

RESOLUTION #67-2013  
RESOLUTION IMPLEMENTING THE MINNESOTA COUNCIL ON LOCAL RESULTS  
AND INNOVATION PERFORMANCE MEASUREMENT SYSTEM

WHEREAS, benefits to the City of Fergus Falls 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 city 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 the City of Fergus Falls 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 BE IT RESOLVED, the City Council of the City of Fergus Falls 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 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 the City of Fergus Falls will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

The above and foregoing resolution was offered at a regular meeting of the City Council held on April 15, 2013 by Council Member R Synstelien who offered its adoption, was seconded by Council Member Hicks and adopted by the following vote:

AYES: Fish, Cichosz, Rundquist, R Synstelien, Hicks, S Synstelien, Schierer, Rachels  
NAYES: None

Whereupon the above resolution was duly adopted.

ATTEST:

  
\_\_\_\_\_  
City Administrator

ADOPTED:

  
\_\_\_\_\_  
Mayor



Performance Measurement  
System and Citizens' Ratings  
2012

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In 2010, the Legislature created the Council on Local Results and Innovation. In 2011, the Council released a standard set of performance measures for counties and performance measures for cities that are intended to 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.

Participation in the standard measures program by a county or city is voluntary. Counties and cities that choose to participate must officially adopt and implement the corresponding performance benchmarks developed by the Council. The Fergus Falls City Council adopted the program 2011. This is the second year the City has participated in the program.

Once again, the performance measures were updated and the citizen survey conducted. This document reports the results, which must also be communicated to the public and reported to the Minnesota Office of the State Auditor.

A county or city that elects to participate in the standard measures program for 2012 is eligible for a reimbursement of \$0.14 per capita in local government aid and is also exempt from levy limits for taxes payable in 2013, if levy limits are in effect.

The model performance measures utilized by the City of Fergus Falls incorporate a combination of eight measured outcomes and nine citizens' ratings (survey), as noted below;

Measures Outcomes:

1. Percent change in taxable property market value
2. Annual Clearance Rate for Part I and II crime rates
3. Police response times
4. Insurance industry rating of fire services
5. Fire response time
6. Average city street pavement condition rating
7. Operating cost per 1,000,000 gallons of water pumped/produced
8. Number of sanitary sewer back-ups for public sanitary sewer system

Citizens' Ratings (Survey):

1. Rating of overall appearance of the city
2. Rating of overall feeling of safety in the city
3. Rating of overall quality of fire protection services in the city
4. Rating of overall condition of city streets
5. Rating of overall quality of snowplowing on city streets
6. Rating of dependability and overall quality of city sanitary sewer service
7. Rating of dependability and overall quality of city water supply
8. Rating of overall quality of city recreational programs and facilities
9. Rating of overall quality of services by the city

Within the measured outcomes section, each performance measure is listed along with an outcome goal, explanation of why the measure is important, the outcome performance measure; what are the results and what the data tells us, and how the information will be used. These eight performance measures will be monitored and the information updated on a regular basis to, as noted previously, aid residents, taxpayers, and state and local elected officials in determining the efficacy of providing services in the City of Fergus Falls.

The citizens' rating, or survey, was distributed with resident's utility bills. Residents had the option of filling-out the survey on-line (This was conducted with the assistance of the League of Minnesota Cities using an online survey tool) or returning it to city hall. A total of 975 responses were received (A total of 442 responses were received in 2011). No determination has been made as to the statistical validity of the survey.

Respondents were asked to rate services as excellent, good, fair or poor. The survey section shows the tabulation of responses to each question, numbers and percentages, as well as comments. Comments were summarized for illustrative purposes, however all comments are included in this document. Ratings and comments will be used to focus on improving service delivery. All City department heads have received copies of this information.

# Performance Measurement System

# MEASURED OUTCOMES

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**PERFORMANCE MEASURE:** Percent change in the taxable property market value.

**Outcome Goal:** achieve positive and steady yearly increase in taxable market value.

**Why is this measure important?**

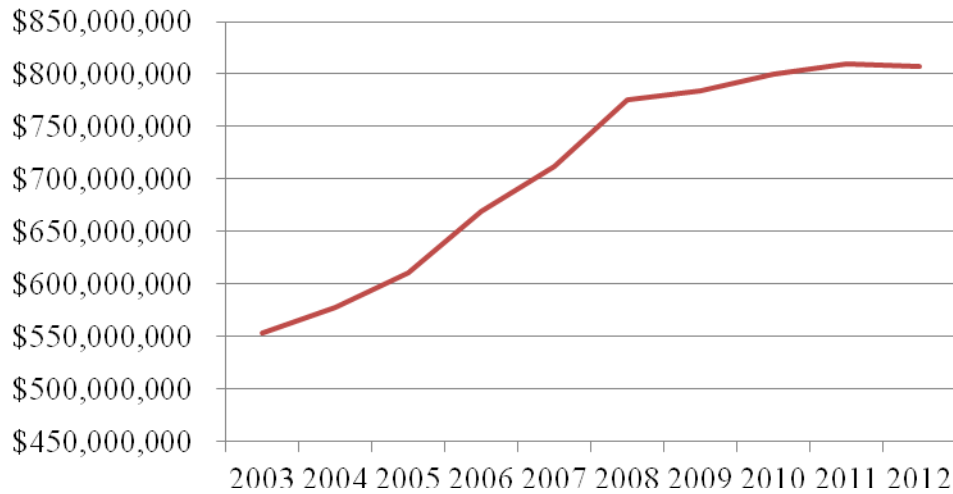
Percent change in the taxable property market value is an indicator of the growth or decline of the tax base of a community. Property taxes are levied against the taxable market value of the community. Because property taxes are the largest source of revenue a city uses to pay for the provision of services, increases in market value can help support the revenue required to provide services and can help to distribute the burden of providing services over a greater number of properties.

**Outcome Performance Measure: what are the results and what does the data tell us?**

The data demonstrates the City of Fergus Falls has experienced steady growth in taxable market value from 2003-2011. The growth was more significant from 2003 through 2008 due to commercial and industrial expansion of the west side of the City as well as stronger housing growth in developing areas. The down turn in the economy during 2008 was reflected in a more stagnant growth rate in taxable market value from 2009 through 2011. The taxable market value decreased .3% from 2011 to 2012 (not considering the market value exclusion\*).

<u>Payable Year</u>	<u>Taxable Market Value</u>	<u>Percent Change</u>
2003	\$552,708,100	12.67%
2004	578,260,300	4.62%
2005	611,205,700	5.70%
2006	669,805,200	9.59%
2007	711,801,100	6.27%
2008	775,983,800	9.02%
2009	783,664,000	0.99%
2010	800,074,800	2.09%
2011	809,845,400	1.22%
2012	807,383,200*	-0.30%

## Taxable Market Value



\*The State of Minnesota eliminated the Market Value Homestead Credit for 2012. The credit was replaced with a market value exclusion which excludes \$89,081,800 of market value from taxation, resulting in a 2012 taxable market value of \$718,301,400. The changes to the program resulted in shifting the property tax burden to higher valued homes and commercial properties.

The City of Fergus Falls is a regional center with a strong base of utilities, education, retail, and healthcare. This base provides on-going security for our taxable market value.

### **How will this information be used?**

This information will help the city plan for changes in service delivery as city demographics change along with related required services. By monitoring growth trends, we can anticipate effects on taxes and tax increases. This will help in making budget decisions, capital planning for future debt, and maintaining moderate tax rates. This information will also help us determine the effectiveness of our economic development efforts.

### **PERFORMANCE MEASURE: Annual Clearance Rates for Part I and II Crimes**

**Outcome Goal:** Achieve and maintain an annual overall clearance rate of 75 percent.

### **Why is the measure important?**

Annual Crime Clearance rates are a mandate by the Minnesota Bureau of Criminal Apprehension and the Federal Bureau of Investigations, which records the number of criminal incidents within a municipality and the successful clearance of those reported crimes. There are stringent parameters in reporting that are set by the FBI and insures consistent and accurate reporting from agency to agency and from year to year. This measure is nationally recognized and approved method for analyzing crime.



Part I and II crimes show us annual trends in specific areas of criminal activity. By analyzing this information, it allows the police department to focus manpower and resources to a specific problem area. In addition, clearance rates are a measure of how successful the organization is in solving all crimes that are reported.

**Outcome Performance Measure: what are the results and what does the data tell us?**

The following is a spreadsheet containing crime statistics for the past 12 years. The information allows us to see changes in occurrences by type of crime, as well as increase in the tabulation of Part I and II crimes. This information allows us to direct resources and manpower to those areas that are showing the most significant increases. The spreadsheet also allows us to see clearance rates for all crimes reported. This is important in evaluating how effective we are, and how successful the methods we are implementing in the field are at solving crime.

Year	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002
Clearance	75%	73%	74%	76%	73%	69%	68%	65%	66%	61%
Total	1538	1501	1689	1715	1822	1750	1861	1708	1703	2191
<u>Part 1 Total</u>	<u>419</u>	<u>374</u>	<u>449</u>	<u>459</u>	<u>465</u>	<u>442</u>	<u>520</u>	<u>515</u>	<u>484</u>	<u>588</u>
Murder	0	0	0	0	0	0	0	0	0	0
Rape	0	2	4	2	4	3	15	7	8	10
Robbery	4	2	0	1	3	3	2	2	0	0
Agg. Asslt	22	19	23	31	21	27	19	23	26	35
Burglary	58	35	77	81	78	84	86	61	64	89
Larceny	325	309	331	332	342	303	381	394	357	430
MV Theft	9	6	9	10	14	20	15	26	24	18
Arson	1	1	5	2	3	2	2	2	5	6
<u>Part 2 Total</u>	<u>1119</u>	<u>1127</u>	<u>1240</u>	<u>1256</u>	<u>1357</u>	<u>1308</u>	<u>1341</u>	<u>1193</u>	<u>1219</u>	<u>1603</u>
Assaults	214	171	155	168	190	172	202	141	137	147
Forgery	11	8	19	36	36	41	59	31	44	31
Fraud	50	52	101	78	68	60	52	63	121	563
Embzzlmt	0	0	0	0	0	0	0	0	0	0
<i>Stolen Prop</i>	2	0	1	1	0	1	3	2	5	3
Vandalism	178	226	204	186	214	264	209	210	210	236
Weapons	5	6	15	19	7	7	12	8	10	5
Prost'n	2	0	4	0	0	0	0	0	0	0
Sex Offen	22	20	21	22	17	21	11	27	30	26
Narcotics	72	38	54	62	69	53	129	82	58	94
Gambling	0	0	0	0	0	0	0	2	0	3
Family/Child	182	178	239	248	240	182	234	194	112	77
DUI	45	42	60	82	112	125	88	85	104	90
Liquor Vio	26	43	50	42	58	53	53	39	52	50
Disorderly	200	197	196	183	195	190	159	142	161	127
Other	110	146	121	129	151	139	130	167	175	149

### **How will this information be used?**

This information has allowed us to establish a significant baseline for what crimes have occurred within the city, where increases in crimes have occurred, and how successful the agency has been at solving crime. By continuing to chart these reports, we can evaluate the methods we are using to control crime and make appropriate changes to maintain our current level of service. We can also use this measure to see when it would be appropriate to add personnel based on longitudinal trends in crime, and when maintaining current levels are appropriate.

### **PERFORMANCE MEASURE: Police Response Times**

**Outcome Goal:** Achieve and maintain an average response time to emergency calls to 3 minutes and routine calls to 10 minutes.

### **Why is the measure important?**

Response time is crucial measurement in two distinct areas of police service: the preservation of life and safety and the successful apprehension of criminals. Our response times are broken down into two categories, priority calls and routine calls. Priority calls would include calls where the health and welfare of community members are at risk. They may include medicals, auto accidents, domestic assaults, and robberies. The quicker officers can respond to these calls the better the chance of having a positive intervention to preserve or protect life. In cases of accidents and medicals, officers can quickly start emergency medical treatment, bettering the community member's chance of survival. In cases of crime, officers can quickly intervene during violent encounters offering protection for victims from criminal perpetrators.

In addition to emergency calls, quick response to other routine calls provides officers with a higher probability of solving a crime the more quickly they can respond to an incident and recover evidence or talk to witnesses who may still be in the area. Quick response to calls along with a team oriented philosophy on solving crime has allowed our department to see dramatic improvements in our clearance rates. This approach to crime response also instills a sense of safety within the community by its members.

### **Outcome Performance Measure: what are the results and what does the data tell us?**

A sample of calls involving injury accidents and assaults in progress was taken in order to quantify priority call response time. The sample indicates an average response time of less than 3 minutes.

A sample of calls involving vandalism and theft was taken to quantify routine call response. The sample indicates an average response time of less than 10 minutes.

### **How will this information be used?**

The analysis of response time can be useful in determining upward or downward trends in priority calls and the need for additional staffing. The response time analysis can also be used in conjunction with clearance rates to see if prolonged response times have an adverse affect on the solving of crime.

**PERFORMANCE MEASURE:** Insurance industry rating of fire services

**Outcome Goal:** Achieve and maintain an Insurance Service Office rating of Class 3.

**Why is this measure important?**

The Insurance Service Office (ISO) issues ratings to fire departments throughout the country for the effectiveness of their fire protection services and equipment to protect their community. The ISO rating is a numerical grading system and is one of the primary elements used by the insurance industry to develop premium rates for residential and commercial businesses.

ISO analyzes data using Fire Suppression Rating Schedule (FSRS) and then assigns a Public Protection Classification from 1 to 10. Class 1 generally represents superior property fire protection and Class 10 indicated that the area's fire suppression program does not meet ISO's minimum criteria.

**Outcome Performance Measure: what are the results and what does the data tell us?**

The Fergus Falls Fire Department holds a Class 4 rating. On September 1, 1992 the department improved from a Class 5 to Class 4. Every 10 years the ISO conducts an evaluation of the department. Cities can request a rating evaluation at anytime. The department will be reevaluated in 2012.

**How will this information be used?**

With improvements to our training program and maintenance to the water system (fire hydrants) we hope to reach a Class 3 rating in 2012. We will work towards maintaining that rating by maintaining adequate response times, maintaining adequate manpower levels for emergency calls, continued training and maintaining equipment performance levels.

**PERFORMANCE MEASURE:** Fire response time

**Outcome Goal:** Achieve and maintain an average response time of less than 10 minutes.

**Why is this measure important?**

Fire response time is the average time it takes to arrive on scene from page to arrival of the first truck. Emergency situations need quick responses to increase the chances of successful outcomes. Minutes can save lives and property. The goal of the National Fire Protection Association is to achieve a response time of less than 10 minutes.

**Outcome Performance Measure: what are the results and what does the data tell us?**

The city is divided into 5 zones or districts. The river divides the districts by north and south while Mill St. divides the districts again by east and west; thus making four districts. The fifth district is the north western portion of district 2 which is divided by College Way and Weyren’s Rd. Response times were calculated using only emergency incidents involving fires, overpressure, rescues and hazardous conditions.

For the combined years of 2009 & 2010 & 2011

<u>District</u>	<u>Average time min:sec</u>
C1	9:05.0
C2	7:37.6
C3	6:49.8
C4	9:09.6
C5	7:35.5

Average overall response time for calls in the city limits 7:44.3 (min:sec)

District response by year

<u>District</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>
C1	09:00	08:00	09:17
C2	07:48	09:35	06:12
C3	08:18	06:27	06:08
C4	08:42	07:20	10:20
C5	<u>06:34</u>	<u>06:53</u>	<u>09:50</u>
Average	07:58	07:38	07:36
	3 year average		07:44

**How will this information be used?**

By monitoring the average yearly response times, we’ll know if it is taking longer to arrive on scene and start performing emergency services. If the response time increases, we can look at finding solutions to lower those response times. We can look at the availability of the current POC (paid on call firefighters) and increase the number of POC firefighters to improve response times. If hiring more POC firefighters is not feasible, we would have to consider hiring more full time firefighters. We can also evaluate our current equipment to see if there are ways to improve. This could include our paging equipment, turnout gear, fire station building layout, and the trucks. We would look at what is hindering the firefighters from arriving in a timely manner. Undoubtedly, additions of firefighters and equipment will impact budgets.

