



Minnesota Office of the State Auditor

Rebecca Otto



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2017 Performance Measurement Report

The Program

In 2010, the Legislature created the Council on Local Results and Innovation. In February 2011, the Council released a standard set of ten performance measures for counties and ten performance measures for cities to aid residents, taxpayers, and state and local officials in determining the efficacy of counties and cities in providing services and measure the residents' opinions of those services. In February of 2012, the Council created a comprehensive performance measurement system for cities and counties to implement. In 2013, the Council revised the performance measures and clarified the performance measurement system to decrease confusion and to increase participation in the program.

Cities and counties that choose to participate in [the performance measurement program](#) may be eligible for a reimbursement in Local Government Aid (LGA).

Benefits and Reporting Requirements

A county or city that elects to participate in the performance measurement program in 2016 is eligible for a reimbursement of \$0.14 per capita, not to exceed \$25,000. In order to receive the per capita reimbursement counties and cities must file a report with the Office of the State Auditor (OSA) by July 1. This report consists of:

- 1) A **resolution** approved by the city council or county board declaring that:
 - The city/county has adopted and implemented the minimum 10 performance measures from each applicable service category and the system developed by the Council on Local Results and Innovation.
 - The city/county will report the results of the measures to its residents before the end of the calendar year. They may accomplish this through direct mail, posting the results on the entity's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.
- 2) A **document** showing the actual results of the performance measures adopted by the city/county.

Participating Cities and Counties

In 2017, 32 cities (4%) and 24 counties (28%) were certified by the Office of the State Auditor to the Minnesota Department of Revenue to receive additional local government aid, an increase of 5 cities and 5 counties from 2016.

The following cities and counties were successfully certified in 2017.

By clicking on a city or county name, a pdf file will open with a copy of the entity's resolution and survey results.

Cities:

[Apple Valley](#)
[Bemidji](#)
[Chaska](#)
[Crystal](#)
[Elko New Market](#)
[Little Canada](#)
[Mounds View](#)
[Ramsey](#)
[Saint Joseph](#)
[Savage](#)
[Waite Park](#)

[Austin](#)
[Bloomington](#)
[Circle Pines](#)
[Eagan](#)
[Golden Valley](#)
[Maplewood](#)
[New Hope](#)
[Rogers](#)
[Saint Michael](#)
[Shakopee](#)
[Woodbury](#)

[Avon*](#)
[Burnsville](#)
[Coon Rapids](#)
[Eden Prairie](#)
[Hastings](#)
[Minneapolis](#)
[New Ulm](#)
[Saint Cloud](#)
[Sartell](#)
[Waconia](#)

Counties:

[Anoka](#)
[Clay](#)
[Fillmore](#)
[Kandiyohi](#)
[Olmsted](#)
[Renville](#)

[Brown](#)
[Dakota](#)
[Hennepin](#)
[McLeod](#)
[Otter Tail](#)
[Rice](#)

[Carver](#)
[Dodge](#)
[Jackson](#)
[Murray](#)
[Ramsey](#)
[Saint Louis](#)

Scott
Washington

Sherburne
Winona

Stearns*
Yellow Medicine

* -- This is the first year that this entity participated in the program: the pdf contains the resolution only.

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CITY OF APPLE VALLEY
RESOLUTION NO. 2017-94

A RESOLUTION ADOPTING AND REPORTING PERFORMANCE MEASURES

WHEREAS, benefits to the City of Apple Valley for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in Minn. Stat. § 6.91 and include eligibility for a reimbursement as set by State Statute; and

WHEREAS, any city/county participating in the comprehensive performance measurement program is also exempt from state levy limits under Minn. Stat. § 275.70 to 275.74 for taxes payable, if levy limits are in effect; and

WHEREAS, the City Council of Apple Valley 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.

NOW, THEREFORE, BE IT RESOLVED, by the City Council of the City of Apple Valley, Dakota County, Minnesota, that this Council 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, by the City Council of the City of Apple Valley, Dakota County, Minnesota, that this Council will submit to the Office of the State Auditor the actual results of the performance measures adopted by the City.

ADOPTED this 8th day of June, 2017.


Mary Hamann-Roland, Mayor

ATTEST:


Pamela J. Gackstetter, City Clerk

2017 City Performance Measurement Program Results (Data from 2012-2016, Unless Otherwise Noted)

Background

In 2010, the Minnesota Legislature created the Council on Local Results and Innovation (CLRI). Currently, the CLRI has a standard set of 27 performance measurements for counties and 29 performance measurements for cities that they believe will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties and cities in providing services. Participation in the standard measures program by a city or a county is voluntary. Cities and counties that choose to participate in the standards measure program may be eligible for funding of 14 cent per capita from the State of MN.

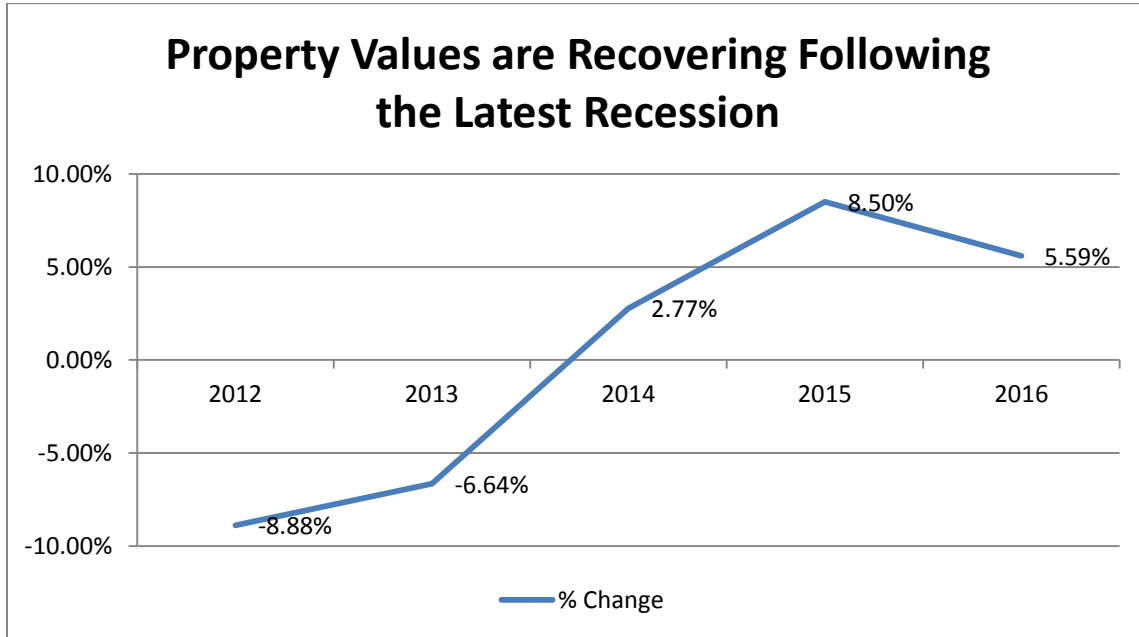
The Apple Valley City Council chose to participate in the program for the 2017 reporting year. In order to receive the per capita reimbursement for the following calendar year, cities must adopt and implement a minimum of ten performance measures from the CLRI's list of 29 measures and file a report with the Office of the State Auditor.

The measurements are divided into six different categories: General, Police Services, Fire & EMS Services, Streets, Water, and Sanitary Sewer. As part of this process, the City submitted five years of data (generally 2012 to 2016, sometimes 2011 to 2015) for 15 of the 29 standard performance measurements, which were selected from each of the six categories. Below are the data related to each of the measurements the City chose to track.

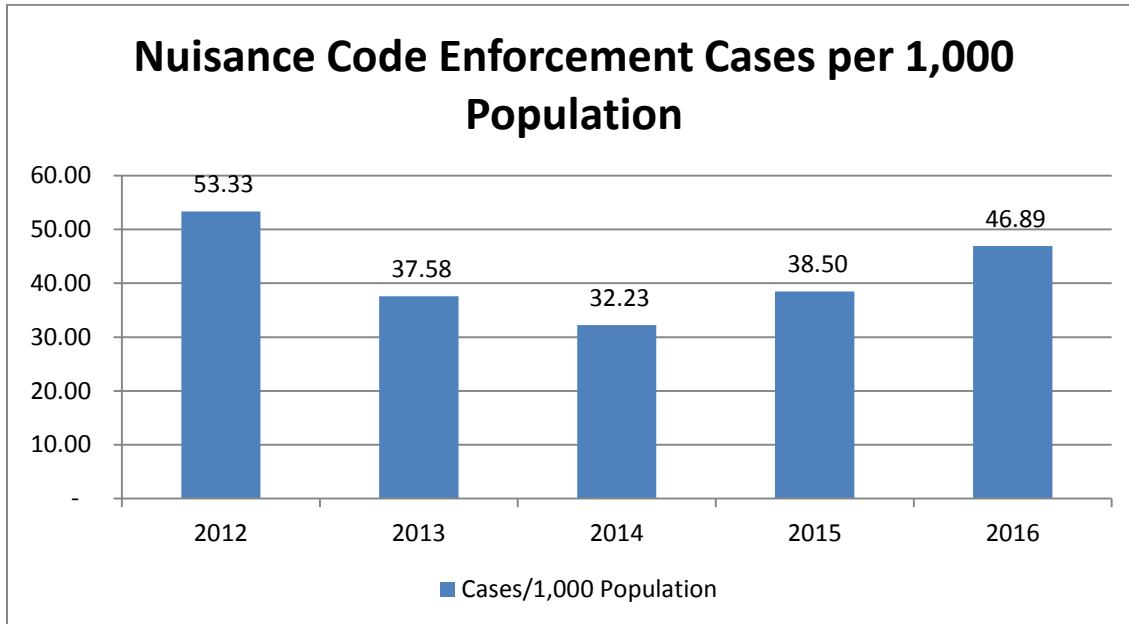
City of Apple Valley Performance Scorecard						
Performance Category	2011	2012	2013	2014	2015	2016
General						
Percent change in the taxable property market value	-	-8.88%	-6.64%	2.77%	8.50%	5.59%
Nuisance code enforcement cases per 1,000 population	-	53.33	37.58	32.23	38.50	46.89
Bond rating (Moody's)	-	Aaa	Aaa	Aaa	Aaa	Aaa
Bond rating (S&P)	-	Not Rated	Not Rated	AAA	AAA	AAA
Accuracy of post election audit (% of ballots counted accurately)	-	99.95%	N/A	100.00%	N/A	100.00%
Police Services						
Part I and II Crime Rates - Part I	1,235	1,159	1,214	1,088	1,207	-
Part I and II Crime Rates - Part II	2,088	1,893	1,756	1,640	1,919	-
Part I and II Crime Clearance Rates - Part I	31.74%	32.61%	34.43%	33.73%	38.44%	-
Part I and II Crime Clearance Rates - Part II	62.16%	61.44%	63.95%	61.65%	62.69%	-
Fire & EMS Services						
Insurance industry rating of fire services	-	3/9	3/9	3/9	3/9	3/9
Fire calls per 1,000 population	-	15.59	16.25	15.68	14.53	15.78
EMS call per 1,000 population	-	12.81	12.64	12.38	13.32	15.82
Streets						
Average city street pavement condition rating	-	73	73	73	74	74
Expenditures for road rehabilitation per paved lane mile rehabilitated	-	144,548	104,611	206,540	220,715	133,695
Percentage of all jurisdiction lane miles rehabilitated in the year	-	2.93%	2.88%	4.59%	2.64%	1.75%
Average hours to complete road system during snow event	-	9.5	7.6	7.9	7.4	8.0
Water						
Operating cost per 1,000,000 gallons of water pumped/produced	-	1,220	1,500	1,654	1,797	2,017
Sanitary Sewer						
Number of sewer blockages on city system per 100 connections	-	0.040	0.020	-	0.006	0.026

GENERAL MEASURES

Percent Change in the Taxable Property Market Value:



Nuisance Code Enforcement Cases per 1,000 Population:

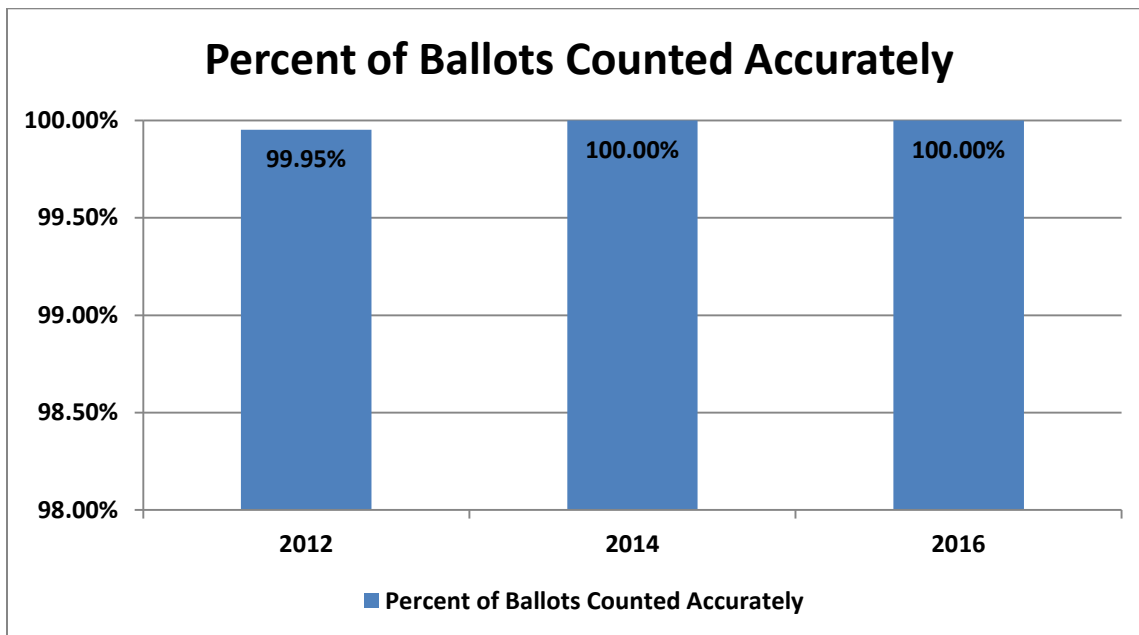


City of Apple Valley Bond Rating:

The City of Apple Valley maintains the highest possible credit rating from both Moody's and Standard & Poor's ratings agencies. The City did not start receiving ratings from Standard & Poor's until 2014.

Agency	2012	2013	2014	2015	2016
Moody's	Aaa	Aaa	Aaa	Aaa	Aaa
S&P	N/A	N/A	AAA	AAA	AAA

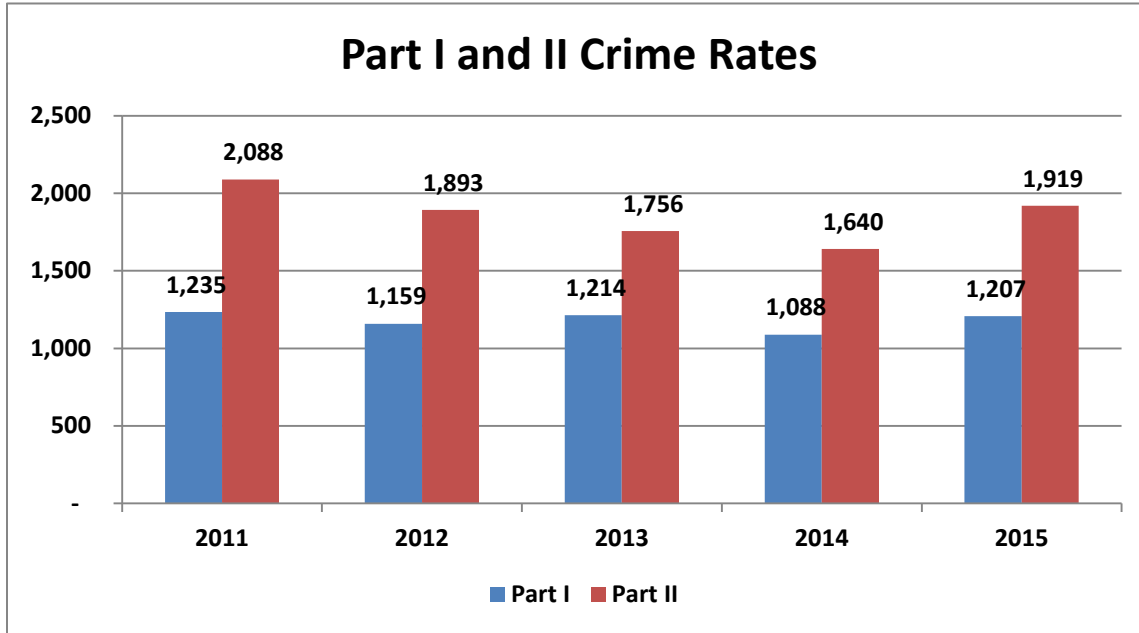
Accuracy of Post-Election Audit (% of Ballots Counted Accurately):



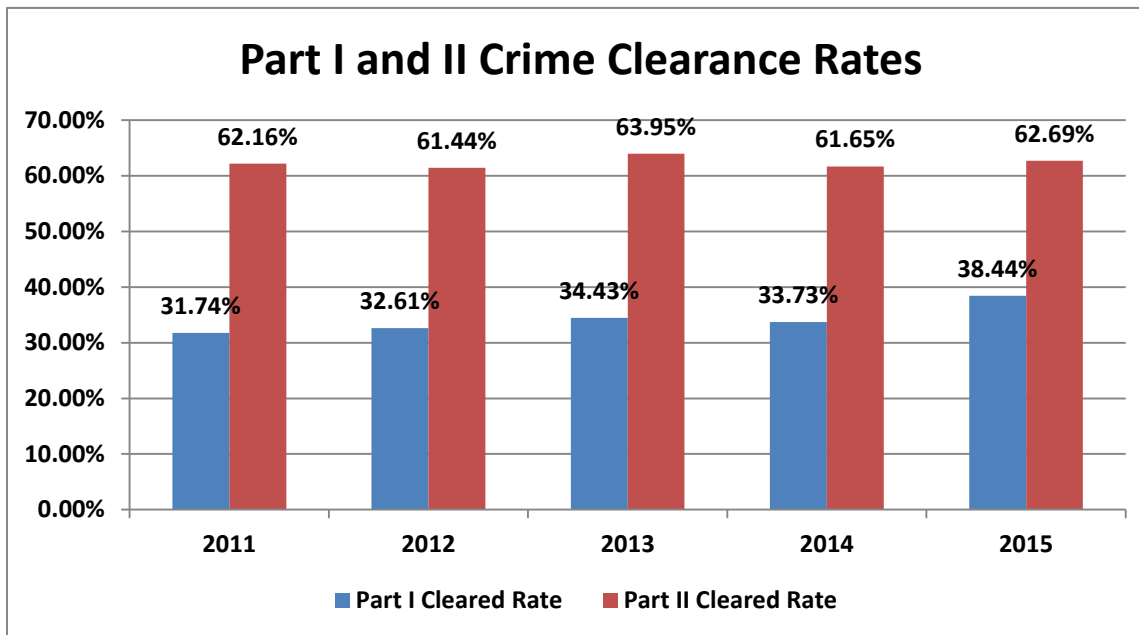
One precinct in the City of Apple Valley was selected for the Post-Election Review in each of the last three elections (2012, 2014, and 2016). There were no elections held in 2013 or 2015. The results from each election met the standard of acceptable performance of the voting system. In 2012, of the 2,080 ballots audited, there was one ballot that had been marked with an "X" outside the oval or target, which prevented the ballot tabulator from counting the vote. The intent of the mark was clear during the manual counting of the Post-Election Review. There were 1,532 and 2,072 ballots audited in 2014 and 2016, respectively. The manual counts for both years matched 100 percent to the machine counts taken on Election Day.

POLICE SERVICES MEASURES

Part I and II Crime Rates, per the Minnesota Bureau of Criminal Apprehension:



Part I and II Crime Clearance Rates, per the Minnesota Bureau of Criminal Apprehension:



Part I crimes include murder, rape, aggravated assault, burglary, larceny, motor vehicle theft, arson, and human trafficking. Part II crimes include other assaults, forgery and counterfeiting, embezzlement, stolen property, vandalism, weapons, prostitution, other sex offenses, narcotics, gambling, family and children crime, DUI, liquor laws, disorderly conduct, and other offenses. 2016 data will not be available until July 2017. Therefore, the date range shown is 2011 to 2015.

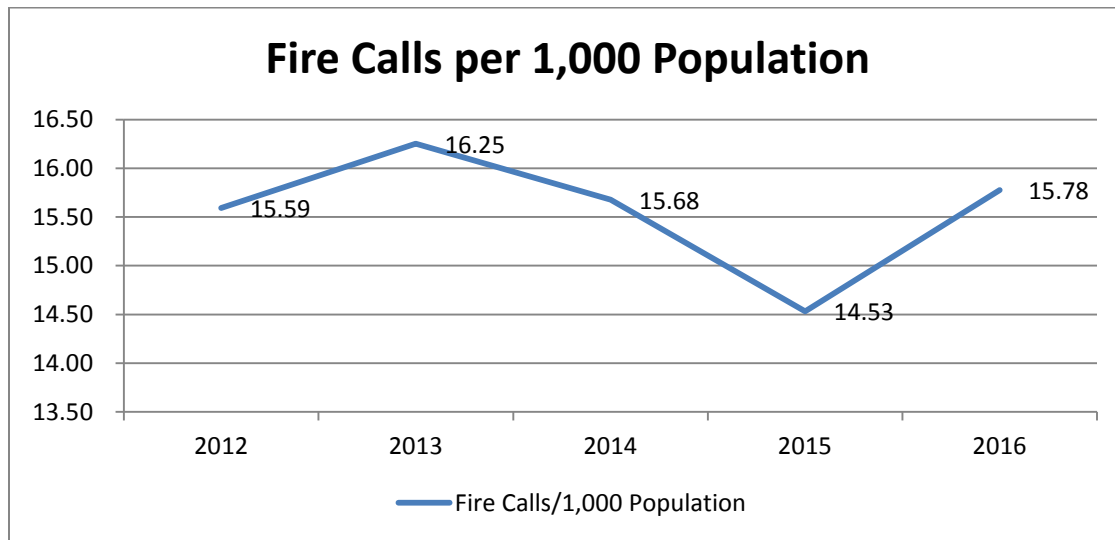
FIRE SERVICES MEASURES

Insurance Industry Rating of Fire Services:

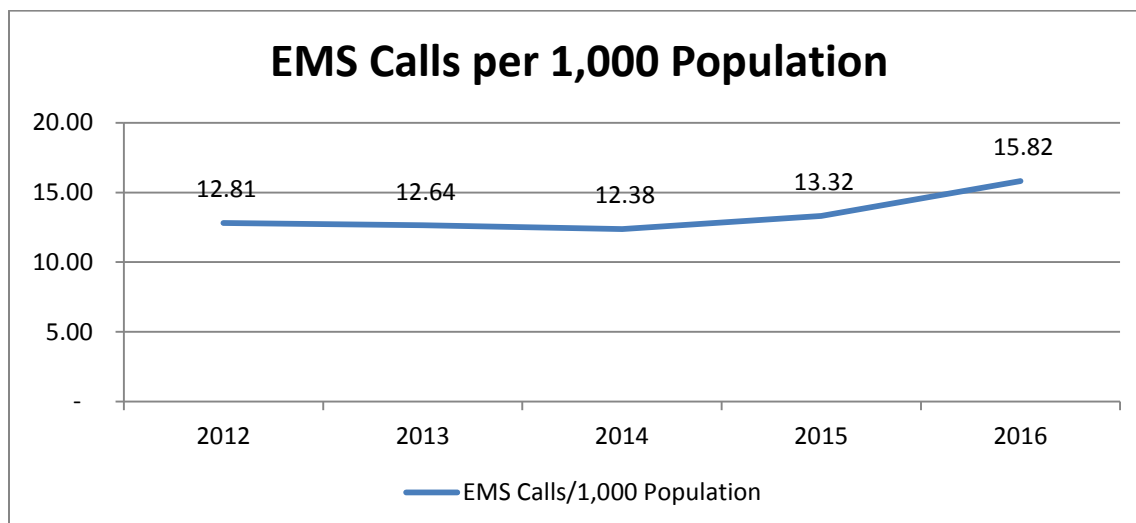
2012	2013	2014	2015	2016
3/9	3/9	3/9	3/9	3/9

The City of Apple Valley completed a Public Protection Classification (PPC™) survey evaluating the community’s structural fire suppression capabilities in 1997 and again in 2011. In 2011, the City’s overall score was a Class 3 rating. Due to a recent revision in how the Insurance Service Office (ISO) rates certain properties, those located over 1,000 feet from a fire hydrant are now categorized Class 9.

Fire Calls per 1,000 Population:



Emergency Medical Services (EMS) Calls per 1,000 Population:



NOTE: EMS services for the City of Apple Valley are provided by Allina Medical Transportation.

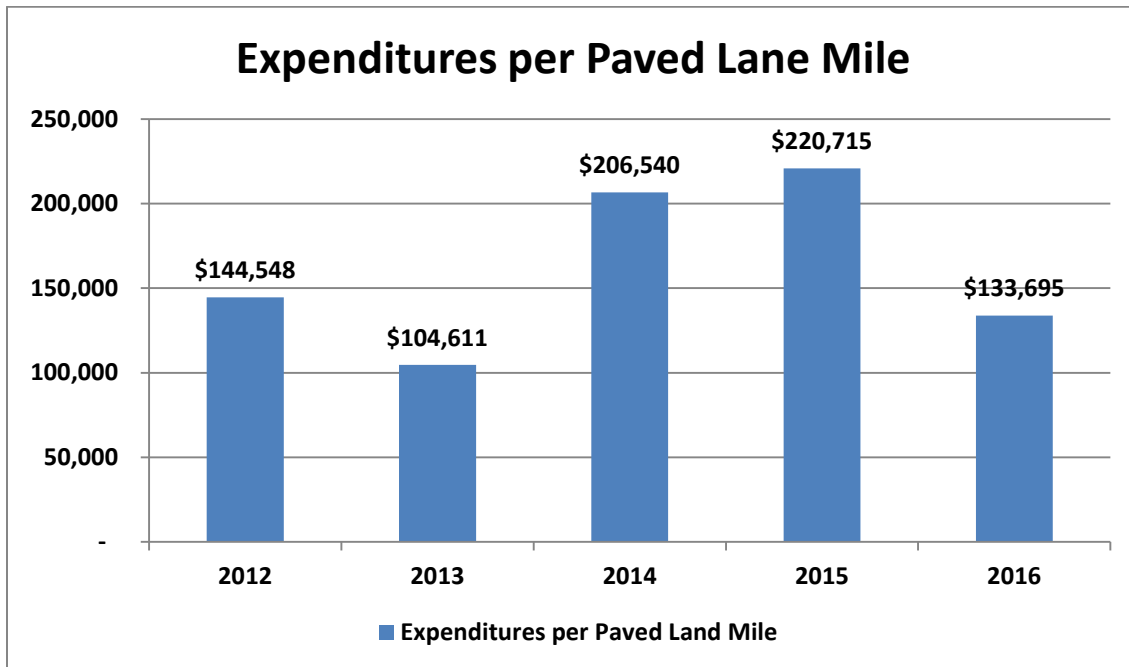
STREETS MEASURES

Average City Street Pavement Condition Rating:

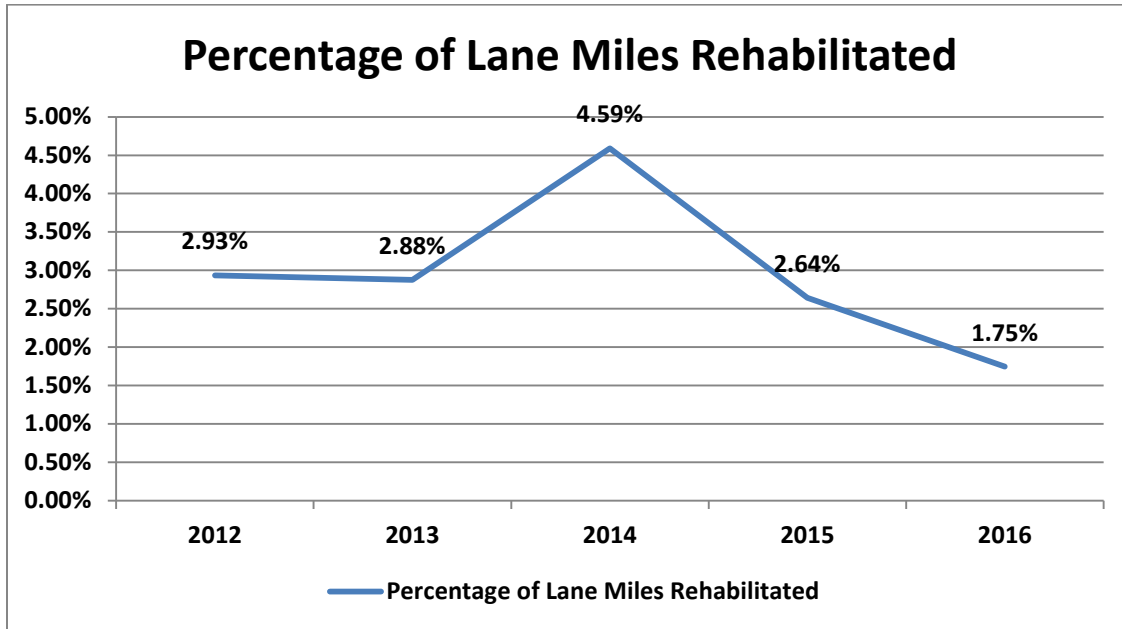
The implementation of the City's Pavement Management Program in 2013 is resulting in improving street quality. The Pavement Condition Index target rating is 73.

2012	2013	2014	2015	2016
73	73	73	74	74

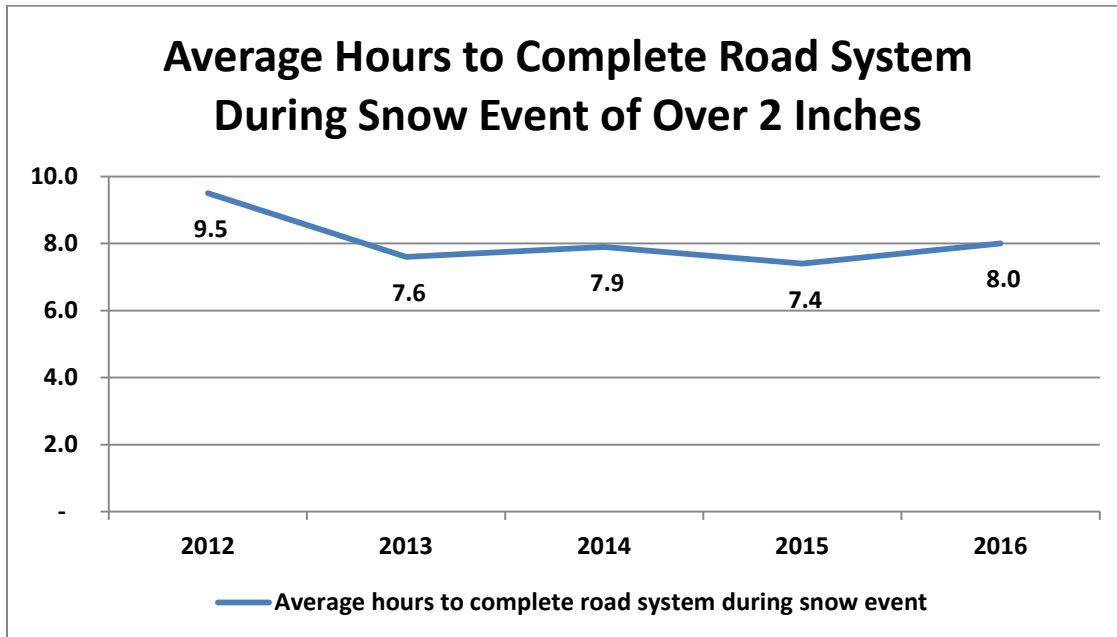
Expenditures for Road Rehabilitation per Paved Lane Mile Rehabilitated:



Percentage of all Jurisdiction Lane Miles Rehabilitated in the Year:

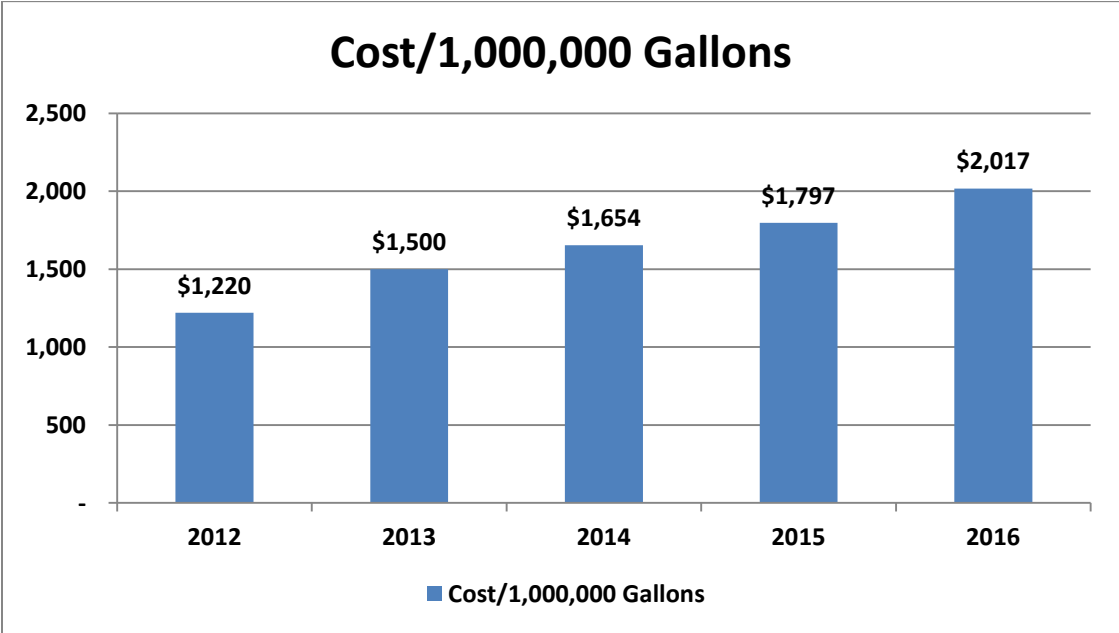


Average Hours to Complete Road System During Snow Event:



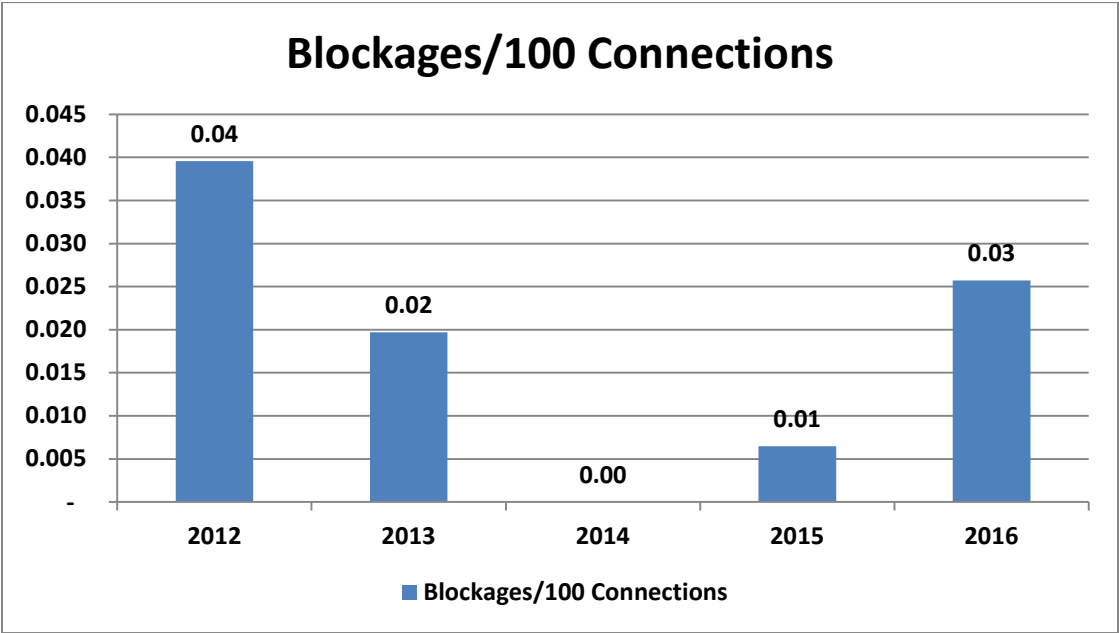
WATER & SANITARY SEWER MEASURES

Operating Cost per 1,000,000 Gallons of Water Pumped/Produced:



Note: Expanded Water Treatment Plant began operations in 2015.

Number of Sewer Blockages on City System per 100 Connections:



RESOLUTION NO. 15420

**AFFIRMING THE CITY OF AUSTIN'S PARTICIPATION IN THE OFFICE OF THE STATE
AUDITOR'S VOLUNTARY 2017 PERFORMANCE MEASUREMENTS PROGRAM**

WHEREAS, benefits to the City of Austin 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 or 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 Austin has adopted and implemented 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.

