



Resolution
of the
Board of County Commissioners
St. Louis County, Minnesota
Adopted on: June 12, 2012 Resolution No. 12-343
Offered by Commissioner: Sweeney

Minnesota State Auditor Performance Measurement Program, 2012 Report

WHEREAS, the Minnesota State Auditor has developed a Performance Measurement Program that is voluntary for counties and cities and St. Louis County participated in 2010/2011; and

WHEREAS, St. Louis County has been actively tracking similar performance data for a number of years as part of its performance measurement system; and

WHEREAS, there are direct financial impacts for participation in this program; and

WHEREAS, early participation in this program will position the county to be better prepared for enhanced or expanded performance measurement initiatives from the state; and

WHEREAS, transitioning to an outcomes-based system of program evaluation is in the best interest of every Minnesota citizen and local government that desires to maximize public resources and enhance the quality of life in their communities to the fullest extent possible.

NOW, THEREFORE, BE IT RESOLVED, that the St. Louis County Board adopts the Minnesota State Auditor's Performance Measurement Program "Model Performance Measures for Counties" and other program requirements as specified:

- St. Louis County has implemented and will continue to review its performance measurement system to ensure it meets the system requirements developed by the Council on Local Results and Innovation;
- St. Louis County has and will continue to report the results of its performance measures to residents; and
- St. Louis County will continue to survey its residents to obtain relevant data for these measures.

RESOLVED FURTHER, that the St. Louis County Board approves submission of the 2011 St. Louis County Performance Measures Report found in County Board File No. 59478.

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

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

I, DONALD DICKLICH, Auditor of the County of St. Louis, do hereby certify that I have compared the foregoing with the original resolution filed in my office on the 12th day of June, A.D. 2012, and that this is a true and correct copy.

WITNESS MY HAND AND SEAL OF OFFICE at Duluth, Minnesota, this 12th day of June, A.D., 2012.

DONALD DICKLICH, COUNTY AUDITOR/

By

Patricia Stree
Deputy Auditor/Clerk of the County Board

Measures for Counties

St. Louis County Departmental Key Performance Indicators

1. Public Safety – County Sheriff – Crime Rates/Citizen Survey

Department Goal: To protect and serve the citizens of the county and region with professionalism and pride.

Commissioner Priority Area: Health and Well-Being of County Citizens

Current Performance: In 2011, St. Louis County (population 198,455) had the following Part I & II offenses and crime rates:

Part I:	6,972 total offenses; 1,865 total offenses cleared (27%)
Part II:	10,220 total offenses; 5,427 total offenses cleared (53%)
Crime Rate:	8,662; Grand total offenses: 17,192; Total Cleared 7,292; Percentage Cleared 42%

Statistics Source: MN BCA Uniform Crime Reports 2011

Note: BCA stats are not final until July 1, 2012

In 2010, St. Louis County (population 197,809) had the following Part I & II offenses and crime rates:

Part I:	6,912 total offenses; 1,859 total offenses cleared (27%)
Part II:	10,179 total offenses; 5,833 total offenses cleared (57%)
Crime Rate:	8,640 grand total; 3,494 Part I; 5,145 Part II

Statistics Source: MN BCA Uniform Crime Reports 2010

Crime rates St. Louis County

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
St. Louis County												
Serious crime rate per 100,000 residents	3,329	4,163	4,185	4,036	3,898	3,520	3,635	3,814	3,691	3,610	3,452	2011 Uniform Crime Reporting information is normally not available until July 1st each year (per BCA)
Total serious crimes	6,674	8,361	8,359	8,026	7,709	6,918	7,130	7,492	7,278	7,140	6,912	
Property crime rate per 100,000 residents	3,094	3,917	3,911	3,797	3,677	3,255	3,316	3,507	3,425	3,350	3,221	
Number of property crimes	6,203	7,868	7,811	7,551	7,272	6,397	6,504	6,890	6,752	6,626	6,450	
Violent crime rate per 100,000 residents	235	245	274	239	221	265	319	306	267	260	231	
Number of violent crimes	471	493	548	475	437	521	626	602	526	514	462	
Total population	200,478	200,852	199,722	198,882	197,750	196,553	196,158	196,458	197,166	197,767	200,226	