**PERFORMANCE MEASURE:** Average city street pavement condition rating

**Outcome Goal:** Maintain a Pavement Condition Index of at least 70.

**Why is this measure important?**

The Pavement Condition Index (PCI) is a numerical index between 0 and 100, with 100 representing an excellent pavement, and is used to indicate the condition of a roadway. It is widely used in transportation civil engineering. This condition index can give a good indication of the pavement condition of a city.

The goal of the city pavement management program is to keep the overall network of streets in a serviceable condition and optimize the financial resources available in a cost effective manner. The city attempts to maintain a PCI of at least 70. (Streets with a PCI rating of less than 70 have increasingly rough rides and a growing number of potholes, along with other problems.)

**Outcome Performance Measure: what are the results and what does the data tell us?**

As of 2009 the PCI is 79. Staff and consultant are resurveying the community to re-evaluate the PCI. The pavement conditions should be re-evaluated every 5 years.

**How will this information be used?**

Knowing an individual street PCI helps the city to direct dollars were needed and where most effective. Having an accurate and up to date pavement management system assists in budgeting to ensure consistent maintenance funding; assists with educating the public that it costs less to keep good pavement in good condition; and continues to use technology to assist with the decision making process.

The PCI is only one element when reviewing improvements within the public way. The age and condition of underground infrastructure is also reviewed to determine the scope and extent of improvement projects.

**PERFORMANCE MEASURE:** Operating cost per 1,000,000 gallons of water pumped/produced

**Outcome Goal:** Provide the city with safety drinking water in the most cost effective and compliant manner.

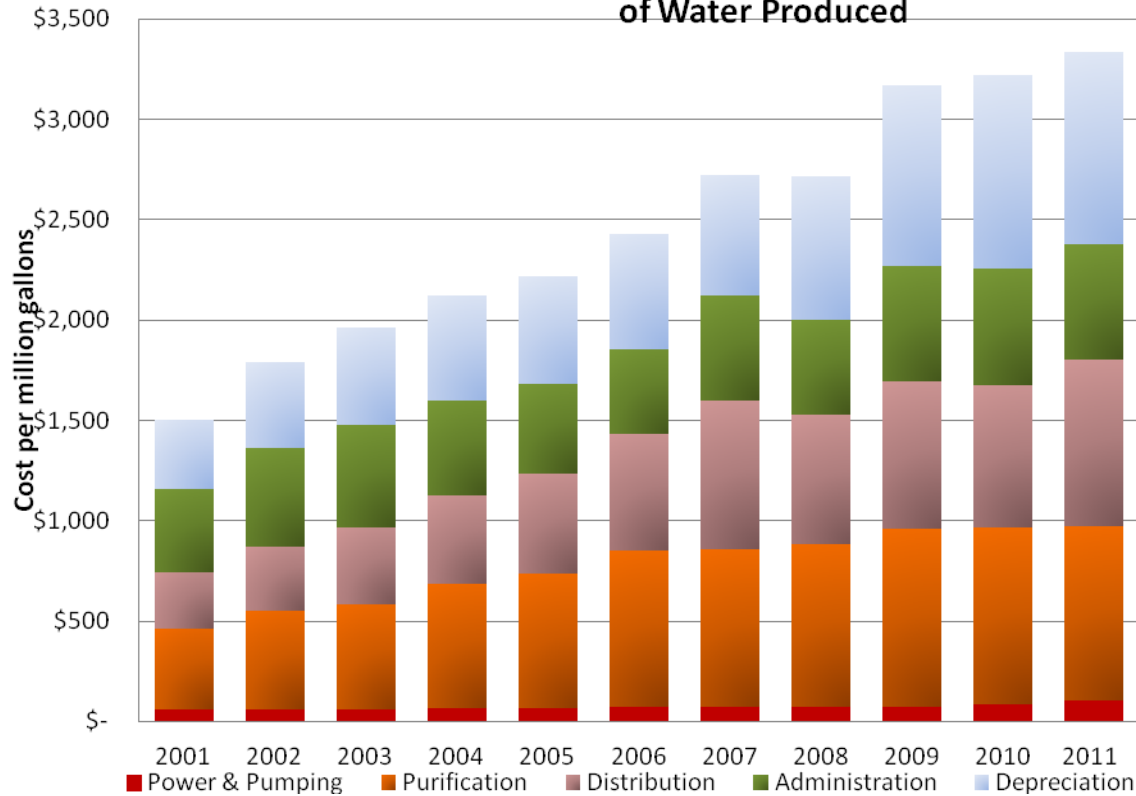
**Why is this measure important?**

Since the water utility revenue must cover operating costs, it is important to track these costs to ensure that we operate as efficiently as possible.

**Outcome Performance Measure: what are the results and what does the data tell us?**

The graph below indicates that while our operating costs have generally been maintained the amount of water produced has decreased. Therefore the cost to produce a million gallons of water has increased. This information guides us in evaluating elements in the treatment process to maintain or reduce the operating costs.

### Water Division Total Operating Costs per Million Gallons of Water Produced



**How will this information be used?**

It is important to track and project cost accurately so that the utility will stay within its budget. The city monitors such cost components as power, pumping, purification, distribution, administration, and depreciation, and targets such areas to reduce cost and optimize performance. Revenues are also monitored as necessary. Constant review of operation procedures and upkeep on plant improvements can assist to reduce the operating costs.

**PERFORMANCE MEASURE:** Number of sanitary sewer back-ups for public sanitary sewer system

**Outcome Goal:** Provide the city with effective sanitary sewer system.

**Why is this measure important?**

The prevention of sanitary sewer backups in the public sanitary sewer system is a primary health and human services issue in providing a clean and livable city. Public sewer lines that cause backups into private property have a financial liability potential to the city for reimbursement to property owners for the resulting damages.

**Outcome Performance Measure: what are the results and what does the data tell us?**

The low number of public sanitary sewer back-ups indicates that the city is proactive in its preventative maintenance and capital improvement program. There was no claims paid for sewer backups in mainlines or related to lift station in since 2009.

**Number of Sanitary Sewer Back-up**

<b>Year</b>	<b>Number of Sewer Back-up Mainline Claims Paid</b>	<b>Number of Claims paid related to Lift Stations</b>	<b>Total Paid Claims</b>
2004	0	1	1
2005	3	2	5
2006	1	0	1
2007	2	0	2
2008	2	1	3
2009	1	0	1
2010	0	0	0
2011	0	0	0

**How will this information be used?**

This measure can be used as an indicator of how well the city is managing its sanitary sewer collection system. Important components include managing and regulating what is being discharged into the system and regular cleaning of the sanitary sewer mains. By managing the sanitary sewer system, problem areas can be identified and public education regarding acceptable material and preventative maintenance can be performed. Investment in the maintenance and replacement offsets the claims and prevents problems within the system.

# Citizens' Ratings





112 West Washington Avenue  
Fergus Falls, MN 56537

Fax: 218-332-5449  
e-mail: [city.hall@ci.fergus-falls.mn.us](mailto:city.hall@ci.fergus-falls.mn.us)  
[www.ci.fergus-falls.mn.us](http://www.ci.fergus-falls.mn.us)

July 2012

Dear Resident,

Last October we asked for your cooperation and participation in a survey designed to measure the services provided by the City of Fergus Falls. Approximately 450 surveys were returned and staff have been reviewing the data and responding to the suggestions you shared. Your valuable input will help us continue our focus on improving service delivery. The results are posted on our website if you are interested in reviewing the 2011 survey.

The City of Fergus Falls is a participant in the Legislature's Council on Local Results and Innovation. We have agreed to participate in this Council for three reasons. First and foremost, we want to know what our residents think about our services and how they are delivered to the community. As participants we are eligible for a small amount of per capita reimbursement of local government aid and for the exemption of levy limits if they are in effect for the upcoming year.

Our involvement in this program requires us to survey the community on an annual basis and we are once again asking for your help in filling out the survey. ***Surveys will be accepted throughout the month of July*** and the results will be shared as a part of our budget presentation in December.

We listened and learned from your responses to the previous survey and are directly mailing this to each property owner. The survey is available on-line at [www.ci.fergus-falls.mn.us](http://www.ci.fergus-falls.mn.us) and your filling it out electronically will help save staff time on data entry. If you prefer to fill out the enclosed survey, you can return it to the city in one of the following methods:

1. Bring it to City Hall and leave it with the front desk staff
2. Place the survey in our drop box in the alley behind the Senior Center
3. Email the survey to [city.hall@ci.fergus-falls.mn.us](mailto:city.hall@ci.fergus-falls.mn.us)
4. Mail the survey to City Hall at 112 W Washington Avenue, Fergus Falls

Thank you in advance for your participation and please call 332-5436 with any questions you have.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Sievert".

Mark Sievert  
City Administrator

## 2012 City of Fergus Falls Citizen Feedback Survey

How many years have you lived in the city? \_\_\_\_\_

How would you rate the overall appearance of the city?

- Excellent
- Good
- Fair
- Poor
- Don't Know

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

- Very Safe
- Somewhat Safe
- Somewhat Unsafe
- Very Unsafe
- Don't Know

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

- Excellent
- Good
- Fair
- Poor
- Don't Know

How would you rate the overall condition of city streets?

- Excellent
- Good
- Fair
- Poor
- Don't Know

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

- Excellent
- Good
- Fair
- Poor
- Don't Know

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

- Excellent
- Good
- Fair
- Poor
- Don't Know

Please turn over to complete survey

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

- Excellent
- Good
- Fair
- Poor
- Don't Know

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

- Excellent
- Good
- Fair
- Poor
- Don't Know

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

- Excellent
- Good
- Fair
- Poor
- Don't Know

**Please share any comments, ideas or feedback you have for the city:**

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**You have completed the survey! Thank you for participating.**



**Citizen Survey Results  
July 2012**

**Question:  
How would you rate the overall appearance of the city?**

<b>Appearance of the City</b>	<b>2011 Response and Percentage</b>	<b>2012 Response and Percentage</b>
<b>Excellent</b>	19 / 18%	204 / 21%
<b>Good</b>	249 / 61%	619 / 63%
<b>Fair</b>	80 / 19%	134 / 14%
<b>Poor</b>	16 / 2%	17 / 2%
<b>Don't Know</b>	0 / 0%	1 / 0%
<b>Total</b>	428	975

**General Comments**

There are many residents who believe Fergus Falls is a beautiful city. The clean parks, abundance of trees and well cared for yards were mentioned many times in the survey responses. 84% of the residents rated the overall appearance as good to excellent. The main issues for improvement were remarks about cleaning up areas viewed as eyesores; particularly the old mill and dairy properties.

**Common themes and *how we address them:***

- Pointing out areas that residents believe should be cleaned-up. *Comments regarding these areas are referred to the appropriate staff to be addressed.*
- Comments for and against the demolition of the Regional Treatment Center. *The council has been listening to comments, both for and against demolition, as they continue to address this issue.*
- Requests to have citywide pick-up days on the boulevard. *If so desired by the city council, staff will research the cost and details of this and bring it forward to the public works committee for consideration.*
- Further enforcement of the code regarding items left on the curb. *Comments regarding these areas are referred to the appropriate staff to be addressed.*
- Weed control. *Comments regarding these areas are referred to the appropriate staff to be addressed.*

- Getting the word out about the Code regulations. *At various times of the year (through utility inserts, newsletters, website, local media, etc.), residents are reminded of regulations regarding property standards which include weeds and maintenance.*

**Question**

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

<b>Overall Feeling of Safety</b>	<b>2011 Response and Percentage</b>	<b>2012 Response and Percentage</b>
<b>Very Safe</b>	220 / 50%	478 / 49%
<b>Somewhat Safe</b>	195 / 45%	445 / 46%
<b>Somewhat Unsafe</b>	21 / 5%	41 / 4%
<b>Very Unsafe</b>	0 / 0%	6 / 1%
<b>Don't Know</b>	0 / 0%	2 / 0%
<b>Total</b>	438	972

**General Comments**

95% of the people responding to this question said they feel Fergus Falls is either somewhat safe or very safe. There were any comments about the good job our police force does. There were a number of comments from people worried crime may be on the rise.

**Common themes and how we address them:**

- Intersections that are viewed as unsafe, in particular the three way stops are confusing. *Three-way stops can be confusing. However, they have been specifically planned as such to accommodate the effective flow and control of traffic. Intersections can and are restudied when warranted.*
- Enforcement of the speed limits. *The police department generally focuses on higher traffic areas; however, when complaints are received specialized enforcement is performed.*
- Enforcement of lease laws for dogs. *City staff does respond to calls regarding dogs running at-large. However, staff levels do not allow for full-time enforcement.*

### Question

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

Quality of Fire Protection Services	2011 Response and Percentage	2012 Response and Percentage
Excellent	273 / 68%	606 / 62%
Good	121 / 30%	280 / 29%
Fair	8 / 2%	15 / 2%
Poor	2 / 0%	1 / 0%
Don't Know	0 / 0%	72 / 7%
Total	404	974

### General Comments

91% of the responses regarding the Fire Department said they are doing a good to excellent job. In fact the only individual comment made was “The Fire Department is the only department we could say is doing a good job.”

### Question

How would you rate the overall condition of city streets?

Overall Condition of City Streets	2011 Response and Percentage	2012 Response and Percentage
Excellent	8 / 2%	23 / 2%
Good	125 / 28%	289 / 30%
Fair	181 / 41%	389 / 40%
Poor	128 / 29%	270 / 28%
Don't Know	0 / 0%	3 / 0%
Total	442	974

### General Comments

The condition of our streets was the most prevalent theme with those who chose to weigh in on areas of improvement. Although there were comments made acknowledging there are efforts being made to improve the streets in Fergus Falls, many people commented negatively on the condition of our streets.

### Common themes and *how we address them*:

- Fix the streets before taking on any other public improvements. *The fixing of public streets is a high priority of the council and a plan is in place. However, at times other improvements are necessary as well.*

- After street projects are finished, the finishing touches do not seem to be made, such as the manhole covers are low and create hazards. *Often time's street projects take more than one construction season to finish, especially the finishing touches. City staff continually monitors manhole covers to ensure they are adequately placed and do not create hazards.*
- The paving of parking lots and additional sidewalks are community needs. *We agree and we try to work this into our plans. However, street maintenance and reconstruction so often takes priority*
- There are many streets throughout the community that need the city's attention. *The city has developed a capital improvement (5 year) plan where streets are prioritized and scheduled for repair/replacement based on their Pavement Management Index (condition of driving surface and underground utilities) and funding limitations.*
- *Fewer individual streets were named in the 202 survey. In 2011, many mentioned the condition of the city's southern streets which are currently being addressed with a \$2.5 million street improvement project.*

### Question

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

<b>Dependability and Quality of Water Supply</b>	<b>2011 Response and Percentage</b>	<b>2012 Response and Percentage</b>
<b>Excellent</b>	99 / 23%	210 / 22%
<b>Good</b>	200 / 46%	512 / 53%
<b>Fair</b>	90 / 20%	176 / 18%
<b>Poor</b>	50 / 11%	59 / 6%
<b>Don't Know</b>	0 / 0%	17 / 2%
<b>Total</b>	439	969

### General Comments

The 2011 survey was done in the fall while the 2012 survey was conducted in the very hot month of July, so fewer comments were supplied about snowplowing. Those who did comment overall felt the quality was better (17% responded more favorably about the quality over the previous year).