NOW THEREFORE, BE RESOLVED THAT that the City Council of Austin will continue to report the results of the performance measures to its citizenry through the end of the year through posting on the city's website.

BE IT FURTHER RESOLVED that the City Council of Austin will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.


Passed by a vote of yeas and nays this 1st day of May, 2017.

YEAS 7

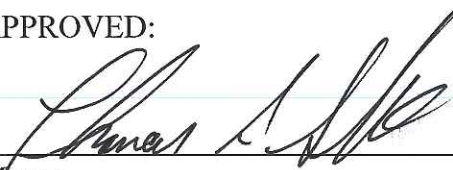
NAYS 0

ATTEST:

APPROVED:



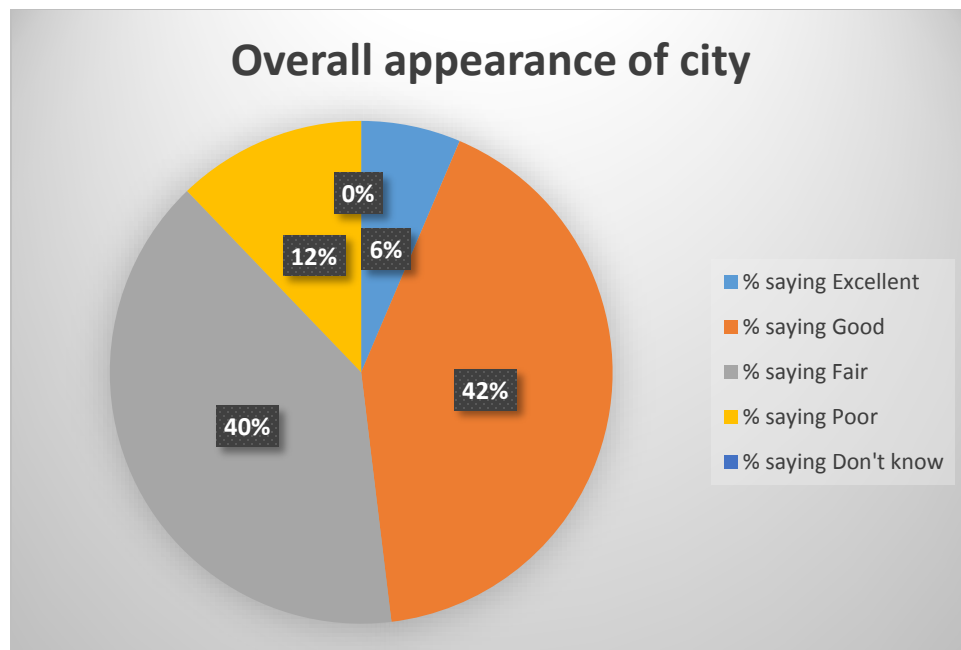
City Recorder



Mayor

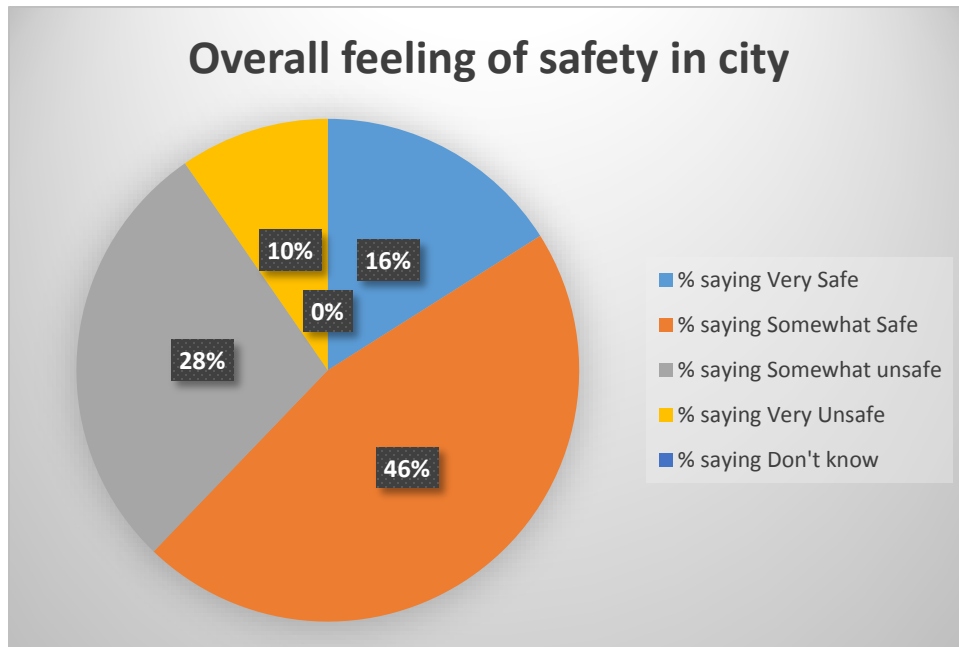
City of Austin, Minnesota 2017 Performance Measurements Survey Summaries & Pie Charts

How would you rate the overall appearance of the city?	
# saying Excellent	10
# saying Good	65
# saying Fair	62
# saying Poor	19
# saying Don't know	0
Total Responses	156
% saying Excellent	6%
% saying Good	42%
% saying Fair	40%
% saying Poor	12%
% saying Don't know	0%



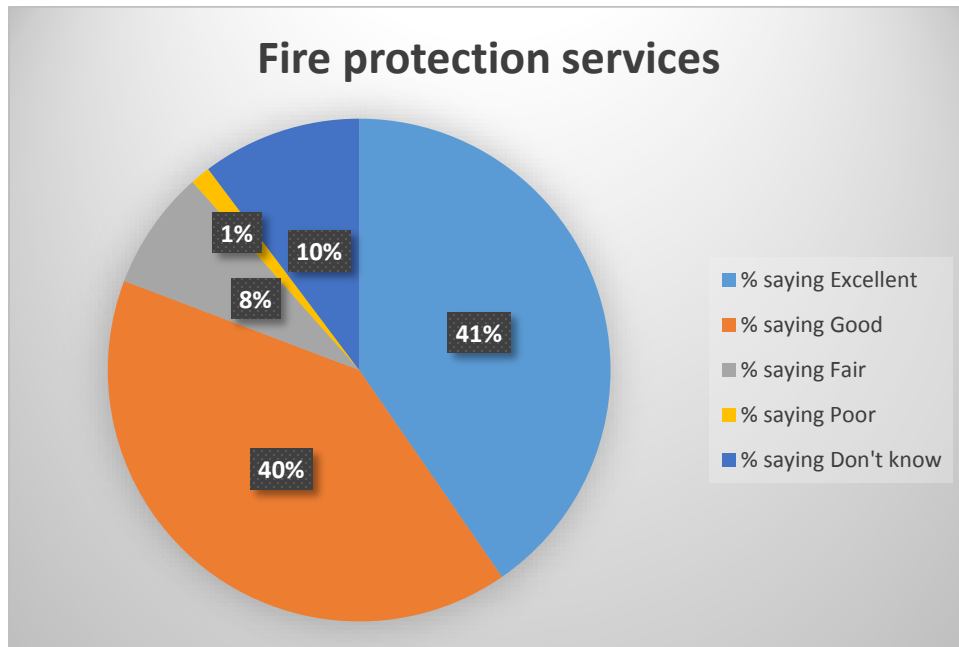
How would you describe your overall feeling of safety in the city?

# saying Very Safe	25
# saying Somewhat Safe	72
# saying Somewhat unsafe	44
# saying Very Unsafe	15
# saying Don't know	0
Total Responses	156
% saying Very Safe	16%
% saying Somewhat Safe	46%
% saying Somewhat unsafe	28%
% saying Very Unsafe	10%
% saying Don't know	0%



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

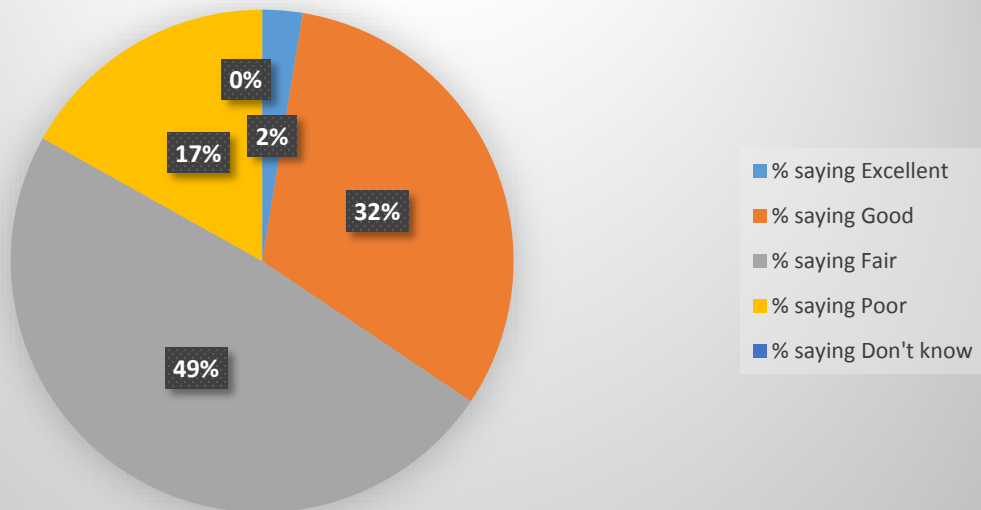
# saying Excellent	63
# saying Good	63
# saying Fair	12
# saying Poor	2
# saying Don't know	16
Total Responses	156
% saying Excellent	40%
% saying Good	40%
% saying Fair	8%
% saying Poor	1%
% saying Don't know	10%



How would you rate the overall condition of city streets?

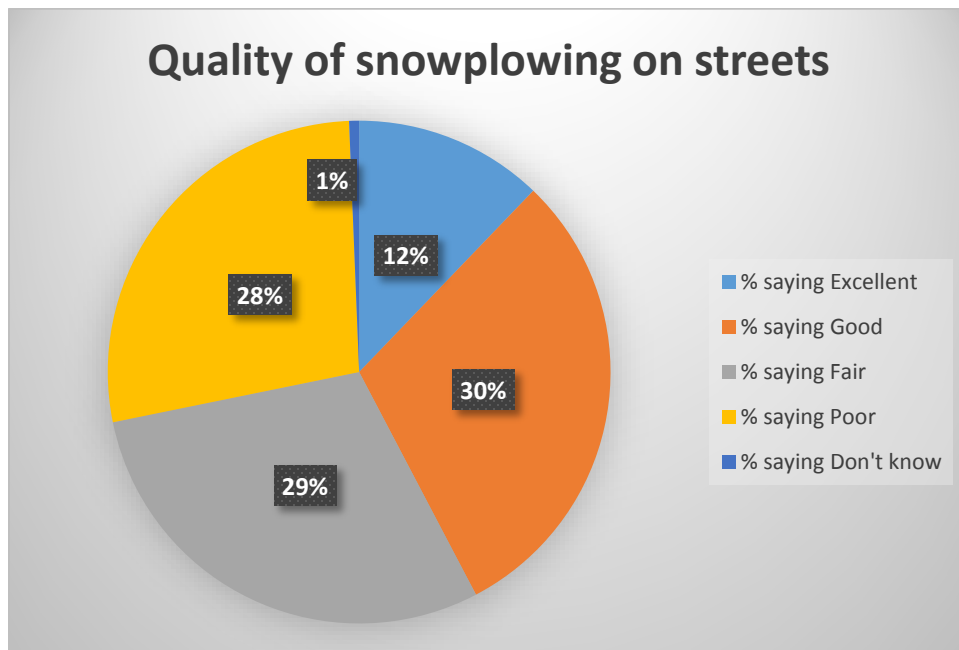
# saying Excellent	4
# saying Good	49
# saying Fair	75
# saying Poor	26
# saying Don't know	0
Total Responses	154
% saying Excellent	3%
% saying Good	32%
% saying Fair	49%
% saying Poor	17%
% saying Don't know	0%

Condition of streets



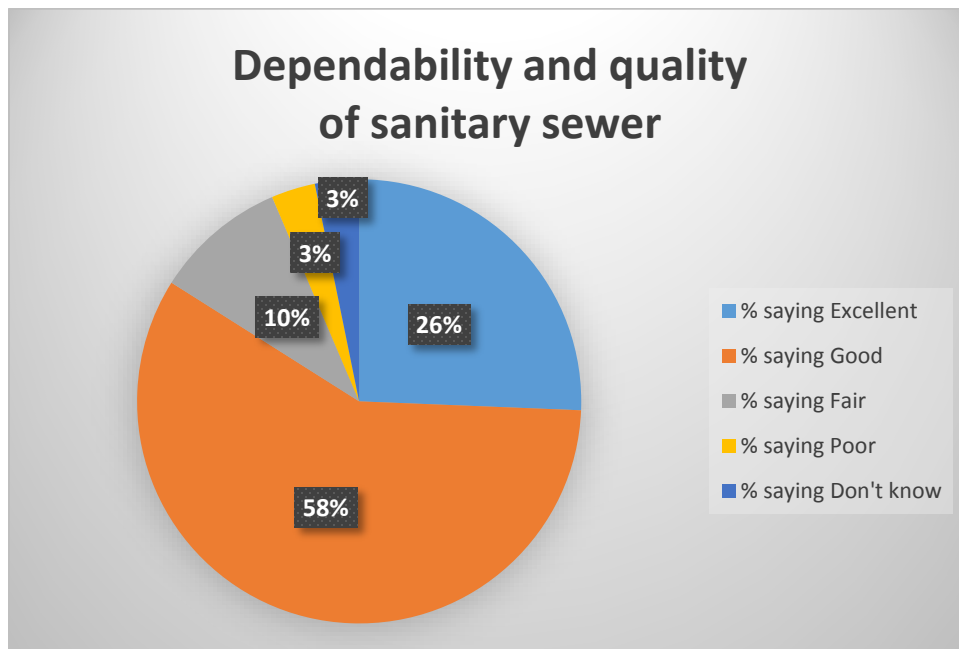
How would you rate the overall quality of snowplowing on city streets?

# saying Excellent	19
# saying Good	47
# saying Fair	46
# saying Poor	43
# saying Don't know	1
Total Responses	156
% saying Excellent	12%
% saying Good	30%
% saying Fair	29%
% saying Poor	28%
% saying Don't know	1%



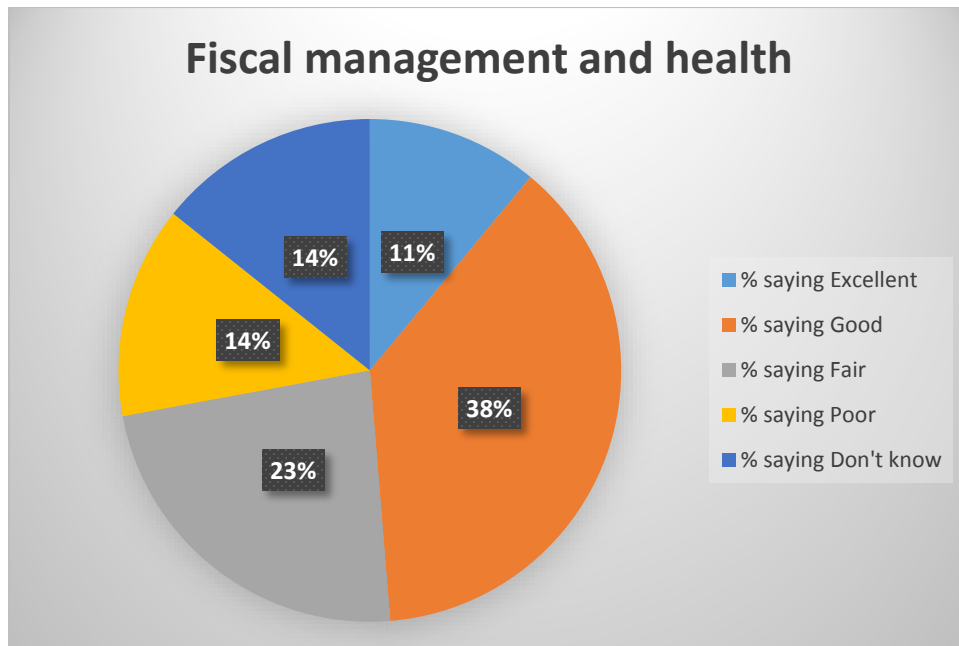
How would you rate the dependability and overall quality of city sanitary sewer service?

# saying Excellent	40
# saying Good	91
# saying Fair	15
# saying Poor	5
# saying Don't know	5
Total Responses	156
% saying Excellent	26%
% saying Good	58%
% saying Fair	10%
% saying Poor	3%
% saying Don't know	3%



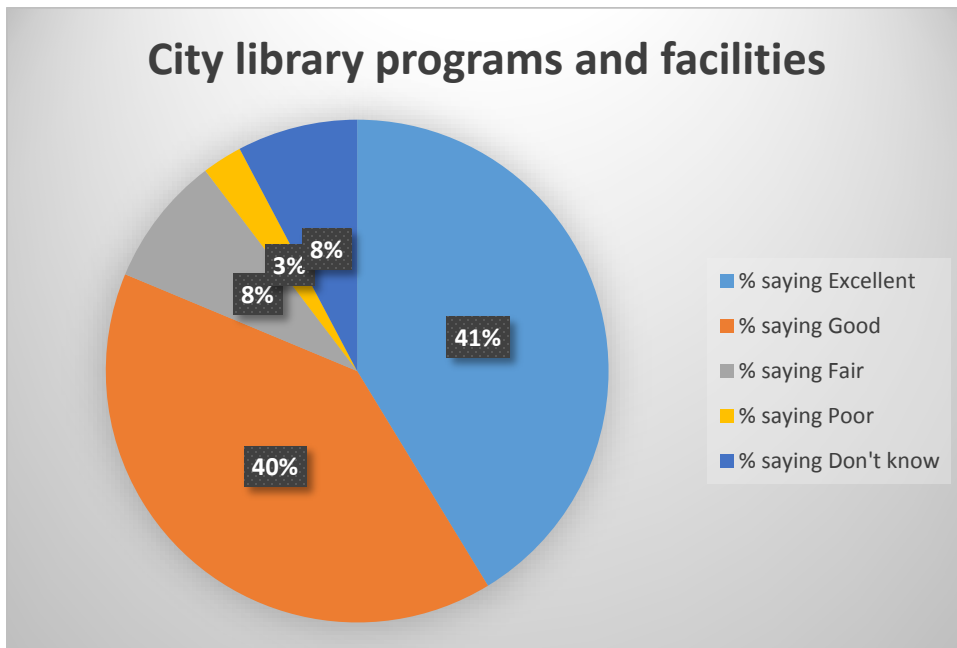
How would you rate the fiscal management and health?

# saying Excellent	17
# saying Good	58
# saying Fair	36
# saying Poor	21
# saying Don't know	22
Total Responses	154
% saying Excellent	11%
% saying Good	38%
% saying Fair	23%
% saying Poor	14%
% saying Don't know	14%



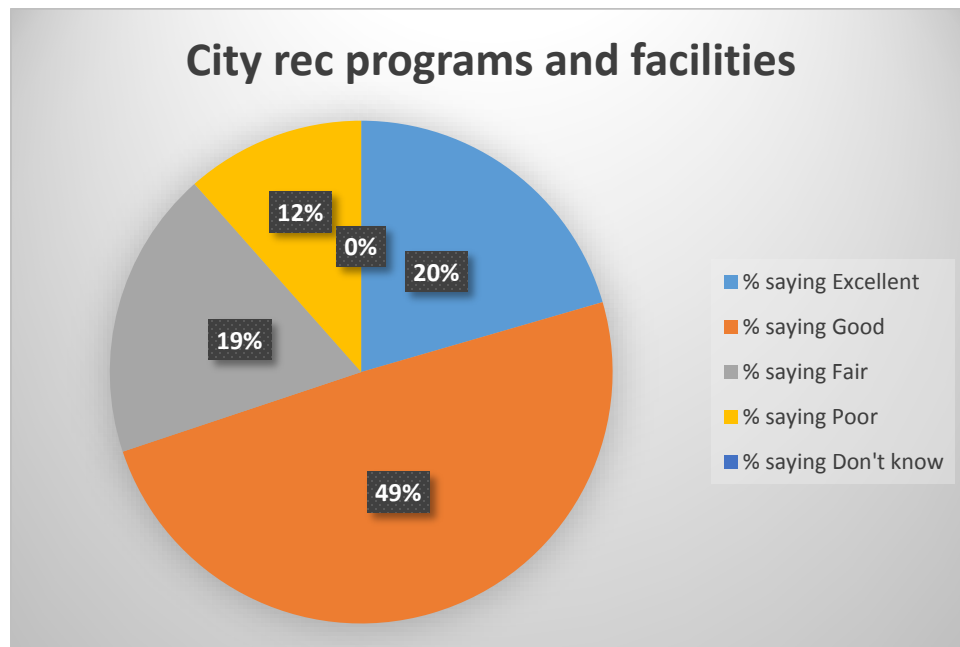
How would you rate the quality of City library programs and facilities?

# saying Excellent	64
# saying Good	62
# saying Fair	13
# saying Poor	4
# saying Don't know	12
Total Responses	155
% saying Excellent	41%
% saying Good	40%
% saying Fair	8%
% saying Poor	3%
% saying Don't know	8%



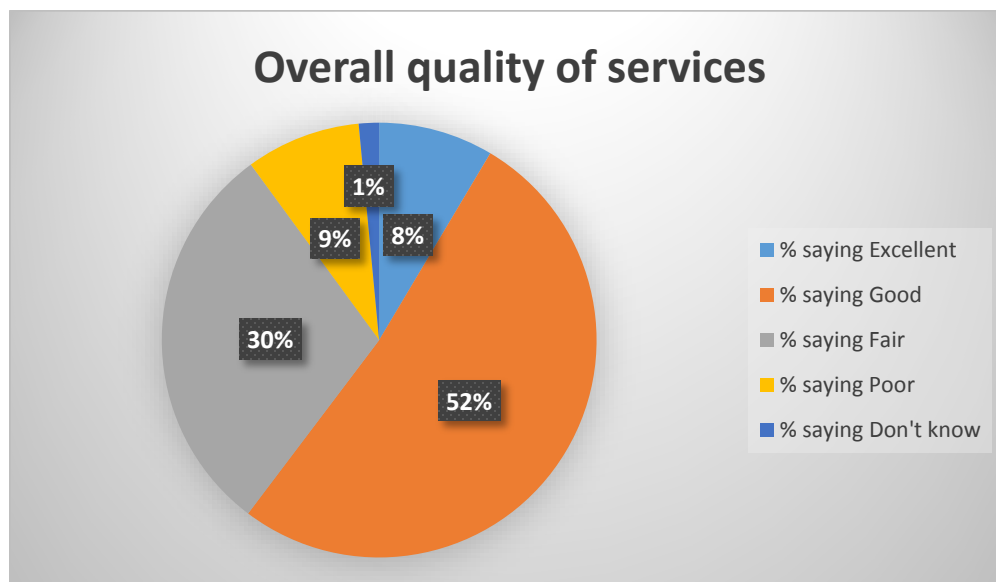
How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?

# saying Excellent	32
# saying Good	77
# saying Fair	29
# saying Poor	18
# saying Don't know	0
Total Responses	156
% saying Excellent	21%
% saying Good	49%
% saying Fair	19%
% saying Poor	12%
% saying Don't know	0%



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

# saying Excellent	12
# saying Good	85
# saying Fair	41
# saying Poor	11
# saying Don't know	6
Total Responses	155
% saying Excellent	8%
% saying Good	55%
% saying Fair	26%
% saying Poor	7%
% saying Don't know	4%



How would you rate the overall appearance of the city?

Fair	
Good	
Poor	
Good	
Poor	It's run-down & trashy. People don't take pride in their city and so it's nothing for them to help destroy it. And criminal activity runs rampant. Oakland Avenue area needs some serious attention. I can't believe businesses there haven't pulled out and moved over by walmart. If you're looking for criminal activity, and drugs..Oakland Ave. area is the place to find it. The old Target shopping center needs some attention. What can we do to draw new business in to that area? I think a Dollar General store would be a great addition to Austin. I think the Kwik Trip at the old truckstop, needs a restaurant across 11th from it. I recommend Taco Bell or Noodles & Company :)
Good	
Fair	Public area grass looks terrible. Spray the dandelions and trim please. My main concern is some of these houses that have major garbage, old cars, you name it in their yards. This never happened 10 years ago and nobody seems to care, just let the scumbags trash their yards, DO SOMETHING- FINE THE SLUM LORDS OR TACK ON ASSESSMENTS. DO SOMETHING and don't table this crap for months, give someone the authority to get it done. Our pretty town is gone, thanks so much!
Fair	Moved here from Eden Prairie, as my point of reference. Austin streets are mostly concrete so many bumps from the seams. some neighborhoods are very poorly kept. Fortunately spring comes and grass and weeds pop up to hide a lot of stuff.
Fair	Four years ago, I would have rated the city appearance as poor. The appearance of the city has improved in the four years I've lived here. The decrepit mall was finally removed and the downtown area has been spruced up. The city would benefit from pushing for the removal of excess, vacant retail space west of 14th St. NW.
Poor	some areas are beautiful, but most are becoming run down.
Poor	Slum Lord rental houses, under paid Hormel employees and their criminal relatives scattered around the town
Fair	needs several homes and yards cleaned up and tore down.
Fair	Housing stock seems in decline especially in areas with lots of rental houses. Downtown looks great! Overall it's patchy.
Good	
Good	
Fair	
Good	
Fair	Too many dilapidated houses and blighted neighborhoods. A lot of trash blowing around some areas.
	Less salt/ more street cleaners. More trenching utilities. Several parts of town where their is only a sidewalk on one side of the street, but all of the lights are on the other side of the street. Lots of lights are yellow, please go LED faster.
Good	

Good	
Fair	Graffiti in family friendly places is disappointing, but hard for the city to keep up with it all. Smoking, cigarettes, glass, needles in parks.
Good	
Good	There are several houses and businesses that could be cleaned up to improve the appearance.
Fair	
Poor	Graffiti and empty store frontages plague this community.
Good	
Good	Roads are looking really rough
Good	
Poor	flowers are a bandaid for Austin, it's dirty and people don't make a lot of effort or pride in their town, unless you can afford it.
Good	
Fair	Many unoccupied buildings. Vacant properties both residential and commercial.
Good	
Good	
Fair	
Good	I wish we would be able to cut down on the amount of graffiti
Fair	
Good	
Excellent	
Good	A lot of streets need repair, stop lights are old and getting hard to see, beautiful flowers though are hung up downtown, and they do excellent work during Christmas.
Fair	
Good	
Good	
Fair	There are definitely neighborhoods that could use some cleaning up.
Poor	
Fair	So many empty retail spaces
Good	Some neighborhoods are better taken care of than others
Poor	There are way too many homes dispersed through the city that are so unkempt. I have heard these properties are rentals and they are never kept up ... such an eye sore.
Poor	
Fair	THE CITY DOES NOT LOOK AT TVS COUCH AND JUNK IN YARDS
Good	
Good	
Good	
Good	
Good	
Good	there has been improvement in this area in the last 5 years
Fair	
Good	

Excellent	Love the flowers and wide streets. Most of the City is great and CHIP is helping in some of the less maintained (and therefore less attractive).
Fair	Distressed property
Fair	
Good	
Fair	Depends on what part of town you're in.
Fair	
Good	
Good	The number of rundown houses and rental property houses speaks volumes as a cry for help regarding affordable city housing for low income families. Enforcement and fines for those who do not shovel their sidewalk, mow their lawn, fix their marked unsafe sidewalk, move their vehicle for snow emergency snow removal, etc. would bring income into the city and provide a safer more appealing city.
Fair	
Good	
Fair	
Good	Unfortunately for the city, most of the eye sores in this city are/is the housing itself. Many homeowners have given up maintenance of their homes. I think the parks look good, downtown has improved greatly.
Fair	The housing situation in this town is terrible. We have owned a home for 25 years and pride ourselves on keeping it nice looking but everyone around us, with the exception of 2 neighbors don't - a lot of renters and minorities in our area.
Good	
Good	
Fair	Roads are starting to show wear around town (which is understandable after winter), parks could use some sprucing up, certain neighborhoods could use some TLC as well. As the parent of a toddler, we appreciate the abundance of city parks but would love to see some updates (especially for children of all abilities) and cleaning.
Fair	There are parts of the town that are quite charming and parts that are not so charming
Fair	There are a lot of houses that look terrible.
Fair	Too many brown/tan buildings downtown; residential neighborhoods have too many run-down properties with zoning violations never addressed
Fair	
Good	
Poor	Home properties are awful.... messy areas of town
Poor	Town is run down and dirty
Poor	Looks ok from the interstate.
Good	
Good	
Excellent	Downtown has improved over the years More store openings etc.
Fair	
Good	
Fair	
Fair	

Poor	Downtown is all thats nice
Fair	
Fair	Austin needs to FORCE home owners and slum lords to fix and maintain their properties. HRA and Habitat also need to make it a priority that new home owners keep their yards clean and free from trash and junk. Give them garages for Petes sake!
Fair	
Poor	Nothing to do for entertainment
Fair	Austin, MN use to be a nice town but it has changed. George's Pizza and Steve's Pizza and Robbins furniture should not have been torn down to make room for that new jail. It should have been built by the airport. That was a big mistake.
Fair	
Good	SOME HOMES BY THE POST OFFICE NEED TO HAVE THE YARDS CLEANED UP
Good	Some parts are really run down
Good	
Fair	
Good	
Fair	
Fair	Some residential areas are very nice, pleasant, inviting. But, sadly, there there are others that are very substandard & hazardous. I don't know how or if they could be rehabed. Overall, O think when people visit Austin they will, at first view be very pleased & satisfied with their experience here.
Good	
Good	
Fair	
Fair	WE SHOULD FOLLOW THE FRANCHISE PLACES WHERE PHYSICAL APPEARANCE IS IMPORTANT AND HAVE ALL PLACES IN AUSTIN FOLLOW SUIT.
Fair	Great looking areas but eyesores too. Homes with junk all over yards. Area by old downtown hotel looks awful and that's a, main road in to city.
Poor	
Good	
Excellent	
Fair	
Good	its getting better all the time...
Good	
Fair	There needs to be rental ordinances. It is obvious which houses are rentals as they are not taken care of.
Good	The Main Street area looks great. HyVee and the strip malls in the NW look great. The residential areas are in dire need of people cleaning up and taking care of their property.
Excellent	
Fair	Too many empty buildings and trash on the walking paths and parks.
Fair	There are a lot of run down properties through out the city.
Good	Some residences along main streets are very run down looking.
Excellent	
Poor	Roads and bridges should be more inviting. Maybe add additional street lights

Fair	
Fair	people see the city from the interstate, dress up that look
Good	
Good	
Fair	
Good	Could move quicker on blighted properties and re-define what constitutes an un-kept property. Offer help to those home owners to improve their homes curb appeal.
Good	Roads, Roads, roads. Most of the roads in and out of town are mis matched repair jobs that are failing horribly. Whoever is doing the Asphalt repairs needs to be charged back. Whoever is doing the concrete repairs needs to be commended.
Good	
Poor	the bathrooms are dirty, the parks aren't maintained , people throw junk on the boulevard , the roads have tons of pot holes , apartments are slums because nobody enforces ur so called rental policies, people park there cars on there yards and nothing happens, i thought u hired someone to take care of these problems, but nothing changes but managements salaries they seem to think there worth more money but theres only a few who have any college degrees and it shows.You should have to have a college degree to hold any management job period ,the city lack of good leadership from the mayor to Clark to the supervisors is astounding and very troubling . you can add the city council to that also for they don't want to do there job , just push it down the line right Judy E. But we have a walk path, we have a city administrator who wants to have a city like Worthington Mn, and we have city councilmen who aren't held accountable for the actions of a few cronies .
Poor	Too much junk stored on peoples' properties, streets not maintained during the summer, (lanes not marked, etc.) overlays + sanding is another, traffic lights not synchronized properly.
Good	
Fair	
Good	Too much junk on boulevards and on some homeowners property. Graffiti.
Good	Housing areas need to be cleaned up
Fair	
Fair	
Fair	Downtown looks great, but so many residential areas look bad. In the summer many parks look bad with so many weeds, even many growing out of the sand
Excellent	
Excellent	Looks great!
Good	constant road construction is a real eye sore. those decorative 'historical' signs are also very out of place.
Fair	
Excellent	I love the flowers downtown!
Good	
Fair	
Excellent	I feel it has improved in the last 5 years.
Good	
Good	It is improving from the blue collar town that we knew in the 70's. We like the flower baskets, the public buildings like library, Paramount. Let's keep moving in this direction.

Fair	
Fair	I feel Austin needs to tighten the reigns on the care of property. Many homes are so run down or have a lot of junk in the yards. Rental properties are not maintained...I feel that's a huge issue.
Good	
Fair	
Fair	
Good	
Fair	Its a older town with 75% of all homes and buildings built before 1980.

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

Somewhat safe	
Somewhat safe	
Somewhat unsafe	
Somewhat unsafe	I hear and see a lot of police activity in my neighborhood.
Very unsafe	I would not feel safe being out anywhere in Austin after dark, no matter the time. This is due to the high probability of being mugged and/or assaulted. And anything that's not tied down has a very high likelihood of being stolen by meth heads and heroin addicts. Austin has a SERIOUS drug problem!!!! You could throw a rock almost anywhere in town and have a high probability of hitting a meth/heroin addict.
Somewhat unsafe	Live in a nice neighborhood near the mower county fairgrounds and have had multiple incidents in my area. Police cars, crime tape, etc... just not something you expect to see in Austin.
Somewhat unsafe	No way would I walk or ride my bike at night, too many safety concerns
Very safe	I have not had any concerns and my neighbor seems safe. near Westminster church.
Somewhat unsafe	Local law enforcement appears unmotivated to tackle illegal drug sales in the town. Rather, it appears they want to simply contain it and allow it to continue without spreading too much further in town. A "cancer" cannot be contained; it must be eradicated. Cancer in the body, like drug problems, will spread. I do not feel particularly safe going out in the evenings for a walk or a bicycle ride. I still go out but I frequently look over my shoulder.
Somewhat unsafe	Too much crap here now!
Very unsafe	The police department us doing their best! They need more cops
Somewhat safe	gangs and colored people scare me at times
Somewhat safe	
Somewhat safe	
Very unsafe	I will not let my children out in the streets after dark.
Very safe	
Somewhat safe	
Somewhat safe	Rise in the number of shootings, robberies, and other violent crime are putting strains on local law enforcement. Not sure more cops are the answer, perhaps more emphasis on making community safer rather than hassling motorists for minor traffic offences and just over the line DWI arrests... I've seen a lot of car burglaries happening in the early morning hours while the cops are all congregated at the various Kwik Trips....
Somewhat safe	Better lighting lowers crime.
Somewhat safe	

Somewhat unsafe	more street lighting not just on the corners..add some to the power poles. Slow traffic down on busy streets by the schools.3rd ave nw and 4th ave nw...someone is going to get hurt. close off 3rd ave nw between church and School would be safer for all and slow traffic down
Somewhat unsafe	
Very safe	
Somewhat safe	
Somewhat unsafe	
Very unsafe	Drug usage and crime has increased.
Somewhat safe	
Very safe	There is crime in our area but I think the police do an amazing job
Somewhat unsafe	
Very unsafe	Not because the cops don't do their jobs, it's because they don't have the resources to do their jobs. we need more cops that work drugs and other crimes or units like bigger cities to fight crime before it happens. Most of the people in our jails are there for drugs, give more attention towards drugs and other crimes will drop
Somewhat safe	Depends on the part of town. Certain areas I definitely feel unsafe.
Somewhat unsafe	Lot of crime
Somewhat unsafe	
Somewhat safe	
Somewhat unsafe	
Very safe	
Somewhat unsafe	
Somewhat safe	I don't go outside for a walk after dark
Somewhat safe	
Somewhat safe	
Very unsafe	Hormel has ruined the quality of life in Austin. Bringing in minorities, low wages, poor shopping, run down appearance. Shameful as to what was and now what has become.
Very unsafe	you used to be able to ride a bike or walk all over the city without feeling you may have problems. I don't believe that is the case anymore, even in daylight hours in some areas of town.
Somewhat safe	
Somewhat safe	I feel like I can walk around the community during the day with no worry about my safety.
Very unsafe	
Somewhat safe	Lot of crime done in this town by people not from here.
Somewhat safe	I feel unease after dark - it feels more like a large city than a small town.
Somewhat unsafe	Depending on the above there is issues relating to safety. In my area there has been reported thefts from cars.
Somewhat safe	
Very safe	

Somewhat unsafe	
Somewhat safe	
Very safe	
Somewhat safe	
Somewhat safe	
Somewhat safe	I would say i don't put myself in unsafe environments
Somewhat safe	
Very safe	
Very safe	But there are some places that would make me a little uncomfortable.
Somewhat unsafe	Breakins and robberys
Somewhat safe	
Somewhat safe	
Somewhat safe	Depends on what part of town you're in.
Somewhat unsafe	
Somewhat safe	
Somewhat safe	Funding for police working in pairs would bring a sigh of relief for the city. Multi-cultural, multi-lingual officers and staff could assist on educating all cultures. Visibility of uniformed officers before and at the end of the school day, in and/or around all school buildings, to develop community trust would benefit all.
Somewhat safe	Some parts of town are getting sketchy with shootings and homicides
Somewhat safe	
Somewhat safe	
Very safe	The police do a phenomenal job at dealing with the garbage that comes through our city.
Very unsafe	Safe probably during the day, but not so much at night. My husband works for the County and he said the amount of crime in the town is terrible.
Very safe	
Somewhat safe	
Somewhat safe	
Somewhat safe	
Very safe	
Somewhat unsafe	
Somewhat safe	
Very safe	
Very unsafe	To much crime, abuse, robberies
Very unsafe	Many drug and illegal immigrant issues that need to be addressed
Very unsafe	The city has over twice the national crime rate.
Somewhat safe	
Somewhat unsafe	
Very safe	No problems
Somewhat safe	
Very safe	
Somewhat unsafe	

Somewhat safe	
Somewhat unsafe	I wouldnt trust my kids to walk around this town alone.
Somewhat safe	
Somewhat safe	
Somewhat safe	
Very unsafe	A lot of drugs and crime
Somewhat safe	
Somewhat safe	
Somewhat safe	
Very safe	
Somewhat safe	
Somewhat unsafe	
Somewhat safe	
Somewhat unsafe	
Somewhat safe	MCSO & APD are awesome! I have a sense that MCSO does a good job of 'community policing'. APD used to, but it seems over the years they have lost it. As a lifelong resident of Austin I remember that regardless of what area of town I lived in you could count on seeing a squad car cruise through the neighborhood at least two to three times a day. The Officers waved to kids, called out, said 'Hello'. Sometimes stopped to talk to residents about their concerns or issues, talked to kids...now I rarely see a squad car through the neighborhood. But seems to be a lot of squads parked at the LEC, with Officers waiting inside for a call to respond to. I think when they were really doing the community policing there were less problems/calls/issues...things solved or even prevented.
Somewhat unsafe	Gangs and dealers roam around as if they own the place
Very safe	
Somewhat safe	
Very safe	
Somewhat unsafe	high crime rate for small town. This will keep people from moving here... like doctors to work at clinic.
Very unsafe	
Somewhat unsafe	
Very safe	
Somewhat safe	
Somewhat safe	we dont feel as safe as we used to...
Somewhat safe	
Somewhat safe	
Somewhat unsafe	There are too many people from Chicago that have decided to have Mower County support them. Most of these people do not work; they deal drugs.
Somewhat safe	
Somewhat safe	Depends on the area of town
Very unsafe	I am constantly hearing of crime in the city but I don't hear anything about crime prevention. With the number of police officers we have, I wonder if we could use

	our resources better. It seems to me that we are constantly hiring more police officers but crime hasn't gotten any better.
Somewhat unsafe	Crime occurs but police do respond. Courts do not do enough to keep these people off the streets. Far too many chances given.
Somewhat safe	Has some problem intersections
Somewhat unsafe	Some areas of town feel worse than others.
Somewhat unsafe	
Somewhat safe	feel less safe after dark in the SE and older parts of town
Somewhat safe	
Somewhat unsafe	
Somewhat unsafe	
Somewhat safe	Fine during the daylight hours, but not so good once it's dark, especially downtown or at parks.
Somewhat safe	Drugs, and violence have become more and more apparent since moving here.
Somewhat safe	
Somewhat unsafe	maybe a little less sitting by the bars at nite and going into the neighborhoods would cut down on crime at nite or are we proud to have the most drunk drivers per capita or maybe its the money.
Somewhat unsafe	drug users, and dealers should be jailed! NOT subject to probation which hardly ever punishes drug users OR dealers. How is drug use/sales ever going to end with a "threat" to these people who ignore probation? The judges who sentence these people will not be around to do anything in 15 to 20 years anyway.
Somewhat unsafe	
Somewhat unsafe	
Somewhat safe	Fear of possible gangs.
Somewhat unsafe	I probably would only go to well lit, very public places at nite...sad...I would not go for a walk even down a fairly busy street
Somewhat unsafe	
Somewhat unsafe	
Somewhat safe	
Very safe	
Very safe	Safer than heck!
Somewhat safe	
Somewhat safe	Several young people walking around late night...curfew not enforced
Very safe	
Very safe	
Somewhat unsafe	
Somewhat unsafe	Part of my aging, not the city.
Very safe	
Very safe	We still have work to do on improving relationships with minorities.
Somewhat unsafe	
Somewhat safe	
Somewhat safe	

Somewhat safe	
Somewhat safe	
Somewhat safe	
Somewhat unsafe	Just read the daily news.

