



Memorandum

To: Mayor Nelson and Members of the City Council

From: Daniel R. Buchholtz, MMC, Administrator, Clerk/Treasurer

Date: June 13, 2024

Subject: 2023 Performance Measures Report

I am pleased to present a summary of the 2023 Performance Measures Report for the City of Spring Lake Park. This report provides valuable insights into various aspects of our community's performance and the effectiveness of city services.

Community Safety and Security:

- **Police Response Time:** Improved for both high priority (3:01 minutes) and low priority calls (4:16 minutes) compared to 2022.
- **Crime Rate:** Group A crimes decreased to 417, while Group B crimes increased to 129.
- **Fire Response Time:** Slight improvement in staffed response time to 5:07 minutes; volunteer response time was slightly higher at 6:02 minutes.

Public Service Delivery:

- **Citizen Ratings:** General satisfaction with city services and police protection has remained stable.
- **Creditworthiness:** The city maintained an AA bond rating, with a significant reduction in long-term debt to \$676,423.
- **Financial Condition:** The General Fund Property Tax Levy increased to \$3,823,887, and the General Fund balance improved to 64.4% of expenditures.

General Government Infrastructure:

- **Citizen Ratings on Roads and Snowplowing:** Ratings for city streets and snowplowing services showed varied results, with notable citizen feedback on the need for continued improvement.

Public Utility Infrastructure:

- **Water System Ratings:** Ratings have seen a mix of positive and fair responses, indicating areas for potential improvement.

Quality of Life:

- **Development Activity:** The number of permits issued and the valuation of work decreased, but fees collected slightly increased to \$127,056.

- **Recreation Programs:** Continued positive feedback with room for growth in participation rates.

Public Communication and Community Involvement:

- **Social Media Followers:** Increased engagement across all city social media platforms.
- **Meeting Viewership:** Online views of city meetings remained strong, demonstrating ongoing public interest and engagement.

Demographics:

- A diverse and engaged community, with the majority feeling safe and adequately served by city services.

It is important to note that the city received 82 responses to the citizen survey, which is a small sample size. It is staff's goal to increase participation in the survey to obtain more accurate feedback on the citizenry's impression of the quality of city services.

The full report provides a comprehensive analysis of these and other key performance areas. Your continued support and guidance are crucial as we work together to address the challenges and opportunities highlighted in this report.

Adoption of the report is on the June 17, 2024 City Council agenda. Submittal to the Office of the State Auditor by July 1, 2024 will result in a small aid payment to the City of \$0.14/capita, or approximately \$1,000.

If you have any questions, please do not hesitate to contact me at 763-784-6491.