**Common themes and how we address them:**

- People who requested their streets to be cleaned off in a timelier manner. *We have a snowplowing process/schedule that works quite well (Plowing starts with major corridors, school routes and routes to healthcare providers). However, it all depends on the type and amount of snow we get.*
- Many requests to leave less snow at the bottom of driveways. *We understand this frustration, but it is unfortunately unavoidable unless we were to take much longer to plow; which staffing does not allow.*
- Many requests to have an odd/even system for parking cars to aid in snowplowing efforts. *Actually, such a system would add at least one additional day for plowing. The best solution would be to entirely prohibit street parking during snow months.*
- Concerns with property damages resulting from snowplowing efforts. *We encourage residents to call-in with their complaints which we then address/repair in the Spring.*

**Question**

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

<b>Quality of Sanitary Sewer Service</b>	<b>2011 Response and Percentage</b>	<b>2012 Response and Percentage</b>
<b>Excellent</b>	162 / 39%	355 / 37%
<b>Good</b>	227 / 54%	514 / 53%
<b>Fair</b>	23 / 6%	50 / 5%
<b>Poor</b>	5 / 1%	5 / 1%
<b>Don't Know</b>	0 / 0%	46 / 4%
<b>Total</b>	417	970

**Common themes and how we address them:**

- Not knowing the difference between public and private responsibility for sewer lines. *The homeowner is responsible for their water/sewer service lines from the city's main to their house.*
- There are streets in this town that don't have city sanitary sewer. *This may certainly be the case, as some properties are served by onsite septic systems.*



### Question

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

<b>Dependability and Quality of Water Supply</b>	<b>2011 Response and Percentage</b>	<b>2012 Response and Percentage</b>
<b>Excellent</b>	161 / 37%	351 / 36%
<b>Good</b>	208 / 48%	505 / 53%
<b>Fair</b>	50 / 12%	82 / 8%
<b>Poor</b>	12 / 3%	21 / 2%
<b>Don't Know</b>	0 / 0%	10 / 1%
<b>Total</b>	431	969

#### **Common themes and *how we address them***

- The taste and smell are not always pleasant. *The city gets the majority of its drinking water from Wright Lake. As such, the smell and taste is affected when lakes are turning-over. Public safety is not affected.*
- A number of neighborhoods do not feel they have adequate water pressure. *The city offers a program to assist residents with booster pumps. Although water pressure may be low, adequate volumes are available for fire suppression.*

### Question

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

<b>Quality of Recreational Programs and Facilities</b>	<b>2011 Response and Percentage</b>	<b>2012 Response and Percentage</b>
<b>Excellent</b>	116 / 27%	250 / 26%
<b>Good</b>	205 / 49%	490 / 51%
<b>Fair</b>	72 / 17%	128 / 14%
<b>Poor</b>	29 / 7%	33 / 3%
<b>Don't Know</b>	0 / 0%	62 / 6%
<b>Total</b>	422	963

## General Comments

Many of the comments offered regarding park and recreation programs felt the city needs to offer more opportunities for young people to participate in activities at a reasonable price. This survey was conducted during the very hot month of July and many comments were made about building a community swimming pool. Many surveys also remarked Fergus Falls should have 4<sup>th</sup> of July fireworks.

### Common themes and *how we address them:*

- Fergus Falls should have an outdoor public swimming pool. *The city operates a public beach to service resident’s needs.*
- Finish the improvements to Lake Alice. *Phase 1 of the Lake Alice Project is complete. Additional work is subject to the results of the on-going investigation (testing and monitoring) and funding availability.*
- Provide more affordable options for people of all ages to participate in. *The Park Board and park staff continually assesses programs for cost and participation. Specific suggestions are welcomed.*
- Geese are a nuisance. *We agree. However, they are also enjoyed by many.*

## Question

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

Quality of Services	2011 Response and Percentage	2012 Response and Percentage
<b>Excellent</b>	83 / 19%	192 / 20%
<b>Good</b>	249 / 58%	605 / 63%
<b>Fair</b>	80 / 19%	133 / 14%
<b>Poor</b>	4 / 4%	127 / 3%
<b>Don’t Know</b>	0 / 0%	7 / 0%
<b>Total</b>	428	964

## General Comments

Many of the comments made regarding the overall quality of services fell into miscellaneous categories. These comments were lumped together regarding management of the city. It is always nice to hear that people enjoying living in your town. But of course, not all of the comments were that positive! There were many references to the displeasure residents still have over the community arena issue.

**Common themes and *how we address them:***

- Comments about management decisions. *The day-to-day operations of the city are administered through the city administrator. Policy decisions are made by the city council. Residents should feel free to contact either the city administrator, mayor or a city council member.*
- Keeping services at a high level, but affordable cost. *The city council and all employees share in this effort and take their responsibility very seriously.*
- Bring more stores/shopping opportunities to town. *The city council contracts with the Fergus Falls Area Economic Improvement Commission for economic development. Their main focus is job retention, expansion and recruitment. Retail opportunities follow that effort.*

# Appendix

## **Appendix**

### **A listing of all citizen comments from the 2012 survey**

I think there is a major problem with sewers. They came for us and tried to find tree roots but told us its our problem we had to get Ugstad Plumbing because they had a camera at the end of a roto rooter.

A rain storm blew up the cover of my garbage can- one bag of tied garbage flew out-Do you think the men would get out and pick it up? NO! I'm thankful no dogs and cats that are running around free didn't get to it!!

I feel our summer youth programs could be improve vastly if a summer swimming program was in place and Pebble Beach could be once again open with lifeguards and no cost so every child in FF could learn to swim. Costly I know but our children are our most precious and important citizens! So much is done for Sr. Citizens, hockey, golfers etc. I feel a great push for our kids to get them off the TV outdoors and active lifestyle would be a very rewarding health promoting, morale boosting and character building. The city has put so much time and effort into the Kirkbride project and the new landfill and garbage area. I told the attendant at the landfill where I brought my garden waste- our land fill has a far more appealing picnic sites than Lake Alice!

I think our city garbage containers are great. I have been in other towns that have similar containers for the recyclable materials. I think this is a great idea and would encourage more recycling.

Junk yard on North Union on old Beckland site should go

No pool! The park lawns are always full of weeds

One day a year would be nice when we could put "stuff" on the boulevard. People pick a lot of this stuff up and it would eliminate a lot of the stuff going to the dump. Where people aren't allowed to go and pick up good things that people haul to the dump. We are a throw away society

Too bad more don't take more pride in keeping their homes, especially their alleys.

What happened to that small section of the south side of Lake Alice. it's like they ran out of tar and never came back to finish.

"Noise" Crack down on loud mufflers, motor cycles with straight pipes and trucks using jake breaks

3 way stop signs-very bad for those unfamiliar with FF

3 way stops (North Union and Vernon/Union) dangerous. Target intersection dangerous

A beautiful city to live in- really needs more regular activity for children that cannot afford the YMCA and the hockey and swim teams are expensive. Need for more open swimming for young people and children at the YMCA as the Peble Beach is not maintained as it used to be

A city pool would be great-some cannot afford the YMCA and Pebble Beach is too crowded

A city this size should have an outdoor heated water park/pool. Also my garbage was not taken this week

A LARGE community swimming pool.

A large number of city streets are in very poor condition.

A larger library with more resources and extended hours would be awesome.

A little bit more organization/structure for summer swimming lessons. It's confusing and difficult to know who is in charge or what to do? Can we add sand to Pebble Beach to make it nicer or get a city pool? Why isn't soccer available through summer rec? Some cities have combined soccer/t-ball for small kids ages 4-6. It would be great to see that.

A lot of negative news regarding crime and drugs in Fergus Falls lately

A pet owner- keep the trash/disposal containers (all of them) year round. Do more to keep the geese off Lake Alice streets, sidewalks and home owner lawns.

A municipal pool is needed.

Addition of a splashpark or city pool!

A lot of people speed in this town which concerns me with a young daughter. Maybe the police could watch side streets a little better

A waterpark of some sort-maybe in cooperation with the Y or school or both? Fireworks July 4

A senior rate on garbage collection would be nice. I'm elderly and recycle, so I put my garbage can out very little, especially in the winter when its icy as I have no garbage.

A small minority has too much say with the input of the majority on many issues

After living in 3rd world Africa- we are blessed in this city to have what we have. So my rating could be high in comparison to rural poor African village. We do need to improve on taking care of what we do have. I get the impression 1/2 pop. Of Fergus doesn't understand the value of what they have nor do they take responsibility or pride in caring for it and it shows!

All the torn up streets at one time are very inconvenient. Western Avenue has been torn up for close to a year with only occasional work being done on it. What was the rush in tearing it up along with an overabundance of trees being removed?

Alleys should be maintained better, ruts filled in, bladed

A swimming pool would be nice for the kids to have somewhere to go. There is a lack of places for teens to hang out!

Always room for improvement everywhere

Add a turn signal at Broadway and Lincoln (or is that the state?)

B\*\*\*K kids are forming gangs now and harassing people

An indoor/outdoor pool would be great!

Also, the potholes created by manhole covers are extreme-especially on Beech Ave

Always have plenty of water, sometimes it tastes bad.

An aquatic pool is a definite need- please make that a planning priority!

Are great City Fathers can spend all that tax payers money on the ice arena that nobody wanted but cannot afford fireworks on the 4th of July

Beautify downtown- more flowers in city lot behind Viking/Riverfront Square archways and colorful hanging baskets

Be sure you follow up on complaints, no matter who it is the complaint is about!

Bike trail around the city. More park equipment for small children

Boulevard trees very skraggly- need trimming. Streets in poor shape

Blue trash cans look BAD!!

Build new or upgrade city library ASAP

Can snowbirds discontinue their garbage pick-up for a period of time yet?

Camping out at Pebble Lake. Put in cable, water, power and waste. Do it right and it will be a gold mine for the city

Bike racks around town are smart and look good-like new street lights by Lake Alice and bike lane. Good # of parks/playground equipment for kids and strategically located. Would like a frisbee or disc golf site- Would like the park and tree area of RTC expanded-beautiful city to live in and drive thru- the Parks Dept does a phenomenal job with employees and budget. Too bad it offers nothing as a destination for weekend trips for people NOT living here. Would certainly help the treasure-trover for tax dollars from people NOT living here, if we had money coming in from out-of-town. People living on the fringe will always choose Alex or Fargo for shopping or day out with the girls. Landfill needs to be open until 4:30 on Saturdays-

City Hall officials? Engineer- why are so many jobs not completed in house? City ordinances- why not review all of them annually? It appears they are reviewed only when an issue is brought up. Signs at Team Electronics, Dairyland were an issues earlier and now we have a problem with the Gate City Bank- new technology but the city officials need to get these.

City Council still refuses to "listen" to the people. They do whatever they seem to want. They should wake up, "go out" and talk to their constituents.

City Council not listening to citizens- they ask for input & then do what they want anyway

City Council members don't listen to the citizens. Work with blinders on- have their own ideas and go forward. Don't think they are very open minded to new ideas.

City clean up day-curb side

Check building permits- don't see one on major reno in neighborhood-on Lincoln

Bring back the spring clean up and collection of old appliances

City Hall, Courthouse and old Post Office on Mill Street are great buildings!

City leadership needs to appear less showing favoritism and parnoia and more towards the "growing" of the greater good. Proactive to solutions-we need to get our youth off the streets and out of trouble making and have more "work" options- not just "play" options

City looks good when flags are up- otherwise is pretty shabby.

City need an outdoor pool (on state hospital grounds) like Wahpeton has.

City needs to get more industry, jobs in order to keep the city viable, to keep more younger people the opportunity to find jobs here, raise families, etc. Lots of things for seniors but they will not keep the city viable. Also something needs to be done for shopping etc. to keep folks in town and supporting it. Pretty sad when only one shoe store (Herbergers) in town and they cater only one age group

City parks are beautiful. Would encourage use with updated and clean bathroom facilities. Plan to keep Roosevelt Park open in the winter and plow the area routinely so that citizens of all ages can easily access the hill AND keep traffic off the street in the winter. A Councilmen made this happen one year and then it has not happened again. It smells of someone being too lazy to do this task. But the positive gained by plowing that road will outweigh any negative.

City pool is deperately needed.

City streets desperately need attention before new city construction. Ice arena and police station should have come after street repairs. City lacks vision, forward planning a must

Community arena a great addition!

City services quality of living is already good (and you are to be commended for that), but more city money, efforts needs to go into economic development. I don't mean "Save the Kirkbride", but true economic development- new businesses, new jobs, new works and families from out of town and thus a better tax base. I know- its easy to talk about- challenging to accomplish

City streets are not good. There are many with large pits or roughness. Lots of bumps and generally not great. There is lots of construction, but that does not maintain what is already needing to be fixed.

Continue to support the Ottertail bike trail, Delagoon Park and Pebble Lake Golf Course which are all important for visitors etc.

City waterpark would be a great addition!

City should have better parking regulations when we get heavy snow- odd/even/street/avenue  
Clean up Lake Alice appropriately. What happened to the grand Lake Alice plans? You have created a monster. Why is the issue of the cormorants destroying nesting on islands being addressed?

Concerned about the library building a new or added on facility when technology would lend a lesser need for space. Also please see that the library works with our school system on technology when possible. The schools labs sit empty after hours- these could be used by the library or have people go to and through community education. Watch for duplication of services. OK, Forward Fergus Falls, only one Council rep is present.  
What is up with that?

City streets are in very poor condition!

City services have gotten worse over the years- but costs still go up. Snow plowing used to be top notch and streets got fixed on time

Demolish the state hospital and use grounds for residential buildings. Additional retail needed in vacant stores downtown, mini-malls and Westridge Mall (not the deteriorating state hospital). The City Administrator, Department Heads and Foremans should live in the city and pay city taxes (like the city alderman). City leaders are quite affluent with spending city taxes. Why isn't there a yearly financial report on the Bigwood Center in the Journal like the liquor stores?

Council and city staff do not convey the public (tax payers) very well as to what is happening in the city. Lots of times cannot hear on TV what is being said or done. Very poor quality.  
Fix it, we are also paying extra for this

Concentrate more on the eyesore buildings-flour mill, dairy before Kirkbride

Dog park!!

Council wants to build monuments while in office-refuse to adhere to wishes of citizens-took away neighborhood schools, way overspendt on schools, wouldn't defer hockey until economy better. No voice for public-need to vote! Property taxes may be in line but assessments are way too high. People angry!

Cost different between city run sanitary service (pickup at curb) and private contractors?

Could clean up the parks better. Would be nice to have a city water park. Close Pebble Lake and sell then build water park. Firework show be nice.

Could use some "Welcome to Fergus Falls" structure on some of the entrance roadways.

Did not need new hockey arena!

Crosswalks and downtown not kept open with plowing.



Don't demolish the Kirkbride

Dog lease law needs to be enforced.

Council needs to listen to majority of residents, not what the Council wants.

Cut waist

Delagoon Park could have a shower house, better toilets, very smelly if you camp next to outhouse. Nice camping area, but it needs some work.

Do more to revitalized downtown-tax incentives, aggressive marketing and billboards, maps, guides. Find a way to convert the old RTC into a picturesque cultural center or a functional effection learning facility- a small private college, a Bible college or a military training facility

Do something with the RTC- it is too beautiful of a building to tear down!

Enjoy living in city instead of country living

Either tear down or remodel building behind Service Foods! It is an "eye sore"!

Downtown parking lots need to be black topped

Enjoy living here. We think the way you keep up the downtown area and buildings is good.

Don't you think its time to start listening to the people instead of making decisions based on what you as an individual want?

Eye sores in Fergus that should be taken of flour mill, dairy, old surplus lumber building- too many slum lord houses around town.

Excellent services!

Excellent park facilities.