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

Don't know	
Excellent	
Fair	
Good	
Excellent	
Don't know	
Good	Not used the fire department
Excellent	Haven't needed, but excellent to best of my knowledge.
Good	
Excellent	
Excellent	
Good	
Excellent	
Good	
Good	
Good	
Don't know	
Good	
Good	Don't hear of the controversies like we did in the past.
Don't know	
Good	
Good	need more permanent fire fighters not just part timers
Good	
Good	
Excellent	
Fair	
Excellent	
Excellent	
Excellent	
Good	
Good	Never had a fire, but they seem to do good
Excellent	
Fair	Full-Time staffing should be increased. Austin has a lot of propert loss from fire. The city likes to rely on other agencies to assist the firefighters on scenes to save money.
Good	
Good	
Excellent	
Excellent	
Fair	
Good	
Excellent	

Good	
Good	
Good	
Good	
Don't know	Luckily I have never had to receive help from the fore department, but I am unaware of any fore prevention services from the city.
Good	
Excellent	
Don't know	
Good	No need to use but I can attest some of the employees within the Fire Department are very good people.
Good	
Excellent	
Fair	
Good	
Excellent	
Excellent	
Excellent	
Don't know	
Good	
Good	
Excellent	
Good	Fireman should be 1st responders
Good	
Excellent	
Good	
Good	
Good	
Good	Funding for more full-time firefighters and staff should be considered as the city of Austin continues to grow. As the town continues to expand it's boundaries is their a need for another fire house to increase response time?
Excellent	
Good	
Fair	
Excellent	
Good	
Excellent	
Good	
Excellent	Thankfully, I don't have any experience with having to call for fire protection services.
Don't know	
Excellent	
Excellent	
Excellent	
Don't know	

Excellent	
Fair	
Poor	
Excellent	
Don't know	
Excellent	We do not need a full time fire dept. Many cities our size does on on PT and volunteers.
Excellent	
Excellent	
Excellent	
Fair	
Good	
Good	
Don't know	
Good	
Excellent	
Excellent	
Good	
Good	
Excellent	
Good	
Excellent	
Good	
Poor	
Good	I so understand that the City of Austin can not afford to have a full time Fire Department on duty at this time & I appreciate all the part timers that are ready, willing & mostly able to come to assistance when needed.
Excellent	
Excellent	
Good	
Excellent	
Excellent	
Good	
Good	
Good	
Good	
Good	
Good	
Good	
Good	
Excellent	
Don't know	
Excellent	
Don't know	
Fair	The city is really missing an opportunity with the fire department. Recently, I read that the Austin Fire was having trouble with recruitment. I feel if they can't get the part timers they need, then we need to hire more full time. Is it true the library has a bigger

	budget than the fire department? If this true, that is so wrong. We need to support the men & women who risk their lives for our community.
Excellent	
Excellent	
Don't know	
Excellent	
Excellent	
Excellent	
Excellent	
Excellent	
Excellent	
Good	One sided to protect the Minorites
Good	leave the shifts alone , you know nothing about it
Good	
Good	
Good	
Excellent	
Excellent	
Good	
Good	
Don't know	
Excellent	
Excellent	Great guys, the firefighters.
Excellent	
Fair	I once called the police as I saw someone steal my property but it took 40 mins to arrive and when I told them the direction thieves went....they went the opposite!
Excellent	
Excellent	
Good	
Excellent	
Fair	
Good	We haven't ever used the services. The downtown fire was handled well.
Good	
Excellent	
Excellent	
Good	
Good	
Don't know	
Fair	They haven't let the other half of main street burn down yet.

How would you rate the overall condition of city streets?

Fair	
Fair	
Fair	
Fair	
Good	
Fair	
Fair	It's not the streets it's the green space I'm concerned about
Fair	too bumpy almost every where.
Fair	City street repairs should be clearly explained to the public. Why some streets that are in good condition are torn apart while others are left to further deteriorate wants better explanation to the public.
Fair	
Good	
Fair	
Good	
Fair	Some of the residential streets could use work
Fair	
Fair	
Fair	
Poor	Main streets (Oakland Ave - 1st Ave S. - 1st St. SE) could use more attention.
Good	Often dirty, I can remember falling on patches of sand when I was a kid rollerblading. I actually broke my arm falling off my bike (on a patch of sand) in 6th grade.
Fair	
Good	good to fair...depends on area
Fair	
Poor	return to the old way of paving streets! This new finish coat method clearly does not work- just look at all the shallow pot holes all over.
Good	
Fair	
Fair	
Good	
Poor	There are streets I can't even bike down right now due to the amount of potholes. Just had to replace my wife's bike rim due to one.
Fair	
Good	None
Good	
Poor	Horrible streets. Worst in the state. City should be ashamed!!!!
Fair	
Good	
Good	

Good	Seemed like a rough winter on the roads. Our street also has a lot of sump pump discharge which makes for an unsafe and slippery gutter. Have had numerous people slip and fall.
Fair	
Good	
Excellent	
Poor	
Poor	there are many roads in awful shape. City plows this winter did the worst job ever. I think contracting out for street services is the way to go. Don't compete with business that is available. Grandfather it out. Disgusted.
Fair	
Poor	Many residential areas need some much needed TLC with maintenance and repair.
Fair	
Good	
Fair	Many streets have potholes
Fair	I have lodged a few complaints over rental properties and garbage left out on the street.
Fair	
Good	
Poor	
Fair	
Good	
Fair	Main roads are good. Side roads some are very bumpy or holes
Good	
Fair	Some areas are worse than others but with the salt we have to put down what do you expect
Poor	
Fair	
Fair	Always areas needing work.
Good	Schedule on repairs is questionable
Fair	
Good	
Fair	
Fair	
Good	
Fair	I know, according to the Austin Daily Herald, the city is working on making accommodations for those who rely on other forms of mobility, such as wheelchairs, to travel safely. However, the walkways or paths connected to streets to travel to businesses is often not conducive, especially when traveling around the old Target and old mall areas. The street conditions make it difficult to travel safely as designated crosswalks and or stop lights are needed. The city streets, compared to other surrounding communities, seems to have larger potholes, less clearly marked areas for walkers, and uncontrolled intersections. The designated bike lanes such as the one along 4th street SW is often filled with parked cars so bicyclist need to weave in, out, and around moving vehicles. Is it possible to consider bike lanes to be strictly for bikes and have no parking signs posted? Also for the safety of cyclists and drivers could more bike

	lanes be designated throughout the city? City and state budgets obviously greatly affect the conditions of the streets, as a citizen I am fully aware Austin is striving to meet the safety needs of the community.
Fair	
Good	
Fair	They're getting better.)
Fair	It's almost fightinThe roads I use the most often seem to be in a constant state of disrepair. Simply dumping more gravel or asphalt into the craters doesn't work for long.
Poor	
Good	
Fair	
Fair	
Fair	
Fair	There are a lot of streets that have potholes. Streets need to have the lines painted on them, people don't know how to drive without them.
Good	
Good	
Fair	
Good	
Fair	
Poor	
Good	
Fair	
Good	Some streets are in need of repair. Some streets need assistance with potholes
Fair	
Fair	
Good	
Poor	
Poor	Will the lines get painted on right before the snow falls again?
Fair	
Poor	Fix the pot holes and maintain ALL roads during the winter.
Good	
Poor	Pot holes everywhere. Paint on the roads seems to be the only thing they keep up with.
Poor	There are too many pot holes in Austin, MN and the roads are so bad they need to be fixed.
Good	
Good	
Good	Lots of potholes
Fair	
Fair	
Good	
Poor	
Good	
Fair	I know it's difficult to keep up due to weather

Excellent	
Fair	
Poor	Seems the City is so far behind in this area. Potholes galore! Lot of work needed here.
Fair	Need lines painted on all the streets. Lots of potholes.
Poor	
Fair	
Excellent	
Good	
Good	
Fair	
Good	
Fair	The city is doing the best it can with our shirt repair season.
Good	
Good	
Fair	There are a lot of terrible roads in the city.
Good	
Good	
Fair	Additional street signs need to be added for safety in unmarked intersections. There are many on he east side...ex the intersection of 20th st SE and 2nd Ave SE, 1st Ave se
Fair	
Fair	
Good	
Fair	
Fair	
Fair	Lots of potholes and other deterioration around town. Sidewalk project seems to also have come to a halt.
Poor	Patch jobs abound. They look horrible and are horrible to drive on.
Fair	
Poor	like i said before , way to many pot holes. The genius who decides when to go out and plow streets needs to be fired. They wait till the snow is packed down before they send the plows out, worried about overtime , not safety.
Poor	It is time to return to the days when "tarring & sanding" the roads in the summer was common. Now they have to be ripped up and replaced! Put in a new road and take care of it.
Fair	
Poor	
Good	
Good	
Fair	
Fair	Lots of wear
Good	
Excellent	Those street sweepers do a great job sweeping the streets!
Poor	
Fair	Bad in winter

Good	
Fair	
Fair	Any streets that intersects 1st Ave SW and Oakland need better one-way signage. As a resident of 1st Ave SW, seeing driver's going the wrong way is way too common. It's unsafe to drivers and to vehicles parked on the street as well as pedestrians.
Good	
Fair	some streets are poor but others have been improved
Fair	We appreciate the improvements on Oakland West and the work that is being done in other areas. There is still a lot to be done.
Fair	
Good	
Good	
Fair	
Poor	
Fair	
Poor	Cracks and holes, asphalt roads don't last like concrete. Snow is never removed in a timely manner.

How would you rate the overall quality of snowplowing on city streets?	
Poor	
Fair	Sometimes I feel as if they rush and then it crap and it shows.
Fair	
Poor	I come from Wisconsin. It seems like our side streets were kept in much better shape. There was also sand/salt pile available at the fairgrounds. Residents could bring their own buckets and shovel supplies, this kept our neighborhood sidewalks safe from falls due to ice.
Fair	
Good	
Poor	The only thing they do is intentionally block you in your driveway! I was out shoveling my driveway out and a plow came by laughing as he put the blade down before my driveway.
Fair	
Good	
Good	
Good	
Fair	
Excellent	
Fair	it's hit or miss depending on the drivers. Some care more than others about the quality of work they do.
Fair	
Don't know	those floating blade trucks really do little except move some snow and compact the rest into the driving surface. go back to motor graders.
Fair	
Good	Some areas of downtown seem to take days to clear, especially around the government center. With limited public parking and all the talk of how important downtown is, I think the city should focus on clearing the streets and not leave certain areas half-assed because of the idiotic city-county feud.
Excellent	Plowing is great, but salt is over used.
Fair	
Good	need to tag more cars for parking during snow storms...would help the snowplowing people and keep streets as wide as possible
Fair	
Good	Some plow drivers GO way to fast which throws snow far enough to recover cleared sidewalks with ice and snow.
Good	
Fair	
Fair	Good at the beginning of winter. Hit and miss at the end.
Good	
Excellent	
Poor	Don't be cheap!! Pay your drivers and let them do a good job instead of half assing it to try to save money!!!

Good	No problems
Poor	Of the towns I've lived in by far Austin does the worst job plowing. They wait way too long to plow that it just gets packed down and rock hard so when the plows finally do go by they cannot hit the pavement.
Poor	You need to plow the streets more!!!!!!! Winter Austin streets are embarrassing.
Excellent	
Good	
Excellent	
Excellent	Great job
Poor	
Fair	Cars need to be ticketed and towed immediately flooring the snow emergencies...and then the plow needs to come back once it is towed. Also get closer to the curb!
Excellent	
Poor	They don't come out when it snows making it difficult to get around during heavy snowfall. They don't clean up the roads to the asphalt making the roads extremely bumpy and hazardous.
Fair	
Poor	see above. I realize getting called out at whatever time of the day would be a pain. But this last winter was awful. I don't care that it was Christmas. This is the job they signed up to do and if it's their union contract doing this then get rid of the street dept.
Fair	
Good	The plows have accelerated the deterioration of many neighborhood streets this past year.
Good	
Good	
Excellent	
Fair	
Poor	Sand by itself it's not an appropriate method of ice removal. It seems Sand is a goto for Austin. It creates incredibly rough road surfaces where it wears down the snow pack unevenly.
Excellent	
Poor	
Good	
Good	Blocking driveways is a problem.
Good	
Good	
Good	
Poor	Plow the streets before everyone starts driving on them. Sanding then plowing makes no sense. Do a better job of getting the snow over the curb. If it goes on people's sidewalks so be it. People will have to learn to deal with it. Not many people out walking on the sidewalks in the winter. Use more salt. Stop worrying about paying overtime for snow plowing. You don't pay your employees for it anyways. It's just more pto for them. Maybe cut back on all the mowing in the summer to make up for the \$\$\$.
Excellent	Also relook over your primary roads for plowing. Few streets need to be added.

Poor	Really, really, really bad residential (late and not well plowed) and downtown.
Good	Happy with that, except narrow roads that do not get plowed in time
Good	
Good	
Fair	
Poor	
Fair	
Poor	I am unsure if the city budget does not provide enough hours for snowplow workers to truly clear the streets to a safe level of travel or if the snowplow workers do not receive an adequate amount of training, again due to the budget set aside for snowplowing. However, this area of all the categories is the area most in need of improvement. Compared to other cities of similar square miles and population Austin falls far below average. Friends who have moved away yet return to visit are often appalled at road conditions after a snow fall and plow. Relatives who visit from other areas of the country with similar climates cannot believe the winter travel around town. An increase in budget to allow for enough "man" hours for snow removal and enough funds for training and refresher courses is a possible yet now always plausible solution. It is very apparent cars actually need to be ticketed and towed when not following emergency snow removal policy. Perhaps staffing people to coordinate with the snow plow drivers the towing of vehicles would better suite the needs of the department of transportation to improve winter road conditions.
Poor	Seriously need to come up with a better way of plowing the neighborhoods having your driveway blocked in isn't fair at all. I've been late to work, missed doctor appointments... this year they pushed everything from the block north of me into my yard. The salt and gravel killed my yard!!
Good	
Fair	
Good	
Good	
Poor	
Fair	
Fair	
Poor	
Poor	There were many times that I was visiting neighboring communities and their roads were much better. I also had family comment that they could believe that the roads had not been plowed.
Fair	Live in a corner house in NW Austin and get city crews clearing snow from the corner sidewalk and dumping it all in front of my house on the boulevard. Looks ugly and leaves a significant amount of sand/debris when the snow melts. Boulevard grass is dead in that spot.
Good	
Good	
Fair	Take out mailboxes, not all streets done . Lots of tire marks frozen from not being plowed
Poor	No excuse for plow drivers to push snow on to the sidewalks and also fail to stop at stop signs. They often "roll through" the stop signs

Poor	
Excellent	
Fair	The city does NOT understand how to care for our gravel street. The condition has been much worse since our annexation than it was previously.
Fair	If it snows considerably on a weekend or holiday - it appears the streets do not get plowed If it snows considerably afternoon or evening - it appears the streets do not get plowed until the next day
Poor	2016 was absolutely terrible!
Good	However, it appears to take a while to clear neighborhood streets after the arterial roads are clear.
Good	
Poor	
Fair	
Fair	
Poor	See above.
Good	
Fair	
Fair	
Good	
Good	
Good	
Poor	The blade needs to be lowered to actually clean the snow/ice on the streets.
Fair	
Poor	
Poor	
Fair	This one is a Fair to a Poor. As a 64 year old disabled individual living on a dead end street I can't tell you how it feels when that big old city plow truck pushes all the snow from the street to my in drive. When I called the shop to complain about it I was told that 'everyone gets their share of snow', yeah, I get that, but a 4 foot wall of packed snow? Easy solution that so many other plow drivers have listened to, understood, don't push the snow into my driveway, raise & then lower blade, drag it back, push it into area created so many years ago for that purpose. In years passed my neighborhood has been fortunate to have some plow drivers that were so wonderful...curb to curb, all at one time...no need to alternative parking. I want some of those drivers back again!
Good	
Excellent	
Fair	
Poor	Much improvement needed in this area.
Excellent	
Fair	
Fair	
Good	
Good	
Good	

Poor	
Excellent	
Excellent	Cars that remain on the streets when the plow comes by need to be ticketed.
Excellent	
Good	
Poor	During the winter, the plowing was horrible, especially if it happened to be on a weekend.
Fair	
Good	Live by a school so street in our area are good
Poor	This winter was better than it ever has been.
Good	
Poor	need to rotate residential gets done first vs last
Good	
Good	
Good	
Poor	Need to get over this idea that plowing on weekends or evenings is too expensive. Work something out with seasonal employees and get the streets plowed once it stops snowing rather than waiting for the next work day.
Fair	Known Large storms - plows could/should be out earlier.
Fair	
Poor	
Good	It is time to use the people who are incarcerated to shovel out fire hydrants in winter. They should also be used to mow the boulevards in summer. I don't care if the bureau of prisons frown on this!
Poor	This last winter was the worst it's ever been, not good at all !!
Fair	
Excellent	
Fair	
Good	
Fair	
Fair	
Excellent	
Poor	Whoever plows over here mounds the snow up in front of everyone's driveways in gigantic mounds. It's possible to plow the street without doing that. It really stinks to have to break our backs digging out the ends of our driveways every single time there's a snowstorm. Just being honest.
Poor	they don't actually plow snow. they just compress the snow into a hard pack. bring back motor graters.
Poor	Rough; corner piles; do not adhere to even pdd parking and go around a correct side parked car leaving so much snow you have to dig out....do the same to driveways of side that shouldn't be plowed that day. This makes it very difficult to plan to get out for work
Poor	It used to be excellent, but the last two years have been bad. It seems plows do not come out when it snows on weekends. The snow is left too long and becomes ruts that are horrible. I feel like I am on an episode of Ice Road Truckers some days!

Good	
Fair	
Poor	
Fair	
Fair	We don't appreciate the amount of snow that is left in our in-drive from the plow and this could be avoided by angling. There is curb damage across the street from the plows. Snow removal is prompt, so that is good.
Fair	
Good	
Excellent	
Poor	Have everyone off street park when it snows and remove vehicles tow immediately.
Poor	
Fair	
Poor	They drive to fast pushing snow from the roadway on to city sidewalks. They need to start plowing earlier during storms.

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

Fair	
Good	
Good	
Good	
Good	
Excellent	
Good	
Good	
Excellent	
Good	
Good	
Good	
Excellent	
Good	
Good	
Excellent	
Good	
Good	
Excellent	
Good	
Good	
Good	
Good	
Good	sewer plant smells
Excellent	
Fair	
Excellent	
Good	
Excellent	
Good	
Good	
Good	
Good	
Good	
Excellent	
Good	
Good	
Good	
Poor	
Good	The cockroaches downtown need tending to!

Excellent	
Good	
Good	
Good	as far as I know. But what are those white box chunks that have drifted down south of the plant in the early morning hours? is it toxic?
Good	
Good	I have never had a problem.
Fair	
Good	
Excellent	
Good	
Good	
Excellent	
Fair	
Poor	
Poor	
Good	
Good	
Don't know	
Good	
Fair	
Excellent	
Fair	Better than most places should make storm water access easier
Good	
Good	
Good	
Fair	
Good	
Good	The only reason this is not an excellent has to do with the need of perhaps a few more regular street cleanings, especially after a storm, as cleaning debris would allow for quicker rain water draining.
Good	
Good	
Good	
Excellent	
Good	
Good	
Good	
Good	
Don't know	
Good	
Excellent	
Fair	The NE side needs more storm drains

Good	
Good	
Fair	
Poor	
Good	
Poor	I know the Austin system is on the list for needing upgrades to accommodate capacity, so the city shouldn't be adding new areas to the system without making those upgrades.
Good	Cost is too high for taxes and fees I pay more in taxes and fees than my actual use for water and sewar
Good	
Excellent	
Good	
Good	
Good	
Good	
Don't know	
Don't know	
Fair	
Good	
Good	
Good	
Excellent	
Fair	
Fair	
Good	
Fair	
Excellent	
Excellent	
Excellent	
Good	
Don't know	Assume that it is in good condition.
Excellent	
Good	
Good	
Good	
Good	
Good	
Good	
Good	
Excellent	
Excellent	
Excellent	
Good	

Good	
Good	
Good	
Good	
Good	
Excellent	
Excellent	
Excellent	
Good	
Good	Please notify residents when you're going to blow out sewers so we can close our toilet lids. Too many times I've come home from work to find water all over my bathroom walls and floor.
Excellent	
Excellent	
Good	
Good	
Excellent	
Fair	
Excellent	
Good	
Good	
Good	
Excellent	
Excellent	
Excellent	
Excellent	
Good	
Excellent	
Good	
Good	
Excellent	
Good	
Excellent	
Good	
Excellent	We have no issues.
Good	
Good	
Excellent	
Good	
Good	
Excellent	
Fair	

How would you rate the fiscal management and health?

Poor	
Good	
Fair	
Good	
Fair	
Fair	
Good	
Excellent	
Fair	
Good	
Fair	
Excellent	
Good	
Fair	
Good	
Good	
Good	If this is the reason that roads are in less-than-ideal shape I would have to lower it to fair.
Poor	The dome is one of the most foolish things I have ever seen purchased. City management of public internet has been a massive disaster. We have spent a lot of money on short lived technology.
Good	
Don't know	
Fair	
Poor	all the extra utility charges you forced on us to get ALL new trucks and equipment was/is unfair.
Fair	Property axes continue to rise every year. As an employee in Rochester who commutes, I'm losing my incentive to stay in Austin.
Poor	
Poor	Financial decisions made by Hormel and Vision 2020 without a vote by the tax paying citizens. (Rec Center I.e.)
Good	
Excellent	
Fair	
Fair	They spend too much time on feel good projects and don't look at the big picture and what would be good for the city
Good	
Fair	You need to spend more money to improve necessary services. Public works/police/fire.
Fair	

Good	
Fair	
Don't know	
Poor	
Fair	
Fair	
Good	
Fair	
Poor	over paid Administration and top heavy.
Don't know	
Don't know	
Fair	
Fair	
Don't know	
Don't know	
Don't know	
Good	
Good	
Good	
Excellent	
Don't know	
Excellent	
Fair	I appreciate we have some of the lowest taxes in the state but i'm willing to pay more to improve the city.
Fair	
Good	
Good	
Excellent	
Excellent	
Good	
Don't know	
Fair	
Fair	
Don't know	I realize, as a tax payer, this information is accessible to me and I should be more involved as it would assist me in understanding some of the budgeting decisions. At this time I do not feel informed enough to comment in this area.
Good	
Good	
Don't know	
Good	
Poor	
Good	
Good	

Good	
Don't know	
Good	
Excellent	
Good	
Good	
Good	
Poor	They city council seems to like to waste tax dollars on things such as Vision 20/20, trails that are hardly used
Poor	
Good	
Don't know	
Excellent	Taxes are fair It appears that there are too many city employees
Good	
Poor	Since purchasing our house three years ago, our taxes have done nothing but go up. That shouldn't happen if finances were managed better.
Poor	
Good	
Poor	
Don't know	
Don't know	
Don't know	
Fair	
Good	
Good	
Good	
Don't know	
Fair	
Fair	
Good	
Poor	
Good	
Fair	
Don't know	
Good	
Excellent	Finance department does a good job. Good thing that it was created.
Poor	
Good	
Good	
Good	
Fair	
Fair	

Excellent	I think it's time to invest more in quality services, more money for parks and green space.
Excellent	
Excellent	
Poor	
Fair	I think our resources could be better used even if it cost a little more.
Good	
Good	
Fair	
Good	
Good	
Good	
Fair	
Good	
Good	
Don't know	
Good	
Poor	you pay ur uneducated management way to much, theres know way they could hold a management job in the private sector , there not qualified. Take ur human resources , wheres her degree? Take ur streets supervisors wheres there degrees, take ur parks supervisors where there degrees, take waste water wheres there degrees. But these people are under paid, give me a break, they make more than college degree people in the private sector, look it up Clark, oh and by the way you make 7000 dollars more than any other city administer in other cities Austins size, look it up.
Poor	Way too much money is spent on health & human services.
Good	
Don't know	
Excellent	
Good	
Fair	
Poor	
Don't know	
Excellent	
Fair	
Good	
Fair	
Excellent	
Don't know	
Good	
Good	
Fair	
Excellent	
Poor	
Good	

Good	
Good	
Fair	
Good	
Poor	Taxes keep increasing need I say more.

How would you rate the quality of City Library programs and facilities?	
Fair	
Excellent	
Poor	More young children options. In the afternoons. On the weekends. More interaction in the children's area besides the computers.
Good	
Good	
Good	More variety of books available. More titles/licenses for download.
Good	
Excellent	
Excellent	
Don't know	
Good	
Excellent	
Excellent	
Excellent	
Good	
Excellent	
Excellent	
Excellent	Great asset for the community
Poor	We have a nice building and a lot of side services like iPad/telescope/internet,magazines, but we have very few books on hand. Furthermore, their is a very left leaning bias in their inventory.
Excellent	
Good	
Good	
Good	
Excellent	
Good	
Good	
Excellent	
Excellent	
Good	
Fair	Don't leave my kids side while in there, take the computer games away from the kids and give them a book
Don't know	
Good	
Excellent	
Excellent	
Don't know	
Good	Our family enjoys the wonderful library.

Good	
Fair	
Good	
Good	
Fair	
Good	however I have heard some issues with safety at night.
Good	
Excellent	The library has been maintained very nicely and they have quality programs for all ages.
Good	
Don't know	
Good	It would be great to see an expanded children's area - it seems a little small
Don't know	
Good	
Excellent	
Excellent	
Good	
Excellent	Would like the library to open at 9.
Excellent	
Good	
Excellent	
Don't know	
Good	Great programs, great facilities, but selection of books here is limited, and the last couple of times I took books out they were musty and stunk - stuck to my hands, in the air.
Excellent	
Good	
Excellent	
Good	
Good	
Good	
Excellent	
Excellent	The library offers free programming for the city's youth as well as adult programs. Advertising the programs and communicating all the library has to offer would make better utilization of a nicely located city resource. Perhaps a field trip by all first, third, fifth, and seventh graders each school year would educate today's youth and the school system on the benefits of all the library has to offer.
Excellent	
Good	
Good	
Good	
Good	
Excellent	
Good	

Excellent	
Good	Up-to-date computers would be very helpful. When I was in college I came to visit one weekend and could not complete an assignment due to the Microsoft Package on the computers being out of date.
Excellent	
Excellent	
Excellent	
Excellent	
Don't know	
Good	
Poor	
Fair	
Fair	There have been a lot of smoke and mirrors used to make it look like a lot of people were very involved.
Excellent	Best in the country
Don't know	
Excellent	
Good	
Fair	
Good	
Don't know	
Fair	
Good	
Good	
Excellent	
Excellent	
Good	
Excellent	
Don't know	
Fair	
Good	
Good	
Excellent	
Excellent	
Excellent	
Excellent	
Excellent	too bad that a new library director cannot be accomplished. It is beginning to affect the usual nice atmosphere of the library.
Excellent	
Good	
Good	
Good	
Good	
Excellent	

Good	
Excellent	Amazed at the quality of our library. Staff is fantastic, despite losing it's director and delay in hiring replacement.
Don't know	
Fair	
Excellent	
Good	We have an excellent library.
Excellent	
Excellent	
Good	
Good	
Excellent	
Fair	
Excellent	
Good	
Excellent	
Good	
Excellent	
Good	when people leave the city , you don't wait 6 months to replace them, like when Ann left
Good	
Don't know	
Good	
Excellent	
Excellent	
Fair	
Fair	
Excellent	
Excellent	The Library is great & the programs all also. The staff are friendly & very helpful.
Excellent	Great place, the library.
Excellent	
Excellent	
Excellent	We are extremely lucky to have one of the finest libraries around! I do not understand the delay in replacing Ann Hokanson. She turned in her notice in October. It is now May and we still do not have a replacement, so the staff has been operating at a deficit for months. Now the technology librarian is leaving. How long will that take????
Good	
Poor	
Excellent	
Good	
Excellent	
Good	
Good	
Excellent	

Good	
Good	
Excellent	
Good	

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

Fair	
Excellent	
Fair	
Excellent	parks are beautifully maintained
Fair	
Good	Can be a little under-maintained.
Fair	
Fair	Get the community center built! In Eden PRairie it has become the life blood of the community for people of all ages.
Excellent	
Fair	
Poor	Over run with gang like people, I don't feel safe to use our public parks with my kids
Excellent	
Excellent	
Good	
Good	
Good	
Good	
Excellent	
Fair	Poor lighting and lack of open/clean bathrooms at parks. My 4 and 5 year old don't care how new a playground is when they have to pee. I don't understand why some of the "bad" parts of town got updated parks, but some of the parks in "nicer" parts of town didn't (over the last 15 years).
Good	
Good	
Poor	
Good	
Good	
Good	
Fair	
Good	The city needs to have a area for a recreational fire pit at Told Park that can be used anytime for cooking or a bonfire during park hours.
Excellent	More connecting bike lanes please!
Fair	
Poor	I don't like taking my kids to the park in town, we usually stop at one when we're out of town or a small park in town. A lot of kids act inappropriately, with language and attitude. Same reason we don't use the YMCA and this will probably be true with the new rec center... Family nights don't happen in Austin, because a lot of parents just want a free babysitter
Excellent	

Good	City of parks
Good	
Excellent	
Fair	
Fair	Again graffiti, and some sanitary concerns with the parks.
Fair	
Good	
Excellent	
Good	
Poor	
Good	
Good	
Good	
Poor	
Good	Plenty to do
Good	
Good	
Poor	Poor/no weed control or turf management, parks are filled with sand, where wood chips or rubber mulch would be a better fit.
Fair	
Good	
Excellent	
Excellent	
Excellent	
Good	
Excellent	
Good	I think the city could mow less areas. Let it grow into wild grasses. Maybe they could pour concrete on one of the city parks outdoor hockey rinks so kids can have a place to play roller hockey. This would also take less water and time to make ice for outdoor hockey rink.
Good	
Excellent	
Good	
Good	
Excellent	
Good	
Good	
Good	
Good	The city has lovely trails and parks to access. The Park and Rec program does not have scholarships available for low income families so I could not rate the category as excellent. Of course, the new interpretative building at the Jay C. Hormel nature center receives the highest of marks.
Good	
Good	

Good	I'm not sure if this includes adult community education. If it does it would be nice to see the community ed programs run with more thought. Especially the physical ed type classes. They are often schedule at simultaneous times making it difficult to participate in more than one class.
Good	Riverside Arena needs improvement. I don't know who is responsible for it, but the press box at Riverside is unsafe, the big screen jumbotron or whatever you want to call it is a joke and the locker rooms are antiquated. Overall this place, and it immediately becomes one of the best historical rinks in Minnesota.
Poor	
Excellent	
Excellent	
Fair	See above comments about the parks.
Good	
Good	
Good	
Good	
Good	
Excellent	
Fair	
Poor	
Good	We don't use many of the parks due to dogs not being allowed in the majority of them. We travel to the state park in albert lea vs staying in town at the nature center specifically for this reason.
Good	
Excellent	Getting much better Park and Rec needs to have a better relationship with volunteer organizations that are working with them (Hockey, Figure Skating, football, softball - etc.) Glad there is a dome Glad there is ice in the summer Getting much better
Good	
Excellent	
Good	
Fair	
Poor	Parks are always dirty.
Good	
Good	
Good	bike trails are excellent, parks are good, park facilities are fair to poor
Poor	
Good	
Fair	
Good	
Excellent	
Fair	
Poor	
Good	
Poor	

Good	I don't have opportunity to experience much more than the Nature Center. Have family & friends that use other facilities & are glad they are readily available.
Good	
Excellent	
Good	
Good	
Fair	Need more programs for kids especially over the summer in the evening son working parents kids can be involved. Keep cost of youth sports low enough all kids can afford so all kids can try new things.
Fair	
Good	
Fair	
Good	
Excellent	
Fair	
Excellent	Even more investment is needed. Upgrade dog park, increase bike trails, etc.
Fair	The parks are mowed, but they are not trimmed very often. There are too many trees around Mill Pond and East Side Lake, taking away from the view of the water. The trees also make the areas less safe.
Good	
Poor	The trails are nice but the smell coming from both East Side lake and Mill Pond is disgusting. The Goode feces makes it hard to walk and the trash is everywhere.
Good	We have some good city parks and trails if only they were safe.
Good	Some parks need some maintenance and tlc
Good	
Good	
Fair	
Fair	
Good	I think that it could be improved. Austin needs a center for children (not just young ones) we need activities for families to do.
Poor	
Good	
Good	Get more bike trails and designated bike lanes on busy roads. Make more summer use of the Bandshell; music groups, movies, art/craft fairs. There should be something there at least once per week.
Fair	I know the fields at Todd Park need some updating and cleaning up as well as ground work to smooth out.
Good	
Poor	all you do is keep cutting programs, hours and the maintenance of our rec programs. Our warming houses are never open , maybe on the weekend or maybe not. why is it the parks dept. won't operate the new rec center? your parks supervisor is rude and likes to argue with the citizens of Austin.
Poor	Way too much money is spent on bike trails! Virtually no one uses a park anymore. Nice ones such as Todd Park has been turned into a sports park!
Excellent	

Fair	
Good	Good, and getting better.
Excellent	
Poor	
Poor	
Good	They are DEFINITELY improved! Many parks could use cleaned or painted trashed cans, more clean benches or picnic tables, and less weeds.
Excellent	
Excellent	How about that Nature Center!
Excellent	
Good	Disappointed dome not open to public on weekends
Excellent	
Good	
Good	
Fair	Dog park is bad. People don't follow rules and nobody to police them.
Good	
Good	We are really expanding and improving in these areas. These parks, trails and programs add to the quality of our life. We really enjoy all of the bike trails. We need a bike trail from the SW to connect to the system.
Good	
Good	
Good	
Good	Redo the diamonds at Todd Park. Roll them out.
Fair	
Excellent	
Good	

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

Don't know	
Good	
Fair	
Good	
Fair	
Fair	
Fair	
Fair	Biggest thing I have run into so far is no yard waste removal/pick-up. In Eden Prairie, if you trim branches, bag grass, small trimming, you can bundle or put in paper yard waste bags and garbage company picks up and hauls to composting site. Austin you need to haul it yourself - easier said than done.
Good	
Fair	
Good	
Fair	
Excellent	
Good	
Good	
Good	
Fair	
Good	Many surrounding communities have public lawn debris (leaf and grass clipping\branch) collection sites. Austin only does in the fall, rest of the year we have to pay for private business. Reason given was that the city doesn't want to hurt 1 private business (which isn't even in the city limits) with competition. So with that logic if I were to start a private security firm, would that mean we could eliminate the police department? Could we eliminate the city plowing because there are private businesses that provide snow removal? Seems like quite a bit of favoritism towards one business owner, why is that?
Fair	We are lagging in quality internet. Badly. If you want the city to look better tomorrow you need to trench today. Atlas, if we can't get our street lights to be all the same color who am I kidding.
Good	
Good	
Fair	
Good	
Good	
Poor	
Fair	
Good	
Excellent	
Fair	

Poor	Not a lot to offer, scary to go out at night, Known to other communities as "little Chicago", when I drive to other towns like Winona and Redwing I think.... this would be nice
Good	
Fair	Streets are horrible. Need more police and more fire for safety.
Good	
Good	
Good	
Good	
Don't know	
Fair	We need more help for young single people who need house repairs but make too much money to get help at all with anyou curgent program...but with a hefty student loan you don't have much excess to make the needed house repairs.
Excellent	
Good	
Poor	
Fair	we need more beat cops like they used to say. on foot in the areas that are not safe. Always on the weekends North Main parking lot had foot patrol as well as them going in and out of bars. Austin has gone backwards but then with the influx of minorities and people who don't know how to live by the rules in Amercia... these terrorists from other countries with the machetes is very bothersome and the thefts that go on that never seem to get solved at the expense of the taxpayer/landowner or citizen. Also I don't believe that we need officers in school, you have the cameras and the vice principles to do this and in an emergency 911. That is a waste of the manpower we need at night.
Fair	
Fair	
Good	
Good	
Excellent	
Poor	I would like to see the city take a proactive response to all of the deteriorating rental homes. As a new property owner I am very disheartened that the City cannot do more to fine rental homes or improve their appearance.
Fair	
Fair	
Good	
Good	
Good	
Don't know	
Good	
Good	
Fair	
Excellent	
Excellent	
Good	Need to concentrate on more law enforcement precense for the little things.

