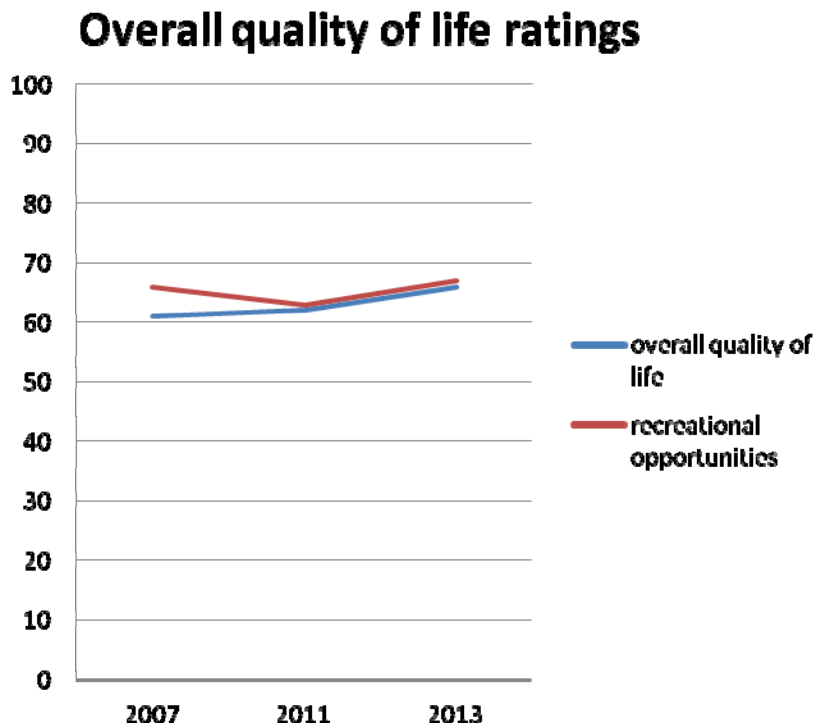
Measure 21. Veterans Service Office – Percentage of Veterans Receiving Benefits

This measure was recommended by 2008 OLA report. There is currently no reliable data source for this measure.

Parks, Libraries	
Department Goal:	N/A – St. Louis County does not provide parks or libraries.
Commissioner Priority Area:	Health and Well-Being of County Citizens; Healthy Local Economy; Healthy Ecosystem

Measure 22. Parks/Libraries – (N/A No County Parks, Recreational Programs or County Facilities)

Current Performance: Although St. Louis County does not operate county parks some of the 2013 Residential Survey Data speaks to general ratings in this area. The overall quality of life in St. Louis County is high, with 82% of residents rating overall quality of life “good” or “excellent.” Quality of life was further analyzed by various contributing factors. St. Louis County residents’ ratings of recreational opportunities are *much higher* than national averages.



More about our survey:

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Please note: responses have been converted to a 100 point scale for ease of graphical comparison, 0 = poor and 100 = excellent.

Measure 23. Arrowhead Library System (of which St. Louis County is a member) – Annual Visits

Current Performance: St. Louis County is a member of the Arrowhead Library System. As such, we do not have direct authority for their services nor do we know their goals. However, the Arrowhead Library System provided the following statistics for consideration:

Public Library	2010 Population	2012 Library Visits	Visits Per Thousand
Aurora	1,709	20,566	12.03
Babbitt	1,475	16,728	11.34
Buhl	1,000	6,037	6.04
Chisholm	4,976	13,510	2.72
Cook	574	8,632	15.04
Duluth	86,265	460,918	5.34
Ely	3,460	88,140	25.47
Eveleth	3,718	21,936	5.90
Gilbert	1,799	12,376	6.88
Hibbing	16,361	99,882	6.10
Hoyt Lakes	2,017	18,950	9.40
Kinney	169	1,632	9.66
McKinley	128	NOT FILED	0.00
Mountain Iron	2,869	23,513	8.20
Virginia	8,712	107,120	12.30
ALS Bookmobile	64,994	6,190	0.10
TOTAL	200,226	906,130	4.53

Budget, Financial Performance

Department Goal:	Provide professional finance and accounting services in keeping with best practices, ensuring that public dollars are used exclusively for authorized public purposes.
Commissioner Priority Area:	Health and Well-Being of County Citizens; Healthy Local Economy; Healthy Ecosystem

Measure 24. County Auditor – Bond Rating

Current Performance: Aa rating; which is the highest that can be awarded to a county.

Data source: Standard & Poor's Ratings Services or Moody's Investor Services

Measure 25. County Auditor – Debt Service per capita

Current Performance: \$146 per capita; St. Louis County's debt levels are well below all established limits.

Environment	
Department Goal:	Protect, sustain, and improve a clean and healthful environment, to benefit present and future generations through the use of sound, progressive approaches and through leadership in developing public and private partnerships to focus resources on areas of greatest impact to the environment and economy of the County.
Commissioner Priority Area:	Health and Well-Being of County Citizens; Healthy Local Economy; Healthy Ecosystem

Measure 26. Environmental Services – Recycling Percentage

Current Performance: 61.80%

Measure 27. Environmental Services – HHW

Current Performance: 290.25 tons of electronics and 90.05 tons of Household Hazardous Waste were recycled in 2012. Please note: this only includes materials collected at the St. Louis County HHW facility and remote collection sites. The St. Louis County Environmental Services Department provides a comprehensive solid waste management system management for all of St. Louis County outside of Duluth and surrounding townships.