Excellent appearance except for bridge construction area. Some streets are getting bad tho.

Excellent city to raise a family. City Council does a very bad job-rubber stamp requests by those in management positions. Population inc. by 1000 or so in 60 years- WHY. Look at other cities-Brainerd, Alex, Willmar and others who continue to grow!

Excellent but overcharging costs. The refuse/recycling fees are too high.

Every once in a while we get some funny tasting water.

Extend the rails to trails, bike, hike, jogging, snowmobile path thru town to Fargo, ND

Enjoyed the Riverwalk with my family recently- is it monitored regularly?

Fergus Falls is a great place to live

Everyone's property taxes are going up because of the hockey arena and people are loosing their homes because they are struggling financially.

Even though city ordinance allowed for the building of an ice arena without taxpayers voting for this project, it was not the right or fair decision. We residents, taxpayers of Fergus Falls should have the right to the decision vote on any major building project, that we are required to pay for. This decision created too many hard feelings that are still there

Fergus Falls should spray for mosquitos

Fergus Falls needs an outdoor aquatic center!!!

Fergus Falls needs a public outdoor swimming pool.

Fortunately, we have not needed fire protection. They do a fine job along with all the departments in the city

Fergus needs to get more of a variety of places instead of housing ore than 1 or 2 of the same thing. Check on some of the other places. Alex is full downtown and the mall

Fix the streets

Fix the roads. I have been on better goat paths.

First of all, I still resent the luxury hockey arena without voting for it. It didn't pass in the school district bond issue, then the city council brought it through the back door, without a citizen vote, which directly increased our property taxes. I suppose we still have the opportunity to vote at our next city councilperson election. I would have much preferred an outdoor swimming pool with young child attractions, such as Breckenridge has, which would be used by more people. The library also needs refurbishing.

Flooding no concern for pedestrians, no enforcement running red lights, blocking crosswalk  
I believe people in the winter should shovel their walks and corners better than they do. There is a lot of corners you cannot walk through with snow piles. Make a rule people have to shovel their walks better and corners.

I appreciate the new trees being planted to replace the elm trees. I also appreciate the roads being "swept"

Fix what we have instead of always adding new like a police station and public library  
Finish draining Lake Alice and cut or burn off all the weeds and crap that have grown up-what an isore and imbarsement to this town

For 3 weeks in a row the garbage truck only took half of the garbage. We had to run him down and tell him. He said his machine hadn't been working riht but he never had it fixed.

For all trees being taken down, need to replace with new ones. Some places need to mow and remove weeds and trash to eliminate wood chucks.

I don't like your refuse collection policy. I live alone and only have a small bag per week. Sometimes I can get two or three weeks, while I see my neighbor fill their can so full they can't shut the lids and I am charged the same

I am very proud to live in Fergus Falls. Streets need help otherwise no complaints.

I am extremely dissatisfied with the city's work on Lake Alice- it appears you have no intention of completing the job you started. The work that has been done on the streets (patching and retarring) has been much lower quality than it should be. Basically the road team has done a pretty crappy job and the snow removal team is not careful enough

I am a senior citizen and have someone do the snowplowing. I do not appreciate the snowplows always plugging the driveways.

I believe we should have a swimming park for all more for our young people that can't afford, so many of the things that are provided. Yes I know there are programs for the under privileged, but than so does everyone else. We need youth area addressed by the young folks.

I can't believe a town this size doesn't have an outdoor swimming pool for kids to enjoy in the summer yet it has a hockey arena to accommodate a handful of families. I purchase as many taxable items as I can in Alexandria or Fargo so I don't contribute to the hockey tax

I do a lot of traveling and often compare resources and activities for youth in similar size communities. Fergus would rank near the bottom. I also feel the Council is dysfunctional and lacks the ability to problem solve and work together

I enjoy Fergus very much... I especially appreciate all the parks and trails for walking (and the trees)

I don't know if we add floride to the water system, but I would like that to stop if we do. My guests say it tastes bad. It's been called "swamp water"

I feel too much is spent on park trails and such things

I enjoy living in Fergus Falls and will continue to make this my home. I lived in Fargo for 9 years and Fergus Falls knows how to clean their streets much better than Fargo  
I do not feel as safe as the 60's. Not the fault of the Police Dept. Trash and litter and so close to the garbage cans provided.

I follow City Council notes and I think they do an excellent job!

I feel Lake Alice needs to be dredged deeper and the soil could be piled to make the island bigger. Barley bale could help to improve the water quality.

Don't make anymore mess out of Lake Alice than you already have, it went from a Lake to a smelly swamp.

I have been disappointed that our city doesn't have a water park and a dog park

I feel residents are much better about not littering than they were maybe 10 years ago.

I have found that it is not easy to get the city to (get on) people with property that is not mowed and has debris/clutters and stuff all over to clean them up

I have noticed that the entrance into the parking lot between S Union, 200 block of W Lincoln, S Court St and the river are WAY too narrow! If a vehicle is at the stop sign facing west, a vehicle attempting to enter the lot may have to jump the curb to avoid the waiting vehicle. Also the cement triangles are broken and heaped with dirt and litter around them. Not a good image for our shoppers who utilize this lot daily!

I am hoping and praying that the city does not demolish or in any way destroy, wreck etc. the Kirkbride building. This is an icon and FF would not be the same with it gone.

I know it is not "city" but hospital sucks after merging with clinic. Admin is terrible in both or if

I have a medical emergency I would rather drive to Fargo! Had to get that off my chest.

I hope we can keep the Kirkbride Building. Its very nice.

I know you are doing your best on the streets.

I like that you make it easy to recycle. Curbside pickup for this makes it easy to do. Thank you!

I hope care is taken to decrease the charge for waste to match a decrease in amount of water used, as it is supposed to be. Costs are a concern for many residents. Thank you for listening.

I know we should be patient about Lake Alice but it kind of looks like a swamp now

I live in the northeast area of Fergus wouldn't miss the Axel Nelson Apts. I bet the city police wouldn't either

I live across the street from someone who have 4 vehicles and 2 drivers plus they have 2 men living with them who has a truck & they park in front of my house for days and not move it. In the winter its awful.

I like the trees and flags other than that the city could do a lot with the river

I live on Oakwood View in the area of Stony Brook. I wish our street could be plowed a little sooner than it is after snowfall. We have all retired and older people here and may need to get out for emergency!

I miss the 4th of July fireworks. I don't go to any other towns to see their fireworks so the celebration here would be nice. I know the other small towns have the, but I don't drive much out of town. Clunky car and gas prices but that is my problem not the cities

I live at the end of a water line and feel the system should be flush. Black guck comes out of my faucet from time to time. Would like to see city recycle Plastic #1-7 as they do in Fargo

I love the trees and squirrels, but the roadkill lays to long on the streets

I think street work could be better coordinated as to which streets are under construction.

I love the beautiful trees that this city has, and so well trimmed. The streets are well lit and marked also in good shape, never see much trash on streets or yards, so people are proud of our city. Our motto should be "ask not what our city can do for me, but what I can do for my city!" I think most neighbors feel that way so, that is why it looks so beautiful and quiet...

I have only been in one other town that has worse streets than Fergus Falls and that was Ontonagon, Mich. A town that had 269. Unemployment because of the closing of a silver mine and very little snow for the snowmobiles. What is our excuse?

I really believe in recycling. Has the city ever considered charging residents if they do not recycle? I think you should give some thought to it.

I think this city needs a community swimming pool-outdoor. Many towns smaller than this have one. My kids are grown now and we have always wanted one

I sometimes see things are fixed very nice, but not maintained afterwards. I'm sure there are not enough employees to oversee everything. Also some empty places should be kept up better

I love this city. I have lived in FF for 23 years, but live where I live now for one year.

I think we need to bring back city wide clean-up. It would give residents a chance to clean up their junk in their yards and make the city appearance better. Many people have no way to take stuff to the landfill. Answer= city wide cleanup!

I would like to comment about the large amount of "riffraff" that wander through the alley between Lincoln to Stanton. I would like to see housing standards improved possibly like Alexandria, MN. When police are called for noise complaints numerous times to the same location, citations should be issued. The Police should do their job and not worry about the public saying their discriminating and prejudice against any race, treat all people the same according to the law.

I think this city needs a community swimming pool-outdoor. Many towns smaller than this have one. My kids are grown now and we have always wanted one

I usually don't take part in surveys. If sent another one I will not be part.

I should clean my sidewalks as poorly as some streets are plowed. Give us more places to ice skate outdoors and fewer ball diamonds

I think we need to quit picking at the Kirkbride Building and concentrate on 2 other eyesores... the Flour Mill on Stanton/Union and the old Mid-AM Dairy- they look horrible and we see absolutely no future use for either building. "Save the Kirkbride"

I want to see all the former state hospital buildings reused. I do not want them torn down. They are a national treasure.

I would like to be able to recycle more items.

I wish we could have some fun things for the kids that don't have money to get in sports and paying at the YMCA. A lot of parents are having a hard time right now and all that ever happens the parents that have only their kids get to go. Why can't we have a swimming water park. Whapteon has one. We don't do anything in our town- these little towns do more fun things like on the 4th of July look what Erhard does, Pelican, Park Rapids and many. We do NOTHING

I was greatly disappointed in how the hockey arena was handled.

I would like my mail to come at or near the same time each time

I realize there are a lot of streets to plow but it is totally unacceptable to have to plow your own street so you get to work before noon. Need better plowing of all the streets behind the mall-even when there is not construction. Every winter is the same. I do not appreciate shoveling the street so I can get out. Would be nice to have all streets plowed before 2 pm.

I would like to see more safe and clear location for dropping/disposing of sharps (ie insulin, needles, lancets). Maybe a large locked metal container by the police department with surveillance to prevent theft. Same for disposing of old medications. That way the sanitary department can pick them up and dispose of them properly/safely. Just a thought.

I would like to see a decent disc golfing course. The one at the college doesn't get mowed and a person spends half of time looking for discs. I have family, friends that golf and we go to other communities like Elbow Lake, Barnesville, DL and Fargo. While we are there we eat out and shop. The city should look at some of those courses to get ideas on what to do in Fergus Falls. The disc golf is inexpensive and something the whole family can enjoy. It takes some skill and the walking is good for the health.

I would like to see a water park in the city. It would be nice to see flowers planted by the city once again.

I would LOVE to have the yearly special garbage pick-up where you were able to get rid of lots of items.

I would like to see some more trees planted to replace all the trees that have been cut down. Trees are so much a part of the beauty of the city.

I would like to see mosquito spraying done here as they do in Fargo/West Fargo when their #'s are high. Spread it out on our utility bill like they do there. Spend more \$ on the streets and less on consultants. Do we really need a personnel manager here? Assistant Administrator here etc?

I would like to see a community center w/pool for kids of all ages, water slides, etc.

In cleaning snow the crew gets about 4 ft from the curb making parking on the road dangerous.

I'm very happy living here. There are many opportunities to take part in many activities if you wish. Love the Center for the Arts entertainment shows. People in Fergus are very friendly and helpful!

I would have rated safety higher when considering my own safety. However, when viewed from the general population I downgraded the subject. I believe law enforcement does an excellent job considering constraints

If the city can spend mega bucks on the golf course why can't the city fix some of the streets? Its mostly the wealthier people who can afford to play golf-however everyone who drives a car most travel on any of the rutted streets.

If there are laws on the books why are they ignored? The temporary signs that are left up for long periods of time are a good example.

If possible to resurface the road from Salvation Army east to Union Avenue and fill in and around water and sewer covers that are in driving lanes

In street plowing, don't leave snow ridge at end of my driveway! "Refuse" charges- too high for aged!

In winter sanding/salting PRIOR to plowing makes for too much "slush" on the streets. It freezes and makes ruts!

Is the City Council a service? If so, very poor. What are utility minimums so high? How long will we have to pay for those big holes close to where people built on swamps? Did we really need that hockey rink? And let's never get a city outside pool when we have Pebble Lake so close. Some streets are really rough/holey. Oh those nasty cell phone drivers!

In order to receive one week unemployment or social services a days worth of work would be great. Ex. City parks

In winter time ends of back alleys block-they don't come back and open the ends

In watching the Council on TV, would be nice if the Council and workers would be a little more considerate of the people they represent-might not always be easy but some could be a little more respectful.

Infrastructure is in need of repair/replacement. Many streets are in very poor condition. No sidewalks or sidewalks in very poor condition in many areas. No curb and gutter on our street= washouts in heavy rain. I feel infrastructure is not given adequate priority-available funds are spent for projects of less importance.

Install stop signs, lights or a round about on Vernon and Sheridan

Increase library services- NEW library or enlarged

It is a good place to live. We raised our 3 children here. Good schools. Need better Streets

I'm charged for recycling-where are my containers to set out on trash collection day? You do have GOOD PEOPLE at the city dump!

Is there a reason that boulevard trees get planted almost on top of our sewer pipe? We know that tree roots penetrate into the pipe causing headache and much expense for we homeowners

Isn't there some way to keep the plows from filling our driveways so full? It is a monumental task to move all of that hard packed snow!

Is there any control over unoccupied homes and yards never cared for? For year like 3-4. It's a real eyesore! 600 block east Cavour.

We have enjoyed living in FF. Keep up the good work!

It's a darned good place to live!

It seems the Council is more interested in providing opportunities for the few than the community as a whole

It would be really helpful if you would put "gates" on the snowplows that would allow the plows the ability to not fill up driveways. Check with the City of Jamestown, ND- they have them.

It would be nice to use a building downtown for garage sales for people who don't have garages

It would be nice to have more city police checks around Hillcrest in the wee hours of the night! Especially Bethel parking lot!

It seems that way too much is spent on getting rid of garbage and recycling by county but on our city bill more than once. I was in the garbage and rubbish bus at one time & can't believe the money spent, and what is left to dump (unbelievable)

It is my humble opinion as a transplant, 20 years ago from ND and CA, my home state, before that we're very fortunate in Fergus to have very good leadership-we're a well run community, by elected and non-elected officials and staff. No complaints from us!

Keep striving for better city streets.

It is good to have streets repaired that need it



Just have to keep loader off the boulevard. Keeps crushing the sewer pipe area when snowplowing.

Junk buildings. Junk in yards.

Keep blue waste containers off streets-streets are for cars.

July 2nd the damages from the storm was excellent. I have oxygen in the house. I was very glad the electric turn on so quickly

Just wondering why there is an old building with broken windows, walls with holes, over all in very unsafe condition and very ugly appearance allowed to exist by the river in the middle of the downtown area.

Keep it up!!!

Keep up the good work, but one of the first priorities on the next city budget should be adequate figure to repair city streets.

Keep the state hospital building. Its our legacy. We need more clothing stores with reasonable prices

Keep up the excellent work

Kids waterpark?

Keep resurfacing the roads. Peck Street is so much nicer, as well as Friberg. Thank you!

Lake Alice needs better care-remove dead tree on island, water quality etc.

Lake Alice is an eyesore; the weeds have taken over.

Keep up the good work!

Keep up the good work!

Lack of enforcement on parking regulations year around but specialy in winter

Lake Alice: weeds, island, not pleasant

Lake Alice needs to be dredged and a water fountain put in where island is. Remove island. It looks awful.

Lake Alice needs restoration. Save RTC.

Lake Alice really looks bad!

Lake Alice is special- let's keep it that way. How about some swans? The falls and river are assets. Keep the river walk. Our parks were prettier in the past, with flowers!

Lack of explanation on st projects. Overspend on police station when other option existed.

Lake Alice looks like a real mess. And cutting down all those trees- what a shame and my favorite one was the one with the big hole in it. Lake Alice is now an eyesore.

Like to see Lake Alice taken care of so one could walk decent and for appearance

Lake Alice-keep the water low and fill in the areas with sand fill. Place lilac bushes around to confine the geese

Lacking swimming pool.