Table Source: MN Compass

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

Current Performance: The St. Louis County Sheriff's Office responded to 1,656 Priority One Level Incidents throughout St. Louis County between 1/1/11 and 12/31/11. The average response time from time of dispatch to first unit on scene computes to 16.26 minutes. St. Louis County is very unique compared to other Minnesota counties in that it is over 7,000 square miles in size, the type and quality of our roadways varies significantly throughout the county, and great distances between calls often requires extra time to respond thus impacting the efficacy of this measure as a standard in St. Louis County as compared to other counties in the State.

2. Probation/Corrections – Arrowhead Regional Corrections (ARC) - Recidivism

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

Commissioner Priority Area: Health and Well-Being of County Citizens

Current Performance: Arrowhead Regional Corrections’ goal is to maintain its client recidivism rate at 30% or lower, as defined by the Minnesota Department of Corrections. The MN DOC defines recidivism as “a felony conviction within three years of discharge”. In 2011, the recidivism rate for Arrowhead Juvenile Center was 17%. The probation recidivism rate was 14% and the parole/supervised release recidivism rate was 26%. The 2010 NERCC minimum security facility recidivism rate was 17%. The 2010 Female Offender Program recidivism rate was 11%. The recidivism studies for NERCC and the Female Offender Programs will be updated in 2012.

3. Public Works – Public Works –Snow Plowing Time

Department Goal: To provide a safe, well-maintained road and bridge system

Commissioner Priority Area: Strong County Infrastructure, Facilitate Economic Development

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

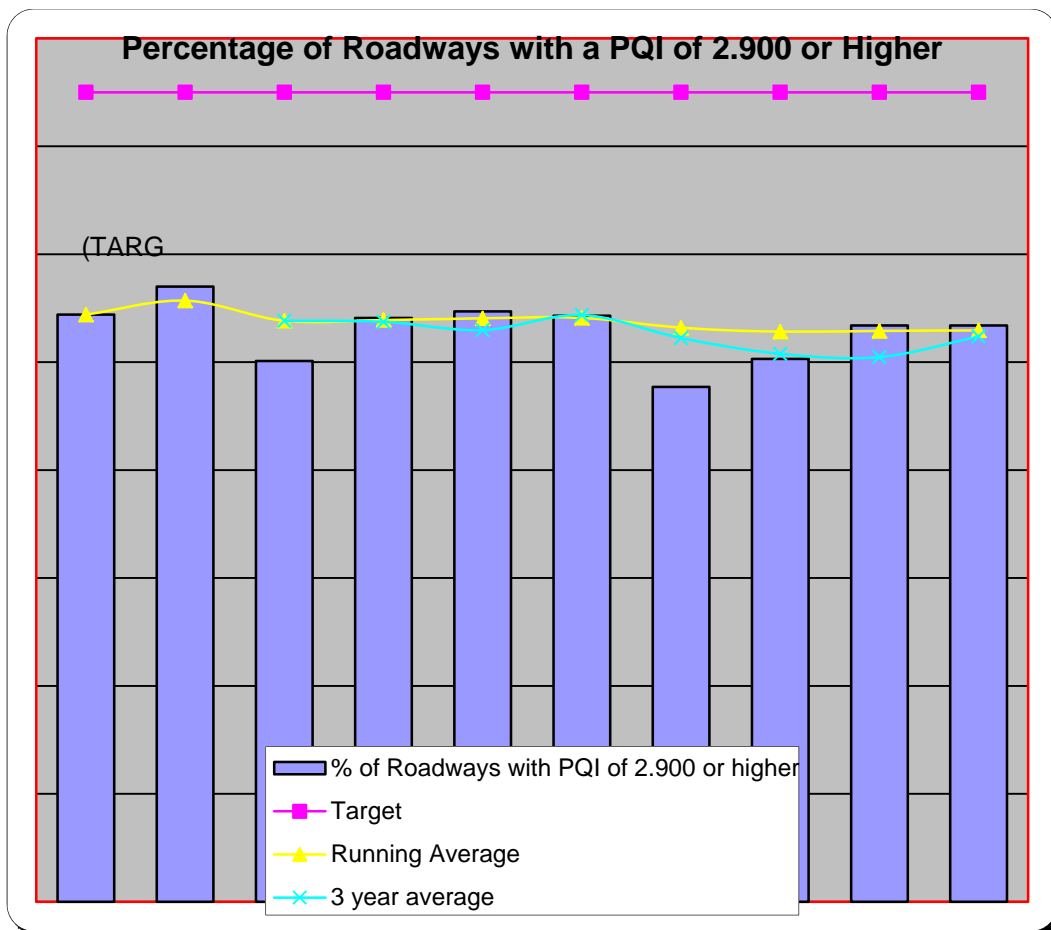
4. Public Works - Public Works - Average Pavement Rating/ Citizen Survey

