



Memorandum

To: Mayor Nelson and Members of the City Council

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

Date: March 13, 2023

Subject: Office of the State Auditor Performance Measurement Program

In 2010, the State Legislature created the Council on Local Results and Innovation, which released a standard set of ten performance measures for cities that will aid residents, taxpayers and local officials in determining the efficiency in which cities provide services and measure residents' opinions of those services.

Participation in the program is voluntary. Participants receive a reimbursement of \$0.14 per capital (up to a maximum of \$25,000) and is exempt from levy limits under M.S. §§ 275.70 to 275.74, if levy limits are in effect.

Even though the reimbursement is less than \$1,000 for the City of Spring Lake Park, staff believes the effort will provide a snapshot into the opinions of residents into the quality of our city services and will help us improve as an organization.

I have drafted a sample survey for use. It is important to identify questions we can use year after year for comparison purposes.

Information regarding the ten performance measures is also attached.

Staff would utilize Google Forms for the survey tool, which is available at no cost to the City.

If you have any questions, please don't hesitate to contact me at 763-784-6491.

Sample resolution for cities/counties participating for the first time in the program

COUNTY BOARD OF COMMISSIONERS/CITY COUNCIL

, Minnesota

Date _____	Resolution No. _____
Motion by _____	Second by _____
Commissioner/Council _____	Commissioner/Council _____
Member _____	Member _____

WHEREAS, In 2010, the Minnesota Legislature created the Council on Local Results and Innovation; and

WHEREAS, The Council on Local Results and Innovation developed a standard set of performance measures that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties in providing services and measure residents' opinion of those services; and

WHEREAS, Benefits to the City of _____ /County are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, Any city/county participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, The City Council of _____ /County Board has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

NOW THEREFORE LET IT BE RESOLVED THAT, The City Council of _____ /County will report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's/county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, The City Council of _____ /County will submit to the Office of the State Auditor the actual results of the performance measures adopted by the county/city.

Detail of Voting: **Ayes** **Nays**

Standard Measures for Cities

Category	#	Measure	Notes:
General	1.	Rating of the overall quality of services provided by your city (survey data, provide year completed and total responses)	Example of responses: excellent, good, fair, poor
	2.	Percent change in the taxable property market value	County assessor's office data
	3.	Citizens' rating of the overall appearance of the city (survey data, provide year completed and total responses)	Example of responses: excellent, good, fair, poor
	4.*	Nuisance code enforcement cases per 1,000 population	$(\text{Number of cases} / \text{Population}) \times 1,000 = \text{cases per 1,000 population}$
	5.*	Number of library visits per 1,000 population	$(\text{Number of visits} / \text{Population}) \times 1,000 = \text{visits per 1,000 population}$
	6.*	Bond rating	Standard & Poor's Ratings Services or Moody's Investor Services
	7.	Citizens' rating of the quality of city recreational programs and facilities (survey data, provide year completed and total responses)	Example of responses: excellent, good, fair, poor
	8.*	Accuracy of post election audit (% of ballots counted accurately)	
Police Services	9.	Part I and II Crime Rates	Submit data as reported by the Minnesota Bureau of Criminal Apprehension
	10.*	Part I and II Crime Clearance Rates	Submit data as reported by the Minnesota Bureau of Criminal Apprehension
	11.	Citizens' rating of safety in their community (survey data, provide year completed and total responses)	Example of responses: very safe, somewhat safe, neither safe nor unsafe, somewhat unsafe, very unsafe
	12.	Average police response time	Average time it takes to respond to top priority calls from dispatch to officer on scene.
Fire & EMS Services	13.	Insurance industry rating of fire services	Insurance Service Office (ISO) Rating. The ISO issues ratings to fire departments throughout the country for the effectiveness of their fire protection services and equipment. ISO analyzes data and then assigns a classification from 1 to 10. Class 1 represents superior property fire protection and Class 10 indicates that the area's fire suppression program does not meet ISO's minimum criteria.
	14.	Citizens' rating of the quality of fire protection services (survey data, provide year completed and total responses)	Example of responses: excellent, good, fair, poor
	15.	Average fire response time	Average time it takes from dispatch to apparatus on scene for calls that are dispatched as a possible fire
	16.*	Fire calls per 1,000 population	$(\text{Number of calls} / \text{population}) \times 1,000 = \text{calls per 1,000 population}$
	17.*	Number of fires with loss resulting in investigation	
	18.*	EMS calls per 1,000 population	$(\text{Number of calls} / \text{population}) \times 1,000 = \text{calls per 1,000 population}$
	19.	Emergency Medical Services average response time	Average time it takes from dispatch to arrival of EMS
Streets	20.	Average city street pavement condition rating	Provide average rating and the rating system program/type. Example, 70 rating on the Pavement Condition Index (PCI).
	21.	Citizens' rating of the road conditions in their city (survey data, provide year completed and total responses)	Example of responses: excellent, good, fair, poor. Alternatively: good condition, mostly good condition, many bad spots
	22.*	Expenditures for road rehabilitation per paved lane mile rehabilitated (jurisdiction only roads)	Total cost for rehabilitations / lane miles rehabilitated
	23.*	Percentage of all jurisdiction lane miles rehabilitated in the year	Lane miles rehabilitated in year / total number of lane miles
	24.*	Average hours to complete road system during snow event	
	25.	Citizens' rating of the quality of snowplowing on city streets (survey data, provide year completed and total responses)	Example of responses: excellent, good, fair, poor
Water	26.	Citizens' rating of the dependability and quality of the city water supply (survey data, provide year completed and total responses)	Example of responses: excellent, good, fair, poor
	27.	Operating cost per 1,000,000 gallons of water pumped/produced	Centrally provided system: $(\text{actual operating expense for water utility} / (\text{total gallons pumped} / 1,000,000)) = \text{cost per million}$
Sanitary Sewer	28.	Citizens' rating of the dependability and quality of city sanitary sewer service (Provide year completed and total responses)	Example of responses: excellent, good, fair, poor
	29.	Number of sewer blockages on city system per 100 connections	Centrally provided system: $(\text{Number of blockages} / \text{number of connections}) \times 100 = \text{blockages per 100 connections}$