Love Fergus Falls- love the trails for walking and biking. Love the theatre and Center for the Arts. Love the parks.

Lot of run down houses- need to keep up! Send letters to those!

Libraries are obsolete, modest improvements would be preferable to a major expansion. We will never vote for what some want (provided we get the chance to).

Need some new faces at City Hall. In with the new, out with the old

Let's get the streets fixed before we build any more hockey arenas

Low water pressure-odor

Lately all the road construction everywhere you go is ridiculous.

Love the Park and Rec kids programs, ECFE, public beaches (Pebble). Wish we had a city pool, park close enough to walk to from my neighborhood (Hoot Lake)

Need to enforce noise levels of cars roaring up and down streets and kids fooling around in high school parking lot. Police could patrol parking lot more often and enforce curfew laws.

The high school park lot and street often has litter and trash

Newcomers to Fergus say the water smells and tastes "fishy"

Landlords- too many renters getting away with not mowing, garbage, PARKING issues! Always parking in front of homeowners! Landlords need to be responsible for off street parking.

Need something for kids to do in summertime like swimming pool or etc

Need more senior discounts and programs. Senior golf program.

No annual leaf and rubbish pickup. No 4th of July fireworks.

Need enforcement or leash law for dogs!

Need to do something to stop owners from sitting unwanted furniture and other on street curbs, does nothing for our city, especially on Lincoln Avenue entrance to our fine city.

No more strip malls please! They end up unfilled and look trashy. Instead get more retail downtown.

Nice parks! RTC grounds beautiful-use it.

Need to enforce the laws we already have such as loose dogs and cats; old buildings and excessive junk on lots!

Need to fix up the streets

Need an outdoor pool recreation area (ideal spot is RTC)

Need to spend more time and money on infrastructure, streets, prioritize projects better

Need more access to Ottertail river in town. Need a city swimming pool rec area

Need more flowers

Need an in-town swimming pool. Thanks for the new hockey arena. Keep the Kirkbride!

Replace all trees cut down because of insects. Enlarge the Library

OK if you golf but no city pool Don't want to have to join the Y

OK to charge more or tax more if we get better streets or better facilities. We need to pay for these improvements! Like the idea of moving the Cleveland rink to the south of the main ice arena.

Otter Tail County has the largest amount of meth labs.

Odd/even snow removal would be far more beneficial

Not enough activities for children and adults who don't go to the bar. The activities you do have for recreation are way too costly for the average wage earner in this area

Not very happy with Council-seem they just want to cross unpleasant topics off their list-take the easy way out-not far reaching plans- hope the new municipal building is as well done as Courthouse and City Hall- it "could" be special

Our cars keep getting stuff like cigarettes and small tools taken when we forget to lock it.

Nothing for teens to do other than skate park

Overall planning by city is generally lacking when completion of projects end up having to be finished under freezing conditions and requiring re-finishing in the following spring.

The City Council is nothing more than a bunch of rubber stamps and this includes that poor excuse of City Attorney!!

One morning (6 am) I walked out in my front yard and looked at the street and Unions Avenue after the sweeper had "swept" it. I was so impressed with the cleanliness of the street.



The well trimmed trees and the lovely Geo B Wright Parks. FF is a good place to live  
Only the "eyesore" of the old mill down off Union Avenue- when will we ever see it gone? I'm sure it would take millions and that doesn't come easy. Can it possibly be made into something better?

Our streets are in very bad shape! The money spent on funding the new hockey arena, was very misplaced!!!

Our city feels like it is retired. Downtown shuts down 5-6 pm nothing open on Sunday and very little for children and young adults to do. In comparison to other city's our size (Alexandria, Marshall) we aren't growing.

Our grandchildren from St Cloud go to something they call a "splash pad" in one of their parks. No pool, just a lot of water to run through. Shouldn't be that expensive. Not every little kid has a chance to go way out to Pebble Lake in the summer.

Overall, I believe the city does a good job in services provided at a reasonable rate.

Overall pretty good. I don't like to see cars/trucks on lawns for sale as it makes too enforce and streets look junky.

Our city has such great parks. I'd love to see our City Park Dep and Community use them to the "max" for our families. I'd love to have our summer slogan to be Fergus Falls "City of Parks" and outdoor recreation center

Our metal dumpster was replaced with a smaller plastic barrel dumpster which is inadequate to say the least. Knowing that a problem was created for some with this change, I wonder if a second complimentary empty/pick-up could be done when a dumpster is obviously overflowing. Dumptrucks-their drivers meet regularly eating lunch or simply visiting- only a few yards from our overflowing dumpster, but drive away again. Our renters do some recycling but need to see what is and is not accepted

Our downtown could use more shopping and less insurance business offices and other offices. stores like BonJo's and Christopher Banks would be nice

Quit wasting our money on unneeded sports facilities that only benefit a select few and fix some streets. We pay too much for what we get for sanitary sewer service

Quality of the water is poor. I buy water to drink.

Owners control dogs. Barking. Running loose.

Race track noise should end by 10 pm at the latest.

Overall, I dislike FF very, very much!!

Quit remodeling/repairing City Hall- knock it down! Buy the post office across the river. Knock down the RTC, this city really needs more vacant waste land

Are overall appearance of city- seems like a lot of junk/trash sitting around. Have a overall city cleanup week where junk is curbed & picked up. Its so highly successful in Moorhead \* Fargo. Also note a lot of bored/foul mouthed kids hanging around in parks at nite. These kids need to be sent home & parents alerted. Groups of B\*\*\*K kids sit around Athletic Park and curse and damage tennis courts and have no respect for anything or anyone. People playing tennis have to warn the kids to keep away from their vehicles. How about a 4 way stop at the corner of Fir and Union? How many accidents does it take?

Still think there should be more pick up for leaves and brush and other stuff

Still waiting for dog park to open. I would enjoy the city far more, if it would be more dog-friendly.

Streets are very bad!!! A lot of work needs to be done!

Streets are in bad need of repair.  
Streets are horrible  
Streets are bumpy and full of ruts.  
Take the flouride out of the water  
Street mtce seems to fall 2nd place to "all other" projects in the city. Better raise priority of street maintainence from low to priority No 1  
Streets are very poor. If you don't fix some of these streets you will soon have to turn them back into gravel roads.  
Tear down the old mill (eyesore). Leave the RTC alone!!!  
Thank you for all the hard work that the city employees do to make Fergus Falls such a clean beautiful city. I am so proud that my family lives here.  
Thank you to ALL city staff  
Thank you for fixing the dip on Broadway-very nice job!  
Summit Ave between Mill and Cascade seems to be a gathering place for questionable residents and visitors. I feel very uncomfortable walking there. How about more presence of police?  
Streets-poor, terrible, awful, pathetic, appalling, horrible, lousy  
Thanks again for the ice arena. State hospital: pile it right where it stands and make it a ski hill. (Save Kirkbride for youth hostel/ski lodge)  
Thank you for making Fergus Falls such a nice place to live!  
The 3 way stop on Union and Vernon should be a 4 way stop. Very frustrating!  
Thank you for your efforts and competence in working to make our city a good place to live  
Thanks for running a clean operation in the City of Fergus Falls. I feel I get what I pay for and its good value.  
Streets depend where you drive in which neighborhood. They seem to be working all over doing something.  
The approaches to our city are nice- the Lake Alice Drive is disheartening-the north side especially.  
The city doesn't plow snow from my street by myhome. They don't cut the grass growing in the driving lane of the road either.  
The city does a great job of providing services with the monies it has to work with. The city also does well in keeping the community informed.  
The city is lacking in a growth plan. FF is obviously falling behind its neighboring communities such as Alex. There needs to be more of a commitment to the city as a whole, not just to the retirement countiy. The city is NOT well rounded. This must change for its success!  
Attract business.  
The City Council is NOT definitely representing the people who voted them into that office- the arrogant attitude portrayed by them is anything but democratic representation  
The city could use more "greenspace parks". The water gets very "slough like" in the spring.  
The bike trail conditions are poor along Cty #1 until you get to the new section. I don't understand why all the surrounding citys can afford fireworks and all "same size" citys have them but somehow we cannot.  
The city could not find a place for my son to play ball  
The Fire Department is the only department we could say is doing a good job.

The city is taking on too many big projects- slow down until some of the other projects are paid for. People are struggling just to keep their homes and care of their families, while it seems the city has millions to spend, which is eventually paid by the taxpayers. I applaud the desire for improvements but the comments I hear all around town is that it is too much, too fast given the economic times. The people need a voice when it comes to spending these large sums of money.

The city needs a competitive disk golf course!! It would only cost about \$20,000 to put up and would bring a lot of people of all ages to the city to play!! Call me with questions if you'd like (provided phone number)

The city needs a pool, like Pelican Rapids. Not a swimming beach 5 miles out. Not another indoor center, not a theme park. 1 basic pool.

The city should have repaired streets or built a swimming pool, instead of an ice arena and convention center

The city needs to be more strict on regulations related to number of dogs and barking. (noise complaints need to be taken more seriously)

The city should go together with service clubs and have a commercial shredder. Come in and have city residents bring in their documents. You could charge a fee and split the proceeds with the service clubs

The city still hasn't fixed the water pressure on the south part of the city. Hilltop Addition. They put a bandaid on it. But is not fair for us to pay more for our water pressure than the rest of the city that has adequate water pressure

The dog lease law is a joke-how many small dogs will have to be killed and people injured by loose dogs before their law is enforced? I no longer dare to walk my dog- 4 people have been attacked by loose LARGE dogs in my neighborhood

The ideas of city staff that our utility rates should rise because other cities are charging more

The city needs an outdoor swimming pool/complex for families to go. Pebble Beach is far out to get to unless you have a car. A pool would bring people from other towns instead of them traveling to Breckenridge or Wahpeton. Park and rec programs are all scheduled during the day when many parents work or are unable to get kids to programs. Snowplows could remove more snow and use less salt when the snow is 1-2 inches. The roads are hard to travel when it all turns to slush

The city needs to get the snow off all the corners better. And quicker. It's hard for people to see. and it gets very dangerous. I had several close calls because of this last winter. Thanks for your work.

The park area by Lake Alice needs some upkeep and care. The garden areas there are not kept up and groomed. More care and landscape to these type areas in the city please. The painting of crosswalks and yellow curbing should be refreshed in spring. Area by schools need prompt attention

The old flour mill on Union and the old RTC need to be demolished. They are eyesores.

The water tastes as the river smells.

The parks are nice but the kids need other things to do!

The parking lot behind Olson's Furniture is disgraceful. You cannot even walk there without stumbling- what an eyesore it is.

The Westridge Mall needs more stores

The intersection of Vernon and Union is very poorly planned. It needs a stop light not dangerous 3 way stop signs. Also, all the cars that park on Vasa by the hospital is hazardous especially in the winter. I've been told they are hospital employees who do not want to use the hospital parking lots because they can't go out to the parking lots and smoke during their breaks. If even one side of the street had no parking it would enable two cars to pass each other safely-especially in the wintertime.

The person or persons responsible for the "pea-gravel" at Pebble Beach should be made to walk in it. It's just awful! Should be replaced with sand! There isn't that much beach! It needs cleaning up!

The only thing we've been disappointed and frustrated with is the idea of tarring our road. We live on gravel on Somerset. We've done 2 petitions to have it done and nothing ever happens. We've talked to City Council members also. We're so tired of dust everywhere and not being able to open windows. We never get a response or answer. Not good!

The old feed fill on the corner of Stanton and Union is an eyesore and should be razed or sold to be improved or replaced by another structure

The Library needs expansion!

There are a few streets that need re-surfacing worse than some being done

The water is dependable, but tastes terrible

There are a few streets that need re-surfacing worse than some being done

The white birds and black birds that have come in over the past 10 years and killing trees (the park where the Otter is and Lake Alice). Please get them to leave. They are both protected birds- very destructive (worse than geese). They are increasing in number every year destroying the trees and the beauty of the city

There are always need to repair many streets, costs and tie cannot make this happen soon enough to please everyone.

The Sumer Fest up at RTC was magical but you seem hell bent to tear it down. You SHOULD tear down the old mill on the river and make a nice bandshell/performance area. If it is privately owner- seize it and destroy it. Eminent domain. You should also make the owner of the place where that brick parapet killed that woman in the hair salon "finish" that crappy looking slum wall.

The streets are very poor! And the patch jobs make them even worse!

The top tar coat on Peck Street is lousy-if that were a state or federal highway it would have been rejected but it was good enough for Fergus Falls. I'm glad I'm not a property on that street

The streets are terrible. What's with the gravel street on Vasa east of Union and on Vasa/Freemont. Looks like a temporary fix!

The statute on Main Street (man) should be facing the st where people could see the front of him. The clock is nice but coming from east lincoln a lamp post covers the view of it

The stop lights on West Lincoln need to be regulated: it is maddening to have to stop at every light. What fool decided brick was appropriate for sidewalk? Someone is going to fall and you will have a lawsuit.

The speed limit on Alcott/Hwy 1 should be lowered as it is through a residential neighborhood. It is currently 45. I would like to see it reduced to 35.

The streets and sidewalks are falling apart. We are really lacking in streets and sidewalks. Some smaller towns are way better than Fergus

The quality of snowplowing is sometimes not good or timely. More repairs are needed.  
The roads need to be fixed!! Summit is horrible  
The snowplowing is not good-seems to me they use enough salt for three cities. Whatever doesn't melt gets pushed into my driveway.  
The snow plowing is severely lacking.  
The Runnigen Fur business is an eyesore to the area. The smell in the spring and summer covers several blocks-smells like rotting flesh. There is a liquid discharge which I am concerned could pose a health hazard. Also, with the junk and animal carcasses I believe there are rodents. Isn't there a city ordinance or health department rule that could be enforced?  
The police department is good  
The recycling program-why is it necessary to do weekly? Twice a month perhaps.  
The quality of services provided I see as poor for the cost to us as citizens. The city seems to think we have endlessly deep pockets  
They are beautiful to look at, but sometime concern about many trees in the town. They damages power lines, sewer pipes and well pipes many other things.  
There is nothing in this city, the mall is not even a mall. We have a tech school and no jobs.  
The city takes down instead of using what we have. The city doesn't leason to its people. The city can't even have fireworks. This city isn't even a city.  
There's always a nasty smell and taste from the water from the tap. I don't drink it. I buy bottled water for drinking. In this day and age, why can't this problem be fixed?  
There is NOTHING for young people-teens. What happened to Canteens for Kids to hang out at or rollerskating? Or summer dances?  
There is to much road construction going on all at once  
There really needs to be some sort of celebration for the 4th of July. City picnic with a band or something. The cost of fireworks is pricey-but a community picnic would not be.  
There needs to be an aggressive street surface replacement program! There also needs to be more left turn lanes on high traffic streets (Lincoln and Union Ave) for safety and better traffic flow  
There are streets in this town that don't have city sanitary sewer  
There should be bike patrols  
Think residents should have more input on decisions being made  
There was so much turmoil regarding the arena the past couple of years. It is hard to understand we are in the heart of the lakes area- and no safe place for people to swim. We should have a pool and a beach area! To many kids in summer aren't learning to swim and just have fun in the water!  
This city needs a pool or nice beach for kids. This city needs places for kids to hang out and do things besides sports events. These are things I hear from y customers at my busniess.  
This is a good place to live. Streets need improving, but I know you are working on this  
This is a beautiful town but it seems like thngs have been more neglected the last couple of years. Please don't cut back on services from the police or fire depatment or cut their pay. They deserve every penny of it. The snowplowing could be better on back streets & intersections. Intersections they leave "big" rows across the street & the cars have to flatten it out and back streets, especially by group homes & elderly aren't cleaned well enough for handicap or school busses to get through very easily. Just a few thoughts.  
Water a little "rivery" tasting especially late summer

Thanks for asking. Also, I think you need to promote this city better, better support for the business and get a better variety of stores and restaurants here. Our mall is an embarrassment and in serious need of a good cleaning. The bathrooms are gross.. And,... try to Save the Kirkbride! We are surrounded by tourist that have lots of money to spend. Why aren't we taking advantage of being in the "heart of lakes country" where's the charm? Time for the state hospital and the old mill to go.