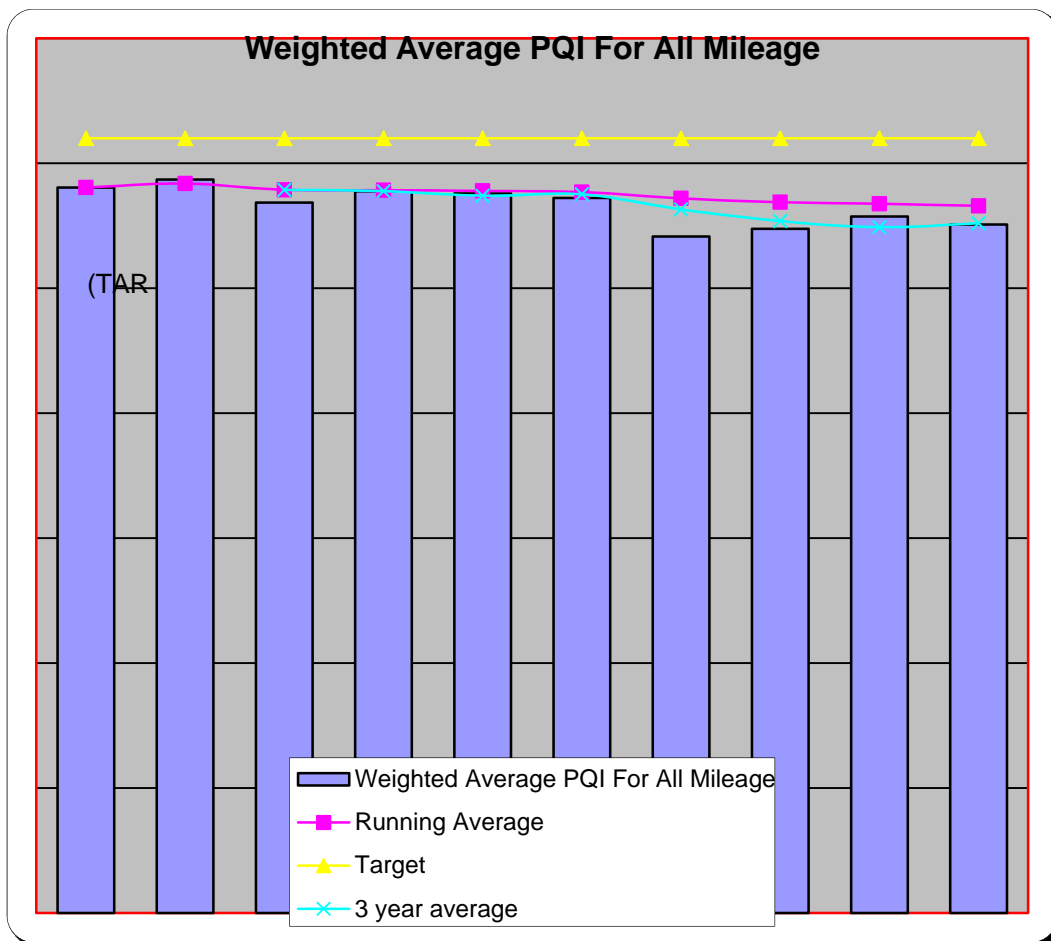
Department Goal: To provide a safe, well-maintained road and bridge system

Commissioner Priority Area: Strong County Infrastructure, Facilitate Economic Development

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

Using PQI data from 2011, the percentage of roadway miles rated with a PQI of 2.900 or higher is 53.4%, which is under the 75% target. The weighted average PQI for all mileage, using the same data, is 2.755, which is under the target of 3.100.