Good	
Excellent	
Good	
Good	
Good	
Good	Austin's new signage for tourists and new citizens is a positive addition. How can the city make the travel to local sites more appealing for those entering from the freeway exits? Also, the flow of the spring and winter decorations from downtown towards the east side is sparse. Is there a way to include more hanging baskets, flags, decorations, lights, etc. as tourists travel from downtown to East Side Lake, Packer Arena, or Riverside Arena?
Good	
Fair	
Good	
Good	
Good	
Fair	
Good	
Good	
Good	
Good	
Don't know	
Good	
Good	
Good	
Good	
Fair	
Poor	
Good	
Fair	It's very frustrating when Community Ed classes get canceled, and I'd like to see a bigger variety of offerings. We'd love to learn sign language, for instance. It was cool to see that French was being offered for kids, but the time doesn't work for us, so that's frustrating too.
Good	Parks should be mowed more often City sidewalks get missed with snow on them Laws should be changed for people who do not take care of their lawn (Several Properties are in need of repair - the current city notification does not work) It should not take 90 days for someone to be forced to cut their grass.
Good	
Good	
Fair	
Good	
Fair	
Fair	
Fair	Build a homeless shelter for singles and families.
Fair	

Poor	
Good	
Good	
Good	
Good	
Fair	
Fair	
Good	
Fair	
Good	
Good	
Excellent	
Fair	
Good	Always room for continuous improvement. I think the city needs to be much more transparent. For example, actually have forums about the results of this survey rather than just post it on the website.
Fair	
Fair	
Good	
Excellent	
Good	
Good	I really cant believe how the council doesnt give any support to the Arts and Humane Society...the Arts are so much a part of quality of life and get virtually NO support...the Humane Society provides a great service to our community and also gets no support....as a city volunteer...it sure would be great to have at least the start of some support....
Good	
Excellent	
Good	
Good	
Fair	
Fair	I think fair because I know you can do better, much better. People don't feel safe in the city and hiring more police officers is not the answer. Hire more full time firefighters and use their abilities. Some thing has to be done about the streets including snowplowing. Support your departments with funding, equipment or personnel if that's what they need.
Good	
Good	
Don't know	
Good	
Good	
Good	
Fair	
Good	

Good	Would be nice to be able to pay prop taxes with credit card.
Good	
Good	
Poor	you don't listen very good. you can't fix stupid , thats you Clark
Poor	Too much money is spent on "welfare." Child services and unwed mothers. STOP IT!
Good	
Don't know	
Good	I would like to see more done about loose cats and dogs.
Good	
Fair	
Poor	
Good	
Excellent	
Good	
Good	
Fair	
Poor	Recycling is nightmare for seniors, cant haul to curb (cut up boxes,etc) too complicated. New drive in area cant get close and haul my stuff with cane for support, boxes wont fit. There has to be a better way!
Good	
Good	
Good	
Good	
Poor	
Good	
Good	
Good	
Good	
Excellent	
Fair	

Resolution 2017-16
A Resolution Adopting a Comprehensive Performance Measurement Program
For the City of Avon, Stearns County, Minnesota

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 Avon 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 the City of Avon 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 the City of Avon 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 the City of Avon will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

Motion made by: KURT MATHALER

Second by: JIM STANG

Detail of Voting: Ayes 5 Nays 0

Adopted this 5th day of June, 2017 by the City Council of the City of Avon.

John Grutsch
Mayor John Grutsch

Jodi Austing-Traut
Attest: Jodi Austing-Traut City Clerk/Administrator

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	
	17.*	Number of fires with loss resulting in investigation	$(\text{Number of calls} / \text{population}) \times 1,000 = \text{calls per 1,000 population}$
	18.*	EMS calls per 1,000 population	
	19.	Emergency Medical Services average response time	$(\text{Number of calls} / \text{population}) \times 1,000 = \text{calls per 1,000 population}$ 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

CERTIFICATION

STATE OF MINNESOTA)

CITY OF AVON) SS.

COUNTY OF STEARNS)

I, Jodi Austing-Traut, being the duly appointed, qualified and acting Clerk of the

City of Avon, Stearns County, Minnesota DO HEREBY CERTIFY that the foregoing Resolution was

duly adopted by the affirmative vote of the Avon City Council at a meeting held on

June 5th, 2017. WITNESS my hand as said Clerk and the corporate seal of the City this

5th day of June 2017.



Jodi Austing-Traut, City Clerk/Administrator

(SEAL)

COUNCIL AGENDA ITEM



Meeting Date: May 1, 2017
Action Requested: Adopting Performance Measures for 2016
Prepared By: Ron Eischens, Finance Director *Ron*
Reviewed By: Nate Mathews, City Manager *Nate*

The State Council on Local Results and Innovation was created by the 2010 Legislature to set benchmarks for city and county operations. The legislation comes with two incentives to encourage participation; a state aid (LGA) appropriation equal to 14 cents per capita and exemption from property tax levy limits.

The City recently conducted a citizen survey in the fall of 2016 and summarized the performance measure results on the attached. A copy of the entire survey is available from the City Clerk's office.

In order for the City to receive its LGA appropriation of approximately \$2,000 and levy limit exemption it must pass the attached resolution.

Recommendation:

Adopt the attached resolution and authorize submission to the State Auditor on or before June 30, 2017.

RESOLUTION NO. 6073

A RESOLUTION ADOPTING THE CITY OF BEMIDJI'S PERFORMANCE MEASURES RESULTS FOR 2016

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

NOW THEREFORE LET IT BE RESOLVED THAT, the City Council of Bemidji will continue to report the results of the performance measures to its citizenry by the end of the year through posting on the city's website.

BE IT FURTHER RESOLVED, the City Council of Bemidji will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

The foregoing resolution was offered by Councilmember Johnson, who moved its adoption, and upon due second by Councilmember Hellquist, was passed by the following vote:

Ayes: Albrecht, Hellquist, Johnson, Erickson, Larson
Nays: None
Absent: Meehlhause

Passed: May 1, 2017

ATTEST:



Kay M. Murphy, City Clerk

APPROVED:



Rita C. Albrecht, Mayor

BEMIDJI 2016 PERFORMANCE MEASURES SUMMARY RESULTS

Measure	Description	Excellent	Good	Fair	Poor
1	Overall Quality of Services	22%	59%	15%	4%
	2014	36%	49%	10%	5%
2	Percent Change in taxable property value	11.4% increase from 2014			
3	Overall Appearance of City	14%	66%	16%	4%
	2014	31%	49%	18%	2%
4	Safety rating in community	11%	55%	27%	7%
	2014	22%	53%	20%	5%
5	Quality of Fire Services	44%	48%	7%	1%
	2014	56%	38%	2%	4%
6	Condition of City Streets	10%	64%	20%	6%
	2014	19%	53%	22%	6%
7	Quality/timeliness of snowplowing City streets	32%	50%	12%	6%
	2014	38%	49%	11%	2%
8	Dependability and Quality of Water Supply	31%	54%	10%	5%
	2014	49%	35%	5%	11%
	2016 Operating cost per million gallons pumped		\$1,514		
9	Dependability and Quality of Sanitary Sewer	37%	53%	7%	3%
	2014	42%	40%	5%	13%
	2016 Operating cost per million gallons pumped		\$5,558		
10	Quality of City parks, trails, recreational programs and facilities	44%	43%	8%	5%
	2014	54%	34%	7%	5%
11	Value of Services for the taxes paid to City	10%	45%	29%	16%
	2014	20%	50%	22%	8%
12	Overall Direction City is taking	11%	44%	26%	19%
	2014	15%	47%	25%	13%
13	How informed I am on major issues	14%	40%	32%	14%
	2014	28%	47%	18%	7%
14	Bond Rating	Moody's Investors Service Rating of <u>Aa3</u>			
15	Insurance industry rating of fire services	Ranges from 4 to 10 within service area			
16	Fire calls per 1,000 of population	2.46			
17	Part I and II Crime Clearance Rates	Year	I	II	Total
		2016	50%	78%	66%
		2014	54%	80%	70%

RESOLUTION NO. 2017-74

**AUTHORIZING REPORTING REQUIREMENTS FOR THE
LOCAL PERFORMANCE MEASUREMENT PROGRAM**

WHEREAS, the City Council of the City of Bloomington is the official governing body of the City of Bloomington, Minnesota; and

WHEREAS, the City Council has adopted and implemented the minimum ten performance measures developed by the Council on Local Results and Innovation; and


WHEREAS, the City is in the process of implementing a local performance measurement system as developed by the City Council on Local Results and Innovation; and

WHEREAS, the City will report the results of the ten adopted measures to its residents before the end of the calendar 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; and

WHEREAS, the City will survey its residents by the end of the calendar year on the services included in the performance benchmarks.

NOW THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF BLOOMINGTON, that the necessary documentation will be filed with the Office of the State Auditor for the Performance Measurement Program to be eligible for a reimbursement of \$0.14 per capita in local government aid, not to exceed \$25,000 and is also exempt from levy limits under Minnesota Statutes § § 275.70 to 275.74 for taxes payable in 2018.

Passed and adopted this 26th day of June, 2017.



Mayor

Attest:


Secretary to the Council



Resolution Number 2017- 74

The attached resolution was adopted by the City Council of the City of Bloomington on June 26, 2017.

The question was on the adoption of the resolution, and there were 7 YEAS and 0 NAYS as follows:

COUNCILMEMBERS:	YEA	NAY	OTHER
Gene Winstead	<u>X</u>	_____	_____
Jack Baloga	<u>X</u>	_____	_____
Tim Busse	<u>X</u>	_____	_____
Dwayne Lowman	<u>X</u>	_____	_____
Jon Oleson	<u>X</u>	_____	_____
Eldon Spencer	<u>X</u>	_____	_____
Kim Vlasisavljevich	<u>X</u>	_____	_____

RESOLUTION ADOPTED.

ATTEST:

Heinrich

Secretary to the Council



Report on Performance Measures for 2016 City of Bloomington

General:

1. Rating of the overall quality of services provided by your city Source: 2017 Citizen Survey, Question 11	Excellent 30%	Good 56%	Fair 12%	Poor 1%
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2. Percent change in the taxable property market value = 5.7% for 2016 payable year 2017

3. Citizen's rating of the overall appearance of the City Source: 2017 Citizen Survey, Question 5	Excellent 27%	Good 56%	Fair 15%	Poor 2%
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Police Services:

4. Part I and II crime rates

OR Citizens' rating of safety in their community Source: 2017 Citizen Survey, Question 4	Very Safe 75%	Somewhat Safe 21%	Neither 2%	Somewhat Unsafe 1%	Very Unsafe 0%
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Output Measure: Police response time on top priority calls from dispatch to the first officer on scene= 5 minutes 51 seconds

Fire Services:

5. Insurance industry rating of fire services ISO 3

OR Citizens' rating of the quality of fire protection services Source: 2017 Citizen Survey, Question 10	Excellent 57%	Good 39%	Fair 4%	Poor 0%
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Output Measure: Fire response time from dispatch to first unit on scene = 4 minutes 14 seconds

Streets:

6. Average City street pavement condition rating 76.4 rating on the Pavement Condition Index (PCI)

OR Citizens' rating of the road condition in their city Source: 2017 Citizen Survey, Question 10	Excellent 13%	Good 43%	Fair 34%	Poor 10%
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7. Citizen's rating the quality of snowplowing on City streets Source: 2017 Citizen Survey, Question 10	Excellent 34%	Good 48%	Fair 14%	Poor 3%
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Water:

8. Citizens' rating of the dependability and quality of City water supply. Source: 2017 Citizen Survey, Question 10	Excellent 57%	Good 34%	Fair 7%	Poor 2%
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Output Measure: Operating cost per 1,000,000 gallons of water pumped/produced (centrally-provided system) (Actual operating expense for water utility/total gallons pumped/1,000,000) = \$1,180/1,000,000 gal.

Sanitary Sewer

9. Citizens' rating of the dependability and quality of City sanitary sewer service (centrally-provided system) Source: 2017 Citizen Survey, Question 10	Excellent 32%	Good 58%	Fair 9%	Poor 1%
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Output Measure: Number of sewer blockages on City system per 100 connections (centrally-provided system) (Number of sewer blockages on City system reported by sewer utility/# of connections * 100 = 0.03/100 connections)

Parks & Recreation:

10. Citizens' rating of the quality of City recreational programs and facilities (parks, trails, park buildings) Source: 2017 Citizen Survey, Question 10	Excellent 29%	Good 50%	Fair 18%	Poor 3%
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Note: The results of the 2017 Citizen's Survey will be on the Bloomington website by September 1, 2017.

Some responses will not add up to 100 due to rounding.

RESOLUTION NO. 17-6478

CITY OF BURNSVILLE, MINNESOTA

RESOLUTION APPROVING PERFORMANCE MEASURES

WHEREAS, the State Legislature created the Council on Local Results and Innovation;
and

WHEREAS, the Council released a standard set of performance measures for counties and cities 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; and

WHEREAS, the benefits to the City of Burnsville 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, cities and counties that choose to participate in the performance measurement program may be eligible for a reimbursement from Local Government Aid and exemption from levy limits, if levy limits are in effect; and

Performance Indicator

General

Citizen's rating of the quality of the City's services.
Citizen's rating of the overall appearance of the City.
Percent change in the taxable property market value.

Police

Part I and II crime rates.
Police response times.

Fire

Citizen's rating of the quality of services.
Fire response times.

Streets

Citizen's rating of the quality of road conditions.
Average city street pavement condition rating.
Citizen's rating of the quality of snow plowing.

Water

Citizen's rating of the quality and dependability of the City's water supply.
Operating cost per million gallons of water.

Sanitary sewer

Citizen's rating of the quality and dependability of the City's sanitary sewer services.
Number of sewer blockages.

Parks and Recreation

Citizen's rating of the quality of city recreation services.

WHEREAS, the City of Burnsville has implemented a local performance measurement system as developed by the Council on Local Results and Innovation and the City of Burnsville has used and will continue to use this information to plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

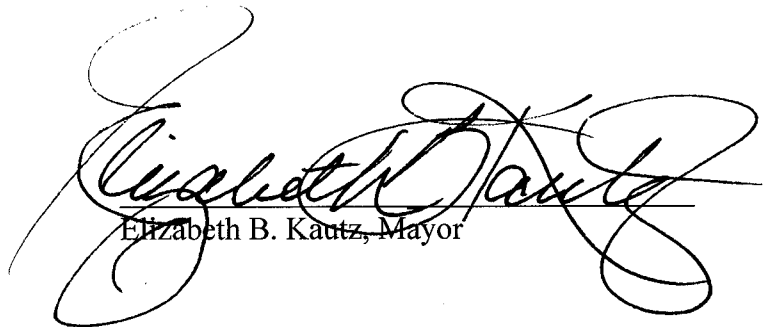
WHEREAS, the City of Burnsville has historically and will periodically conduct a survey of Burnsville residents and businesses on services included in the performance benchmarks, the most recent survey results of which were presented to the City Council; and

WHEREAS, the City Council of the City of Burnsville adopted the following Performance Measures on June 21, 2011 and will continue these measures in 2017; and

WHEREAS, the City Council of the City of Burnsville does hereby approve to continue the Performance Measures for 2017 and will publish the results of the Performance Measures prior to December 31, 2017 on the City's website in the City's annual and/or biweekly Monitoring Reports.

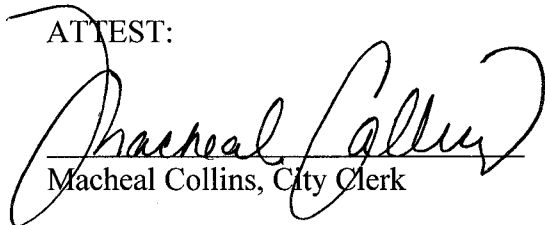
NOW THEREFORE, BE IT RESOLVED that the City Council of the City of Burnsville does hereby approve to submit to the Office of the State Auditor the actual results of the performance measures adopted by the City on July 12, 2016.

Passed and duly adopted by the Council of the City of Burnsville this 2nd day of May, 2017.



Elizabeth B. Kautz, Mayor

ATTEST:



Macheal Collins, City Clerk



2016 Annual Monitoring Report

**Annual Monitoring Report
for Year Ending 2016
City of Burnsville**



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CITY OF BURNSVILLE 2016 ANNUAL MONITORING REPORT

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2016 Monitoring Report

Overview

The City of Burnsville's Annual Monitoring Report provides an overview of the services provided over the previous year. All data and information referenced is accurate from Oct. 1, 2015 through Sept. 30, 2016. To the extent possible, information is compared with the previous year to provide a base from which to measure services and accomplishments.

Organization of Report

This Monitoring Report is arranged according to the current organizational model, with data reported by the major departments or work areas. This report is intended to show:

- Alignment of City services with the City Council's ENDS & OUTCOMES
- Priorities within the annual budget
- Trend data impacting City services

Limitations of Performance Measurement

Applying performance measurement in the public sector presents a number of limitations:

- Information can be subjective and highly dependent upon each individual source used
- There is no single measure of success, such as profit in the private sector
- Data is not all-inclusive, a precise science, a quick fix nor the only tool available for decision-making

Even with these limitations, there is still a need to measure performance and develop standards for comparing Burnsville with other cities. The city has historically used the following metro area cities as market comparison: Brooklyn Park, Coon Rapids, Plymouth, Minnetonka, Eagan, Edina, St. Louis Park, Apple Valley and Lakeville.

Performance measurement can mean different things to different people. Although the two key characteristics of performance measurement -- efficiency and effectiveness -- are intertwined, the emphasis of this report is organizational effectiveness.

Thus, the goal of this report is to provide Burnsville's City Council with information to help them determine if their desired results are being accomplished; rather than the focusing on the specific means and programs used to pursue those results.

The City is concerned about doing the right things and doing things right. This report provides data that is consistent with the role of the City Council as the "Board of Directors." Finally, use of this type of data should not be interpreted to be a substitute for leadership or analysis.

Executive Summary

An Introduction from Heather Johnston, City Manager

I'm pleased to present to you the City of Burnsville's Annual Monitoring Report for 2016. This report is created each year so that the City Council and all residents and businesses of Burnsville can be informed of and engaged in City services and the measurement of their performance.

Over the past year, our community has experienced its share of ups and downs. Burnsville continues to be strong, and our successes many; however, we also faced challenges and tragedies-some of which we had never faced in the past.

Even in the face of these new challenges, we have created a better community in a variety of ways. Our public safety personnel continued to provide fast, caring and professional response in every situation - large or small. We continued to work together to improve road and infrastructure projects. We created new partnerships while enhancing existing partnerships that help us pursue cost-savings. City leadership continued to make responsible financial decisions, taking care of what we have and providing high-quality services to residents. These are qualities that our residents expect of City government, and that you and our staff work hard each and every day to maintain.

In the coming years, challenges will continue, but I am confident staff will continue meeting those challenges with your strategic direction and our focus on the future.

Over the past year, the City's senior leadership focused on ensuring the "Ends" the Council has put in place for the community are being met and implemented. Staff began directly linking items brought to you for action to the relevant END or OUTCOME most closely connected to the request. Hopefully, you have found this change to be useful to see how everything we do - from routine action items to policy priorities - are linked to these important areas of focus.

Through the Council's strategic direction and staff's dedication to innovation and service excellence, the City has exceeded expectations. No other validation is more important than the voices of those we serve. The public's approval is documented throughout this report and reflected in the responses of the City's Residential and Business Surveys (conducted in 2016).

City staff have continued to move the City forward in meeting Council's vision. Staff have reorganized, streamlined and reinforced a culture of innovation and efficiencies this past year. As we look ahead to 2017 and beyond, staff will continue to build on this foundation looking for additional efficiencies in the services we provide and finding new ways to do things better.

This report is a culmination of many hours of report writing, information gathering, data analysis and editing. It reflects the dedication of staff in providing high quality services at the lowest appropriate cost. Most importantly, this report reflects the building of the foundation for a sustainable future for this great community, the City of Burnsville.

While the following report is a look back at last year's successes, staff remain committed to building upon these successes and directing focus and energy on improvements and service delivery that will benefit this great community for years to come.

Heather A. Johnston
City Manager

Organization of City Services and Departments

'Plan B' Form of Government

Burnsville is a “Plan B” form of government, in which residents elect a Mayor and four City Council members with equal voting authority. The Mayor and Council are responsible for making policy and legislative decisions that govern the City, while relying on a City Manager and staff to handle the administrative and day-to-day operations at City Hall.

As Chief Executive Officer, the City Manager is the sole employee of the City Council. The City’s current organizational structure is described as a “molecular model,” which seeks to emphasize the relationship of work groups while de-emphasizing hierarchy. The current structure is the result of a gradual evolution over the life of the City and will continue to evolve as the needs of the community change.



Management Team, Coordinators and Supervisors

Even under the “molecular model,” the demands and complexities of local government require lines of accountability. The organizational structure is delegated by the City Manager. The City strives to reduce the layers of reporting (“flattening the organization”) with two only layers between front line service providers and the Management Team.

Management Team

The first level of responsibility lies with the group of employees who assist the City Manager with overall guidance of the organization:

- City Manager - Heather Johnston
- Director of Administrative Services - Dana Hardie
- Public Works Director - Steve Albrecht
- Human Resources Director - Jill Hansen
- Community Development Director - Jenni Faulkner
- Information Technology Director - Tom Venables
- Communications Coordinator - Marty Doll
- Fire Chief - BJ Jungmann
- Police Chief - Eric Gieseke

Coordinators

The next level of responsibility lies with the primary managers of service areas:

- City Engineer & Natural Resources Director - Ryan Peterson
- Director of Parks, Recreation & Facilities - Garrett Beck
- Recreation & Facilities Superintendent - JJ Ryan
- Recreation and Community Services Manager - Julie Dorshak
- City Clerk - Macheal Collins
- Finance Director - Kelly Strey
- Financial Operations Director - Steve Olstad
- Assistant Fire Chief - Brian Carlson
- Assistant Fire Chief - Terry Ritchie
- Assistant Fire Chief - Doug Nelson
- Police Captain - Tanya Schwartz
- Police Captain - Jef Behnken
- Police Captain - Don Stenger

Supervisors

The next level of responsibility lies with the direct supervisors of front line employees and service providers throughout the organization.

Grants and Donations

City of Burnsville, Minn.

Building community - Leveraging resources - Saving tax dollars through grants and donations

Another way to consider the effectiveness of city services is through the grants and donations received over the past three years. Following are the major grants and donations:

Safety

- Bulletproof vest grant:
 - (FY 2014) \$4,346 Federal, \$1,700 State
 - (FY 2015) \$2,770
- Dakota County Traffic Safety Grants (DCTSP):
 - Annual partnership - average of \$22,000 per year
- Staffing for Adequate Fire and Emergency Response (SAFER)
 - (2016 award, 2017 start of performance period) \$1,120,328 over 2 years to fund four firefighter/paramedics
- Fire Prevention and Safety Grants
- Community Partnership Grant
 - (FY 2014) Centerpoint Energy \$2,500
- CDBG - EMS grants to low-income patients
 - (Annually) \$5,000-\$10,000
- Firefighter board training reimbursement grant
 - (2014) \$4,605
 - (2015) \$4,792
- Dakota County/Task force training
 - (2014) \$6,000
 - (2015) \$7,997
- Byrne Jag grant funds
 - (FY 2014) \$13,051
 - (FY 2015) \$12,931
- Walmart
 - (2014) Shop with a Cop \$1,000
 - (2015) \$1,200
- Arbors at Ridges
 - (2016) \$2,512 for emergency scene rehabilitation equipment
- Burnsville Lions Club
 - (2015) Gun Range \$48,000
- OPI Holdings
 - (2015) Fire gear, helmets, radios \$32,700
- K-9 Vested Interest
 - (2015) \$950
- First Wheels
 - (2015) Police badges \$6,000

- Quality Propane
 - (2015) \$32,700 for fire department radios and fire gear
- 12 Days of Christmas
 - (2016) \$7,945

Transportation

- Federal Highway Administration CR 5/TH 13 interchange
 - (2005/2009/2013/2014) \$12.03 million
- MnDOT CR 5/TH 13 interchange
 - (2013/2014) \$17.55 million
- Federal Lands Access Program
 - (2014) \$500,000
- US Fish and Wildlife
 - (2014) \$250,000
- Transportation Advisory Board
 - (2014) Transportation Enhancement/Black Dog Regional Trail \$1,010,000
 - (2015) Lake Marion Greenway - 2019 Construction \$1,450,000
- Dakota County
 - (2015-2016) Black Dog Trail \$525,000

Neighborhoods

- CDBG funds used in partnership with Dakota County CDA in projects for senior citizens and low/moderate income residents
 - (Annually) Home remodeling grants - average annual allocation \$20,000-25,000
 - (Annually) Senior services - average annual allocation \$35,000-45,000

Youth - THE GARAGE, BYC

- CDBG
 - (Annually) average annual allocation \$45,000
- Otto Bremer Grant
 - (2015-17) Operations \$96,680
- Youthprise - Support for BYC
 - (2014) \$25,000
 - (2015) \$25,000
- Burnsville Youth Center Foundation
 - (2015) Café \$8,620

Development/Redevelopment

- MRQ planning grant
 - CDA redevelopment grant \$15,000
 - CDBG grant \$15,000
- CDA redevelopment grant Heart of the City (HOC) parking deck expansion
 - (2014) \$250,000
 - (2015) \$395,000
- DEED Host Community Grant
 - (2014) Cliff Road Intersection pre-design \$90,000
 - (2015) Cliff Road Intersection \$346,250

Environment

- Dakota County grant - Dakota Valley recycling program
 - (Annually) \$179,000
- Dakota County Local Negotiated Innovation Funds (LNIF)
 - (2014) \$4,604
 - (2015) \$6,000
- MN DNR Legacy Funding
 - (2015) \$61,000
- MN DNR Aquatic Species Control Grant
 - (2014) \$2,200
 - (2015) \$3,500
- Dakota County Watercraft Inspections
 - (2014) \$559
 - (2015) \$800
- MN Pollution Control Agency
 - (2015) \$3,000

Parks

- Lions Club
 - (2014) playground equipment / splashpad \$70,000
 - (2015) Skate park \$50,000
- Burnsville Foundation - Winter Lighting
 - (2014) \$35,000
 - (2015) \$35,000
- Baseball Association BA 191 - Parks improvements
 - (2015) \$55,000

Cost Saving Partnerships

City of Burnsville, Minn.

Partnerships are a vital element for cost effectiveness and community building. The City has pursued partnerships with a variety of other government agencies as well as private groups to collaborate to achieve results in each of the community themes. All City departments take advantage of many opportunities to join forces and interact with different agencies and groups on an on-going basis, however this is a list of many partnerships that have had and will continue to have an impact on City operations:

Partnering Organization

Partnership Focus

Safety

- | | |
|--|---|
| • Dakota Communications Center (DCC) | Consolidated 9-1-1 dispatch for Dakota County |
| • Dakota County | Radio Workgroup - 800 MHz radio |
| • Dakota County Drug Task Force | Multi-city partnership formed to fight illegal drugs |
| • County/Cities/Bloomington/Savage | Public safety regional mutual aid |
| • Dakota County | Domestic preparedness - Special Operations Team |
| • Dakota County Special Operations Team | Specialty responses such as HAZMAT, structural collapse |
| • Dakota County Electronic Crimes Task Force | Multi-city partnership formed to fight electronic crimes |
| • Dakota County Fire Chiefs Association | Mutual aid chief officers assist long or complex incidents |
| • Lakeville, Apple Valley, Eagan | Fire training site |
| • Dakota Cty Cities, Bloomington and Savage | Fire Department automatic mutual aid |
| • Dakota County | EMS Consortium - EMS Services, planning and coordination |
| • Scott County | SCALE initiative - public safety training facility |
| • Dakota County & Cities | CJINN - improve efficiency/access to information |
| • Upper Midwest AMSC/Coast Guard/MN HSEM | Emergency responses on area rivers |
| • Fairview Ridges Emergency Room Physicians | Online medical control |
| • State Duty Officer (MN Dept of Public Safety) | Regional response to incidents requiring special expertise |
| • State Fire Marshal's Office | Code enforcement, fire investigation and fire operation |
| • Metropolitan Emergency Services Board | Planning and coordination of metro-wide EMS services |
| • Police/Fire Chaplains | Provide support for responders and citizens |
| • Minnesota Incident Management Team | Provide support for large scale emergency responses |
| • Minnesota Fire Chiefs Association-FAST (Fire Chiefs Assistance and Support Team) | Provide support for both emergency and non-emergency situations |

Community Enrichment

- | | |
|--|---|
| • BAC/VAA/LAA | Youth athletic programs |
| • Burnsville Hockey Club (BHC) | Ice Center hockey program & BHC training facility |
| • Burnsville MN Valley Figure Skating Club | Ice Center figure skating program |

- BA 191 Baseball
- Partnering Organization**
- South of the River Recreators
 - Independent School District 191 (ISD 191)
 - ISD 191/Burnsville YMCA/Twin Cities Catalyst Music (TCCM)
 - Burnsville Rotary Clubs (Breakfast & Noon)
 - Burnsville Lions Club
 - People of Alimagnet Caring for K-9s
 - Burnsville Softball Council
 - ISD 191
 - Augustana Care Senior Center
 - Zombie Board Shop

Neighborhood

- Woodhill Urban Agriculture Center
- DARTS
- International Festival of Burnsville
- 360 Communities
- Burnsville Rotary/ Breakfast Rotary
- BA #191 Baseball
- Fire Muster Board

Development/Redevelopment

- Dakota County CDA
- City of Eagan
- Burnsville Community Foundation
- Chamber of Commerce
- Burnsville Commercial Real Estate Council
- Experience Burnsville
- MN Marketing Partnership
- Dakota County CDA and Cities
- MN DEED
- Greater MSP
- Dakota Scott County WDB
- Burnsville Promise

Environment

- Cities of Apple Valley/Eagan
- Cities of Apple Valley/Lakeville
- Cities of Lakeville/Savage/Eagan
- Crystal Lake Improvement Association
- Metropolitan Council

Alimagnet Park baseball field improvements

Partnership Focus

- Joint recreation programming
- Youth Relations Officers
- Burnsville Youth Collaborative programs
- Kids of Summer program, GARAGE studio
- Lions Playground/Skate Park/Halloween Fest/ Cliff Fen Park Splash Pad
- Dog Park improvements
- Field and facility improvements
- Senior Center/Grand Ol Carnival
- Senior Health & Fitness Day
- Skate Park programming

- Wolk Park community garden project
- Chore services for seniors
- International Festival
- Domestic Abuse Response Team (DART) assistance, Food shelf
- Flags in Heart of the City (HOC)
- Flags in HOC
- Fire Muster

- Housing and economic development
- Electrical inspector
- Heart of the City (HOC)
- Promote economic development
- Promote economic development
- Promote economic development
- Promote economic development
- Open to Business initiative
- Promote economic development
- Promote economic development
- Workforce Initiatives
- Post-secondary & career readiness

- Multi-city partnership - recycling programs
- Lake management programs
- Potable water sharing
- Boat ramp monitoring program
- Citizen Lake-Monitoring Program (CLMP)

Partnering Organization

- Dakota County
- MN Department of Natural Resources
- Dakota County

Transportation

- MVTA
- North Dakota County
- I-35W Alliance
- Dakota County
- City of Savage, Scott County
- Twelve Dakota and Scott County Cities

- Lakeville
- Dakota County
- Scott and Carver Counties

City Services and Financial Management

- ISD 191
- Dakota County/Dakota County Cities

- People of Alimagnet Caring For K-9's
- Burnsville Softball Council
- Lakeville/Apple Valley
- City of Eagan
- ISD 191
- MVTA
- State of MN and Dakota County

- City of Savage, Dakota County and State of MN
- Dakota County and City of St. Louis Park
- Dakota County Office of GIS
- MN New World Systems User Group
- Dakota County and Dakota County Cities
- Burnsville Community Foundation

Partnership Focus

Citizen wetland health evaluation project
Fishing in the Neighborhood program
Septic Monitoring JPA

Heart of the City (HOC) parking ramp
Public Works Directors (CONDAC)
I-35W Transportation issues
County Rd 42 improvements
County Rd 42 frontage road project
Street maintenance materials and services
Joint Powers Agreement Bidding
Share snow plowing services on city streets
Regional Trail Projects
Joint Powers Agreement for Fleet Maintenance System

Burnsville Community Television (BCTV) studio
HiPP- cost savings/service enhancing opportunities:
IT, HR, public safety, agenda management software
Alimagnet Dog Park improvements
Lac Lavon, Neill, Alimagnet ball field improvement
Shared maintenance of a sanitary sewer lift station
BCTV mobile production truck
Co-location of institutional network equip and fiber
Dark fiber connecting transit station, mntnc garage
Shared fiber optics; MN Workforce Center and Co Rd 42 traffic management system
Joint Powers Agreement for Fiber connection redundancy for networks and 800MHz radio sites
Joint training and Life/LTD insurance
Joint Powers Agreement for shared GIS support
Financial software user information sharing
County-wide Broadband Study
Memorial Donation Program/ Vanderlaan Garden Area/ Nicollet Commons Park Sculptures

An Award-Winning City

City of Burnsville, Minn.

One way to consider the effectiveness of city services is through independent awards received by the City and its departments over the past three years.