This town has a lot of blighted buildings. When we lived in Glencoe, MN they were tough on absentee landlords who didn't keep their properties up.

Upset with city Counsel decisions-They need input from the residents. They do not represent us- They make many of their own personal decisions and they are "smug" and forget a whole city may not be supporting their choices!

Water tastes fishy

This town needs a dog park! Dog walkers need more trash receptacles along streets-year round. There were no trash cans even in the parks all winter. People will quit cleaning up after dogs.

We need noise ordinance enforced (late nights and early mornings) along Union and Alcott. Many loud cycles and trucks. How about some bike lanes? (espeically on Union, Alcott and Lincoln). It is scarier to ride bike in this town than on Nicoleet in Minneapolis! Maybe eliminate on street parking? Let's get green!!!

Vegetation needs to be trimmed well back from road entry-from Meadow Hill Lane onto Alcott-hard to see. Entry from Alcott unto Union hard to see with big vans parked in front of houses on corner

Water has excess chlorine-strange smell and taste

Too many Muslims here that want to kill us! Did you forget about 9/11? No support for them-no tax money! Send them back to the Middle East!

Too much delayed construction - Lake Alice and Western Avenue. Finish what you start.

Very impressed with City of Fergus Falls. Small town feel with big city services- Keep up the good work!

Was happy the Council denied removal of trees from the landfill by area artist. One of the best decisions they have made. Council members represent the residents and need to make decisions that are acceptable to the residents!

Understanding the City is doing what they can. There are many streets that have been in rough shape for many years.

Water has always been very good, but since Jan 2012 seems more treated and harder (?)

Water pressure on Summit Avenue W is poor

Water and sewer (public utilties) seem pretty pricey in this city.

Too bad the streets where businesses are located are full of garbage, dog crap and weeds-fix it!

Provided contact information to discuss these issues further

Too many houses in disrepair

Water too often smells fishy

Too much sand

Too many of the rich have too much say in how city money is spent. (Port Authority overriding votes of citizens) Bigwood, ice arena, Putters, Golf Course, City money spent for few citizens with power and money! Forgot "the Airport"

Time to start listening to the people

We are in dire need to attract people coming to FF for a reason-a good reason.



We appreciate the city workers in all areas. Good job!

We are concerned about water quality-runoff from spring fertilizing etc. Atrazine plus who knows what else that can't be tested for. Also there should be a park, children's play area on the north side.

We are blessed to be able to live in Fergus Falls!

Waterpark

We encourage the scheduling of a clean up/pick up event.

We encourage the installation of a municipal pool.

We could really use a playground for children 5 and under. So many communities smaller than us have wonderful playgrounds for 0-5's. City pool is also a big need in our community

We could use curb cleaning day or days once or twice a year or every other year just so we could have this service. It would make it a lot easier for a lot of people.

We could use some more flowers. I always looked forward to the gardens

We "should" have fireworks!

We do not need a bowhunting season in the city limits. That's crazy!

We feel that you need to improve the repair on the city streets; someone is really slacking on this. The roads shouldn't be neglected for so long and then the repairs wouldn't be so costly. Please everyone deserves to drive on smooth roads; its hard on your cars. Thank you . I hope you give this your utter most attention!

We enjoy Fergus very much. We moved here from the Twin Cities because we wanted a simpler way of life. We would like to see more activities/services for young people

We have a beautiful city tree lined streets-but people are leaving to move to the cities with more to offer families. We go out of town for swimming pools, water parks, shopping and eating out. We have lived here for 35 years and not much has changed. We need "progressive" people running our city- where are the big stores? Where are we to shop and receive good quality goods and services. Other cities like Alexandria, Fargo have several stores that we do not. We need "progressive city management". Fergus has been lost in the past- please move forward and developers out city into the "must go to place"

We have accidently left our garage door wide open one night very busy street. Couldn't believe nothing was disturbed or stolen! Very good volunteer force.

We have a Mayor who is the greatest. He has done so many wonderful things for our city. Thank you and stay with us.

We love living in Fergus Falls.

We have always loved FF and make the remark often how blessed we are to have lived 8 miles out of FF and now back in town. Have been going to write a letter congratulating the merchants of FF for what they've done. We loved the addition of trees and other. Even tho city is progressive, we really have the feeling (in a quaint way) Center for the Arts and many others- we are proud to say we are from Fergus Falls. We both graduated from FFHS - we love it. I have always wondered why we don't have an Elm Street. Every city like ours has an Elm Street. Is it possible? Please?

We have beautiful trees which makes a beautiful city.

We need an indoor play facility for young children

We need a pool and go kart track or mini golf or something!

We need an outdoor swimming pool for the residents

We need a public pool!

We love living in Fergus Falls. The city has consciencious workers and dedicated fire volunteers and staff

We need a rental housing code and enforcement penalties (fines). How can this happen when we have 3 slumlords on the Council?

We need a city pool. It is ridiculous how al the small towns around us can afford one but we can't. Must be in city so kids can bike.

We must get rid of some geese in Fergus and on golf course. A bow season on deer in city limits is needed-safety hazard

We need Dept Stores so we can shop in Fergus instead going out of town like Fargo & Alex.

We lived in Fargo for 8 years in the mid 1990'2. Every spring there was a spring clean up week. This allowed residents to put their junk on the front curb to be picked up by the city and thrown/hauled to the dump- FREE of charge. Many pieces were picked up by others as it was a treasure or recycled. People appreciate the FREE service once a year. Let's do it here in Fergus

We listen to your Council meetings regularly, but sometimes hard to hear speakers when they stay at the desk instead of speaking at the podium.

We knew for years that were auto repair shops in residential areas. One even had a fire that damaged the neighbor's property. Why didn't the city know?

We have to clean white chunks out of faucet screens twice a week and flush water heater every other week.

We have to clean white chunks out of faucet screens twice a week and flush water heater every other week. Our street dumps street water down our driveway right into our home.

We live on Lake Alice and are disappointed the "project" is not progressing more rapidly. We like what has been done on the south end and would like to see it continue. We understood there were funds available when it was begun. What has happened?

We live in AZ for the 6 months of winter so said "don't know" regarding snow removal. Have heard no complaints from family or neighbors

We have never seen a recycling truck anywhere near my house. I put out recycling and left it there for a week and it was never picked up (1000 block of E Vernon)

We have had no serious problems concerning the city

We have lived on Somerset Road for 45 years and constantly fight the dust when there is a easterly or southeasterly wind (which prevails most of the summer and fall). It is unhealthy and prevents us from opening windows. Problem with correcting?  
seems to me that the training for new employees by the "outgoing" employees-training could be of a better quality-i.e. snow removal personnel do a less then complete and efficient job--there just does not seem to be a consistent-concerned follow through on many observed levels

We need more services for children's entertainment. We need a quality waterpark. It is shameful to see our residents going to Breckenridge water parks because this retirement community refuses to meet the needs of our youth! We need a special palace to take dogs for exercises as well- this town is for tax conservatives- need to keep up with services offered in other communities if we are to attract quality citizens- come on!

We need self sealing envelopes like the rest of the utilities departments



We need something for our children to do like swimming pool, kid friendly community center activities not everyone will be able to use the new ice arena we need some other things for kids to do other than drugs, and shooting out car windows and vandalizing property.

For these reasons we are considering moving out of the area.

We have money for a bridge, police station, hockey arena for approx 250-300 children, but tear up Lake Alice and Grotto and Channing hockey and skating rinks for the 500 or so other kids? PS no more money for fireworks for the forth?? But Dalton has them every year? Really that expensive? So we have a bridge to give people a short cut out of town and no fireworks to draw people into town. No wonder our downtown businesses are drying up.

We need good paying jobs!!! Clothing and stores. Then work on the other things such as the library.

We think the water is very good. We don't even need a water softener and the taste is just fine.

We need more stores- for people to shop at. The mall is horrible!

We need for kids to have a real operational recreation in FF. An INDOOR WATER PARK would be a recommendation for both of these issues. Yes, we have the YMCA and also a pool at the school- any do not utilize either place. How does Wah-Breck area afford a zoo and a pool?

Let's wake up! The state hospital grounds would make a fantastic site. Fergus Falls definitely NEEDS a drawing card!

We should have things for low income families to do. We should let people have permits for their hobby

We strongly agree with a man that spoke at one of the RTC meetings. He said he was neither friend or foe and he didn't care how long it stood there, but he didn't want his taxes to go up because the grant money wasn't used properly.

We shouldn't have to pay for recycling if we don't put it out. The cost should be cheaper.

We need to keep the RTC building. City Council needs to care more about the RTC history. The woman on the City Council needs to be voted out. The RTC building should not be used for city police. They are destroying it. It looks to me the City is destroying the RTC. The tunnels are not good because electric is shut off. In other countries they keep old buildings. Eugene Schmidt is God of the Kirkbride and doesn't live in the City limits. Who made him God of the Kirkbride?

We need to clean out City Hall from the Mayor on down. We need Councilmen that will listen to, or care about the people in their ward.

We need to enforce or pass ordinances to address parking on streets that hamper snow removal.

We need the city's help with this problem. Please contact DNR to help on control of geese. This is a very serious health problem. Two of my neighbors have sold homes and move to other areas. We have had signed petitions of 75-80 residents and taken to Council for help. My wife has MS and has a hard time avoiding crap on the yard. You cannot walk around Lake Alice. I know with the help of the Council going to the DNR. We could get some help. Other cities who have had a problem did the same thing. Friends who come to visit you will not come unless 3 months in the summer otherwise vehicles are stained. This is very serious.

We took our grandchildren up to Red Sox Park one Sunday. It's very nicely mowed but the Porta Potty was very smelly and the garbage contained was overflowing. I also noticed some used condoms laying out in plain sight right where the kids play.

We need to hire managers from within, not resume builders that have no ties to the city and no knowledge of our infrastructure. We waste a lot of tax dollars on poor management decisions- we should empower our workers to do what is right on their own more of the time

We traveled to other cities this summer and realized our fair city is lacking-swimming pool, waterpark, campground with bathrooms (showers), signage at I-94 advertising points of interest in Fergus Falls-i.e. antique shops , sights of our city, tourism is booming in other communities- we need to attract tourists. Please develop our RTC to make it a must see destination. Mitchell, SD has a corn palace- attracts 100s of thousands- Wall Drug, Wall, ND attracts thousands the RTC could be "our" Wall Drug- "Come Visit Our Castle"

When will the city trim trees along Hilltop Drive?

What about that huge eyesore old grain elevator behind Service Food. Doesn't anyone care to complain about that unpleasant, ugly, run-down, broken piece of real estate. We have written editorial opinions and talked to city council reps-nothing gets any attention. Who else do we go to for action?

What is going on with Lake Alice? The south side street is awesome, but now nothing seems to be happening. Once that is completed having some kind of canoe or paddle boat or row boat rental would be a lot of fun.

When our public works director said she didn't want anyone in the dump gathering wood etc. that should have been the end of it. The rules should apply to everyone.

We're lucky, too have a good group of hard working, city employees. They don't stand around holding shovels

What is the amount of the small amount per capita do we get from gov't? Where does it go?

When it rains it washes down in the alley can't drive on it

What's happened to the Lake Alice project? No construction this year? Please keep the public informed on this

Welcome to new resident (non-existing) Council could use new leaders

Why decide when Crazy Days are? Shouldn't it be another date other than the fair week?

Why don't you provide a return envelope when you expect a payment?

We want the city to look good but grass and weeds grow out of cracks and along curbs.

Why do we pay storm drain fees when we live on a gravel road with no storm drain. The same goes for recycling when we do it ourselves

Weed, weed, weed control-residential and commercial and city. Yellow curb painting at corners

Why don't we think "outside the box" for the use of the state hospital? The mill and dairy are eyesores, whoever bought them is the way to get them to at least repair windows etc?

Why don't you give envelopes with your monthly bill?

When the subject of Lake Alice smelling bad is talked about, the engineers never mentioned that FF has way too many geese.

When plowing snow, I know they don't have to pack the end of driveways. I have had different snow plows turn the blade so it doesn't plug up the end of the driveways so bad. They do an excellent job. Thank you!

Why is it that we don't have an established system to clear snow from our streets curb to curb in a regular and timely manner? Get the cars off the streets (tow them) and plow curb to curb

Would like to see "city clean up week" back

Wish city had given wood gathering option to Jay MacDougall. Result seems petty and strongly non-arts appreciative

Why we sort recycling but other areas such as Minneapolis just have I can for everything all mixed together

Why was the Lake Alice project done but then completely finished in the SE corner?

Would like to see a few areas cleaned up-such as the back of the building on corner of Union and Lincoln with back of Service Food parking lot.

Would like to see leaf, grass etc. pick up once a month or so instead of recycling that week in the spring through fall

Why is their a gate on Connell Drive-isn't that a public road- not necessary

Why! Can't we have another department store to shop in-a quality shoe store too! What do we get instead-another stupid stores store! This is a beautiful town. I just wish there were more stores to shop in! Why can't we have a mall like Alex?

Would like to see a community center-with a pool

Would like to see more block partys and more things going on in the park

Would like to bring fireworks back and spring clean up. Spend less money on surveys and studys and spend the money on the people

Would like the city to enforce "no plantings on boulevards"- there are several on major city streets. You do not see this in other towns. There are weedy beds where there should be trees planted.

Would like an ordinance regarding noisy vehicles. This has really gotten bad- loud mufflers and loud music after 10:00 and in the middle of the night.

Would be nice if we had better shopping-more clothing and shoe stores and another restaurant (nicer) so you had something to choose from

With Maple Street closing, we will see more traffic on 7 Ave. Look at 7 Ave Vine to Broadway.

Wish the city would take a look at some intersectionoins that have tree branches hanging over the street. Unsafe- some intersections also need to be yield or stop-almost hit on Aurdahl. I go down Cherry from Union, and there's a couple of intersections that people just speed down. Wish snow was plowed on Everett before staff gets to Children's Corner

Would like to see more bug spraying and more tree planting.

Would like to see more college kids and young families here.

Concern: Snow removal from downtown streets and parking areas.

Would like to see some retail stores in the downtown area and not so much concentration on new extravagant buildings.

Years ago downtown Fergus was much better than now. Should be more stores downtown like dress shops, hardware stores and drug stores. Also those of us used to skate outdoors and we are much healthier for being out in the fresh air

Would LOVE to see a waterpark come to fruition for the next generation of young people, so that we can all enjoy with our kids and grandkids. We have our convention center which we did not vote for and we have a wonderful hockey arean. I would love to say I didn't have to go to Breck or Whap or Thumper or Arrowood etc.

Would love a public waterpark or pool! Need more for kids to do!

You need to pay more attention to the condition of your streets than what is on residence yards.

Send your Dept Heads to a Walt Disney course on Customer Services

You could fix the streets. They are pretty rough

Years ago I informed our Mayor to have a "weed patrol" to remove weeds in the gutters, in the parking lots and in the sidewalks. Also around light poles etc. SN Depot does not do a good job of cleaning their property and also around the library. Also in alleys. Our Mayor followed them and did a great job of taking my suggestion.

You need a welcome wagon package for newcomers. Package should include information about the city and map. I may not vote in Nov.-Don't know where? Give packages to real estate agencies for distribution. Minn taxes and auto fees and license costs way too damn high! Thinkin of moving back to N. Dak.