What will be changed to meet this goal: The Department knew that we would not be able to achieve this goal, but felt it was important to set targets that would reflect where our system should be. A review of the current data indicates that the overall condition of the paved highway system is more or less stable, with a short term improvement over the last three years. Factors affecting this trend include better performing asphalt binders, low inflation and favorable contractor pricing and the addition of some ARRA funding.

A shift towards doing more preservation projects such as mill and overlays, reclaim and overlays and bituminous overlays, along with more preventative maintenance such as crack sealing and chip seals should continue to push our numbers in the right direction. With the new Congress and the new State legislature, federal and state funding levels remain a large concern that grow harder to predict. State Aid and Taconite Taxes dedicated to the Road & Bridge Fund will probably remain relatively flat. Federal funds such as HPP's and appropriations will probably not be something we can count on. The regular formula funds distributed through the ATP still appear to be stable. Given the statements about, it would appear overall that funding will remain flat, leaving us vulnerable to future inflation and the erosion of our buying power. This will make it challenging to maintain our short term gains. We have implemented a pavement management system and will continue to refine its use.

Current Performance: In 2007, the county conducted a resident survey and of the respondents 33% said that road conditions in the county were a major problem, and they assigned as an average rating for street maintenance and repair at 27 out of 100 (100 being perfect); snow removal was placed at 54/100 and storm drainage at 46/100.

In 2011, residents again found road conditions to be a major problem. In fact, 13% of residents selected road conditions as the most serious issue facing St. Louis County. The 2011 survey asked somewhat different questions than 2007. For example, the average rating (on a 100 point scale) for “snow and ice removal on county roads” was 48 and for the condition of county roads it was a 30.

5. Public Health – Public Health & Human Services (PHHS) – Life Expectancy

Department Goal: Children will be born healthy, live a life free from abuse and neglect, and will have a permanent living arrangement. Parents will be emotionally and financially able to provide for their children. Our community will make healthy life choices; have safe food, water, and air.

Commissioner Priority Area: Health and Well-Being of County Citizens

Current Performance: The Council on Local Results and Innovation recommended performance measure for public health is life expectancy, which is a complex measure. The University of Wisconsin Population Institute states that health outcomes such as life expectancy are impacted by the following factors: 30% by individual health behavior (tobacco use, diet and exercise, alcohol use); 20% by clinical care (access to and quality of); 40% by social and economic factors (education, employment, income, family and social support, community safety; and 10% by physical environment (environmental quality and built environment).

Because the recommended life expectancy measure is too global for services provided by local public health staff, results could not realistically be attributed to local public health services. St. Louis County Public Health has chosen infant mortality as its Department Goal. Babies born with a low birth weight have an increased risk of dying. Approximately half of the County public health nurses provide home visits to high risk maternal populations, seeing clients prenatally and post-partum, to provide support and education to prevent complications including low birth weight.

2010 Low Birth Rate 5.2%

2011 Low Birth Rate pending

6. Social Services – Public Health & Human Services (PHHS) – Workforce Participation Rate

Department Goal: Adults will be self-sufficient, providing for their own welfare and that of their children. Children will be born healthy, live a life free from abuse and neglect, and will have a permanent living arrangement. Parents will be emotionally and financially able to provide for their children.