Safety

- Dakota County Chiefs Association
 - Officers Christopher Biagini, Taylor Jacobs, Jared Kaspar and John Mott “Award of Honor” (2014)
 - Chief Gieseke, Officers Andrea Newton, Bryan Rychner, Casey Buck, Patrick Gast, Erica Huston, Christine Carpenter, Dawn Johnson, Nick Larson "Meritorious Service Award" (2016)
- Dakota County EMS Council
 - Officers Daniel Anselment, Margaret Jackson and David Powers “Outstanding First Responder Award” (2014)
- Humphrey School of Public Affairs - City Category
 - Burnsville Police Use of On-Officer Cameras “Local Government Innovation Award” (2014)
- Minnesota Association of Narcotic Investigators
 - Officer Casey Smith “Outstanding Individual Contribution to Narcotics Enforcement” (2014)
- Minnesota Chiefs of Police Association
 - Officer Brian Hasselman “Meritorious Service Award” (2014)
 - Officer Jameson Ritter “Meritorious Service Award” (2015)
- Minnesota Police and Peace Officers Association
 - Officer Brian Hasselman “Honorable Mention Award” (2014)
- Minnesota Sex Crimes Investigators Association
 - Officer Jeff Pfaff “Lifetime Achievement Award” (2014)
- Dakota County Attorney James Backstrom
 - Firefighter Andy Hamlin “Citizenship Award” (2014)
- Rotary Foundation Paul Harris Award
 - Burnsville Police “Certificate of Appreciation” (2014)
 - Burnsville Fire “Certificate of Appreciation” (2014)
- Northwestern School of Police Staff and Command Class #377
 - Sergeant Christopher Wicklund “Leadership Award” (2015)

Neighborhood

- National Night Out Participation Award (annual award)

Community Enrichment

- MN Recreation and Park Association - United States Slow Pitch Softball Association Hall of Fame Inductee - Garrett Beck (2014)

Development/Redevelopment

- Economic Development Association of Minnesota (EDAM) Partnership Award for the Real World Ready Career Day. Partnership of Burnsville High School, City of Burnsville & Burnsville Chamber (2015)

Environment

- Birnamwood Golf Course was awarded recertification as a Certified Audubon Cooperative Sanctuary by Audubon International (2014, 2015). The course is one of 22 courses in Minnesota with the certification.

City Services & Financial Management

- Minnesota Association of Government Communicators
 - Award of Excellence
 - "Best for Least" for Audubon Cooperative Sanctuary Interpretive Signs (2016)
 - "Use of Social Media" for #50in50 Campaign (2015)
 - "Video Informational" for We Are the Burnsville Fire Department (2015)
 - "Video Informational" for How Burnsville Became a City (2015)
 - "Best for Least" for City of Burnsville Digital Billboards (2014)
 - "Video - Live Sports Coverage" for BCTV Girls Hockey (2014)
 - Award of Merit
 - "Video Educational/Informational" for We Are Burnsville Public Works (2016)
 - "Newsletter/Magazine" for 2015/2016 Community Guide (2016)
 - "Visual Design" for Burnsville Then and Now 50th Anniversary Postcards (2015)
 - "Public Information Project" for BCTV PSA Day (2015)
 - "Video Public Service Announcement" for Tell Potholes to Bounce (2015)
 - "Video Campaign/Series" for Sustainability Man Series (2015)
 - "Video News" for Burnsville Sees Decrease in Apartment Fires (2015)
 - "Video Informational" for We Are the Burnsville Police Department (2014)
 - "Use of Social Media" for EMS Virtual Ride-Along (2014)
 - "Public Information Campaign" for "I Volunteer" Campaign (2014)
- Upper Midwest Regional Emmy Nomination
 - "Interstitial" for How Burnsville Became a City (2015)
 - "Interstitial" for We Are the Burnsville Police Department (2014)
- Alliance for Community Media Hometown Media Award
 - "Government Profile" for We Are the Burnsville Fire Department (2015)
 - "Profile of a City/County Department" for We Are Burnsville Public Works (2016)
- National Association of Telecommunications Officers & Advisors Govt. Programming Award
 - "Profile of a City/County Department" for We Are Burnsville Public Works (2016)
- Government Finance Officers Association Certificate of Achievement for Excellence in Financial Reporting, Comprehensive Annual Financial Report (CAFR) (annual award)
- Government Finance Officers Association Distinguished Budget Presentation Award (annual award)
- Highest Possible Bond Rating Aaa - Standard & Poor's (2014)

Burnsville City Council 'Ends & Outcomes'

Measurement Summary

To set a framework for policy decisions, the Mayor and City Council have established eight “Ends” that serve as the categories by which they govern. The “Ends” are:

- Safety
- Community Enrichment
- Neighborhoods
- Development/Redevelopment
- Environment
- Transportation
- City Services
- Financial Management

These eight values help the Mayor and Council shape policy at City Hall based on what is important to the people who live, work and play in Burnsville.

The Council’s broadest and highest policy directive is the City of Burnsville Mega End Statement:

- People find Burnsville an attractive, well-balanced city of residences and businesses, which through a combination of amenities and public/private partnerships, provides a wide range of opportunities for citizens to live, work, learn and play, for a reasonable investment.

Alignment of City Services with ‘Ends & Outcomes’

All City departments and work groups are tasked with aligning City services with Burnsville’s “Ends & Outcomes.”

The “**Ends**” are the high level goals set for the City of Burnsville in a specific area.

The “**Outcomes**” are more specific results the Council is seeking to achieve each “End.”

The following Measurement Summary provides an overview of the “Ends & Outcomes” statements, as well statistical and anecdotal “Outcomes” achieved by City departments that help achieve the “End” goal.

Accomplishments

While the Measurement Summary will provide a high level overview of how well City services align with the Council's “Ends & Outcomes,” more specific information on accomplishments and highlights can be found within the monitoring report.

SAFETY

End Statement:

People find Burnsville a safe community, participate in Homeland Security, and are willing to prevent fire and crime.

Outcomes:

1. People have an overall feeling of safety.

Department:	Outcome:
Police	Continued use of Raids.online crime mapping tool on City's website referenced regularly by block captains.
Police	Ninety-three percent of residents responding to the 2016 Residential and Business Surveys reported an overall feeling of safety.
Fire	Over 1,000 citizens attended Fire Department Fire Prevention Open House.
Fire	Over 1,400 students received fire prevention education at school.
Fire	580 preschool students received fire prevention education.

a. Neighborhood Watch groups are provided improved training, networking and organizational opportunities.

Department:	Outcome:
Police	Supported and interacted with 120 active neighborhood block captains, including sending Crime Alerts and passing along safety and crime prevention tips to share with neighbors.

2. Customers and employees feel safe in a shopping environment.

Department:	Outcome:
Police	Ninety-eight percent of residents and 97 percent of business owners responding to the 2016 Residential and Business Surveys reported feeling safe in a shopping environment.
Police	Participated in lockdown drills with the Burnsville Center for continued preparedness for businesses in the event of an intruder or criminal acts.

3. People feel safe using the parks.

Department:	Outcome:
Police	Ninety-two percent of residents responding to the 2016 Residential Survey reported that children are safe playing in the parks.

4. People trust in public safety response and service rendered.

Department:	Outcome:
Police	Responded to 32,623 calls for service through August.
Police	Reported Part 1 crimes are down 6.7 percent through August.
Police	Ninety-seven percent of residents and 95 percent of business owners responding to the 2016 Residential and Business Surveys reported that the Burnsville Police Department is trustworthy.
Police	Sixty-eight percent of residents and 70 percent of business owners responding to the 2016 Residents and Businesses Survey reported that crime was about the same while 15 percent of residents and 12 percent of business owners reported crime was increasing.
Fire	Responded to 6,289 calls for service October through September.

- a. Fire and Emergency Medical Services (EMS) will reach 80 percent of the emergency calls in nine minutes or less (inclusive of dispatch processing, turnout and travel times.).*

Department:	Outcome:
Fire	Eighty-seven percent of the emergency calls were reached in nine minutes or less. This is the first year of the new measurement that includes dispatch processing time.

- b. Fire and EMS Services are provided in the most cost effective manner, through partnerships with surrounding communities when necessary. The City takes preventative safety measures that include licensing and inspecting rental properties and proactive enforcement of property maintenance codes.*

Department:	Outcome:
Fire	Partnered with school district to educate fire prevention safety to Kindergarten, 2nd and 4th graders.
Fire	Partnered with Fairview Ridges to address healthcare and safety concerns with community groups.
Fire	Continued use of A.B.L.E. training facility by four cities and conducted over 100 trainings at the facility.
Fire	Performed 207 inspections, issued 167 permits and documented 374 code violation types.
Fire	Performed a Shared Services Study with three other fire departments and completed an Operations Audit on the department
Fire	Worked collaboratively with Utility Billing staff to partner with owners of private fire hydrants throughout the City to ensure functionality and public safety.
Licensing/Code	Performed 6470 enforcement inspections and sent 3192 Notices of Violation.
Licensing/Code	Ninety-three percent of property owners achieved compliance after receiving the First Notice of Violation letter.
Licensing/Code	Converted 73 single family residential homes to rental licenses that were previously unlicensed.

5. *Residents, including youth, are active participants in community safety.*
 a. *People are proactive in reporting suspicious/unusual activity.*

Department:	Outcome:
Police	Partnered with School District to place two officers at Burnsville High School and one officer at Nicollet Junior High School through the BLUE in the School program.
Police Fire	Helped raise safety awareness by participating in community events such as the Senior Safety Camp, Behind the Badge, Shop with a Cop, and Blue in the School Programs.
Police	There was a decrease in calls for service to multi-housing units through the Police Department's proactive policing program, the Community Resource Unit.
Fire	Continued to provide regular CPR classes to the community through the Heart Restart Program. Partnered with Dakota County Heart Restart.

- b. *People are aware of and adhere to safe driving practices.*

Department:	Outcome:
Police	Participated in the IT CAN WAIT campaign to raise awareness about the dangers of distracted driving, including texting while driving.

- c. *Residents participate in public safety “force multiplier” activities such as Community Emergency Response Team (CERT) training and the Mobile Volunteer Network (MVN).*

Department:	Outcome:
Community Services	The Mobile Volunteer Network (MVN) remained a strong public safety “force multiplier” with over 48 active members, including an 11 member leadership group who work closely with City staff.
Community Services	The 62+ “Behind the Badge” workshop was a success with 21 seniors in attendance to meet Public Safety staff and learn about topics such as scams/internet safety, fire safety, Police forensics and more.
Community Services	MVN volunteers helped at ten different community events in 2016.
Fire	Hosted CERT class of 25 students in partnership with Richfield and Bloomington.

- d. *Public safety works with community partners to proactively address drug-related crimes with an emphasis on heroin and methamphetamine use.*

Department:	Outcome:
Police	Continued partnership for emergency preparedness with Fairview Ridges on intoxication and detox thresholds.

6. *Pedestrian safety is preserved and enhanced through engineering, enforcement, and education.*

Department:	Outcome:
Public Works	Re-inspected 1/3 of the City’s pedestrian facilities, repaired/replaced 11 pedestrian ramps and replaced 400 feet of sidewalk.
Public Works	Initiated pedestrian crosswalk standardization program.
Public Works	Completed County Road 42 Trail from Apple Valley to Nicollet Avenue.
Public Works	Obtained \$700K in federal funding for Cliff Road Trail Improvements.
Public Works	Adopted updated American Disability Act (ADA) Transition Plan and launched ADA webpage.

ITEMS FOR CONSIDERATION:

- Discussion on the City Fire Marshal's role as it relates to hotel properties.

COMMUNITY ENRICHMENT

End Statement:

Community members, including youth, are actively engaged and have access to quality programs and services that meet the changing needs of the community and create positive experiences for all.

Outcomes:

1. Burnsville is a preferred community with a great quality of life.

Department:	Outcome:
Community Services	Collaborated with the Natural Resources Department to offer Nature Walks in different locations throughout the year to adults 62+. Pickleball continues to be a popular and growing sport.
Community Services	Completed the Minnesota River Greenway (Black Dog Trail) in collaboration with Dakota County.

2. City parks and recreational facilities offer a variety of events and activities throughout the year to build community and stimulate economic activity for local businesses.

Department:	Outcome:
Recreation	Over 5,500 participants on more than 380 adult athletic teams played on Burnsville fields, rinks and courts.
Recreation	Over 50 dog park permits were issued for Alimagnet Dog Park.
Recreation	Offered youth skate park programs through a partnership with Zombie Boardshop. The Skate Park renovation Grand Opening drew 300 people.
Community Services	Attendance was up by 7 percent at the Ames Center as of July. The Ames Center hosted 16 dance competitions and recitals, which continue to be a significant component to the facility use, bringing in over 122,000 visitors in 2016.
Community Services	Ames Center increased food and beverage revenues with the new concession stand.
Parks	Completed first two phases of renovations to the Lac Lavon ballfields including new fencing, backstops, and irrigation.
Parks	Renovated Bicentennial Garden Fountain.
Parks	Renovated Neill recreation building with new roofing, flooring, and LED lighting.
Parks	Renovated tennis and basketball courts at Valley Highlands Park.
Parks	Renovated the infield area of Vanderlaan Field at Alimagnet Park to improve drainage and playing conditions.

a. Residents, including youth, participate in a wide variety of physical and artistic activities.

Department:	Outcome:
Recreation	Over 3,000 youth baseball, softball, soccer and lacrosse games played on Burnsville fields during the year.

Recreation	The 4th Annual Summer Hockey Camp drew 125 participants in 2016.
Recreation	The 8th Annual Halloween Party drew 375 participants from the community.
Recreation	Over 1,500 Jr. League rounds of golf were played at Birnamwood Golf Course.
Recreation	Over 274 adults participated on 28 hockey teams in the City's adult league.
Recreation	Over 2,880 rounds of adult league played at Birnamwood Golf Course. There were 4,785 total league rounds including junior, adult and senior.
Community Services	National Senior Health and Fitness Day was held at Nicollet Commons Park in May.
Recreation	The Ice Center continues to offer one free skate day each January in honor of National Skating Month that draws over 200 people.
Recreation	The Ice Center held a Halloween Party skating event that drew over 300 people.

b. A coordinated media plan effectively promotes community-wide involvement in health building activities.

Department:	Outcome:
Communications	Addressed health-building initiatives in four Burnsville Bulletin newsletters and two Recreation Times publications. Issued more than 35 Press Releases related to health-building activities and responded to media calls. Created videos related to health-building including "Sustainability Man" series, "Kids Will Be Kids... Of Summer!" and "Senior Activities, Programs in High Demand in Burnsville."

3. Youth find Burnsville a nurturing and supportive community.

a. Youth are involved in community decisions including active participation on City Boards and Commissions wherever possible.

Department:	Outcome:
Community Services	The Burnsville Youth Collaborative (BYC) created a youth advisory board in 2015 with six board members. The number of active members increased to 13 in 2016.
Recreation	A youth representative served on the City's Parks and Natural Resources Commission.
Planning	A youth representative served on the City's Comprehensive Plan Advisory Committee.

b. Youth are aware of community activities, programs, facilities and support systems.

Department:	Outcome:
Communications	Addressed youth initiatives in four Burnsville Bulletin newsletters and two Recreation Times publications. Issued 30 Press Releases related to youth initiatives. Created multiple videos geared toward youth activities including "Kids Will Be Kids... Of Summer," and "Changes Ahead for THE GARAGE Youth Center."
Recreation	A new marketing effort to encourage graduation and birthday party reservations at city parks have increased the park building and shelter reservations by 15 percent or \$5,000.

- c. *The City is an active partner in the development / redevelopment of an after-school youth program addressing academic, social development, recreation and nutritional needs of the City's youth from elementary to high school ages.*

Department:	Outcome:
Recreation	Continued to expand the BYC partnership with ISD 191 and the YMCA to offer after school programs targeting youth in grades 6-9. Programs were offered after school and during the summer months with 143 students involved during 2015-2016 school year.
Recreation, IT	Completed THE GARAGE renovations reflecting updated restrooms and HVAC systems, technology services as well as a new sound studio to be used by ISD 191 and Twin Cities Catalyst Music.

4. *Community partnerships have significant impact on reducing or even eliminating youth tobacco and alcohol use.*

Department:	Outcome:
Police	BLUE in the School program placed two police officers at Burnsville High School and one officer at Nicollet Junior High School.

5. *Community members, including youth, have the opportunity to participate in a broad range of programs, community service and facilities that are built on strong, sustainable partnerships.*

Department:	Outcome:
Community Services	Hosted student performances of the Dakota Valley Symphony's Young Artists' Concert and the Twin Cities Ballet of Minnesota's production of The Nutcracker at the Ames Center Combined, these performances brought in over 2,000 students.
Recreation	Youth and family programs saw more than 14,000 participants.
Recreation	Nicollet Commons Park programs had more than 6,700 participants.

6. *As an organization, the City practices a philosophy that encourages employees to learn from, build relationships with and facilitate the participation of residents in identifying needs, addressing challenges, and affecting change in their community by:*
- a. *Making meaningful connections with diverse populations in the City through active community partnerships, including participation in the community's celebrations.*

Department:	Outcome:
Community Services	Held 9th annual International Festival with over 4,000 people in attendance.
Community Services	Collaborated with outside agencies on 62+ events, such as "Chocolate & Hearts" and the "Grand Ol' Carnival."
Fire	Partnered with Fairview Ridges on health and safety education for Somalis in the community.
Planning	Began 2040 Comprehensive Plan update community outreach with a focus on the City's diverse population. Community celebrations will be attended by consultants and/or staff to seek input from attendees.

7. The City fosters community partnerships to provide targeted services and facilities to community members of all ages.

Department:	Outcome:
Communications	Maintained partnership with ISD 191 for shared studio space.
Communications	Continued partnership with City of Eagan for shared mobile production truck, as well as multiple steps of ongoing cable franchise renewal.
Communications	Partnered with Burnsville non-profit organizations to create free video Public Service Announcements (PSA) during second-annual PSA Day at BCTV Studio.
Community Services	Partnered with neighboring cities on a the intergenerational event, “Grandparents, Grandkids and Seniors Day at Holz Farm.”
Parks	Partnered with Burnsville Lions Club, Zombie Boardshop, Breakfast/Lunch Rotaries, Coulee Bank, LCH and BV Skate Park to renovate the Skate Park. The Grand Opening was held in September 2016 and drew 300 people.
Fire	Partners with Fairview Ridges and Dakota County Social Services to address specific needs of patients that are high utilizers of the emergency services.

8. People are aware of the volunteer opportunities available in our community and volunteers are recognized for the services they provide.

Department:	Outcome:
Community Services	Coordinated an active volunteer program with more than 100 volunteers giving over 2,200 hours of volunteer service to the City in 2016. The value of volunteer hours from October 2015-September 2016 is \$55,500.
Community Services	City staff created three new volunteer positions; flag volunteer, communications dept. volunteer and a new IT volunteer. Placed 14 new volunteers in 2016.
Community Services	Held two annual volunteer recognition events; one for “in-house” and year round volunteers in May and a Community wide volunteer event that includes all board, commissions and community volunteers in October. Both events are to recognize and show appreciation for volunteer efforts. Over 150 volunteers were in attendance at these events.

ITEMS FOR CONSIDERATION:

- Discussion on future funding for Burnsville Youth Collaborative
- Discussion on future role of the City with the Community Foundation and specifically in the winter lighting.
- Discussion on future role of the Ames Center Commission

NEIGHBORHOODS

End Statement:

People feel connected to their neighborhoods.

Outcomes:

1. *People have pride and ownership in their neighborhoods.*

Department:	Outcome:
Licensing/Code	Continued a proactive, full-city sweep within three years for code violations.

a. *The City implements plans and strategies to collaboratively advance the viability of residential neighborhoods.*

Department:	Outcome:
Planning	Updated the City Code to enhance the City's ability to work with owners to maintain their property in the areas of accessory buildings, manufactured home parks, nuisances, use of parking areas, screening standards, and updated definitions.
Public Works	Resurfaced and reconstructed more than 7.5 miles of residential streets.
Community Development	Foreclosures continued to be monitored and held to property maintenance standards through code enforcement activities. Foreclosures and Notice of Pendency filings have stabilized and are about 1/3 of what they were at peak in 2010.

b. *The City proactively canvasses neighborhoods checking for property maintenance compliance to maintain and/or enhance housing stock and property values.*

Department:	Outcome:
Licensing/Code	Completed a three-year proactive "sweep" of the entire city for code violations and recorded 858 code cases with enforcement actions.

2. *People know and care about their neighbors and participate in solving problems and creating celebrations in their neighborhoods.*

Department:	Outcome:
Communications	Publicized a wide variety of community events, including I Love Burnsville Week, International Festival of Burnsville, Burnsville Fire Muster, Winter Lighting Ceremony, senior and youth events, public meetings and many more.

a. *Public recognition is given to neighborhoods solving problems and creating celebrations in their neighborhood.*

Department:	Outcome:
Community Services	High participation in Minnesota Night to Unite, with 124 registered parties and an estimated 7,000 residents. 32 teams of City staff, on-duty police and fire and Heart Restart CPR teams visited the parties.

3. *Neighborhoods are enjoyable, safe and stable places to live, work, and recreate.*

Department:	Outcome:
Planning	Adopted ordinances prohibiting vacation rentals and removed provisions for high density land uses in single family zones.
Planning	Worked extensively with the League of Minnesota Cities to address concerns over proposed legislation to allow Temporary Family Health Care Dwellings. The legislation was strongly opposed because of its effect limiting local land use and zoning control. The legislation was changed to allow communities to opt out of MN Statutes Section 462.3593 and Burnsville adopted an “opt out” ordinance in June 2016.
Planning	Established operating parameters for a group home via processing an appeal to allow reasonable accommodation under the Federal Fair Housing Amendment Act for a group home on 151st Street East.
Planning	Drafted City Code updates incorporating administrative appeals, moving nuisance standards from the Zoning Code to Title 7-1 Health Nuisances to enable code enforcement to apply consistent notification and processing of violations.
Planning	Drafted City Code updates to remove inconsistent provisions, modify standards and consolidate requirements to facilitate the new property maintenance code adoption.

4. *People feel Burnsville has quality housing by:*

a. Promoting home ownership. The goal is 70 percent owner occupied, 30 percent rental.

Department:	Outcome:
Planning	Processed a Planned Unit Development and plat for 32 residential owner occupied townhomes known as Summit at Buck Hill 3rd Addition.
Planning	Brought forth a sketch plan for Grace United Methodist Church to divide their property and develop 100 - 186 unit senior housing cooperative units.
Community Development	Total home ownership was at 67 percent and rental is 33 percent. This is a decrease of 2.05 percent in rental due to a decrease in single family/townhome rentals. The decrease is a shift in the real estate market and home values are back to pre-recession levels of about 10 years ago.

b. Promoting and encouraging the upgrade, enhancement and maintenance of existing housing stock.

Department:	Outcome:
Planning	Established performance standards in the Zoning Ordinance allowing for owners to install solar energy systems on homes.
Planning	A variance and plat (Jenkins Estate on Crystal Lake), was processed to allow the property owner at 755 Crystal Lake Road East to construct a second story addition and expand the garage for a single family home on Crystal Lake.
Protective Inspections	The Permit Rebate program for home additions continued in 2016. Seventeen homes qualified for the rebate compared to twenty in 2015. The program has been extended for three more years and continues to include three-season porch additions.

Community Services, Community Development	Continued to offer CDBG grant programs to assist low-to moderate income homeowners in Burnsville. Eighteen homeowners took advantage of the CDA low interest rehab loans and four home improvement grants were awarded in FY 2015/16 In addition, 11 seniors utilized the Appliance and Furniture Removal Program funds, and 5 received chore services to assist in snow removal and yard maintenance.
Public Works	Continued practice of vacating drainage and utility easements not needed for city services. This allowed for construction of additions and accessory structures at residential properties.

c. Partnering with organizations to achieve affordable home ownership.

Department:	Outcome:
Community Development	Through September 2016, the CDA assisted four applicants with first mortgage loans and down payment assistance and four with mortgage credit certificates.

d. Through rental licensing initiatives including engagement of community and agency partnerships to improve quality of life and enhance health and safety in rental housing.

Department:	Outcome:
Licensing/Code	Successful inspection of all rental complexes was performed in three years as required.
Licensing/Code	265 strike violations of tenants were issued.
Community Development, Police, Fire	Collaborated with Dakota County Social Services to address challenges with group homes.
Licensing/Code	Licensed an additional 73 single family rental properties that were previously unlicensed.
Licensing/Code	Successfully enforced suspension/subsequent revocation of several massage licenses for serious violations.
Licensing/Code	Adopted the International Property Maintenance Code.
Licensing/Code	Implemented an appeal process for all residents or license holders.
Fire	Inspected common areas of multi-family rental housing annually which has improved the safety of the tenants and compliance with the fire code. Significant code violations were identified and rectified such as non-working exhaust systems in enclosed parking garages.

ITEMS FOR CONSIDERATION:

- Insurance fees for fire-damaged properties
- Residential compatibility definition - including accessory structures
- Fair housing policy (reasonable accommodation ordinance)
- Discussion on whether City should create its own ordinance to allow drop homes and accessory dwelling units in the future that is more compatible with the City's zoning and code
- Discussion as it relates to luxury rentals and whether the 70/30 (owner-occupied/rental) goal still relevant

DEVELOPMENT/REDEVELOPMENT

End Statement:

People find Burnsville a balanced city of residential and business development enhanced by redevelopment.

Outcomes:

1. *Job creation, retention and an enhanced tax base are assured by growth, redevelopment and sustained viability of commercial and industrial property.*

Department:	Outcome:
Inspections	Total permit valuation for residential and Commercial combined in 2016 was \$52.6 million.
Planning	Reviewed the architectural review tool implemented in 2015, discussed future tool application and use of checklist.
Planning, Inspections	Processed permits for the buildouts for Aldi Grocery, remodel of the Mill End Textiles vacant space at Towne & Country Shopping Center to create four new commercial tenant bays, India Palace expansion; Costco Liquor store and fuel facility expansion; Fairview Mental Health Services; surgical suites and medical offices, new Subway Restaurant with drive thru, Northern Hydraulic interior remodel; Subaru Building Addition; Original Pancake House remodel; Burnsville Toyota Service Center Addition, Exterior remodel for River Hills Shopping Center, and multiple permits for Xcel Energy related to the new Unit 6 natural gas generator to be brought on line and multiple tenant finishes at Burnsville Center.
Economic Development	Transitioned STHEM Initiative to Workforce Readiness Initiative
Planning	Brought forth to City Council Work Session a sketch plan for Minnesota Mash Baseball Club & Mash Performance with interest to operate a baseball training facility within the office warehouse on Oliver Avenue South.
Planning	Processed a one lot commercial subdivision plat of Burnsville Commercial Park 2nd to create a buildable lot northeast of CSAH 5 and HWY 13 interchange for the City to market.
Planning	Processed a Planned Unit Development to allow GHMN Properties LLC to construct two buildings and outdoor storage for a new landscape business on land formerly owned by the City located southeast of the intersection of Cliff Road and River Ridge Blvd.
Planning	Processed Conditional Use Permit applications for Bass Lake Properties to utilize the outdoor patio at the former Renegades Restaurant on Hwy 13 West and for Metro Center LLC to allow a sports performance training facility on CR 42 West.
Planning	Processed a one lot commercial plat of Kami 2nd Addition and Planned Unit Development Amendment for Kami Inc. to develop two multi-tenant retail buildings on property located northeast of the intersection of Williams Drive and Morgan Avenue South.
Planning	Processed Planned Unit Development Amendments for Soccer Blast to allow the interim use of a fabric dome and for Eleven Investments to allow a new hair salon and medical aesthetician on Frontier Court.
Planning	Brought forth a sketch plan to City Council Work Session for Woodspring Signature Suites, a four-story, 122 room extended stay hotel on River Ridge Circle.
Economic Development	Processed changes to the City's liquor ordinance to allow growler sales in all brewpubs and taprooms.

Economic Development	Drafted adopted Host Community Grant legislative amendment to allow “construction jobs” to be counted toward the job requirement.
Planning	Brought forth to three City Council Work Session meetings proposed options and research on legacy signs and events.
Planning	Brought forth to City Council Work Session research and results from a public information meeting for an ordinance update to allow Sports Performance Training Centers as an Interim Use in the GIM, Gateway Industrial Medium zone.
Planning	Completed Request for Qualifications (RFQ) process for general planning consultant services and to update the Burnsville 2040 Comprehensive Plan. Began work on the Comprehensive Plan with consultant on community outreach plan, draft project schedule, formulation of the Citizen's Advisory Committee and began public input process.
Planning	Coordinated with the City Attorney to update the Sexually Oriented Business standards of the Zoning Ordinance to address recent court rulings and to assure Burnsville’s ordinance does not discriminate among these businesses.
Planning	Processed a variance application for Public Storage to allow an existing sign to remain on site - the CR 5/Hwy 13 interchange project resulted in property boundary changes which would have made the sign legal-nonconforming.

2. ***Economic development and redevelopment initiatives are implemented, including creating and capturing opportunities, partnering with private property owners and other agencies and engaging the public. Specific initiatives include:***

a. Heart of the City

Department:	Outcome:
Economic Development	Construction of the final four units at the Villas of Burnsville; two have sold.
Economic Development	Limited retail/office space remains vacant in Grande Market Square, Grande Market Place, and Nicollet Plaza. Approximately 95 percent of residential is currently occupied.
Planning	Processed zoning ordinance updates to allow more retail uses to locate in the HOC2 zone expanding business and redevelopment opportunities.
Economic Development, Community Services, Police, Public Works	18th Annual Winter Lighting Ceremony, 10th Annual International Festival, and the 6th annual I Heart Burnsville 5k and Fire Muster 10K were held.
Economic Development, Public Works	Cliff, DuPont, and 126th road improvement costs were offset with \$346,250 Host Community Grant and a \$250,000 Dakota County CDA RIG grant.
Public Works, Planning	Worked with Orange Line Bus Rapid Transit TAC to identify a preferred Burnsville station location that includes a primary station in the Heart of the City on Travelers Trail West at southwest quadrant of Trunk Highway 13/Nicollet Avenue and a second smaller platform/station at the intersection of Travelers Trail West and Burnsville Parkway.

b. Minnesota River Quadrant

Planning, Economic Development	Brought forth to City Council Work Session the MRQ Zoning and Vision for review and discussion on strategies to maintain and increase tax base. Proposed to incorporate in-depth review of the MRQ as part of the 2040 Comprehensive Plan update.
Planning, Public Works	Continued discussion with the MPCA, EPA, Dakota County, and Freeway Landfill property owner to create a viable long-term solution for proper closure of the landfill that protects the environment and provides for economic development opportunities.
Public Works	Completed study with Barr Engineering to examine future water quality of the City. An EAW will provide guidance as to future improvements that may be needed at the City's water treatment plant to ensure safe drinking water.

i. Public Infrastructure

Department:	Outcome:
Economic Development, Public Works	Only three vacant remnant parcels to sell for development following the November 2014 completion of the TH 13/CR 5 interchange project.
Public Works	Completed Dupont Avenue/ 126th Street Cliff Road improvements.
Economic Development, Public Works	Obtained grant funding for Phase I Ladybird Lane improvements. Construction scheduled for 2017.

ii. Removing impediments to development, including but not limited to poor foundation soils, and providing other development assistance including Tax Increment Financing and other tools

Department:	Outcome:
Economic Development, Public Works	Created an Interim Use Permit ordinance in 2013 for soil mining and construction activity storage to allow for these activities to occur for up to 15 years to allow the land owners to continue using their properties as remediation occurs. Astelford and Dworsky (Park Jeep) have remediated most of their parcels.

iii. Fostering appropriate interim uses once the landfill and quarry operations are complete

Department:	Outcome:
Planning, Public Works	Processed IUP applications for LaLaLa to allow mining and soil remediation at 721 and 771 Ladybird Lane; and for Astleford Family LP to allow an open storage lot for vehicle inventory (Walser Subaru).
Planning	Processed a plat, rezoning, Planned Unit Development and Interim Use Permits for Burnsville Leasing LLC and Dupont Biynah Birch LP to allow interim outdoor storage of vehicles in the MRQ on Dupont Avenue and Cliff Road West.

iv. Periodic reviews of the Kraemer Mining and Material, Inc. (KMM) and Waste Management Inc. Planned Unit Development (PUD) agreements

Department:	Outcome:
Planning, Public Works	Processed a Planned Unit Development Amendment for KMM establishing the final mining boundary and edge treatments for the quarry.
Planning	Processed a Conditional Use Permit for Cemstone to construct a fourth temporary building on fill within the floodplain on property they lease from KMM.
Planning	Met regularly with Waste Management regarding updates to the Planned Unit Development.

c. Monuments at Key City Entrances

Department:	Outcome:
Engineering	Obtained approval from MnDOT for TH 13 entrance monument at the western City limits. Construction scheduled for 2017.

d. Promotion of skilled workforce initiatives.

i. Encourage post-secondary education for students and training options for residents to ensure a skilled workforce.

Department:	Outcome:
Economic Development	Attracted 31 new businesses.
Economic Development	Continued marketing activities: Advertised “Why Burnsville” via Minnesota High Tech Association (MHTA). Continued e-newsletter and e-greetings Exhibited at the MNCAR Expo
Economic Development	Launched Employers of Excellence program.
Economic Development	Became a member of the Burnsville Promise Steering Committee; chairing the data and evaluation sub-committee.

3. Specific development or redevelopment assistance will provide for business and residential projects consistent with established policies.

Department:	Outcome:
Economic Development	Continued the funding for Greater MSP (\$150,000 over six years) and Open To Business (\$30,000 over four years). Open to Business has worked with 444 clients.

ITEMS FOR CONSIDERATION:

- Discussion on whether Council wants to consider an ordinance amendment to create a process to allow overnight construction

ENVIRONMENT

End Statement:

People find Burnsville is an environmentally sensitive community ensuring preservation and enhancement of its natural resources.

Outcomes:

- Burnsville is an environmentally sensitive community and individuals understand their role in pursuing this result.*

Department:	Outcome:
Planning	Added new solar ordinance provisions to the Zoning Ordinance establishing performance standards for solar energy systems.
Facilities	In an ongoing effort to reduce costs and improve energy efficiency in City buildings, completed ten projects in 2015 projected to yield an annual savings of at least \$5,100 and more than 57,700 kilowatt hours of electricity. By comparison that is equivalent to the power used in over 40 homes in one month.
Facilities	A total of 300 light fixtures were upgraded to more energy efficient LED across seven locations.
Natural Resources	Sold 240 trees at the annual tree sale.
Natural Resources	Hosted native plant market with 678 people attending.
Birnamwood	Completed recertification as an Audubon Cooperative Sanctuary with Audubon International.
Birnamwood	Converted all clubhouse, locker room, shop and outdoor lighting to LED.
Birnamwood	Treated mature ash trees to protect them from Emerald Ash Borer.
Natural Resources	Conducted an archery hunt in Kelleher Park.
Public Works	LED lighting was added to Cliff Fen Park and one signalized intersection.
Planning	Supported Xcel Energy to convert their only remaining coal generating power facility into a natural gas generation facility. This significantly reduces the carbon footprint in the City.

- Development and redevelopment occurs in an environmentally sensitive manner, preserving and restoring natural resources.*

- People find Burnsville to be an attractive, clean city and are willing to keep it that way.*

Department:	Outcome:
Natural Resources	Served 1,450 vehicles at the Household Hazardous Waste Collection Day.
Natural Resources	Completed first year of work for habitat restoration in Terrace Oaks West Park under grant.

4. Residents value natural water bodies and green spaces and recognize the importance of preserving them.

Department:	Outcome:
Natural Resources	Monitored eight Lakes for Water Quality.
Natural Resources	Established a Joint Powers Agreement with Lakeville for Lakeville to join Dakota Valley Recycling.
Public Works, Natural Resources	Continued to utilize the SWAMP system to ensure that stormwater facilities that provide the most benefit to natural water bodies are prioritized for maintenance and cleaning.

5. The City maintains critical raw water sources and infrastructure necessary for the delivery of safe drinking water.

Department:	Outcome:
Public Works	Completed several post quarry condition studies to identify potential water supply issues, including the Freeway Landfill.
Public Works	Led a Dakota County Coalition of Cities that worked with the Met Council to identify long-term area water supply issues and potential solutions.
Public Works	Completed study with Savage to study short and long term water supply options for the surface water intake.
Public Works	Initiated Drinking Water Overlay District inspection program.
Community Development, Public Works	Began meetings with Dakota County and MPCA related to Freeway Landfill.

6. The City employs feasible sustainable practices that promote development and maintain or enhance economic opportunity and community well-being while protecting and restoring the natural environment upon which people and economies depend.

Department:	Outcome:
Natural Resources	Treated 1,244 public trees to protect them from Emerald Ash Borer.
Natural Resources	Awarded Step 4 in Minnesota GreenStep Cities program.
Natural Resources	Completed greenhouse gas assessment.

ITEMS FOR CONSIDERATION:

- Discussion on whether City should introduce recycling in Parks

TRANSPORTATION

End Statement:

People find Burnsville a community with an effective, multi-modal transportation system connecting people and goods with destination points.

Outcomes:

1. *People feel that the transportation system is effective for connecting them to destination points.*
 - a. *Advocate for collaborative efforts and shared resources for intra-city transit services.*

Department:	Outcome:
Public Works, Planning	Participated in Orange Line Bus Rapid Transit (BRT) Technical Advisory Committee (TAC) and recommended two stations in the Heart of the City (HOC).
Public Works	Advocated for collaborative efforts and shared resources for intra-city transit services.
Public Works	Completed plans for the Aldrich Avenue/CR 42/I35W on-ramp project.
Planning	Participated in Dakota County East West Transit Corridor Study to improve transit across the county.

2. *People feel that multiple methods of transportation are easily available, safe and convenient.*
 - a. *Support implementation of Bus Rapid Transit in the I-35W Corridor.*

Department:	Outcome:
Public Works, Planning	Participated in Orange Line BRT TAC and recommended two stations in the HOC.