Years ago when my kids were still at home, I was on a limited income and my kids and I had trouble finding things for them to do over the summer that didn't cost an arm and a leg to do. Things sure haven't changed in 25 years. My kids are on their own now, but I am still on a limited income and from what I have seen and heard

You do good on removing snow quickly but-most boulevards look bad especially mine and along side of yard. Dig blade into grass. They took a large area of bark off a beautiful tree-hit with blade- they have pushed snow over boulevard over sidewalk and on to yard at times-leaving tire tracks. They need to be more careful-

You got to be kidding (about overall condition of streets)

You have a long long long way to go to get a good rating on streets. I live on a street that is quite heavily traveled and probably one of the older streets in town that does not even have curb and gutter. The rest of the streets are rough and a little bit of patching every year does not make them better

FF has some great services. Tops are the fire department, police department, snowplowing, and library. One side comment is while we all would like the RTC saved, do not do so at the expense of the taxpayers. I would rather see a park with no buildings that a rise in property taxes to save the buildings

Downtown is looking really shabby with broken curbs, weeds sprouting up in all the cracks, and empty flower beds full of weeds. It has an look of decay and abandonment.

Your people work very hard. Winter they are so very faithful to take care of us. Thank you very much for all you do.

Your street are in bad shape. The lakes look like swamps. You pushed on us a ice arena, now push the streets & lakes?

Downtown looks tired. Buildings need refreshing and alleys and streets need resurfacing. The downtown could be charming if an effort to clean up where started buy the building owners and the city. Could attract more shoppers and residents to the shopping area. Charming is better than looking used up and waiting to die.

You need to do a survey on how many kids are here and want they would like as waterpark and rollerskate rink and to leave some business come into town not to turn them away and save the state hospital. Why can't we have 4th of July when smaller towns can have them.

Develop the area along the river from Union to behind Sunmart - walking, biking trail, greenspace, maybe condos or a highrise apartment facility. Prime space in the heart of town is being wasted by crumbling structures. Prioritize fixing some of the worst streets as the next big project.

City pool would be great!

A better recycling program is needed.

City Streets Tar surfaces are POVERTY LEVEL. We the public pay enough in taxes already if it were used for things we need like street repairs & updates. RATHER than spending 10M on a ICE AREANA? The infrastructure of any city comes before sports! It also would be nice if the city Fresh Water Pressure AND Flow were sufficient and not variable in the same. Mainly Low. This also comes before SPORTS?

Compared to similar cities in our region our streets are in terrible condition. One of many examples would be the 400-500 block of Spruce. When coming back to Fergus after being out of town, one can tell when you hit the city limits by the bumps and rough ride. The snow plowing techniques used by the city is a joke. It seems that we have to have a steady diet of salt slush from November to December. Unless there is a major snowfall, we have snowplow trucks covering most of the residential streets with a high percentage salt mixture with the plows up. Consequently the salt usage is much greater than it would have to be. I can understand treating intersections, hills and hazard areas, but not blanketing the streets with that kind of mixture. Not only is the initial salt cost is higher than it should be, but this kind of mixture is harmful to the streets, bridges, and most anything that it comes in contact with. Also, runoff cannot be beneficial to the environment. Trying to clear snow without plowing and using a high percentage salt-sand mixture is not a sensible practice.

It is very disappointing that the outdoor ice rinks are all closed in the winter, with the exception of a couple.

I live by L. Alice and, regarding snow plowing, there are many trees that have been damaged by the plows.

Greater speed controls on Cleveland Avenue, near the school, would be a good idea. A 20 mph zone seems appropriate.

Fire and police protection and a solid public works are top priorities. Period.

Good decision on the police station. Don't skimp on it and give us some architecture we can be proud of. Plant more boulevard trees. Previous generations gave us an attractive community. Let's not let it slip into mediocrity.

I do have one question --- Why do we build beautiful new streets (and they are nice) and then you manage to build "Chuck-Holes" into them. I believe you call them "Man-hole Covers" but I prefer "Chuck-Holes" . This is a thought I have when ever hit one of them.

I live on Union, but a lady that lives at 317 W. Vasa constantly has sewer back ups into her basement. She has replaced all sewer line from her house out to the boulevard. The issue lies on city property. Can't you check this out? She is 88 years old and her happiness is my happiness.

I think getting more stores and eating establishment like a sports bar downtown would be ideal.

I hope the city continues to support our youth and young adults as much as possible

I think it's silly to charge people to load mulch/wood chips at the dump; especially when it's given to the dump for "free" in the 1st place. There's enough charges (ex. charge for recycling - even if we don't use that pickup) that you already enforce on the citizens.

I think they do an excellent job for us. If we have a complaint, they listen. May not be able to do what we want but listen. They are regulated by the state.

I have a feeling of general disappointment in that it seems we are losing ground and falling into dis-repair. I understand budget restriction, but perhaps our priorities are misaligned.

In August every year our water smells like a lake.

Focus should be on maintaining the facilities that are used by the greatest cross section of the residents, like the library and park system. For example, in years past, our library surpassed even those of larger nearby cities, like Fargo. Today, it is just run down and sad. Perhaps a bit melodramatic, but it is an example of continued deferred maintenance that will only compound if not addressed. We have a beautiful city, I want to be proud of it again.

I wish you were not owned by OTPCo. A few years back, the city water report listed lead as a contaminant in the water, not a lot, no big deal. It then listed possible sources - listing all but the most common source of lead in water (according to such sources as the US Geological Survey and the EPA) which is coal burning power plants. When I contacted the person responsible for the report, (Anne Maertens I think) she blew me off. This really ticked me off. My name hangs in the chemistry building at Michigan State University for analytical chemistry excellence - I think I know what I am talking about. I considered writing an Op Ed but figured the Daily Journal was also a subsidiary of OTPCo and would not really be of use, besides, my beef is not with OTPCo but with the author of that report and her unwillingness to tell the truth. I don't really care if OTPCo is the #1 employer in town, a fact is a fact. The Hoot Lake Plant emits several dozen pounds of lead a year. The report would not have to editorialize - it did not have to say "wicked, evil OTPCo is poisoning your water with its dirty coal plants" - although a quick check of the facility emissions report on the EPA website list it as a top 25 lead (and sulfur) emitter in the state of MN. Does Anne's Dad work for OTPCo? How about some honesty in city reports!

Many streets are poorly kept up. The busy/main streets are in pretty good shape, but when it comes to doing physical activity it is more convenient to stay on the secondary streets, but when most of the time a user has to watch closely to dodge potholes and other breaks in the pavement it makes the entire experience difficult and less enjoyable. Good to see a few streets projects near the hospital. Excited for the Tower Bridge project to complete and to use the roundabout.

It would be nice to have more things for kids to do that were not too expensive, and bringing back fireworks into the budget would be nice so we don't have to drive to another city to view them every year.

Many city streets are in rough shape but I understand budget constraints contribute to this. I'd love to see a community pool or waterpark to draw people to Fergus Falls. Again, I understand budget hampers these wish lists.

Overall appearance of the city is quite average; but we lack color in flowers and planting; lack visual esthetics and beauty (artwork, murals, statues, historical markers); many unkept homes and yards. I live on a dead end and the snowplowing tends to dump in my yard rather than the end, does not follow the contours of the street, some digging up of my lawn and grass. Sanitary sewers have some trash and lawn debris in them for months. Vacant lots are not mowed adequately by property owners. City water sometimes still smells fishy. There is little for me to do in city parks and facilities if I am not an athlete - play hockey, softball, golf, or ride bike. The golf course needs more funding and services from the private citizens who use or benefit from the course, are those homes adjacent to the golf course paying city taxes for benefiting from a city service???



Our roads are starting to fall apart and we should have spent the money that was wasted on ICE ARENA and FURTHER TAXING US on roads. Being able to get to work for those of use with jobs is much more important as we are supporting the state, feds and community. Fir Avenue is very rough and hard on our vehicals suspension. Sports are just fun, NOT important. Yes I did play sports in school but we did not have to have fabulous buildings to have fun or the best equipment. We learned with a old bat, ball, gloves and friends. We played BB with ball, hoop, semi hard surface, friends and imagination. Ice scaking was done on a pond. Of note 2 of the boys that played this way play hockey later for NDSU. One boy played basket ball at Mayville State U in ND, another played Football for Concordia. They all have 3.8 or better grade averages. These boys completed their education and are a DVM, Chiropractor, CPA and MD. Go figure!

Number 1 priority is to tear down state hospital and use property for more productive purpose.  
2nd priority to is improve appearance of downtown by getting businesses in stores.

More street lights. Living on W 7th Ave and considering goings on in this area -I would feel safer with more light at night. Thank you for your consideration!

Mosquito Spraying?? Slough treatment for mosquitos?

Snowplowing is inconsistent throughout the city. Main routes go (esp. Lincoln) go far to long without a 2nd cleanup after the 1st plows have gone through. There shouldn't be any reason that that route can't be kept clean, especially during the week when city crews are working anyway, but they apparently are not plowing snow.

our water pressure is poor in our area of town (NW)

Water is usually good but sometimes we get a sort of swampy odor and we get some rust staining now and again.

There are not many public beaches left. Let's keep Pebble Lake beach & park.

There are not enough activities for the young.

This is a great place to live.

They should fix more the streets as they are bad. There is nothing for the younger children to do.

The residents in the Hilltop Drive area could use some decent water pressure!

The street in front of my house on North Vine is getting bad at the edges of the curb and behind my driveway. It is breaking away. Snow plowing has been better, they don't get up on

Vine sometimes until afternoon. Not as good a job as it once was.

The city needs to focus on being fiscally responsible.

The City of Fergus Falls governing board (city Council) seems to be bent on spending money on the wants not the needs of the community. I wonder how much my taxes will be going up when the State Hospital needs to be removed after the council has decided to put off the demolition until the STATE MONEY is no longer available.

The condition of city streets remains the same to me as the time when we last received the survey. Rough in a lot of places.

Plowing on my road (Two Rivers Road) was terrible this year. It was left for weeks before anyone plowed it and it ended up becoming a complete sheet of ice for the duration of the winter. Perhaps the city is not in charge of plowing that road, but it could use definite improvement in frequency of plows.

We would love to see a city pool or waterpark.

A walking/bike path across 210 West. More bike trails.

People in city hall are always friendly and helpful. The cost of utilities has been going up over the past couple of years. I bought my property six years ago and have had a 40 % increase in the cost of utilities. That's pretty high and hope the city is going to hold the line on future increases. Thank you.

The major concern I have today for all Governmental units is Retirement costs for employees. We hear about Cities going broke, not only for spending too much money, but the burden of legacy costs for generous retirements. A couple years ago, I spoke with an elderly gentlemen that had been retired about 18 years, similar to my retirement. He stated that his retirement income was DOUBLE his ending salary when he worked!! I have 4 children and their spouses who have been in the workforce for 25 or more years. All but one (who works for a governmental unit) has ONLY 401K's- NO defined retirement plan. Isn't it time Government gets the message??!!

Personally, I am so pleased to be a Fergus Falls resident. To be completely truthful, we did not live within the city all those years; we had a home on a nearby lake for several years, but my husband worked in the town, our children were in school here, we attended church here, we used the library, and so many other services offered. Once the streets get put in good shape and we all get back to 'shopping in the community', we should return to "excellent" ratings!

Regarding safety: There are many areas within the city that are poorly lit at night. A specific example is east-side of the 700-block of South Union. There is only one street light in this entire block, which is located in an alley and paid for personally by myself to Otter Tail Power. Regarding road condition: There are many roads that are in very bad condition. I'm not sure what the plan is (if there is one) for fixing any of these roads. Many of these roads have been in poor condition for as long as I can remember. Regarding snowplowing: The quality of snowplowing service has always been a problem, in my opinion. It seems that the city sends out snowplows to clear roads once, and do not continue to remove slush and snow that builds up from traffic, which makes it difficult and dangerous to drive. Regarding traffic flow (not on survey): There are a few intersections in Fergus that need help. Union Ave @ Vernon Ave is a really bad intersection. I feel that the four-lane road should continue from Union Ave @ Lincoln Ave all the way to Union Ave @ Vernon Ave. This would allow southbound traffic to (legally) pass left-turning traffic (into Holiday, to the OTC Courthouse). The inner southbound lane should end as a left-turn only lane at the intersection, while the outer southbound lane should be a through-and-right-turn lane allowing southbound traffic to travel through the intersection toward Adams school unobstructed by left-turning traffic. Coming to the intersection from the south, there should be a through-and-left-turn lane, as well as a right-turn only lane. This would allow traffic heading north on Union and traffic turning right onto Union from Vernon to navigate the intersection much freer. Currently, this intersection is very dangerous and a free-for-all that very few people seem to know how to navigate through properly. Another intersection that needs help is Lincoln Ave @ Union Ave. There should be an "added lane" sign for traffic turning right onto Union, so traffic does not get backed up at the yield sign, because people are not aware that they can drive in the added lane. Lincoln Ave between Oak and Vine is poorly marked. The eastbound lane is far too wide in this section. Needs a longer left turn lane (or perhaps center turn lane). Outside eastbound lane of Lincoln Ave in front of the



museum should have different signage. It was recently painted to become a right-turn lane at 3rd Ave, but is signed as being a lane that ends, and to merge left. I think it should be marked as "Right lane must turn right".

We have been frustrated with the snow plow piling heavy, wet snow at the end of our driveway. Is there a technique the drive might use to minimize the pile-up? Sometimes it is nearly impossible to move with a heavy duty snow blower, and I know some elderly people try to move their own snow. Also, we enjoy walking around the city, but many of the residential areas lack sidewalks making it unsafe, especially for children. We do really enjoy living in Fergus Falls. The citizens basically care for their yards and homes and there aren't many unkempt locations.

The quality of what we have in place is great! We would love to see some different things available for the youth of our city, though. Our mall is in desperate need of help (old news to everyone, I know...) and there isn't much to do for the younger generation. I realize that there are a lot of elderly people in our community, but we need to start having something available for the younger generation if we don't want town to die out with the older generation. Taking care of the elderly is important, but maybe some balance with the younger ones is good, too. Our friends go

Water pressure in Hilltop area is poor, and not everyone can add booster pumps due to finances or space available. Can't something be done about the taste and odor of the water? It is to be bad only in late summer but now it seems to be all year long. When the city re-asphalts the streets they don't adjust the manhole heights, and example is Beech between Union and Cleveland. Also, can't the city afford to put traffic signs on kore of the uncontrolled intersections mainly on the south side of the city? Does someone have to be killed at one of these intersections before something is done? Thank you for the opportunity to voice one' concern's.

We have a \$5.40 fee every month for recycling weather you use this service or not. Some of the larger cities will reimburse this fee depending on the weight/amount of items you recycle-not sure if this is an option for the future but it might help encourage people to recycle as well as reward thoughts who do recycle.

We would love to see a community, outdoor swimming pool built in Fergus Falls. It's amazing that a town of this size does not have one. It would be an excellent place for families to meet, teach children to swim, and just enjoy time together. The public beach at Pebble Lake is not that appealing and when trying to teach children to swim it's difficult in dark brown water. Another addition we would love to see is a community center for families. Unless you pay the high price for being a member of the YMCA access to this type of facility is not available to the residents here.

While I find the dependability & quality of the water & sewer services excellent, I believe the monthly charges are way too high. Most of each month I am the only person in our home and quite frugal with water usage, so I can only assume that there is a minimum monthly charge. If this is the case, I believe the City should allow a lower minimum charge for 1 or 2 occupant homes. I'm happy to pay for every drop of water I use, just not a high minimum monthly charge.

When we have visitors they always comment on the city cleanliness

We would like to see some park area preserved on the RTC grounds. It's a great gathering place. Would the city consider diagonally striping the parking lot behind the Federal building - I think it would make it easier to park especially backing out of the parking spots - I believe most of the other lots are diagonal.