*New or amended measure

City of Spring Lake Park Citizen Survey

The City is conducting a city services survey as part of its participation in the voluntary Performance Measurement Program through the Minnesota Office of the State Auditor. The purpose of the program is to help residents and local officials determine how effective the city has been in providing core city services and to measure residents' opinions of those services.

The City's performance measures include both objective and subjective indicators of the quality of police services, fire, city streets, water system, sanitary sewer system, overall appearance, and changes in taxable market value and bond rating. The results of the survey will be posted on the City's website in June.

1. How would you rate the overall appearance of the city?

Mark only one oval.

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

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

Mark only one oval.

- Very safe
- Somewhat safe
- Somewhat unsafe
- Very unsafe
- Don't know

3. How would you rate police services in the city?

Mark only one oval.

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

4. What is the biggest public safety concern in Spring Lake Park?

Mark only one oval.

- Violent Crime
- Traffic/Speeding
- Drugs
- Youth Crime and Vandalism
- Business Crimes (shoplifting, check fraud, etc)
- Residential Crimes (burglary, theft, etc)
- Identity Theft
- Lack of Police Capacity
- Thefts from Vehicles
- Other: _____

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

Mark only one oval.

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

6. How would you rate the condition of the city streets?

Mark only one oval.

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

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

Mark only one oval.

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

8. How would you rate the dependability and overall quality of the city's water system?

Mark only one oval.

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

9. How would you rate the dependability and overall quality of the city's waste water system?

Mark only one oval.

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

10. How would you rate the overall quality of storm water management in the city?

Mark only one oval.

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

11. How would you rate the overall quality of city parks and trails?

Mark only one oval.

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

12. How would you rate the quality of the recreation programs offered by the city?

Mark only one oval.

- Excellent
- Good
- Fair
- Poor
- I've never participated in a recreation program offered by the city
- Other: _____

13. How would you describe the City's stance on enforcing the city code on such nuisance issues as exterior storage, inoperable vehicles and long grass/weeds?

Mark only one oval.

- Too tough
- About right
- Not tough enough
- Don't know

14. How would you rate the quality of communication/distribution of city information?

Mark only one oval.

- Excellent
- Good
- Fair
- Poor

15. Of these sources, how do you obtain the majority of your city information?

Mark only one oval.

- City publications
- City website
- City social media
- City emails
- Blaine/Spring Lake Park Life Newspaper
- North Metro Television
- Community billboard
- Other: _____

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

Mark only one oval.

- Excellent
- Good
- Fair
- Poor

17. How would you rate the value of services you receive from the City for the taxes you pay?

Mark only one oval.

- Excellent
- Good
- Fair
- Poor

Demographic Information

18. What is your age?

Mark only one oval.

18-24

25-34

35-44

45-54

55-64

65 and over

19. How long have you lived in Spring Lake Park?

Mark only one oval.

0-1 year

2-5 years

6-10 years

11-20 years

More than 20 years

20. Which of the following categories represents your race/ethnicity?

Mark only one oval.

White

African American or African-born

Hispanic-Latino

Asian-Pacific Islander

Native American

Something Else

Mixed/Bi-Racial

Don't know

Other: _____

21. Thinking about your household finances, how would you describe your financial situation? Would you say that:

Mark only one oval.

- Your monthly expenses are exceeding your income
- You are meeting your monthly expenses but are putting aside little or no savings
- You are managing comfortably while putting some money aside
- You are managing very well

22. Gender

Mark only one oval.

- Female
- Male
- Prefer not to say
- Other: _____

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