3. *People feel that the community roadway system is well maintained at a reasonable cost.*
 - a. *Use alternative funding options: Federal Transportation Equity Act (TEA), State Cooperative Grant Programs, etc.*
 - b. *Define community quality standards for residential and heavier volume streets and adequately fund the maintenance required to achieve these standards.*

Department:	Outcome:
Public Works	Obtained federal funding for Cliff Road Trail connection to MVTA stop.
Public Works	Developed minimum level of service standards for collector/high volume and local/low volume streets. Began tracking long-term goals to meet standards.
Public Works	Completed Portland Avenue roundabout and TH13 turn lane addition associated with Burnsville High School expansion project.

4. *Transportation system adequately serves city businesses.*
 - a. *Advocate adequate access from County, State and Federal roadways to ensure a viable business community.*
 - b. *Efforts will be made to obtain funding for significant safety and mobility improvements on TH 13.*

Department:	Outcome:
Public Works	Advocated adequate access from County, State and Federal roadways to ensure a viable business community.

5. *The safety, longevity and quality of residential neighborhood streets are maintained, improved or enhanced.*

Department:	Outcome:
Public Works	Continued maintenance overlay program for prematurely failing residential streets. Established minimum level of service standards with long-term goals for local roads.

6. *Seek and support new initiatives for transportation funding by MnDOT and Dakota County when City and County businesses are not disadvantaged.*

ITEMS FOR CONSIDERATION:

- Discussion on whether Council wants to amend its “no maintenance” ordinance on the streets in southwest Burnsville as roads are beginning to show considerable deterioration

CITY SERVICES

End Statement:

People find the City of Burnsville delivers quality essential services in a cost effective, timely manner.

Outcomes:

1. Residents and businesses recognize City services as a positive value.

Department:	Outcome:
Communications	Overall, 93 percent of residents surveyed in 2016 believe they receive the “right amount” of information about the City, with the Bulletin being viewed as an important tool. Based on 2016 survey results, 47 percent of residents reported accessing the City’s website, with 96 percent rating the site good or excellent.

2. Residents perceive City employees as customer service oriented.

Department:	Outcome:
Human Resources	Based on 2016 survey results, 96 percent of residents surveyed rated the courtesy of City Hall staff as excellent or good.
Human Resources	Based on 2016 survey results, 97 percent of residents surveyed rated the efficiency of department staff to be excellent or good.

3. City services focus on and City employees are increasingly involved in community building.

Department:	Outcome:
Communications, Human Resources, Police, Public Works, Economic Development, Administration	Participated in ISD 191 “Business Leader & Educator Partnership.”
Police	Twenty-four members of the public enrolled in the Police Department’s annual 11-week Citizens Academy.
Fire	Numerous city staff were trained in CPR, AED operations and fire extinguishers during safety week.

4. Residents are informed about issues, feel positive about City services and are aware of opportunities for increased involvement in community initiatives.

Department:	Outcome:
Communications	According to 2016 survey results, 86 percent of residents read the Burnsville Bulletin. Of those, 94 percent reported that the Bulletin is effective in keeping them informed about activities in the City.

Communications	Based on 2016 survey results, 47 percent of residents reported accessing the City's website. The site saw 39,655 monthly visits in the report year (up from 36,958 site visits the previous reporting year).
Communications	The City's Facebook page acquired 1,150 new "Followers" from Oct. 1, 2015 - Sept. 30, 2016, bringing the total to 2,909.
Communications	The City's Twitter feed increased substantially (740 new followers) from Oct. 1, 2015 - Sept. 30, 2016, bringing the total to 3,001.
Communications	Videos on YouTube have been viewed a total of 517,155 times, an increase of 101,155 views since Oct. 1, 2015.
Communications	The City's email alert system has 13,101 subscribers, who received 816,352 messages in the previous reporting year.
Communications	From Oct. 1, 2015 to Sept. 31, 2016, BCTV produced 76 public meeting and 170 non-meeting videos for its cable channel and webstreaming. In addition, BCTV cablecast 160 programs from other governmental agencies, non-profit organizations and public access users.

5. *Businesses and residents are attracted to Burnsville because of a visible commitment to technology that supports an enhanced quality of life.*

Department:	Outcome:
IT, Communications	Launched new technology to allow Burnsville Community Television to provide live television coverage from any location.
Communications, Administration	Continued work on Burnsville's Cable Franchise renewal - including researching and analyzing technical requirements for the future.
Communications	Updated City Council Chambers to provide High Definition broadcasts.
Communications	Launched High Definition simulcast of BCTV Ch. 16 on Comcast HD Ch. 859
IT, Communications	Launched online web streaming of BCTV channels at www.burnsville.tv/live
IT, Communications	Partnered with Communications and BCTV to further upgrade production equipment at BCTV High School studios
IT	Deployed new generation of AXON on-officer cameras for Police and Fire personnel use in summer 2016. HD quality with new generation of cameras for all Patrol staff and Fire investigators.
IT	IT lead a coordinated effort to bring forward new GIS centric services and re-focus GIS efforts for all city departments. A new internal steering committee and user group was formed. A GIS plan was created and several goals will be start to be implemented in early 2017
IT, Public Works	Continued expansion of mobile workforce capabilities in the field with deployments of field laptops and tablets to staff in Parks, Streets, Forestry and Engineering
City Clerk/ Elections	Purchased and implemented new election Dominion equipment that was first utilized during the 2016 Primary Elections.
City Clerk/ Elections	Implemented new GovQA software to track and automate data requests for public information.
City Clerk/ Elections	Implemented new NovusAgenda software for agenda management and video streaming to replace SIRE.
IT, Fire, Police	Implemented new Computer Aided Dispatch and mobile software that utilizes real time information to best dispatch resources to emergency calls.

IT, Fire	Continued implementation of enhancements of automated scheduling software to increase fire department efficiency with integrations with the payroll system and auto callout systems.
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a. Burnsville facilitates community-wide accessibility to broadband technology.

Department:	Outcome:
IT	The City collaborated with ISD#191 and a private telecommunications infrastructure company by sharing costs to extend City fiber optic cable into Burnsville high school to deliver city services and provide an alternate Internet path for ISD #191. It will also provide IT services to City offices located at BHS, which include BCTV and Police Liaison offices.
IT	Upgrades to Public WiFi infrastructure continued to occur to enhance public and private WiFi service in all city staffed facilities. Lac Lavon, Crystal lake parks and city facilities received additional coverage. More replacements are expected in 2017.
IT, Administration	The City joined a Joint Powers Agreement regarding county-wide Broadband feasibility of building an Institutional Network (INET) throughout Dakota County and how it could be utilized for future enhancements/build out of fiber optic networks for efficient operations and Economic Development.
IT, Parks, Recreation	City Fiber optic infrastructure was extended into two parks in 2016, Crystal Lake and Lac Lavon. Initial services delivered include public Wifi, concessions software, security improvements, and irrigation management

b. Burnsville provides effective community-wide electronic-government (E-Gov.) services.

Department: (IT)	Outcome:
IT	Several systems were upgraded to accommodate enhanced on-line services, both for internal city services and for the Public. Our RecTrac Recreation on-line registration public portal was upgraded, our electronic document management system was upgraded, and Enterprise Resource Management system for staff was upgraded.
IT, Administration	Replaced aging City Council iPad Tablets with new generation iPads for continued enhancements for paperless agendas workflow and improved meeting minutes processes
Utility Billing	Continued to improve operational efficiencies and customer service in for water customers with bill format improvements and additional pay features such as ability to check balances and make payments online and over the telephone without fees.
Utility Billing	Twenty four percent of utility billing customers receive e-Statements rather than paper utility bills; the department's goal was 18 percent.
Administration	Implemented online solution allowing the public to make requests for public data 24x7, monitor the status of those requests and receive requests electronically.

c. Burnsville provides and supports local Public, Education and Government (PEG) television programming.

Department:	Outcome:
Communications	In the 2016 Residential Survey, of the survey respondents who subscribe to cable television, 18 percent stated they had watched BCTV programming in the past year.
Communications	The BCTV studio partnership with District 191 and mobile production truck partnership with Eagan Community Television continue to be an efficient and cost-effective ways to produce Public, Education and Government (PEG) cable programming, allowing students and volunteers to participate in the video production process.
Communications	Launched high-definition City Council chambers, high-definition channel and online web streaming.
Communications, IT, Administration	Continued to negotiate for a renewed cable franchise with incumbent provider; Negotiated an extension which now expires in February 2017.

6. Burnsville is an organization that provides a supportive and collaborative environment encouraging employee learning and participation in the decision-making process.

Department:	Outcome:
Various	Fifteen employees from various, city-wide departments participated on the City's Wellness and Employee Council Committee promoting wellness, building morale and participating in various community events.
Various	Nine employees from various departments participated on the City's Health and Safety Committee coordinating safety programs for City staff including mandated OSHA programs.
Various	Eighteen employees from various, city-wide departments participated on the City's Insurance Committee to assist Human Resources in evaluating insurance options.
Various	Twelve employees from various, city-wide departments participated on the City's Sustainability Committee to develop and implement projects that address the City's sustainability Guide Plan strategies and establishing and raising awareness of sustainability.
Various	Seven employees from various, city-wide departments participate on the City's facilities committee to review space and facilities needs and make recommendations for city-wide facilities projects and more than 20 staff city-wide participated on subcommittee and user groups for the Phase I Facility Improvements Project design process.
Maintenance	Fifteen members of the Maintenance Department Labor Management Committee met quarterly to improve communication and exchange ideas between employees and management.
Various	Seven employees participated on the City's security camera policy committee.
Various	Four employees met regularly on document preservation and to ensure timely and accurate responses to requests for information.

7. *Continued implementation of service consolidations and partnerships with Dakota County and other cities.*

Department:	Outcome:
IT, Administration	Partnered with Dakota County and cities within Dakota County to conduct a county-wide Broadband Study through Dakota County to identify strategies and options for future enhancements/build out to fiber optic networks throughout the County.
Communications	Maintained partnership with ISD 191 for shared studio space.
Communications	Continued to partner with the City of Eagan for shared mobile production truck, as well as multiple steps of ongoing cable franchise renewal.
Community Services	Continued to partner with ISD 191 and others to support the Burnsville Youth Collaborative which offers a coordinated youth program for out of school time.
Public Works	Provided 90 percent of the City of Savage’s potable water in 2015.
Public Works	Implemented Fleet Services Joint Powers Agreement with Scott and Dakota Counties.
Public Works	Led the Street Maintenance Joint Powers Agreement which includes one county, two townships and 15 cities.
Protective Inspections	Entered into a Joint Powers Agreement with Dakota County for septic maintenance administration.
Fire	Automatic mutual aid was implemented with neighboring departments to more quickly give and receive assistance on significant emergency calls.
Fire	Dissolved the Department’s technical rescue team and partnered with Dakota County Special Operations team for low frequency highly technical incidents.

ITEMS FOR CONSIDERATION:

- None

FINANCIAL MANAGEMENT

End Statement:

People find the City of Burnsville managed in a cost-effective responsible manner, maintaining the highest standards of service to enhance the community's quality of life for a reasonable investment.

Outcomes:

1. Residents perceive the cost of City services as reasonable compared with other cities.

Department:	Outcome:
Finance	Received GFOA Certificate of Achievement for Excellence in Financial Reporting and GFOA Distinguished Budget Presentation Award.
Finance	Refunded \$6.5 million (2nd half of partial advance crossover) of 2008 tax abatement bonds reducing future principal and interest costs by \$607,000 for a future value savings of \$645,000.
Finance	Standard & Poors' reaffirmed AAA bond rating. Moody's surveillance rating remains Aaa.
Finance	Implemented new software to streamline and automate portions of the budget document and CAFR document processes.
Administration, IT	Upgraded Laserfiche (electronic document management system) to enhance system security and functionality including automation of business processes. The upgrade also established the ability to create a public portal. In 2016, the entire process for on-boarding and recruiting Election Judges was accomplished using Laserfiche saving more than 80 hours to work.
Various	Staff (citywide) scanned over 300,000 documents and more than 2,704,257 pages into the Laserfiche system reducing paper files and making document retrieval and sharing between departments and with the public more efficient.
Various	Convened a GIS steering committee comprised of staff from all Departments and developed a strategic plan for moving GIS initiatives forward and published GIS data online for public access.
Public Works	Implemented fleet management system with goals for idling reduction and fleet "right-sizing."

2. *Grant opportunities are pursued to identify innovative solutions that will assist in the reduction of costs to provide service to the community.*

Department:	Outcome:
Community Services, Community Development	Continued to offer CDBG grant programs to assist low-to moderate income homeowners in Burnsville.
Economic Development, Engineering	Awarded a \$415,625 DEED Host Community Grant to be used for the Ladybird Lane interchange improvements.
Community Services	Awarded a \$1.598 million Federal Transportation Alternatives Program Grant in 2015. Grant will fund building a trail connection from Kelleher Park to Sunset Pond Park. This trail will be part of the Lake Marion Greenway, construction is scheduled for 2019.
Community Services	Awarded a three-year Otto Bremer Grant for \$96,680 to support the Burnsville Youth Collaborative, year three in 2017.
Fire	Awarded two-year \$1,120,328 Staffing Adequate for Fire and Emergency Response (SAFER) grant to hire four firefighter/paramedics to assist with the increasing emergency call demands.

3. *Burnsville follows a consistent compensation philosophy which guides compensation and benefit decisions for employees.*

Department:	Outcome:
Human Resources	Negotiated a new three-year contract with IUOE, Local 49 Maintenance employees for 2017-2019.
Human Resources	Implemented the 2016 Pay & Benefit plan for Non-Union employees.
Human Resources	Negotiated a new two year contract with HealthPartners for 2017-2018 which will keep the City competitive in the insurance market.
Human Resources	Complied with new 2016 Affordable Care Act requirements.
Human Resources	Expanded the number of wellness activities and the number of participants in the program.
Human Resources	Researched a new Employee Assistance Program (EAP) vendor for implementation in 2017.

ITEMS FOR CONSIDERATION:

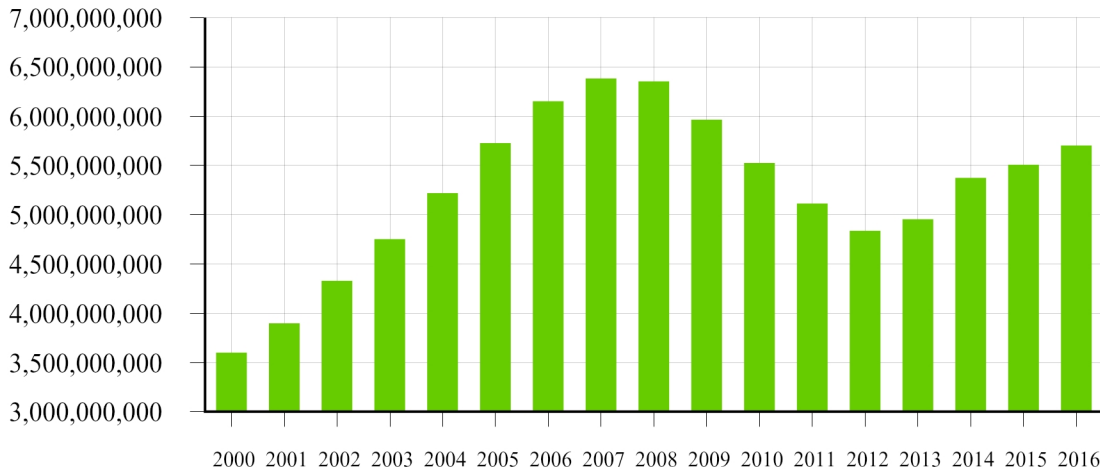
- Discussion on whether Council wishes to consider an increase to utility franchise fees for other facilities projects.

Broad Indicators

Assessed Market Value

One of the most significant indicators of Burnsville’s success is demonstrated in the consistent growth in total assessed market value.

Assessed Market Value



The total assessed market value increased 3.5 percent in 2016 for the fourth increase in five years. Residential values increased five percent while commercial/industrial values decreased one-half percent. Like other cities in Dakota County and the entire metro area, the City was impacted by the national downturn in the housing market for several years with market values declining for 2009-2012. All ten of the largest cities in Dakota County saw total increases ranging from 1.9 to 6.5 percent in 2016.

While market values increased for the current year, the decade still saw total assessed market value (as determined by the County Assessor) decrease by \$680 million or a cumulative ten percent over this period. The market value for each year is determined as of January 1 based on prior year sales.

Bond Rating



An important indicator of financial stability is the credit rating assigned by independent rating agencies.

In 2016, Standard & Poor’s Rating Services (S&P) reaffirmed its “AAA” rating for the City of Burnsville. This is the highest bond rating an organization can receive from S&P. Additionally, Moody’s conducted a surveillance rating of the City and also rated the City as “Aaa.” Independent evaluation of a municipalities' credit risk is one of the single most important indicators of prudent financial and administrative management.

The evaluation considers many factors including property value information, tax capacity rates, outstanding debt, fund balances, budget results and other financial information. Population and demographic statistics of employment and wealth are also considered.

The City has had a top bond rating since 2010.

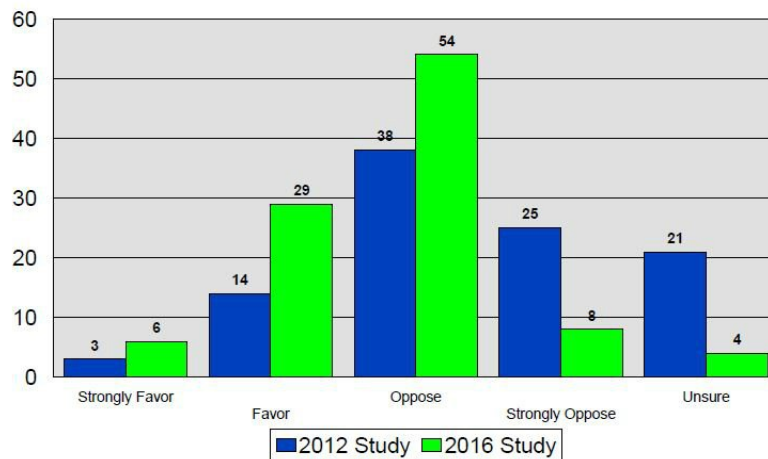
Residential and Business Surveys

Feedback from residents and businesses is also an important indicator for the City. The City of Burnsville conducts a statistically valid residential and business survey every four years.

In the most recent residential survey (2016), more respondents indicated support for cuts in City services to reduce taxes. Respondents that oppose or strongly oppose cuts in services to reduce taxes remained consistent with the prior year.

Cuts in Service to Reduce Taxes

2016 Burnsville Residential Study



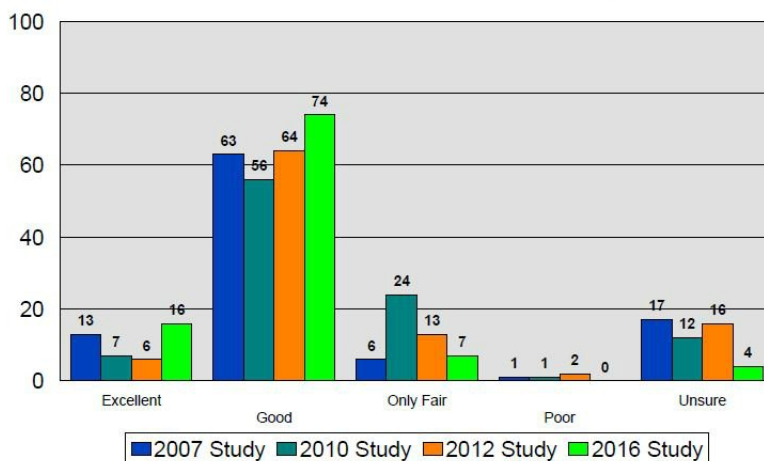
The Morris Leatherman Company

Residential and Business Surveys cont.

The percentage of residents responding “excellent” or “good” when asked how they value City services improved to 90 percent. The number of 2016 survey respondents that rated City property taxes as very high or somewhat high compared to nearby areas increased from 39 to 50 percent.

General Value of City Services

2016 Burnsville Residential Study

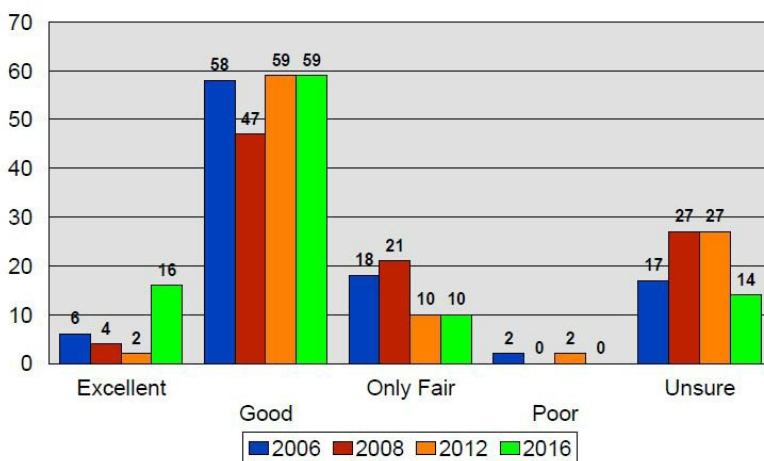


The Morris Leatherman Company

The most recent business survey (2016) also indicated a jump in the value of City services for property taxes paid. Respondents rating the value as “Good” or “Excellent” jumped from 61 percent to 75 percent in 2016.

Value of City Services

2016 City of Burnsville Business Study

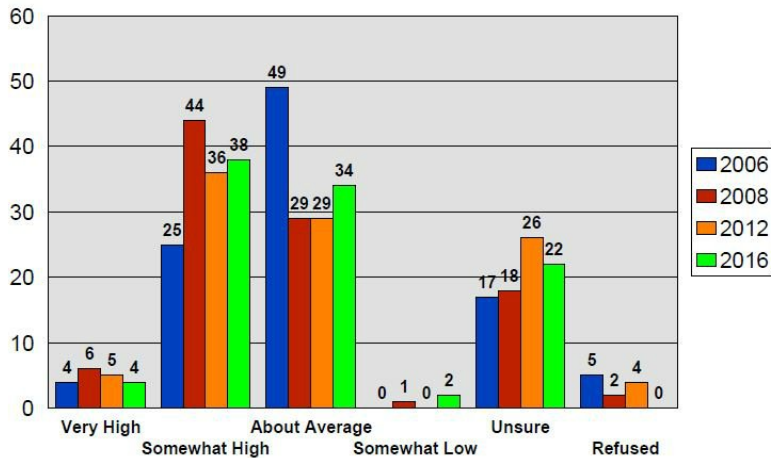


The Morris Leatherman Company

The number of 2016 Business survey respondents that rated City property taxes as very high or somewhat high compared to nearby areas was 42 percent, consistent with the last survey.

Property Taxes in Comparison

2016 City of Burnsville Business Study

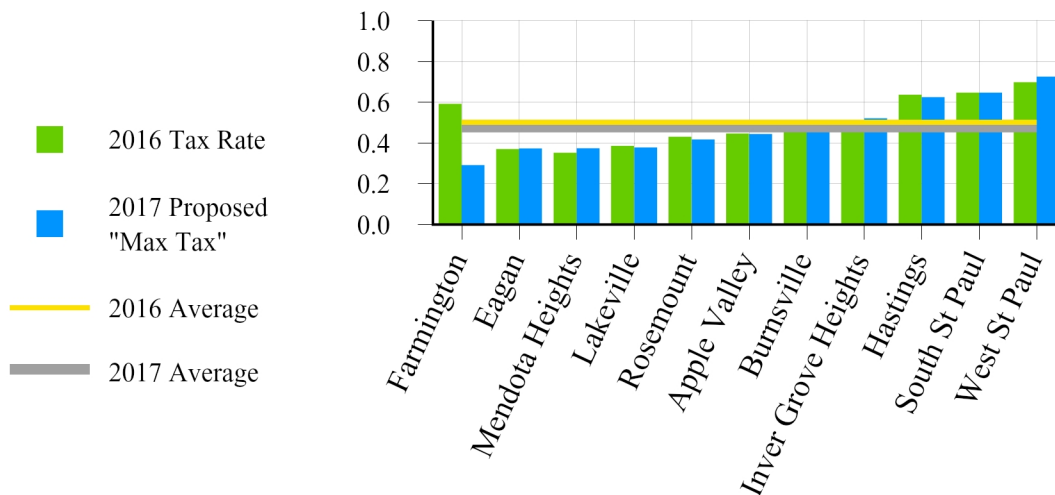


The Morris Leatherman Company

City Tax Rates

The following table shows a comparison of city tax rates, as proposed, with other Dakota County cities. Burnsville's tax rate is below the average for other Dakota County cities. Final adopted rates for 2017 are not available at this time. The data below reflects what was available for Truth in Taxation. The following charts reflect only the City tax levies and do not include special levies, such as Housing Redevelopment Authority (HRA) or Economic Development Authority (EDA) levies that cities may also certify.

Tax Rate Comparisons



The table to the right shows a comparison of Burnsville's 2016 adopted city tax rate for City services with other market cities. Burnsville's tax rate was the third highest out of the ten market cities; however, it was lower than the state-wide average. This information will be collected for 2017 when the information is available. Burnsville's comparison to metro market cities will likely remain similar for the year 2017.

<u>Metro Market Cities</u>	<u>Adopted 2015 Tax Rate</u>	<u>Adopted 2016 Tax Rate</u>
1 Brooklyn Park	56.136	56.690
2 St. Louis Park	47.754	47.829
3 Burnsville	44.790	46.109
4 Coon Rapids	44.754	44.908
5 Apple Valley	45.274	44.459
6 Lakeville	38.948	37.894
7 Eagan	36.525	37.097
8 Minnetonka	36.565	35.863
9 Plymouth	27.847	27.838
10 Edina	26.605	27.137
Average of Ten Market Cities	40.520	40.580
State Average	46.898	46.520

LEADERSHIP/DEVELOPMENT



City Council and City Manager

Leadership and Leadership Development

Primary Services

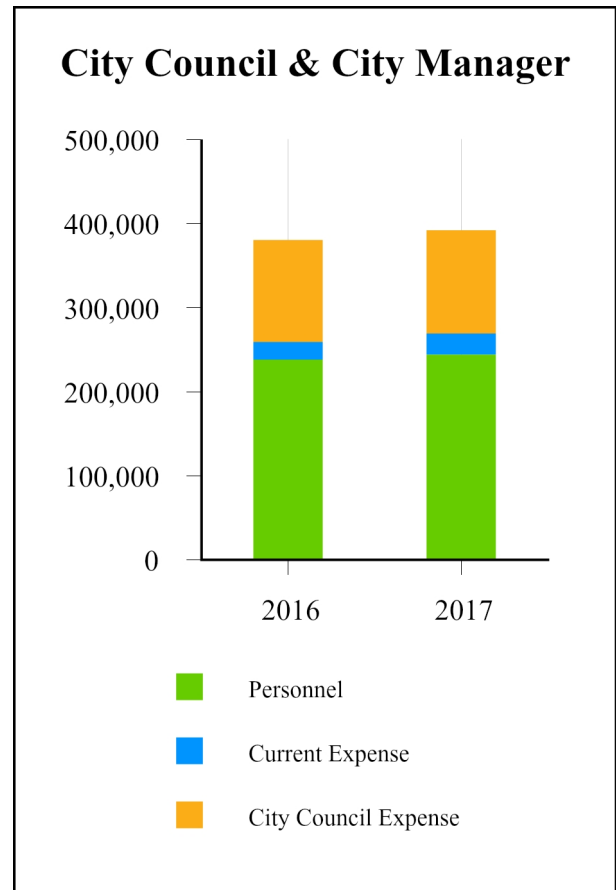
The City Council and City Manager provide the following services:

- Support, enhancement, compliance and implementation of City Council policy
- Public relations and communications
- Overall financial management stability
- Ensure compliance with all legal requirements
- Serve as “ombudsman” to help address constituent complaints and problems
- Setting the overall tone, attitude, vision and strategic direction for the organization

2017 Administration Budget

General Operating:
 Administration \$269,055
 City Council 123,031

Staffing
 2.0 Full-time Equivalent Staff and 5 Council Members



Alignment with Council ENDS and OUTCOMES

The primary purpose of the City Council and City Manager is to provide overall guidance, motivation and direction to carry out the policy expectations of the City Council, in particular:

MEGA END STATEMENT:
 People find Burnsville an attractive, well balanced city of residences and businesses, which through a combination of amenities and public/private partnerships, provides a wide range of opportunities for citizens to live, work, learn and play, for a reasonable investment.

2016: The year in review

2016 Accomplishments

- Participated in regional agency policy committees to promote and advance the City's legislative priorities
- Continued participation in county-wide broadband study to develop regional plan for long-term, sustainable broadband initiatives
- Provided oversight for Phase I facilities improvement project
- Provided oversight for the City's cable franchise renewal process and new franchise negotiations
- Provided oversight for new cable franchise that will begin servicing the southern part of the City bringing competition to the City for cable television services
- Continued to work with parties moving toward closure of Freeway Landfil
- Coordinated the City's legislative priorities efforts and remained engaged in legislative monitoring throughout the Session promoting the City's priorities at the Legislature and within policy committees

Strong Financial Management

- Ensured financial management stability demonstrated by the City's reaffirmation of its AAA credit rating, the highest rating achievable



2016 Performance Measurement Monitoring Data

Consistent with the Council's adopted governance statements, the most important performance indicators follow:

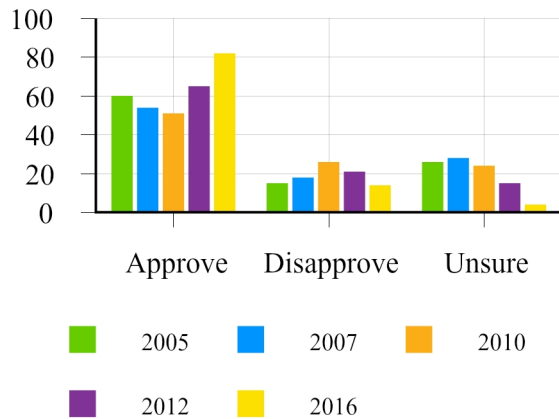
There is a great deal of evidence of the positive effect the City has on the community. General indicators of activity and effectiveness include very high approval ratings of City government and staff as exhibited in the 2016 Residential and Business Surveys.

Council and Staff Approval Ratings

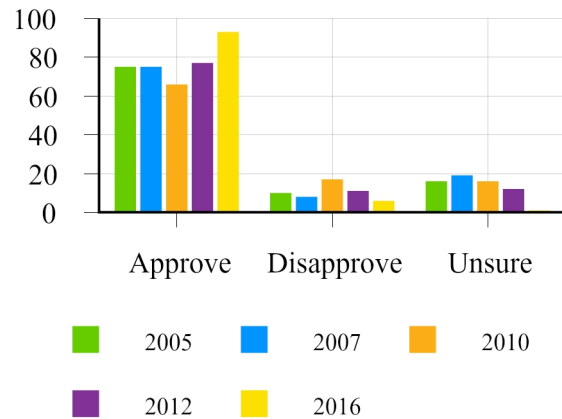
The 2016 Residential Survey shows that *approval of the Mayor and City Council increased 17 percent from 2012, City staff approval also increased by 16 percent from the last survey.*

These increases are higher than normal according to the City’s survey firm. Change is typically six to ten percent if something significant occurs.

Mayor and Council Approval Residential Surveys



City Staff Approval Residential Surveys



Question: From what you know, do you approve or disapprove of the job the Mayor and City Council are doing?

Result: 17 percent increase in “Approval” from 2012

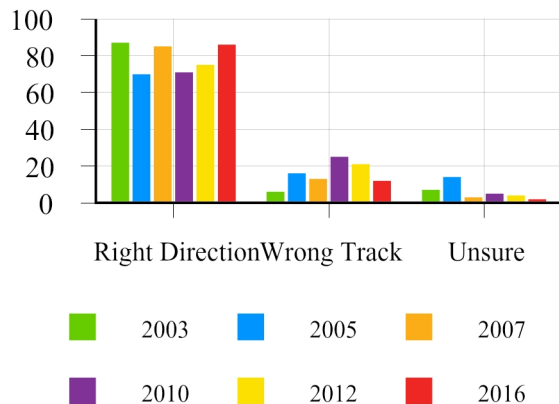
Question: How would you rate the job of Burnsville City staff?

Result: 16 percent increase in “Approval” from 2012.

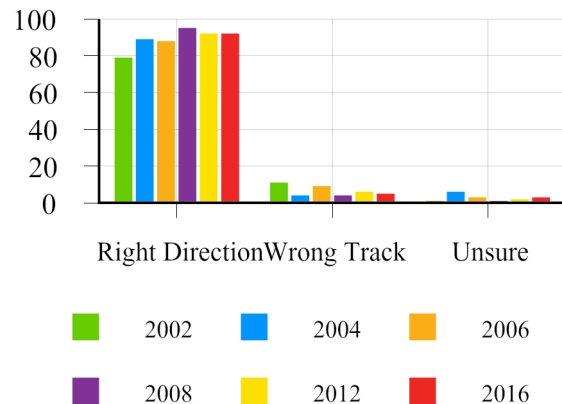
Direction of City Ratings

The 2016 residential and business surveys also show that most people in Burnsville believe the City is headed in the right direction. *This response was 86 percent in 2016, up from 75 percent in 2012 on the residential survey, and remains the unchanged on the business survey at 92 percent.*

Direction of the City Burnsville Residential Study



Direction of the City Burnsville Business Survey



Question: Do you think things are headed in the right direction, or do you feel things are on the wrong track?

Result: An increase in “Approval” from Residents. Unchanged in “Approval” from Businesses from 2012.

Strategic Planning and Anticipating Future Community Needs/Challenges

Over the past several years, significant efforts have been made to anticipate community needs:

- 2008 - Comprehensive Plan update; business survey
- 2009 - Comprehensive budget review and analysis
- 2010 - Residential survey
- 2012 - Community surveys (business and residential)
- 2014 - Cable franchise renewal process (multi-year process)
- 2015 - Cable franchise renewal process and exploration of utility franchise fee implementation
- 2016 - Comprehensive plan update; residential and business surveys, facilities improvement design for City Hall/Police Department long-term needs and Master Plan development for replacement of Fire Station No. 1

2017: A look forward

2017 Budget Overview

The 2017 City Council/City Manager Budget allows for:

- Continued Council participation in local and national City groups
- Maintenance of City memberships in various advocacy groups
- Continued membership in Suburban Rate Authority which was restored in 2014 to further engage Xcel Energy and Public Utilities Co. on service for Burnsville residents and City facilities
- Continued funding for contractual services in the Administration budget to help manage the duties related to the elimination of the Deputy City Manager positions.

Human Resources

Leadership and Leadership Development

Primary Services

Under the direction of the Human Resources Director, Human Resources provides the following organizational development and support services:

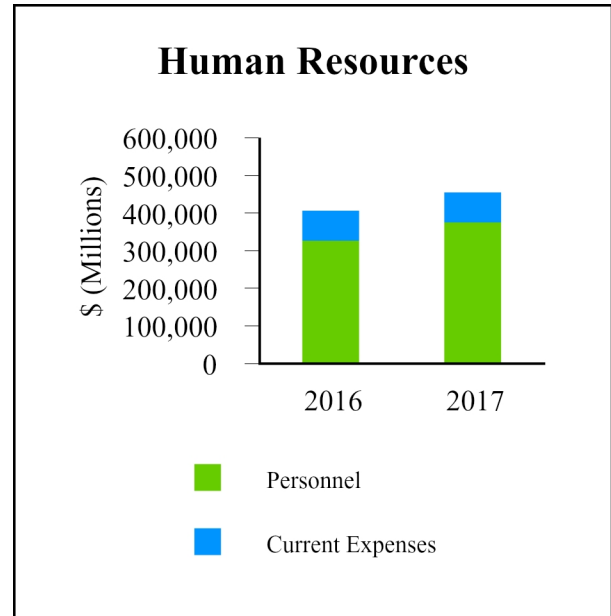
- Recruitment
- Compensation
- Benefit Administration
- Training and Professional Development
- Labor Relations
- Workers' Compensation/Employee Safety
- Wellness
- Employee Recognition
- Employment Policies and Laws
- Performance Evaluations
- Organizational Development
- Support Services (reception, switchboard, mail, department support)

2017 Human Resources Budget

General Operating: \$454,166

Staffing

5.0 Full-time Equivalent Staff



Alignment with Council ENDS and OUTCOMES

The primary purpose of the Human Resources Department is to provide information, support and consultation to internal customers to assist them in delivering quality, cost effective City services to the public and accomplishing the ends and outcomes identified by the City Council.