Would like to see Taco Bell, Culvers, or Long John Silvers/A&W come to town. Also, please tear down that massive, broken-down mill building at the corner of Union and Stanton. It would be a great spot for an apartment highrise or office setting. Thanks!

Wish we could have installed a roundabout on the intersection of 210 and Pebble Lake road. Would have been more efficient and notable for out of towners. Would like to see improvements in appearance of eastern entry on 210 into the city. Also, think it is unfortunate that we have beautiful river property that is almost invisible and underutilized.

We need to do a better job of utilizing the parks and resources that we have available to us to bring more events to town. DeLagoon is a perfect example-with the camping facilities, swimming, and parks just in that complex, we should have something going on every weekend during the summer months. Look at Bemidji-they have dragon boat races, art and craft shows, etc. That brings thousands of dollars to their town. We need to invest in things like that.

Get parked cars off the streets for safety. Corner of Alcott and Union will be the next place for a fatal accident because of on street parking- especially bad in the winter.

While we do have an abundant number of playgrounds for the children of Fergus Falls to play in, I feel that our city could use some sort of water park or pool I am aware in the past it was voted down but I think that the youth of this town need something to do so they are not getting into trouble or drugs and experimenting!

Garbage and water bills are high

Get rid of old mill

Get real people- there are more people in this town but for how long anymore? Other than retired folks.

Glad to see the Council planning well for the future and not building so cheaply-facilities are outdated soon.

Get rid of the geese, I am tired of goose poop around Lake Alice and all over the parks.

George Wright Park- I miss the beauty of a well-kept perennial garden. Hannah Park is a hidden treasure needing to be developed. The most beautiful spot of all the parks, but it needs shade and picnic tables by river. Many people come and eat lunch in their cars at noon. "Basketball hoops and floor" need help. When landscaped, the playground equipment should have been placed close to the basketball area. Young others and strollers do not climb to top of hill for fun. A level area needs to be excavated for people to use this equipment. Trees and shade are needed.

How bout putting benches on main street. Long walks really would be nice to sit and rest. Glad they working on streets, nice when completed

Good job! Beautiful city. Streets need help!

Guttenberg Heights is a difficult hill if the snow isn't plowed. It should be done soon after a snowfall. The plow should try not to block driveways. I love this city, and it is particularly beautiful this summer.

Have more trees that turn color in the fall. Don't have ones that have all of those seeds in the summer unless you want to have seed pick up days

Have more homeowners remove excessive junk cars-junk in there yards  
Have a spring disguard.  
Horrible water pressure!! Building inspector very helpful to me!  
Happy to see the city is planting trees as soon as one is cut  
Hey the landfill was able to bill the spot for services performed by others-that was very helpful.  
Higher taxes incourage people to live outside city limits-considering it ourselves  
Have the neighborhood clean up their yards. Too much junk- old trucks-cars etc. Lots of run  
down neighborhoods and out of season items. Looks trashy.  
Good except for twice yearly "lake turnover" taste  
Replace Mayor and City Council in 2012. Jerry Ness is a poor supervisor. All of my grandkids  
homeschool or go to Christian schools. They all still participate n school sports and  
band. There needs to be more police presence on my street. I live on the 900 block of  
N Buse. One house has loud music and marajuana smoking openly. The police say there  
is nothing they can do about it! Most streets are in bad shape. Too many cluttered  
yards. My street sometimes doesn't get plowed or is done late.  
Replace trees taken down; repair poor streets; contact owners of property where grass and  
knnoxious weeds are out of control or not properly mowed or taken care of. We want to  
"thank" the city for not picking up Christmas trees until after the 1st of the New Year  
instead of the day after Christmas.  
Recreation for youth.  
regarding overall condition of city streets my opinion is that there are a few areas that need  
improvement; i.e. the road (Benjamin Lane) on the river side, at certain times there are  
bad frost humps which can damage your car.  
Resurface more streets- not one block here and their  
Recycling-milk and soap jugs and such can lay out by the trash can for a month or more till it  
finally blows away. I still have to pay for recycling but don't get much service.  
Really could use a water park for youth- very important to keep city growth.  
Resurface the streets that are full of potholes.  
Roads by LRH bad and others on south side of town.  
Save the RTC! If a building ever needed to be destroyed its that old (eyesore) mill on Stanton  
and Union!  
Run down houses, vacant houses, weeds in yards, junk in yards at 902 W Linden and N  
Cleveland and other homes. Have called city to report, you don't care. If I have a complaint you  
get short with on the phone! I give up! I will no longer call or complain! You do not  
care! You win!  
Good except for the garage sale signs and the people who have items for sale in their front yards.  
Also the junk yard in the 1100 block of N Union  
Save the Kirkbride, it would be a shame to destroy this beautiful piece of history.  
Service needed to pick up yard waste. Water tastes good it always comes through the tap.  
Send me an envelope with my utility bill!!  
Services, road etc. are slowly deteriorating; Lake Alice should have been named Lake Stinky  
Services for single people is too high. I have 1 can every month and don't use 1,500 gels of  
waste water  
Sand first then plowe later- waste of time and supplies. The leftover sand can also be sucked up  
and reused again.

Sidewalks need repair.

Should have swimming pool or water park for kids in the city, not Pebble Lake its bad! I think it's pathetic that we have to go to Breck or Pelican to swim since the City doesn't have any money except for hockey.

Single sort recycling including paperboard

Should have a stop light or lights at Union and Vernon.

Should have a day in Fall and Spring to pick up junk besides leaves. Some of us have no way to haul unused items away! Perhaps we could pay a small fee for this.

Since Canadian geese have caused sickness and death in other communities, either get rid of them or drastically reduce the population

Should have a system to let us know when and hours there will be plowing or snow removal.

Years ago there was a good system in place.

Sewer covers too low on new roads.

Several important streets are terrible, rough. Potholes etc. well traveled streets need improving

Shouldn't block driveways! Terrible in AM when you have to drive thru packed snow!

RTC- I think everything painted yellow should be torn down and focus on saving tower building

Spray for mosquitoes- charge extra dollar or two on each month utility bill to pay for this

Snow removal is not the best or fastest

Snow removal good, big mound at end of my driveway-somewhat of a problem.

Snow plowing can be a joke. Our plows hit mailboxes, bury people in their driveway when they don't need to, wait too long sometimes to start plowing and at times oversand.

Snowplowing is not so good. Streets are often snow-packed and slippery.

Snowplows leave several feet from curb and not done early enough. Several people have to start out for work at 4:30 am

Some roads are in bad shape. Otherwise city is in OK shape

Snowplows watch for driveway and not dump so much snow into them

Snowplowing- ends very late afternoon on side road- especially behind Home Dept housing development. Can be up to 3 pm which isn't gd with our employers to get there!

Some streets are really rough (bad). Not all the streets.

Snowplow drivers do a good job with the poor system that is in place. There needs to be a schedule that tells people what side of the street to park on which days-this will greatly improve the efficiency of snow removal. The random high curbs at sidewalk/street intersections make it difficult to bike or push a stroller around town-not very family friendly. the number of uncontrolled intersections especially near schools is another problem that needs to be addressed.

Snowplow needs to push snow to dead end and NOT push it down the street depositing grass and rocks onto the tar portion of the street. The rocks cause for problems with snowblowers and lawnmowers

Snow removal is terrible, street cleaning poor. Cross walks need paint.

Some streets are poorly lit at night. Many streets are in need of repair in FF.

Some residential properties should be cleaned up. Too much junk sitting around

So many streets in such poor condition is the number one problem for the City of Fergus Falls.

Would seem like, for whatever reason, this has not been attended to like it should have been.

So many things suck around this town-city council, many of the department heads-thank goodness for the little man. We need somehow to bring this city back to the thriving of the 60's and 70's. Shame on the ice "castle" and shame if you destroy the RTC

Some streets are an absolute nightmare to drive on. None of our vehicles can ride smoothly on certain streets.

Some homes and yards need clean-up. Building inspectors need to review and enforce yard appearance

Snowplowing in bad storms 210 to Mabels/Walmart needs emergency lane for travelers and truckers all the way to the airport. It can be so bad from there and people coming off interstate need to be able to get to our hotels, motels and Walmart. For crying out loud-it has been so thick you can hardly go through from interstate to safety- I know they should not be out there! But they are! Some travelers go to Mabels thinking it's a hotel \* can hardly get back to the fast food or hotels- need to keep open lane at least to Mabels /Walmart for truckers. What is going on with the progress of Lake Alice? Fergus Falls loves to eat-another ice cream place on the west end of town!

Snowplows come through the streets going 100mph and most of the time the blade is a foot off the ground.

Still candles for street lights on Co. 1 (West Alcott). Can't see any house numbers. Should be either four way stop signs or better yet, lights at corner of So Union and Vernon

Sorry some parks could use equipment for kids who are not babies. Roosevelt lost all its good park area. We are not into skateboarding. I like the area out at Pebble Beach. Did you put that up? Good choices.

Spend money to fix streets if you want your beautiful Fergus Falls

Spend the money on fireworks versus X-mas decor. Ideally both, but you could let downtown businesses decorate their own streets and use the money for fireworks instead! Most things are rated good-but it would be better to be EXCELLENT!

Start enforcing traffic laws. You could pay for law enforcement with ticket revenue and improve safety.

Snowplowing or street cleaning- the system as it is is not working. Please have certain times to not park on the streets so this work can be done in a timely manner and on budget (no extra trips to backtrack for snow or cleaning)

Start by cleaning the north end of Lake Alice and finish the street around the lake

Spring clean up with everything picked up on the boulevard would greatly improve the appearance of the city. Please consider this when making the budget for next year. Also, ban vehicles, appliances and other junk on yards; and enforce it.

Spend the money on fireworks!

People wonder why the teenagers party and get into trouble? What else is there for them to do when there is some activity for them. Most of the time the cost is so high. The kids can't afford to do them.

Pick up people with warrants. More police-too short staffed

Parks are not kept up very well-done by volunteers. More work on parks- too many ducks, geese poop!

Please fire the City Administrator and his attorney Mr. Nycklemoe. They are dangerous!

Parks- play parks need swings for younger children. Really need good summer swimming facility.

Parks great if you are a hockey player. It still angers me the way the City Council pushed the hockey arena through when so many other things are needed. Especially city streets parks have playgrounds. Roosevelt has 4 old swings and a teeter totter Watch the kids at a "concert in the park". They play with sticks because there is no playground equipment power hungry majority in charge-does not listen or care about the majority!

Potholes are a nuisance but we live in cold climate.

Planters all should be filled with flowers (how about store businesses donate/fill) Fireworks Please be a forward looking Council, proactive & active to maintain our city and to make it even better. Do not be stagnant or old fashioned. Inform us at every step.

Please consider raising funds to upgrade the Roosevelt Park playground. It would be especially beneficial to the community and compliment the Concerts in the Park events

Please enact and enforce a snowplowing parking ordinance. The Council needs to have the courage to do this. What is happening is inefficient, unsafe and just plain sloppy

Please complete the Lake Alice project as soon as possible. This is a gem in our city and is currently an eyesore. Thanks.

Plowing of alley on neighboring block ended up depositing many rock on my yard

Police department-excellent- if called come quickly. Ambulance service is excellent.

Please do something about that UGLY downtown elevator! Regarding the RTC buildings- just save that one main big tower for the history value. Sorry but say good bye to the long old buildings connected to it. The other brick buildings are very beautiful and could be fixed and used. Make a beautiful swimming pool/rec area!! The RTC grounds are beautiful.

That old creamery site building that could be awesome for hi-end condos. Beautiful views.

More publicity on the river walk trail. Its very pretty and safe.

Please repair the streets-the amount of potholes /rough/uneven roads is ridiculous!

Please fix more streets.

Pool needed. Open Channing hockey rink with a warming house

Poor bathrooms at parks

Police need to stop B\*\*\*K kids from harassing people!

Poor snowplowing as all main roads are done before side roads.

Poor water pressure and poor taste.

Port-a potties are necessary by the boat landing at Delagoon Park

Please keep working towards greater accessibiity to walking and biking infrastructure (trails, routes, sidewalk connections)

Make Lake Alice a usable asset please!

Mall? What an abomination-no where to shop except Herbergers. No one seems to be able to stay in business here. Town seems to be dying. Do certain people run the city?

Make Lake Alice a beautiful park with walking track.

Please save RTC and all campus grounds. We walk there all the time-so beautiful

Please leave the large black display boards up- very helpful for knowing what is going on in our city!

Please publish how often you take an "actual" reading for the determination of my water bill. It is estimated far too often and I feel taken advantage of with this method.

Pothole city. Please fix more roads little more imporant than an ice arena, might as well slide a few new road projects by the city residents like they did the arena

Many of us senior citizens agree- we don't benefit from the new ice arena at all.



Many times we put out our recycling and they don't take. I thought we paid for this service (500 block of Lincoln).

Many, many city streets in poor-bad shape and then even when they are milled and resurfaced they have bone-jarring bumps because sewer covers aren't raised up or whatever.

Many streets need new lines. Others are rough! Tend to fill driveways with more snow that needed.

Many run down homes-eyesore and makes the city less desirable.

More activities for 50+ yrs old

More for kids to do. Outdoor facilities, pool, waterpark etc.

Miss Broadway ice

More needs to be done to preserve the elm trees.

Maybe a little more focus on creating real jobs to attract and retain young people. Look into expanding the nursing type programs at the college.

More parks for small children

More focus on maintaining our city streets is needed. Perhaps a higher priority?

More bike lanes. Sidewalk on Fir.

More incentives for business to come in-create more jobs. Ideas to update the mall. Expand shops downtown with more variety. Utilize RTC grounds- loved SummerFest this year because of where it was at.

More things for kids to do. Why can't we have a water park like some small towns do. This is not a retirement community, we have a lot of kids here that have nothing to do in the summer and I bet a lot of seniors would also take advantage also. Get the Council off their butts and do something. Yards need to be kept free of trash.

Maybe the culverts on West Maple could have the sand and dirt cleaned out of them

Many properties in the city are eyesores and the city should have some type of program that holds the owners responsible to correct this

Monthly utilities could and should be more affordable. When out 'n about the last 20 years, have often heard the phrase "highway robbers" when it comes to the monthly statements rec'd. Lower end employees would benefit from in-serving trng regarding taking pride in one's community.

Many major streets like Fir Avenue, need repair

Need a water park like Breckenridge

Most first impressions would be relected by the rough ride in traversing the city streets.

Most streets need work (potholes and cracks).

More vandalism and groups behaving badly. Not yet gangs, but just give it time.

Most parks are good. Need a public swimmg pool badly. Lake Alice is lousy.

My driveway gets plugged with snow

My city utilities bil is too high for what I use

My only comment is that I am very unhappy with two council members. I hope they are replaced!

My question is how come this city has the Express Transit Alternatives bus service. They are usually empty. But I have to call 2 days ahead for service. Its especially bad in winter because I never know when its going to snow and the snowplow pushes snow into my driveway so I can't get out of my garage.

Need 2 more good restaurants (such as Olive Garden) need a water park for the kids and need better shopping options

My rating of the streets is based on those I travel the most. When I lived in Woodland Heights coming to downtown was bumpy. Now, coming in on Alcott and onto Union is bumpy.

The most traveled should get some priority as visitors to the city "feel" those.

My water pressure is good but what about the homes in the southside. Are they still low in pressure?

Need a connection to the bike trail on the east side. The parks are really, really nice.

Need a splash park and pool. Should have had that for children instead of hockey arena for the elite

Need a new City Administrator! One with a positive attitude!

Need a new City Administrator and services office. Need to focus on preserving RTC-not demolishing it. Mayor deserves more respect than shown by Council and Administrator.

Peck Street was rebuilt and already needs repair.