Commissioner Priority Area: Health and Well-Being of County Citizens

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

2010 Work Participation Rate	41.3%	2010 3-year Self-Support Index	65.9%
2011 Work Participation Rate	39.5%	2011 3-year Self-Support Index	66.4%

7. Social Services – Public Health & Human Services (PHHS) – Maltreatment

Department Goal: Adults will be self-sufficient, providing for their own welfare and that of their children. Children will be born healthy, live a life free from abuse and neglect, and will have a permanent living arrangement. Parents will be emotionally and financially able to provide for their children.

Commissioner Priority Area: Health and Well-Being of County Citizens

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

2010 No reoccurrence	92.1%
2011 No reoccurrence	94.3 %

8. Taxation – County Assessor – Level of Assessment Ratio

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

Commissioner Priority Area: Efficient, Effective Government

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

The following are statistics from the 2011 sales ratio report for St. Louis County provided by the Minnesota Department of Revenue. The current St. Louis County level of assessment ratio, median ratio, falls between 90-105% for 2010

PROPERTY TYPE	NUMBER OF SALES	MEDIAN RATIO	COEFFICIENT OF DISPERSION
RESIDENTIAL	760	95.0	16.3
APARTMENTS	2	87.8	40.8
CABINS	86	97.6	22.4
RESORTS	1	91.2	0
AGRICULTURAL	72	97.5	26.5
COMMERCIAL/INDUSTRIAL	21	98.4	17.8

9. Elections – County Auditor – Accuracy of Post-Election Audit

Department Goal: Maintain high election standards and public confidence in the election process in compliance with state and federal election laws (including HAVA).

Commissioner Priority Area: Effective, Efficient Government

Current Performance: During the 2010 general election, according to the post-election audit, 100% of ballots were counted accurately. This measure is primarily capturing data from State and Federal election cycles, and is not collected each year. However, in 2011, there was one county election, a Special Election for House District 5B, which was in compliance with all state and federal laws. There was not a state post election review (PER) for this election.

10. Parks – (NA/No County Parks, Recreational Programs or County Facilities)

Current Performance: Although St. Louis County does not operate county parks some of the 2011 Residential Survey Data speaks to general ratings in this area. The overall quality of life in ST. Louis County is high, with 84% of residents rating overall quality of life “good” or “excellent.” When asked about factors that impact this quality of life, on a 100 point scale high ratings were given to natural environment (70), recreational opportunities (64), public land/open space (59) and rural character (51).

11. Libraries - Arrowhead Library System (of which St. Louis County is a member) - Number of annual visits per 1,000 residents

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

Public Library	2010 Population	2011 Library Visits	Visits Per Thousand
Aurora	1,709	21,242	12.4
Babbitt	1,475	19,422	13.2
Buhl	1,000	5,220	5.2
Chisholm	4,976	13,233	2.7
Cook	574	13,500	23.5
Duluth	86,265	376,817	4.4
Ely	3,460	98,696	28.5
Eveleth	3,718	20,100	5.4
Gilbert	1,799	20,696	11.5
Hibbing	16,361	111,786	6.8
Hoyt Lakes	2,017	19,540	9.7
Kinney	169	1,578	9.3
McKinley	128	366	2.9
Mountain Iron	2,869	21,716	7.6
Virginia	8,712	130,000	14.9
ALS Bookmobile	64,994	3,429	0.1
TOTAL	200,226	877,341	4.4

Please note: Bookmobile data was included, although those numbers are skewed a bit as the population number reflects everyone who doesn't live in one of the 15 cities with public libraries. The data does not reflect any activity from the Mail-A-Book services provided by Arrowhead Library System.

Other:

Veteran's Services – Veterans Service Office – Veteran Feedback

Department Goal: To annually increase the number of veterans we work with and to serve them in a timely and customer-oriented manner. In 2010 we saw 14,510 veterans, in 2011 we saw 14,860 veterans.

Commissioner Priority Area: Health and Well-Being of County Citizens

Current Performance: Customer satisfaction surveys are used by this office to assure customer satisfaction. 100% of the surveys received in each of the county Veterans Service Offices indicated either "Very Satisfied" or "Somewhat Satisfied" when asked if their questions were answered when seeking benefit information from their County Veterans' Office.