2016: The year in review

2016 Accomplishments

- Completed 18 regular full-time/part-time recruitments; 19 internal specialty assignment recruitments; coordinated the hiring of 155 temporary/seasonal employees and onboarded 160 election judges
- Negotiated a three-year contract with HealthPartners that resulted in an average annual increase of two percent per year from 2015-2017 and no rate increase for dental, life or LTD insurance for 2016
- Negotiated two-year contracts with Police Officers and Police Sergeants for 2016-2017
- Implemented Healthcare reform mandates and reporting requirements
- Began transition from paper HR Personnel files to electronic file management through Laserfiche
- Coordinated difficult Workers' Compensation cases in coordination with LMCIT and City departments
- Maintained a comprehensive wellness program including biometric screening, Health Risk Assessment, wellness/safety fair, flu shot clinic, wellness challenges and informational seminars
- Implemented mandated minimum wage increase for impacted seasonal and temporary employees
- Coordinated city-wide events including employee recognition, all-employee meetings, retirement parties, and the annual charitable giving campaign
- Implemented new "Peer Recognition Award Program" where employees nominate co-workers to be recognized for work and contributions in three categories: Innovation, Results and Collaboration & Teamwork

Employee Retirements: 10/1/2015 - 9/30/2016

- Jim Dibley - Parks Department
- Patty Valley - Police Department
- Jeff Witte - Police Department
- Terry Schultz - Parks/Recreation

100 years of experience!

2016: The year in review, cont.

2016 Performance Measurement Monitoring Data

Consistent with the Council's adopted governance statements, the most important performance indicators follow:

Employee Efficiency

The department provides human resource services to all City employees and strives to assist them in increasing productivity, and balancing resource constraints and increased demand for services.

	2010	2011	2012	2013	2014	2015	2016
Population	60,306	60,664	61,061	61,300	61,747	61,747	61,908
Number of Employees	269	270	269	271	271	272	272
Population per Employee	224	224	225	224	224	224	228

* The employee numbers includes full-time and regular part-time employee FTE's only. FTE's are not calculated for seasonal part-time staffing. The 2010 population is based on 2010 census data. All other years are best available estimates provided by the Metropolitan Council.

Employee Decision-Making

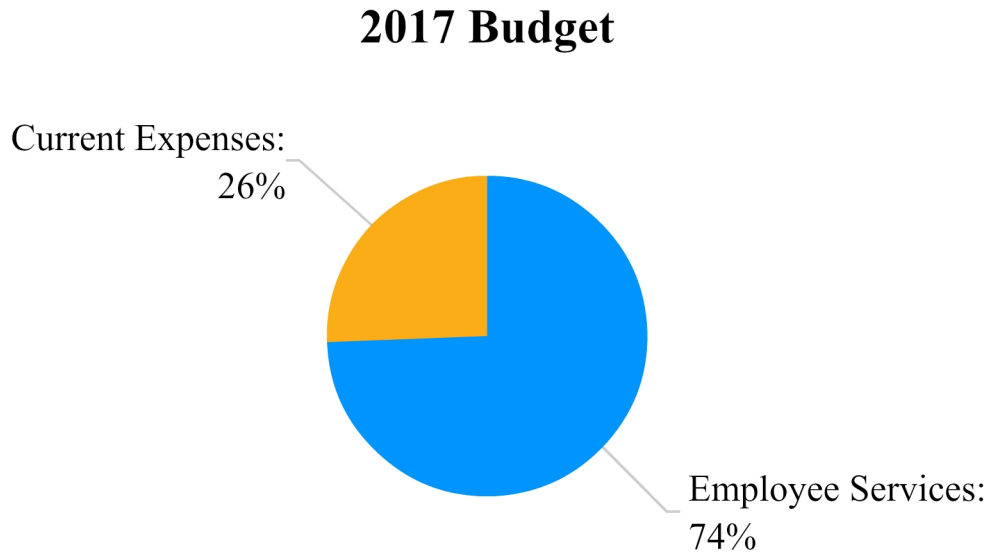
In order to accomplish the City's mission, employee involvement in the decision-making process as well as employee feedback and participation is essential.

Employees participate in significant decision-making processes such as:

- Evaluation of health insurance rates and options
- Evaluation and selection of new employees
- Development of training strategies for major incidents/exercises
- Participation in the Facility Space Needs Study
- Development of safety and wellness program components
- Participation in Local 49 Labor-Management Committee
- Evaluation of department training options
- Participation and selection of equipment purchases
- Evaluation and selection of department software systems
- Participation in RFP processes for consulting and professional services

Cost of Employee Services

The *total cost of employee services for the City of Burnsville is estimated to be \$32.8 million for 2017*, including General Operating and Enterprise Funds. When considering the City's General Fund budget, as the following chart indicates, investment in Employee Services is 74 percent of the City's 2017 General Fund (excluding transfers between funds).



Health Insurance Costs

A portion of employee costs are for health insurance premiums. Each year, the City considers vendor and plan design changes in order to keep premium costs low. Burnsville still maintains lower premiums than the market average, which results in a savings to both the City and its employees.

Burnsville was one of the first cities to offer a high deductible plan combined with an HRA/VEBA. Deductible plans are difficult to compare because the amount of the deductible and out of pocket maximum varies by city, but the chart below compares the \$2,500 deductible plan which most of our market cities have. Burnsville entered into a three-year agreement with HealthPartners for 2015-2017. The City experienced a five percent (5%) decrease in 2015, a five percent (5%) increase in 2016 and a 6.4 percent (6.4%) increase in 2017 (average approximately two percent per year).

MARKET CITY INSURANCE COMPARISON

	Family Rate (\$2,500 Deductible Plan)		City Contribution		Employee Cost	
	Burnsville	Market Cities Average	Burnsville	Market Cities Average	Burnsville	Market Cities Average
2012	\$985	\$1,193	\$680	\$736	\$305	\$458
2013	\$1,088	\$1,230	\$710	\$768	\$378	\$462
2014	\$1,196	\$1,389	\$750	\$856	\$446	\$533
2015	\$1,139	\$1,520	\$750	\$974	\$389	\$546
2016	\$1,273	\$1,632	\$790	\$1,033	\$483	\$599

*Coverage plans do vary from City to City. The City contribution does not include VEBA dollars.

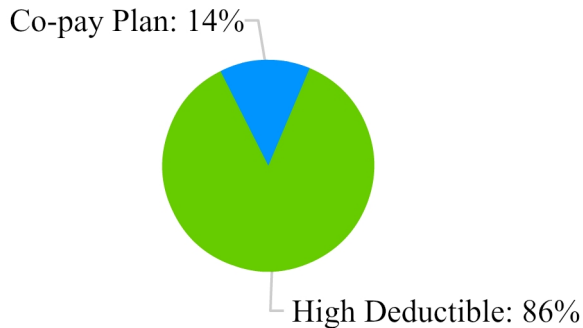
Number of Employees Taking the High Deductible Health Plan

	2010	2011	2012	2013	2014	2015	2016
High Deductible Plan Participants	238	247	246	245	252	250	252
% of Total Employees	90%	92%	94%	91%	94%	94%	95%

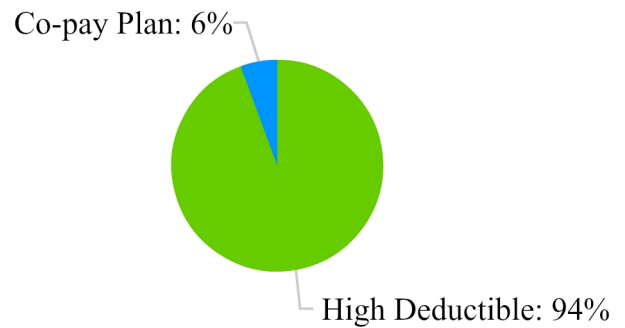
Flexible Spending Account (FSA) Participation

	2010	2011	2012	2013	2014	2015	2016
No. of Employees in Medical FSA	127	123	110	98	96	92	87
No. of Employees in Dependent Care FSA	27	26	27	31	29	26	27

Employee Health Plan Enrollment 2010



Employee Health Plan Enrollment 2016



Labor Contracts

A total of five (5) labor contracts are negotiated and administered by the City and no contracts have gone to arbitration in the past 19 years.

Full-time and Regular Part-time Recruitments

(Not including temporary/seasonal positions)

	2011	2012	2013	2014	2015	2016
Number of Recruitments	12	15	15	15	19	18
Number of Applications Received (Data not available prior to 2010)	1,065	2,109	1,521	1,230	1,472	700

Full-time Employee Attrition

(Average full-time employee attrition each year)

	2010	2011	2012	2013	2014	2015	2016
Attrition Percentage	4%	5.8%	4.9%	5%	7%	8.7%	6.2%

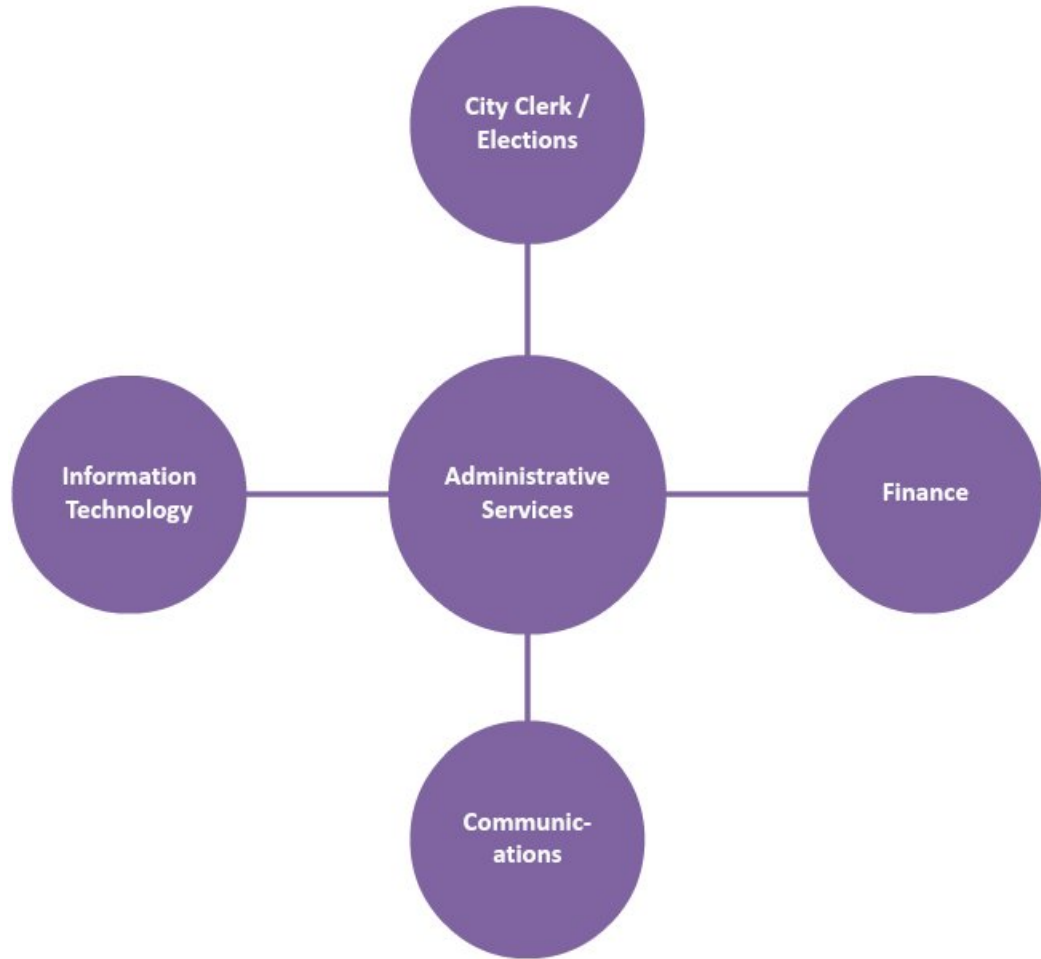
2017: A look forward

2017 Budget Overview

The 2017 Human Resources budget allows for continued services including:

- Full implementation of a new Applitrack onboarding system for new employees to automate workflow and services between departments and decrease re-entry of data
- Negotiation of new labor contracts with Fire Fighters and Fire Captains employees for 2017-2018
- Transition from paper files to Electronic Document Management System for the management of Human Resources personnel files and other vital documents
- Maintaining and documenting compliance with the Affordable Care Act and communicating the options, costs and implications to employees
- Implementation of 2017 training program for employees in partnership with other Dakota County cities
- Leading succession planning discussions and efforts with the City's management team and departments

Administrative Services



City Clerk/Elections

Administrative Services

Primary Services

Under the direction of the Director of Administrative Services and the City Clerk, the City Clerk's office provides the following services:

- Agenda packet preparation and distribution to Council, staff and the public
- Noticing of regular and special meetings
- Maintaining minutes, ordinances, resolutions and other City Council action
- Coordinating publication of ordinances and codification of City Code
- Coordinating posting and publication of official notices as required
- Coordinating Council communications and correspondence, including bi-monthly monitoring report
- Coordinating recruitment and appointment of advisory commissions
- Preparation and filing of official records and documents
- Maintaining the City's policies and procedures
- Maintaining a records management program for all public records and serving as the City's designated Data Practices Compliance Official and Responsible Authority

Under the direction of the City Clerk, the Elections Division provides the following services:

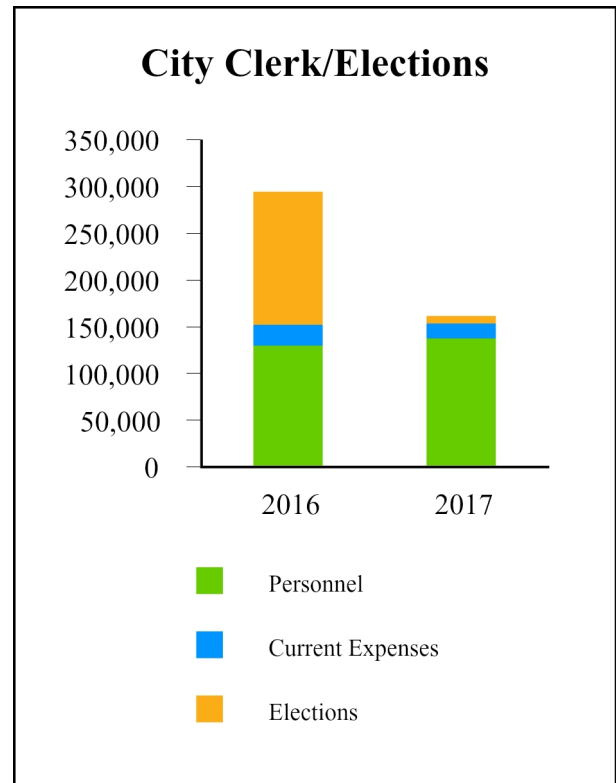
- Administration of the election process
- Managing voter registration/absentee voting
- Preparing election notices and materials
- Selecting and training election judges
- Arranging polling precincts and prepare/test voting equipment
- Supervising the tabulation and delivery of election results
- Ensuring compliance of laws governing elections

2017 City Clerk/Elections Budget

General Operating: \$153,312
Elections 8,075

Staffing

2.0 Full-time Equivalent Staff



Alignment with Council ENDS and OUTCOMES

The primary purpose of the City Council and City Manager is to provide overall guidance, motivation and direction to carry out the policy expectations of the City Council, in particular:

2016: The year in review

2016 Accomplishments

- Coordinated response of 469 Freedom of Information Act (FOIA) data requests through Sept. 2016
- Ensured timely publishing of Council and Commission agenda packets and meeting minutes
- Migrated to new Agenda Management System software with *NovusAGENDA* for preparation, publication and tracking of City Council and Advisory Commission meetings
- Managed recruitment process for Commission appointments throughout the City

Successful Administration of 2016 Primary Election:

- Utilized new election equipment purchased in 2015 to administer the 2016 Primary and General Elections
- Implemented Early Voting as a new legislative mandate
- Recruited and trained 139 election judges and 38 election judge chairs for Primary Election
- Automated election judge application and skills test saving 80+ hours of work for the department



2016 Performance Measurement Monitoring Data

Consistent with the Council's adopted governance statements, the most important performance indicators follow:

City Clerk's Office

Response Statistics

Ordinances published within two weeks of adoption by the City Council	90%
Minutes of City Council meetings are prepared for approval at next regular meeting	95%
Council agenda packets out four days prior to the meeting	95%
City Clerk's office response to constituent inquiries within one day	90%
Response to City Council inquiries/complaints within seven days	95%

2017: A look forward

2017 Budget Overview

The 2017 City Clerk/Elections Budget allows for:

- Continued expansion of electronic document management system (Laserfiche) to retain public documents and automate processes leveraging workflow within Laserfiche
- Continued leveraging of technology and tools to provide information to Council, City staff, and the public in an efficient and cost-effective manner



Finance

Administrative Services

Primary Services

Under the direction of the Director of Administrative Services, Financial Operations Director and the Finance Director, the Finance Department provides the following financial support services to the entire organization:

- Accounts payable
- Accounts receivable
- Payroll
- Project accounting
- Implementation of financial controls
- Budget development
- Grant administration
- Banking relations
- Cash and investment management
- Utility billing
- Utility rate analysis
- Financial reporting
- Long-range financial planning
- Capital Improvement Plan
- Debt service analysis and bond payments
- Tax levy administration
- Risk Management



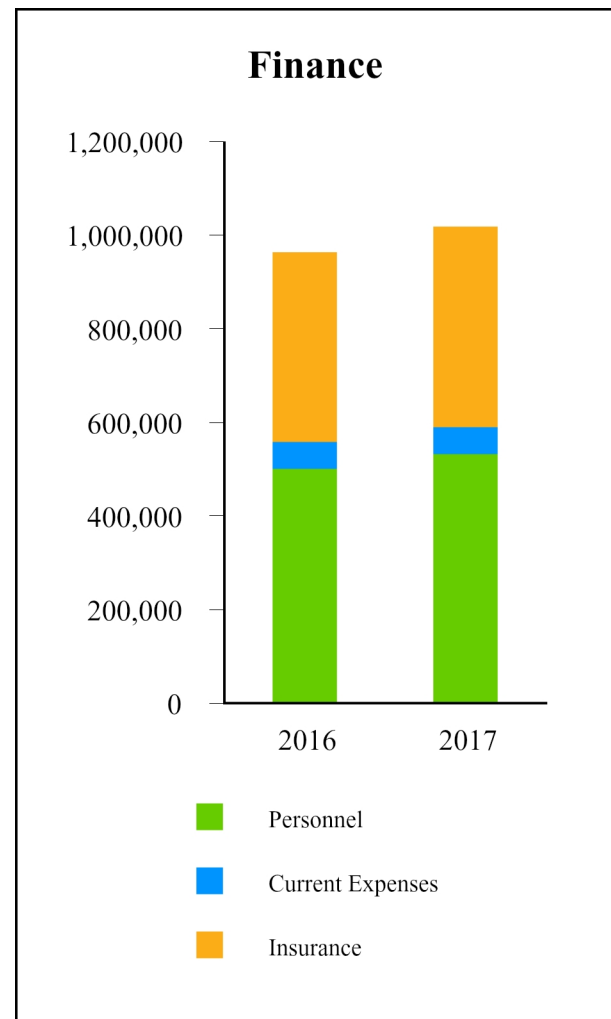
2017 Finance Budget

General Operating: \$589,324
Insurance 429,080

Staffing

Full-time Equivalent Staff

General Fund 8.9
Utility Funds 2.0



Alignment with Council ENDS and OUTCOMES

The primary purpose of the Finance Department is to provide overall support and financial guidance, and to ensure people find the City of Burnsville managed in a cost-effective responsible manner, maintaining the highest standards of service, to enhance the community's quality of life for a reasonable investment.

2016: The year in review

2016 Accomplishments

Technology

- Implemented document processing software to streamline preparation of budget document and monitoring report document. CAFR will be implemented in 2017.
- Continued use of web-based Enterprise Resource Management System (ERMS) to automate and integrate transaction processes throughout the City for transaction processing, general ledger, budget processing and reporting
- Continued use of ERMS enhanced functionality for the City's human resources system, payroll processing and utility billing. The system is also integrated with the City's recreation software system and the community development software system
- Continued commitment to stay current on system releases to take full advantage of features and enhancements related to efficiency, security and value-added reporting

Payroll / HR

- Began implementation of new enhanced automated timekeeping software for police and fire to integrate with Fire scheduling software and to significantly reduce supervisor review time. Project to be completed in 2017.

General

- Standard & Poors reaffirmed the City's AAA bond rating for its bond issue. Nationally, 6 percent of municipalities rated by S&P receive an S&P AAA. In Minnesota, 19 cities receive an S&P AAA out of 294 cities (6 percent). Moody's conducted a surveillance rating in 2016 resulting in a Aaa rating as well. This is the highest bond rating cities may achieve under both agencies.
- Began work with Wells Fargo to increase use of electronic payment methods by the City's vendors

The City's financial management plan, which is reviewed and updated annually addresses the following areas:

- Revenue Management
- Fund Balance/Net Position
- Capital Improvements Plan
- Debt Management
- Risk Management
- Cash and Investments
- Operating Budget and Compensation Philosophy
- Infrastructure Trust Fund
- Accounting, Auditing and Financial Reporting

2016 Performance Measurement Monitoring Data

Consistent with the Council's adopted governance statements, the most important performance indicators follow:

Accounts Payable

Use of automated payment solutions continues to save purchasers time across the organization. Purchasers use P-cards (credit cards) to replace more time-consuming traditional accounts-payable transactions. This reduces input time for accounts payable staff. The added online approval processes also reduces data entry for those making purchases.

Automated Clearing House (ACH) electronic check payment processing for vendor payments is the preferred method for other vendor payments, thus reducing the number of paper checks issued. ACH is more secure and less costly to process than paper checks.

Utility Billing

The Finance Department generates more than 16,200 utility bills each month for the City's utility services, including water, sanitary sewer, storm water, street lighting, major roadway lighting, private hydrant maintenance and sidewalk snowplowing. Finance staff provide customer service telephone support to answer billing questions, assist customers with issues related to their services, and support existing and new customers when a change of occupancy occurs. Staff also coordinate and review meter reads for more than 16,700 meters within our system. A Request for Proposal was completed in 2016 for the implementation of an advance metering infrastructure (AMI). AMI is an integrated system of smart meters, communication networks, and data management systems that enables communication between the city and the water meters. The network installation has begun with preliminary testing to be completed by year end. The installation of new water meters will begin in 2017 and is expected to be completed by mid-2018.

A utility billing survey was conducted in late 2015 that provided staff suggestion and ideas for improving the customer experience for billing and payments. A redesign to the utility bill form was completed using the survey results to better present billing and customer service information.

Printing and mailing of utility bills is outsourced to a third party vendor. This vendor also hosts the City's e-Bill option for customers who elect to view their bills electronically. Customers can elect to receive an email indicating the bill is ready for viewing on a secured web site. Over 4,740 customers receive the electronic billing instead of paper bills. The percentage of customers that choose electronic statement delivery last year was nearly 25 percent. This has surpassed the department's goal of 18 percent.

The vendor also provides a variety of payment options for the customer. These options include the ability to make a payment from a checking account withdrawal or a credit card either as a one-time pay or a recurring payment. New in 2015, customers can also utilize a interactive voice response (IVR) telephone system to make payments or check their account balance. The IVR payment option allows customers to make payment over the telephone through their checking account or via credit card. Current balance information is uploaded daily to the e-Bill site to reflect any changes from customer payments, billings, or adjustments. These features reduce the number of calls generated to utility billing staff as customers are able to find account information and manage their accounts with relative ease online, 24 hours a day, seven days a week.

Electronic payments and the ability to process payments electronically continue to be a focus to ensure accurate and timely processing of payments. Approximately 3,140 customers are using the e-Payment options provided by e-Bill site each month. Another 3,025 customers take advantage of the automatic bank withdrawal option for their monthly payments. Nearly 2,900 customers utilize their personal banks to submit monthly electronic payments. The

personal bank payments are electronically transferred between banks each day. Our bank provides a daily electronic file of payments received. For payments not submitted electronically, a bank lockbox is utilized for opening, sorting, imaging, and submitting payments for deposit. The bank provides a daily electronic file of all payments received each day.

Insurance

The City's insurance program is administered by the Finance Department. Policies are with the League of Minnesota Cities Insurance Trust (LMCIT). The LMCIT is a self-insurance pool of cities formed to meet cities' specific coverage and risk management needs. The coverage included in the City policies are workers' compensation, municipal liability, property, automobile, boiler and machinery, open meeting law, public employee faithful performance required by State Statutes, volunteer accident coverage, and no fault sewer back up coverage. ***The City carries a \$50,000/\$200,000/\$1,000 deductible amount for liability coverage and a \$25,000 deductible for medical costs on workers' compensation claims.*** Finance staff process liability claims, premium payments, workers' compensation deductible payments, liability deductible payments, and coordinate the insurance renewal process each year. Human Resource staff process workers' compensation claims. The LMCIT requires a representing insurance agency. Arthur J. Gallagher & Co. is the City's current agent of record through 2016. A request for proposal for insurance agent services will be completed by year end to evaluate agent services and costs.

Professional Services

It is the City's policy to issue a request for proposal (RFP) for professional services periodically. ***In 2014, the City issued an RFP for audit services, financial advisory services, and bond counsel.*** Current contracts with financial adviser, independent auditors and bond counsel are in place through 2019.

Banking and Investments

The Finance Department is responsible for the City's cash and investment management for all funds. The City's financial management plan provides the general policies for investment of City funds. A separate, more detailed investment policy provides more specific guidelines for investment practices. The City has an investment committee consisting of the City Manager, Director of Administrative Services, Finance Director and Finance staff. The committee meets quarterly to review the portfolio and performance with respect to the City's investment policy.

City funds are invested to attain a market rate of interest while preserving and protecting the capital of the overall portfolio. Investments are made based on statutory constraints, in safe, low-risk investments. The primary objectives, in priority order, are safety, liquidity and yield. The City uses a laddered approach to cash management and the portfolio is invested in a variety of maturity lengths to meet short-term and longer term cash flow needs. The investment decisions are made with consideration of the current investment market within the City's investment policies with the intention of holding investments to maturity. Through October 2016, the City's annualized return on invested balances was approximately 1.2 percent. Short-term and long-term interest rates remained at historical lows.

The City will conduct a banking services RFP in the first quarter of 2017.

EMS Billing

The City outsources the billing of ambulance services to an ambulance billing company due to the specialized nature of medical billing. Information on collections is included under the Fire section of this report. The City has used the current billing services provider since 2007. In 2015, the City conducted an RFP for EMS billing services and selected the current service provider for an additional five year contract.

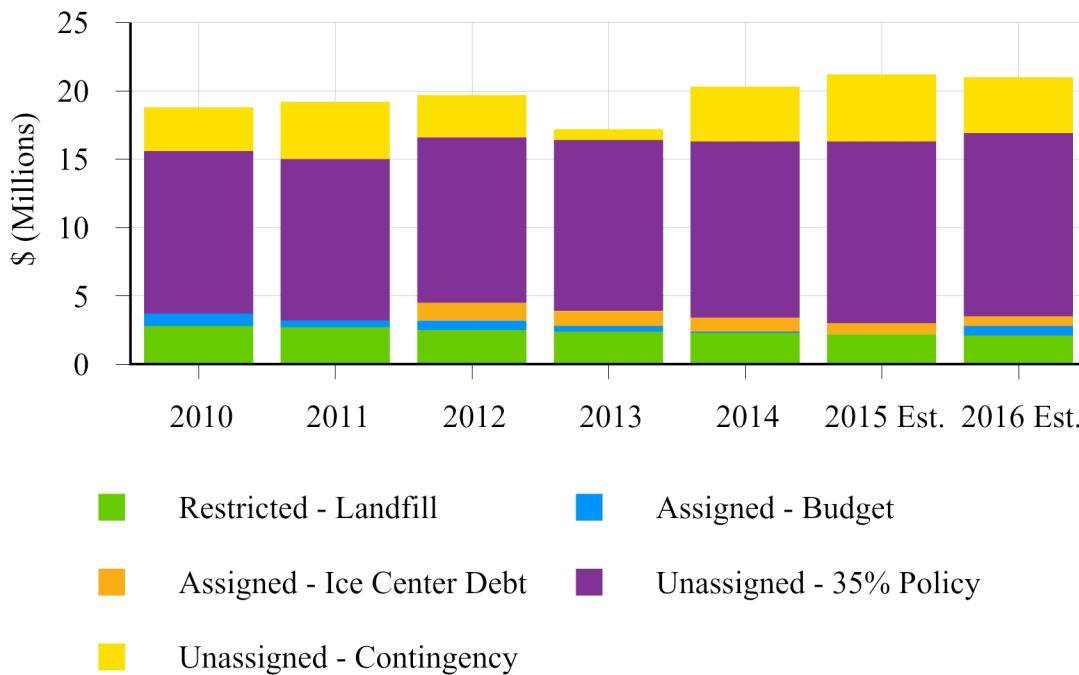
Financial Reporting

Annually, the Finance Department prepares an audited comprehensive annual financial report (CAFR). The Government Finance Officers Association (GFOA) has awarded Burnsville the Certificate of Achievement for Excellence in Financial Reporting for the CAFR. In addition, the City’s budget document received the GFOA Distinguished Budget Presentation award. Both documents will again be submitted for these awards in 2017.

Fund Balance

The fund balance policy in the City’s financial management plan states: The City maintains fund balances in the general fund at a level which avoids issuing short-term debt to meet the cash flow needs of the current operating budget. *Generally, the goal would be to maintain a minimum general fund balance of 35 percent of the operating budget for cash flow purposes; however, this need could fluctuate with each year’s budget objectives and appropriations such as large capital expenditures and variations in the collection of revenues.*

General Fund Balance in millions



	2010	2011	2012	2013	2014	2015 Est.	2016 Est.
Restricted - Landfill	2.8	2.7	2.5	2.4	2.3	2.2	2.1
Assigned - Budget	0.9	0.5	0.7	0.4	0.1	—	0.7
Assigned - Ice Center Debt	—	—	1.3	1.1	1.0	0.8	0.7
Unassigned - 35% Policy	11.9	11.8	12.1	12.5	12.9	13.3	13.4
Unassigned - Contingency	3.2	4.2	3.1	0.8	4.0	4.9	4.1
Total	18.8	19.2	19.7	17.2	20.3	21.2	21.0

Debt Issuance and Debt Management

The City issued two bond issues in 2016. *General obligation improvement bonds totaling \$2,510,000 were issued to finance special assessments on the improvement projects and to finance utility projects.* Principal and interest

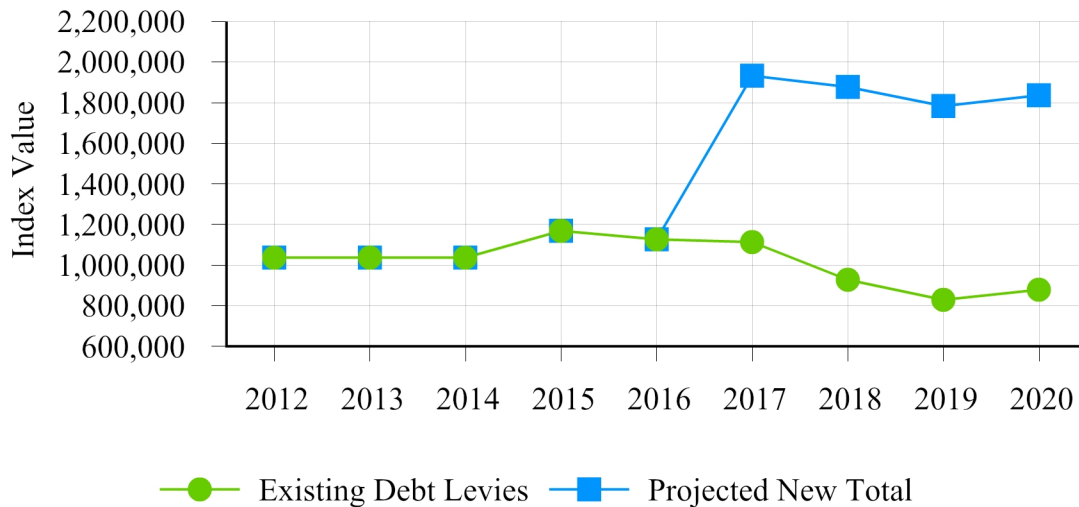
payments will be paid from special assessments levied against properties benefitted by the improvements and from Water and Sewer Utility Fund revenues.

General obligation tax abatement refunding bonds totaling \$6,475,000 were issued in March 2016 to advance crossover refund outstanding 2008 tax abatement bonds. The resulting future principal and interest savings totaled \$645,000 with a present value savings of \$607,000. This was in addition to the first refunding savings achieved in December 2015 on the abatement bonds. The refunding was split into two parts to take full advantage of lower interest rates available under annual bank qualification limit (BQ) of \$10 million. Total future principal and interest savings for the two refundings was \$1,530,000. The City reviews existing debt annually for refunding opportunities to reduce debt service requirements.

Standard and Poor’s (S&P) reaffirmed the City’s AAA bond rating for this year’s bond issue. It is the highest possible bond rating. The City has used Moody’s Investor Service (Moody’s) for bond ratings in the past. The most recent surveillance rating was completed in November 2016. At that time Moody’s reaffirmed the City’s Aaa bond rating on outstanding debt. These top ratings indicate the Council’s strong financial policies and leadership enabling the City to obtain lower interest costs on new issues as investors see the City’s bonds as a lower risk investment.

The following graph shows the amount of existing and projected debt service levies for the next five years. The projected new total line on the graph represents the total levy that would be needed to fund the existing ad valorem bonding in the CIP for assessment projects, facility expansion and other improvement projects. The increase from 2016 to 2017 is due to the addition of debt for the facilities improvement project.

Estimated Debt Service Levies 2016-2020 CIP



2017: A look forward

2017 Budget Overview

The 2017 Finance budget allows for continued services including:

- Use of Wells Fargo Payment Manager to implement electronic payments and continued reduction of check payments to vendors in favor of ACH, P-card or other electronic forms of payment
- Expansion of application of Electronic Document Management System (EDMS) in various finance system areas
- Completion of Request for Proposal (RFP) for banking services
- Continued funding for software to streamline and automate the budget document and CAFR processes

Communications

Administrative Services

Primary Services

Under the direction of the Director of Administrative Services and the Communications Coordinator, the Communications Department provides the following services to ensure timely information about City programs, facilities, services and activities:

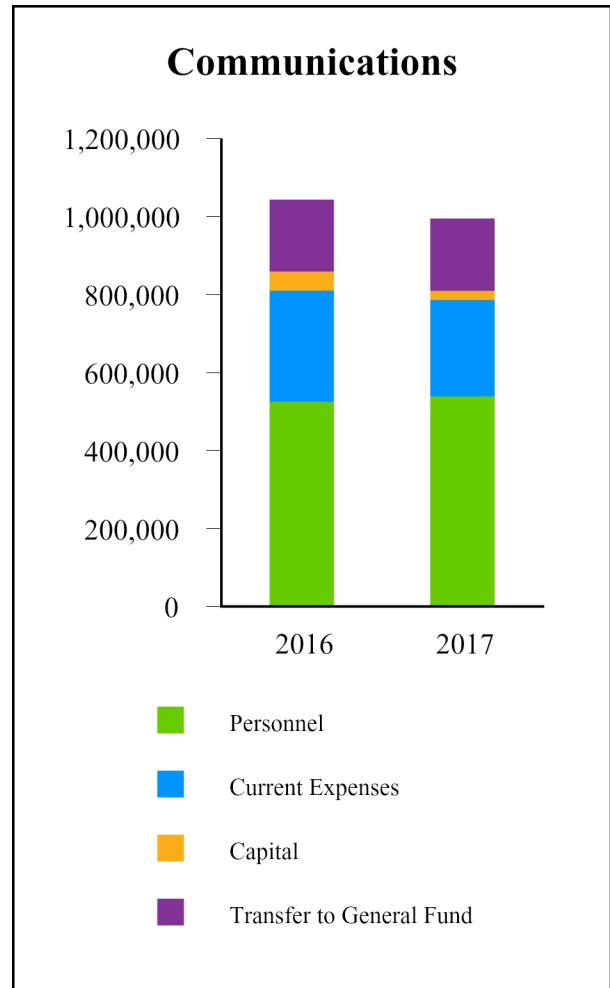
- Print - the *Burnsville Bulletin*, Ames Center publications, advertisements, *Recreation Times* brochures, *Community Guide* and other print publications
- Digital - multiple websites (including burnsville.org), Social Media and email/text message alerts
- Media relations and press releases
- Signage/Digital messages - I-35W billboards, City Hall reader board, digital advertising, park and facility signs
- Internal communication and corporate communications support
- Burnsville Community Television (BCTV), its studio partnership with Burnsville-Eagan-Savage School District 191 (District 191) and Mobile production truck partnership with Eagan Community Television
- Cable television programming and oversight of Public Access television; as well as the City's Cable Franchises



2017 Communications Budget

General Operating: \$808,908
 Transfer to General Fund 185,000

Staffing
 5.0 Full-time Equivalent Staff



Alignment with Council ENDS and OUTCOMES

The primary purpose of the Communications Department is to provide timely information on City programs, facilities, services and activities; proactive information on operations; open communication with residents, businesses, City staff and elected officials; and effective feedback opportunities.

2016: The year in review

2016 Accomplishments

- Completed successful negotiations with Frontier Communications for a new, competitive cable franchise in Burnsville
- Began initial discussions with CenturyLink for a third competitive cable franchise in Burnsville
- Continued work on Burnsville's Cable Franchise renewal with Comcast, which was extended through February 2017
- Updated the Burnsville Community Television studio at Burnsville High School to be fully high definition
- Updated graphics for BCTV sports and entertainment to new, high definition look
- Produced 170 non-meeting programs for Burnsville Community Television Ch. 14, Ch. 16/HD 859, webstream and YouTube -- including special events such as the Burnsville Fire Muster Parade, International Festival, Orange Line Press Conference, ASCENT Unveiling and Skate Park Ribbon Cutting -- City "news" videos (Burnsville Briefs) and Public Service Announcements. Videos included "The Crosswalking Dead," "Talking Crosswalking Dead," "Why Do Artists Choose the Ames Center?" "Experience Burnsville" CVB Promos "Who Can You Call? Burnsville Night to Unite, the "Sustainability Man" series and numerous other news stories and community sports/activity coverage
- Hosted more than 200 students, parents and teachers during BCTV Open House
- Implemented Social Media Archiving Solution
- Assisted in fifth year of media classes at Burnsville High School, including the production of its weekly announcement show, "Blaze Weekly"
- Coordinated use of the City Council Chambers for School Board Meetings while the district was undergoing construction
- Worked with Recreation & Facilities staff to design new park entrance signs and kiosks for Burnsville parks
- Assisted Burnsville Police in a number of high-profile media events
- Assisted in coordination and promotion of International Festival of Burnsville, Burnsville Fire Muster, I Love Burnsville Week, Winter Lighting, Night to Unite and numerous other events
- Assisted in communicating a number of special projects/initiatives such as: Meter replacement, 2040 Comp Plan update, Parks & Recreation Master Plan update, budget information and street construction

Multiple Awards from Minnesota Association of Government Communicators (MAGC):

- *Bronze Award:* 2015/2016 Burnsville Community Guide
- *Silver Award:* We Are Burnsville Public Works [Video]
Also received "Honorable Mention from National Association of Telecommunications Officers & Advisors.
- *Northern Lights Award:* Audubon Cooperative Sanctuary Interpretive Signs at Birnamwood Golf Course

2016: The year in review, cont.

2016 Performance Measurement Monitoring Data

Consistent with the Council's adopted governance statements and communications planning documents, the most important performance indicators include:

Print Communications

Burnsville Bulletin The City's newsletter continues to be an effective method for communicating with residents. *According to 2016 survey results, 86 percent of residents recall receiving and/or reading the Bulletin, up three percent from 2012. Of those, 94 percent reported that the Bulletin is effective in keeping them informed about activities in the City.* Overall, 93 percent of residents surveyed in 2016 believe they receive the "right amount" of information about the City.

In 2014, the Communications Department brought design of the Bulletin in-house, *saving more than \$16,000 in annual design fees and complementing the design of other major City publications.* Staff also create a number of printed publications (including brochures, flyers, signage and ads) for various departments throughout the organization. In 2016, staff also sought out a new print vendor for the Bulletin, *saving between \$8,000-\$12,000 annually.*



Web Communications

The City's website, www.burnsville.org, is the City's primary online medium for communicating information to the public. *Based on 2016 survey results, 47 percent of residents reported accessing the City's website, down from 64 percent in 2012.* However, statistics below show that site visits continue to increase. Staff is proposing an update to the website in 2018.

Of those who use the website, 96 percent rate the site as good or excellent.

Websites Maintained:

www.burnsville.org
www.dakotavalleyrecycling.org
www.ames-center.com

URL Shortcuts to City Site:

www.burnsvilleicecenter.org
www.birnamwoodgolfcourse.com
www.burnsville.tv
www.burnsville.org/whyburnsville

While survey results indicate fewer visitors to the website, actual statistics show that visitor traffic to www.burnsville.org increased again over the past year. *Average monthly site visits increased from 36,958 to 39,655.* Nearly 885,000 pages were viewed over the previous reporting period, an increase of 45,000 pages.



City Website Data	Oct. 2014 - Oct. 2015	Oct. 2015 - Oct. 2016
Average Daily Total Visits	1,215	1,303
Monthly Average Visits:		
Total Visits	36,958	39,655
One-time Visits	27,813	29,445
Return Visits (<i>visitors to the site more than once</i>)	9,231	10,209
Requests Received on Request Tracker System	643	792

Top visited pages were:

1. **Homepage** (103,596 unique pageviews);
2. **Job Opportunities** (29,030 unique pageviews);
3. **Burnsville Ice Center [burnsvilleicecenter.org]** (16,396 unique page views);
4. **Utility Billing** (14,981 unique pageviews);
5. **Police** (13,115 unique pageviews)

Of the visits to burnsville.org, **60 percent are from a desktop computer; 30 from a smartphone; 8.6 percent from a tablet and 1.4 percent from unknown devices.**

Advertising/Sponsorship

The Communication Department oversees the City’s advertising/sponsorship policy, which is to be followed by City departments when securing advertising or sponsorship. **Advertising was sold in the annual “Recreation Times” publications, generating \$4,000 in revenue to offset some of the printing costs.** Staff also placed a number of ads for different City facilities and initiatives including BCTV, Birnamwood Golf Course, Burnsville Ice Center and the Ames Center.

Social Media

The City’s **Facebook** page (www.facebook.com/cityofburnsville) was actively used for posting time sensitive information such as road closures and emergency notifications, events, cross-promoting videos from the City’s YouTube channel and new business announcements. **The page acquired 1,150 new “followers” from Oct. 1, 2015 - Sept. 30, 2016, bringing the total to 2,909.** The City also saw an exponential growth of impressions and engagements on Facebook posts.

The City’s **Twitter** account (www.twitter.com/burnsvillemn) is used to distribute similar information as the Facebook account. **The feed increased by 740 new followers from Oct. 1, 2015 - Sept. 30, 2016 for a total of 3,001 followers.**

Video sharing on *YouTube* (www.youtube.com/cityofburnsvillemn) continued to increase in 2016, with 187 new videos uploaded. The channel currently has 443 subscribers. ***A number of short “news” stories produced by BCTV known as “Burnsville Briefs,” City public service announcements and promotions and local sports highlights have been viewed a total of 517,155 times, an increase of 101,155 views since Oct. 1, 2015.*** Statistics over the past several years show that videos are being viewed approximately 100,000 times annually.

Social media sights maintained by Burnsville Community Television, the Burnsville Ice Center, the Ames Center and Dakota Valley Recycling also continue to increase in followers.

Email/Text Message Subscription Service

Burnsville’s subscription email/text message service provides a high level of convenient service and information. ***The number of subscribers and the number of messages being sent to subscribers continue to increase.*** Please note that the reduction in “Total Subscription Topics” in 2015 was a result of deleting old topics that were no longer in use.

Email Subscription Services (Oct. - Sept.)	2014	2015	2016
Total Subscribers	10,800	12,340	13,101
Total Subscription Topics	185	75	93
Email Messages Delivered Through GovDelivery	452,668	630,103	816,352
Percent of Emails Opened (%)	21%	21%	19%
Summer Concerts/Movies	2,092	2,551	2,941
Employment (<i>new category in 2015</i>)	n/a	2,726	2,792
Community Events	1,393	1,780	2,110
Press Releases	1,191	1,570	1,792
Heart of the City	1,247	1,517	1,680

Digital Message Boards

In conjunction with Facilities staff, Communications staff ***continued to program the digital message boards in City Hall, and the outdoor reader board in Civic Center Park,*** providing public service announcements and information on upcoming events. Three boards provide schedule information for City Hall meeting rooms and static “bulletins” that are used to promote City events, services and information.

Communications also continued programming City public service and event messages on two billboards located on I-35W in Burnsville. ***From Oct. 1, 2015 to Sept. 30, 2016, the boards displayed 57,192 City messages to traffic on I-35W travelling both north and south. This is an average of 156 spots per day.*** The agreement with ClearChannel requires a minimum of 53,872 messages displayed per year.

Burnsville Community Television (BCTV)

In the 2016 Residential Survey, ***more than 90 percent of respondents noted that Community Cable Television was an important service. However, of the survey respondents who subscribe to cable television, only close to 20 percent stated they had watched BCTV programming in the past year.***

The BCTV studio partnership with District 191 and mobile production truck partnership with Eagan Community Television continue to be an efficient and cost-effective ways to produce Public, Education and Government (PEG) cable programming, allowing students and volunteers to participate in the video production process. The operation’s budget is maintained by PEG and Franchise fees paid by Comcast Cable subscribers (received as part of the City’s current Cable Franchises). PEG and Franchise fee revenue has remained relatively consistent since 2010.

From Oct. 1, 2015 to Sept. 30, 2016, BCTV produced 76 public meetings and 170 non-meeting videos for its cable channel, webstreaming, etc. In addition, BCTV cablecast 160 programs submitted from other governmental agencies, non-profit organizations and public access users. 14 new users were trained in public access video production.



Cable Franchise/Transfer of Ownership

City Administration, Communications and IT staff continue to work on the City's Cable Franchise Renewal with Comcast, which was recently extended once again through February 2017.

In September 2016, staff successfully negotiated a new, competitive cable franchise with Frontier Communications to begin offering cable service in Burnsville.

In 2016, staff also began discussions with CenturyLink to become the third competitive cable provider in Burnsville.

2017: A look forward

2017 Budget Overview

The 2017 Budget allows for continued support of City communications and includes:

- Design/Build services for a future upgrade to the City's shared mobile production truck with Eagan
- Maintenance and repair for the shared mobile production truck with Eagan, other video equipment
- Laptop replacement for the shared mobile production truck with Eagan
- Annual software licenses for e-Gov tools including cable channel webstreaming, Adobe Creative Cloud, Social Media Archiving, email alerts, digital signage in City Hall and website maintenance
- Production and mailing of four issues of the *Burnsville Bulletin*
- Comprehensive recreation brochure and a smaller recreation mailer
- Production and mailing of Ames Center Season Guide
- 2017/2018 Burnsville Community Guide
- Printing, design services and advertising for departments, events and services
- Cablecast of City Council meetings, other government meetings and City programming
- Continuation and growth of BCTV cable programming efforts
- Renewal of the City's cable franchise with Comcast/negotiation of cable franchise with CenturyLink
- Preparation for a proposed 2018 upgrade to the City's website, burnsville.org.

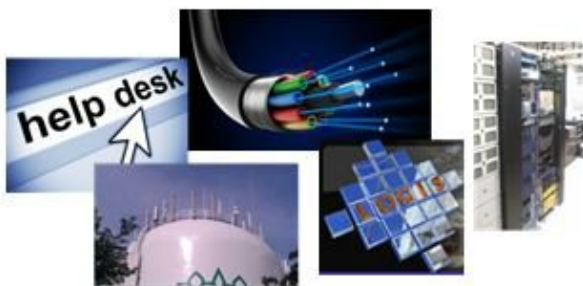
Information Technology

Administrative Services

Primary Services

Under the direction of the Director of Administrative Services and the IT Director, the Information Technology (IT) Department provides the following services:

- IT infrastructure planning, design and management
- Software application service delivery
- “Helpdesk” operational support
- Coordination of training for all IT systems
- Policies, standard and procedures development
- Participation and leadership in local, regional and statewide initiatives: DCC, CJIIN, HiPP, LOGIS, Dakota Broadband Board, State of MNiT Services.
- Management and leasing of City telecommunication facilities and assets including antenna agreements, fiber optics and facility space.
- IT service delivery to partner organizations utilizing City facilities including ABLE fire training facility, Ames Center, 360 Communities, Convention & Visitors Bureau, School District 191, Burnsville Athletic Club, Burnsville Hockey Club, Dakota County, State of Minnesota, and the TCCM (GARAGE).

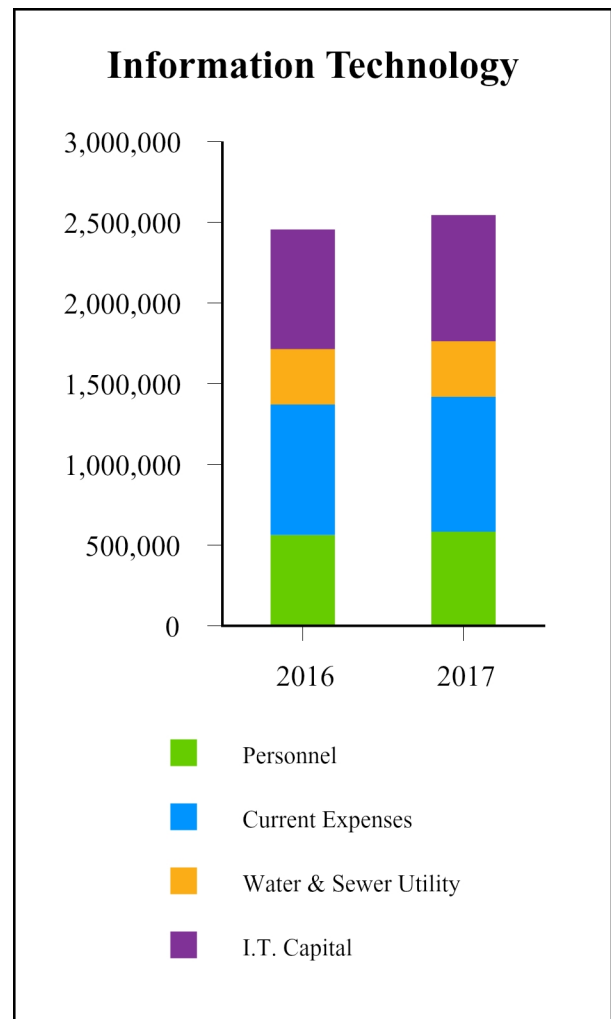


2017 Information Technology Budget

General Operating:	\$1,418,329
Water & Sewer Utility	87,800
I.T. Capital	780,853

Staffing

7.0 Full-time Equivalent Staff



Alignment with Council ENDS and OUTCOMES

The primary purpose of the Information Technology Department is to provide research, guidance, maintenance and management of the City’s technology resources in order to provide a more effective and efficient government for both the public and community.

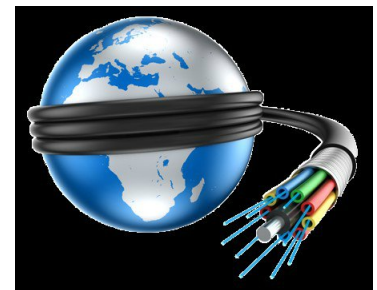
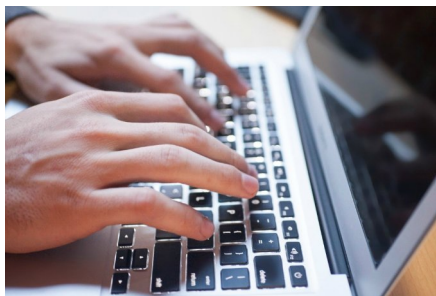
2016: The year in review

2016 Accomplishments

- Rolled out major software upgrades: Recreation Management System, Enterprise Resource Management System, Building Management System, and Electronic Document Management System
- Coordinated and implemented new Public Safety software for Police and Fire mobility and dispatching with LOGIS and DCC
- Extended city fiber optic network to three new locations: Crystal Lake Beach, Lac Lavon Park and Burnsville High School
- Deployed 62 new generation HD AXON on-officer cameras for Police and Fire
- Continued expansion of mobile workforce with laptops in the field for Parks, Streets, Forestry and Engineering staff
- Installed security cameras and ID card access controls at River Front Park and Crystal Lake Beach
- Deployed new mobile data equipment and service to all public safety vehicles for enhanced automatic vehicle location (AVL) and mobility
- Replaced and upgraded of battery backup systems at all water utility well sites allowing for proactive monitoring
- Refurbished Master Power Backup battery system in City's primary data center
- Worked with Fleet Division to replace outdated fleet management system (1989) with new hosted system that included new, mobile mechanic workstations
- Partnered with ISD#191, Communications department and BCTV for continued upgrades of broadcast and production equipment at BHS BCTV and Diamondhead studios
- Transitioned from Dakota County GIS Services to LOGIS GIS services to enhance City's GIS efforts and coordinated city-wide strategic GIS efforts
- Assisted Fire department in transition from manual roster scheduling to new Telestaff system with automated call out and roster filling capabilities

Sustainability Through Efficiency:

- Continued to increase sustainability through third party hosting, virtualization technology, and systems consolidation
- Continued participation in the Dakota Broadband Group Joint Power Agreement for Fiber Optic I-NET enhancements
- Assisted with advanced Metering Infrastructure acquisition and planning with Public Works and Utility Billing
- Enhanced service delivery and advanced technology initiatives through new IT desktop management product



2016: The year in review, cont.

2016 Performance Measurement Monitoring Data

Consistent with the Council's adopted governance statements, the most important performance indicators follow:

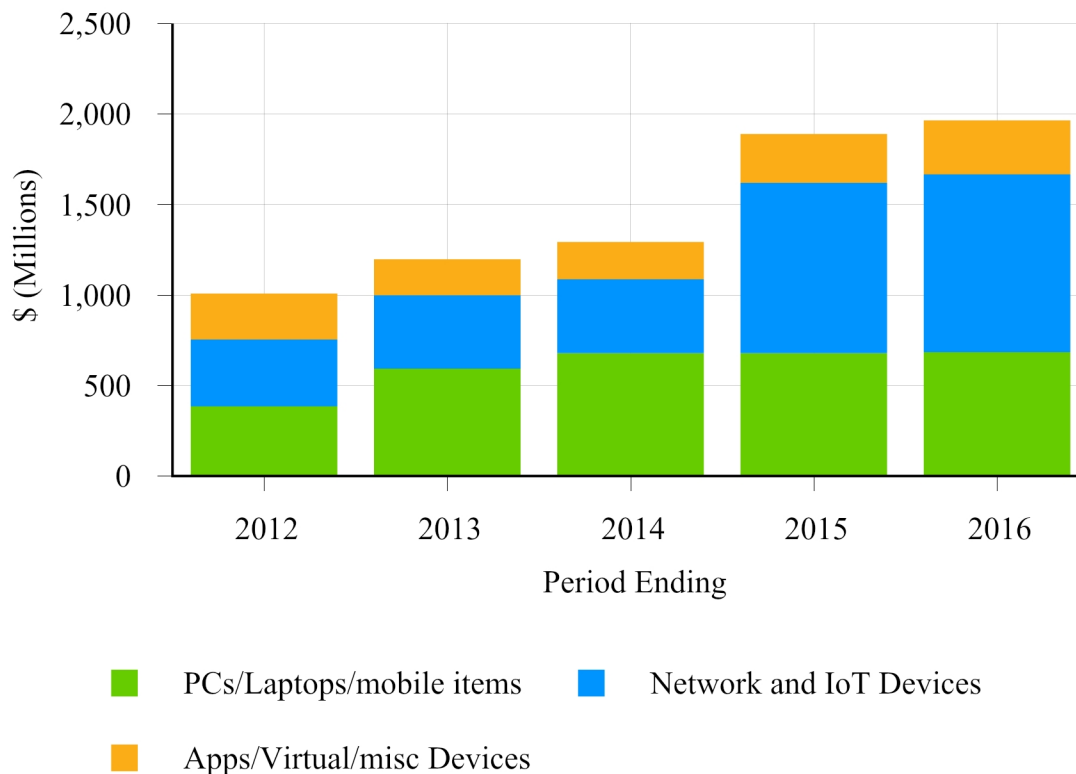
IT Systems

The number of IT systems implemented and maintained increases from year to year due to advances in wireless technology, new software applications available and the networking of new products available in the market.

These include improvements in mobile workforce solutions for Protective Inspections, Engineering, Utilities, Streets, Parks, Forestry, Police and Fire departments, which continue to increase the efficiency and effectiveness of City services provided by those departments.

The City continues to expand the use of the Enterprise Resource Management System (ERMS) to provide financial management tools to the entire organization as well as e-Government based services to external and internal customers. The Water Utility Department continues to take advantage of improvements and enhancements provided by the SCADA water system monitoring to ensure the safety and quality of the City's water supply.

IT Systems and Devices



IT Devices

The continued growth in the number of devices can also be attributed to the increasing movement of the Internet of Things (IoT) to connect all types of devices and systems to provide better data. ***Increases in numbers of devices are primarily due to more and more products that are network (IP) ready (such as security cameras, phones, fire alarm panels, point of view (POV) cameras and other mobile products which continue to be***

deployed for City operations). The sharp increase in network devices includes the new City-wide phone system that IT manages and maintains, but also includes network switches, routers, backup UPS batteries, wireless access points, cameras and servers. The increase in total devices and capabilities has been accompanied by a relative investment in capital outlay and current expenses.

LOGIS

While Burnsville is a progressive community in the implementation and utilization of technology to provide services, solutions have been implemented with a relatively small investment in employee services. Ten of 11 market cities are members of the Local Government Information System (LOGIS), a consortium of Minnesota local government units that receive locally supported management information systems, data processing services and related support services. This is the tenth year Burnsville has participated as a member in the LOGIS consortium for Property Special Assessments software, Police and Fire mobile software and Computer Aided Dispatch as part of the Dakota Communications Center (DCC).

In 2014, Burnsville added LOGIS network services to supplement support, monitoring and maintenance of our overall network infrastructure. This change has continued to enable IT staff to focus on the implementation of new projects and services throughout the organization. In 2016, the City added LOGIS GIS support services and transitioned from Dakota County GIS services with the goal to clean up GIS data, leverage more innovative GIS tool sets and begin a process to create a coordinated GIS effort to provide better data analysis and capabilities. During this period, a GIS committee comprised of staff representatives from nearly all department was formed and meets monthly to continue moving GIS initiatives forward.

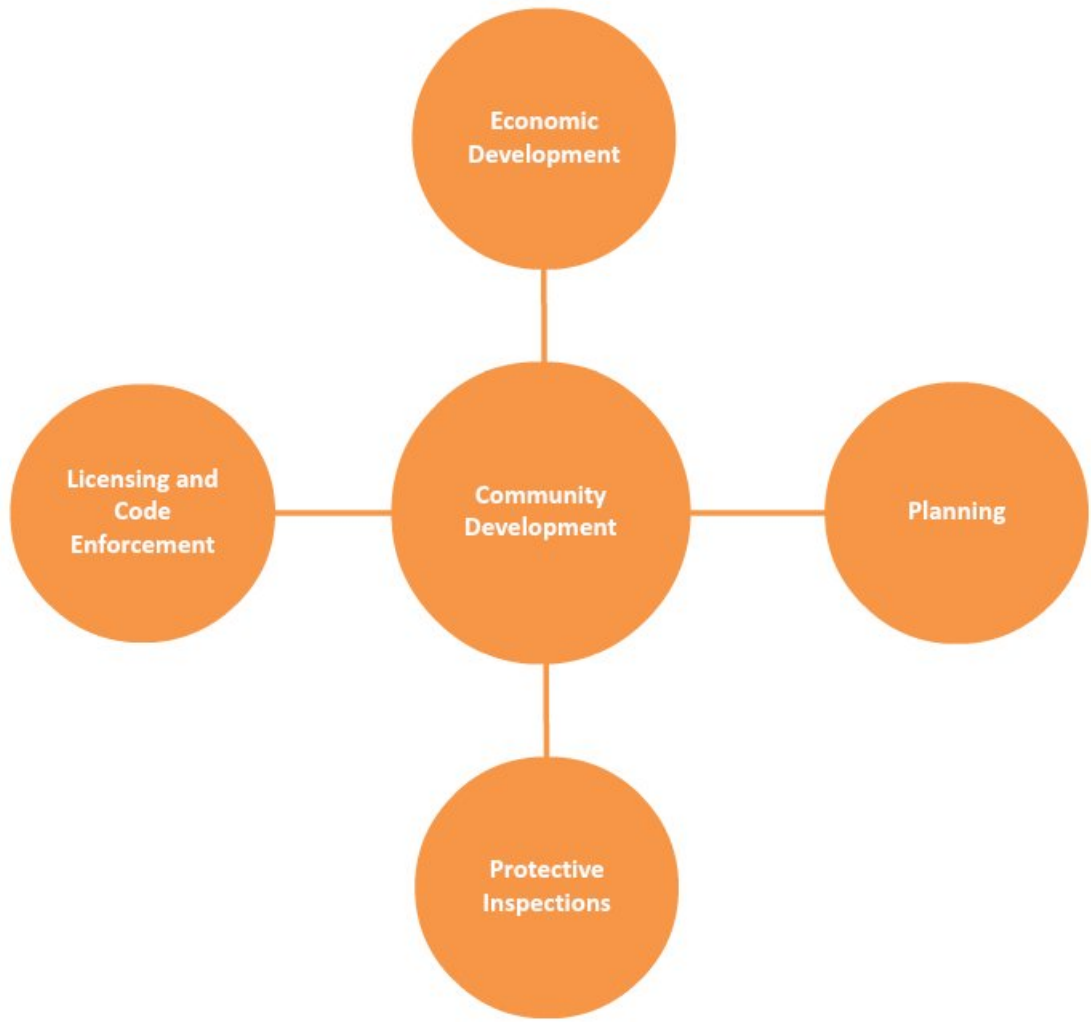
2017: A look forward

2017 Budget Overview

The 2017 Budget will allow for:

- Completion of scheduled replacements of core network infrastructure and end user equipment at the end of life cycles and uses. This includes all network infrastructure at city facilities, and network server upgrades.
- Implementation of new online services integrated with the enterprise resource management system (ERMS) to automate and enhance Human Resources onboarding and offboarding processes, along with additional integrations with Document Management Systems.
- Community Development System (CRW) upgrade to a web browser-based system for overall system enhancements, ease of use and to expand access to online rental licensing processes, fire permits and additional types of residential and commercial permits.
- Implementation of new GIS centric user portal which can visualize information and issues from multiple city systems for staff use.
- Continued Participation in the Dakota Broadband Group Joint Power Agreement for Fiber Optic I-NET enhancements.
- Security Camera replacements at Ames-Center and security safety blue light phone replacements at the Heart of the City (HOC) Ramp and HOC Deck
- Continued Advanced Metering Infrastructure implementation with Public Works and Finance.
- Additional mobile devices and application enhancements for Public Works field staff.
- Continued IT systems security review and enhancements.
- Physical security enhancements for water tower sites, parks facilities and other City facilities.

Community Development



Community Development

Community Development

Primary Services

Under the direction of the Community Development Director, the Community Development Department consists of four divisions:

- Economic Development
- Planning
- Licensing & Code Enforcement
- Protective Inspections

Services provided guide, facilitate and regulate development and redevelopment (land use) within the City as well as maintain housing stock and quality of businesses. Overall functions include:

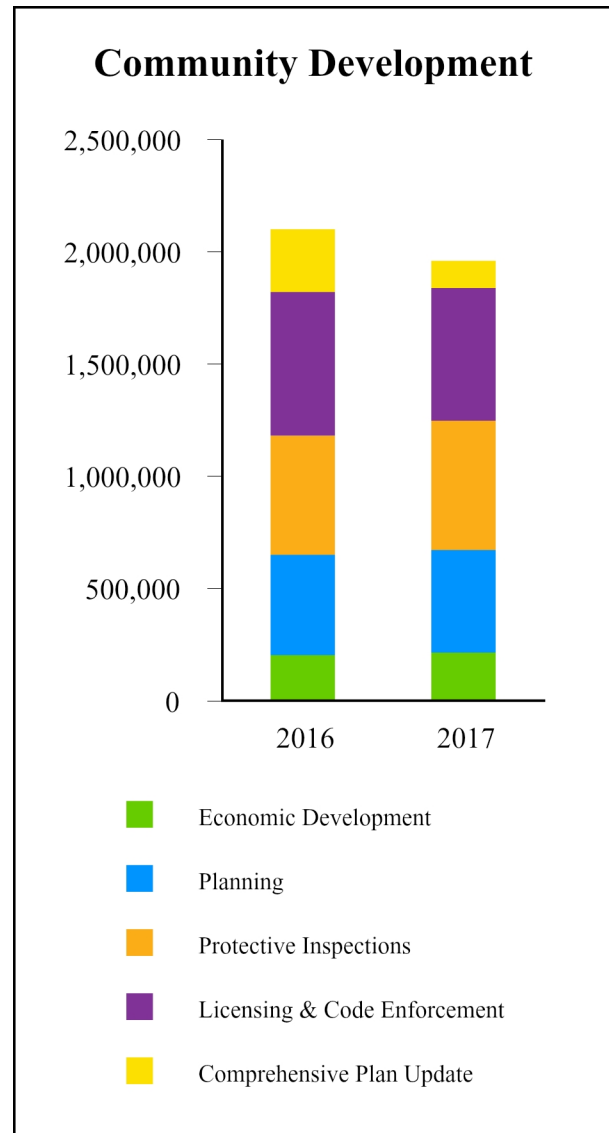
- Economic Development and Planning Commissions support
- Economic Development programs/policies and job retention/creation oversight
- Burnsville Convention and Visitors Bureau and transit planning liaison
- Development review including environmental review (EAW, EIS, AUAR) oversight
- Comprehensive planning
- Legislative engagement
- Special studies (*e.g.*, planning, zoning, ordinances, GIS, airport oversight committee)
- Housing reporting and Livable Communities Act program administration
- Coordination and collaboration with Dakota County Community Development Authority (CDA) for City housing programs
- Permit, plan review and inspections clearinghouse
- Zoning and property maintenance enforcement and oversight of rental and business licensing
- Coordination of City's legal services

2017 Community Development Budget

General Operating: \$1,960,161

Staffing

17.5 Full-time Equivalent Staff



2016: The year in review

2016 Accomplishments

- Began 2040 Comprehensive Plan update - due in December 2018 - and convened citizen advisory committee
- Continued implementation of electronic imaging (Laserfiche) to reduce paper storage, increase file accessibility and to follow the City's retention schedule
- Continued work with partners and stakeholders in the MRQ on soil remediation
- Performed sketch plan reviews for MN Mash Baseball Club for a sports performance training center, Woodspring Signature Suites for a 122 room extended stay hotel and for Grace United Methodist Church for senior housing concept
- Researched and developed an ordinance for legacy events
- Implementation of electronic development review, escrow account management, parcel database updating and credit card acceptance for applications
- Assisted in monitoring legislative changes and communicating impacts of proposed and enacted legislative changes
- Remained engaged in discussion advocating for proper closure of Freeway Landfill
- Responded to 389 data requests
- Modified the City's liquor ordinance and licensing to allow tap rooms and growler sales

2016 Work Session Items:

- MRQ zoning and vision
- Single Family Permit Rebate Program
- HOC1 and HOC2 zoning review to allow more business uses in HOC2
- Administrative citation process
- New car inventory in parking lots
- Metal roofs in single family neighborhoods
- Solar energy systems
- Code enforcement policy
- Refuse container Ordinance
- Sale of remnant parcels from Hwy 13/CR 5 Interchange Project
- Architectural review tool
- Sports performance clinics in I-1 zones
- MRQ and comprehensive land use plan process
- Liquor ordinance updates
- Legacy events ordinance updates

2016 Performance Measurement Monitoring Data

The indicators for each specific division are in the subsequent sections. Other Community Development measurements relate to housing inventories and activities in the City. Housing factors are heavily influenced by the market, but are of relevance to the work of Community Development and the related outcomes of the City Council.

In the 2016 Residential and Business Surveys, **94 percent of residents reported the overall appearance and upkeep of homes and yards in their neighborhoods as good or excellent.** Of those residents responding, 91 percent also reported that the overall appearance and upkeep of homes in their neighborhoods have either improved or stayed about the same.

Consistent with the Council's adopted governance statements, the most important performance indicators are as follow:

Promote Home Ownership

The City's goal is to have 70 percent of the City's housing stock as owner occupied and 30 percent as rental. According to 2010 US Census data, the total number of housing units in 2010 was 25,759, (24,283 were occupied). Not taking vacancies into account - but accounting for new units added (permits issued to date in 2015) - the total number of housing units in Burnsville is 25,994.

Group quarters such as memory care, nursing homes or scattered site group homes are counted separately in the Census, and therefore, not included in these totals.

As of September 2016, Burnsville had 7,589 multi-family rental units with 1,033 individual rental units anticipated through the end of the year- for a total of 8,622 rental units. This figure is more accurate than Census data as it represents actual rentals in 2016 and accounts for units that were once owner-occupied and have become rental, and vice versa. The percentages for 2016 follow:

- Total housing units: 26,024 (30 more units than 2015)
- Owner-occupied units: 16,402 or 67 percent of total housing units
- Senior/disabled rental units (non-assisted): 653 units or 2.5 percent of total housing units
- Rental units: 8,622 or 33 percent of total housing units (398 fewer units than in 2015)
- *This is a two percent decrease in rentals in the City from last year (rental percentage was 35 percent)*

Because the number of new units added in 2016 was 30, the percentage of total units did not change significantly from the previous year. Most rental units in the area are within existing multi-family dwellings, meaning that number should remain relatively unchanged in the future. Because the number of individual housing units that are rented went down significantly, the percentage of rental housing decreased overall by two percent (2%). The variable of the City's future owner occupied/rental ratio is the market and dictated by the renting of individual units versus new construction.

The City relies on the Dakota County Community Development Agency (CDA) to oversee and independently implement the City's Housing and Redevelopment Authority (HRA) programs. This includes providing housing, administering Section 8 program, assistance to first-time home buyers, and loans and grants for individuals to make necessary improvements to their homes. For the first half of 2016, 18 households from Burnsville received home improvement assistance. This compares to 12 for the same period in 2015. In first 9 months of 2016, the CDA assisted four applicants with first mortgage loans and down payment assistance and four with mortgage credit certificates.

Community Development Block Grant (CDBG) funds are used to provide Home Remodeling Grants to low-to-moderate income homeowners, as well as two additional programs which help low-to-moderate income seniors with basic home maintenance - including removing unused appliances and furniture, and partnering with DARTS Chore Service program to assist in snow removal and yard maintenance. Plans are underway in partnership with the Burnsville Chamber of Commerce to host another Home Remodeling Fair event in spring 2017.

As part of increased code enforcement efforts, the City has compiled a list of resources for homeowners with financial need to make needed improvements to their homes. These include the Dakota County CDA, Hearts and Hammers, and faith-based groups. The City continued to participate in metro policy meetings suggesting state agencies and/or the Metropolitan Council provide resources for communities to maintain their housing stock. The areas of interest include resurrecting the “This Old House” tax credit program as well as addressing maintenance of existing housing as part of the Metropolitan Council housing initiatives.



Foreclosure Rates

The number of foreclosures in the City continues to decline after a peak in 2010. As of July 2016, there have been 53 sheriff’s sales and 67 Notice of Pendency filings. Last year in total there were 87 foreclosures and 142 notice of Pendency Filings. The number for 2016 are expected to be about the same as last year. A Notice of Pendency is filed by a mortgage company’s attorney as official notification that the foreclosure process has begun. Not all of these result in sheriff’s sales. The 2010 peak reflected 289 sheriff’s sales and 465 Notice of Pendency filed for the same period. Property maintenance staff addresses code issues promptly. Most banks have been receptive to the City’s compliance requests and there have not been major issues with foreclosures in the City.

Group Homes

In 2015 the city manager and members of Community Development, Police, and Fire along with other Dakota County cities, engaged Dakota County Social Services on a discussion regarding state licensed facilities within our communities. The goal is to establish a relationship where the cities and the county can work together to improve the lives of residents and neighborhoods while addressing local concerns regarding licensed group homes and providers. Over the past two years, making the connection with county staff has been valuable for the City and issues are being addressed. The City currently has 60 state licensed residential facilities homes.

Metropolitan Governance and Livable Communities

Every year the City completes a Livable Communities Affordable Housing survey for the Met Council. This information coupled with existing housing stock data determines the City’s Housing Performance Score. The scoring formula was updated for 2015 reporting and gives credit for existing housing stock affordability. The Housing Performance Score is used in Met Council funding decisions including the allocation of transportation dollars and Livable Communities Demonstration Account (LCDA) funds (redevelopment and site clean-up funds). **Burnsville’s score for 2016 is 86/100 points.** Prior to the change in scoring, Burnsville consistently was in the top four scores in the metro. With the changes made effective 2015, many cities scored 100/100, while Burnsville scored 98/100. The scoring was modified effective 2016 to even things. The results for all cities for 2016 was not available as of the preparation of this document.

Regional Planning

As part of Thrive MSP, staff has spent the past two years attending workshops, reviewing plan drafts, and providing feedback on policies and plans that impact to Burnsville - and areas of interest to the City. Staff participated in the Thrive MSP workgroup to develop and test the Local Planning Handbook that will provide the tools, resources and maps to assist communities to complete plan updates. In 2015, the Metropolitan Council formally adopted revised demographic estimates for population, households and employment that are in line with the City's projections. The City received its System Statement from the Metropolitan Council in September 2015. The System Statement identifies the changes made to the regional plans and the minimum changes the City will need to incorporate into its 2040 Comprehensive Plan. The full plan update is due to the Metropolitan Council in December 2018. To date, staff have completed Request for Qualifications (RFQ) process to update the Burnsville 2040 Comprehensive Plan, began work on the Comprehensive Plan with its consultant focusing on community outreach, drafting a project schedule, and convening a citizen's advisory committee as part of its public input process. The project is on schedule to complete in early 2018, well ahead of the due date.



2017: A look forward

2017 Budget Overview

The 2017 Budget allows for:

- Partnering with Burnsville Chamber of Commerce on 2017 Home and Garden Show
- Completion of the 2040 Comprehensive Plan including incorporation of revisions to the Metropolitan Council's regional policy plans (Thrive 2040) and System Statement requirements
- Major software update to Trak-iT including migration to a cloud-based system

Economic Development

Community Development

Primary Services

Under the direction of the Community Development Director, the Economic Development Division provides the following services to guide, facilitate, regulate development and redevelopment, maintain the quality of businesses within the City of Burnsville, as well as foster new growth through economic development:

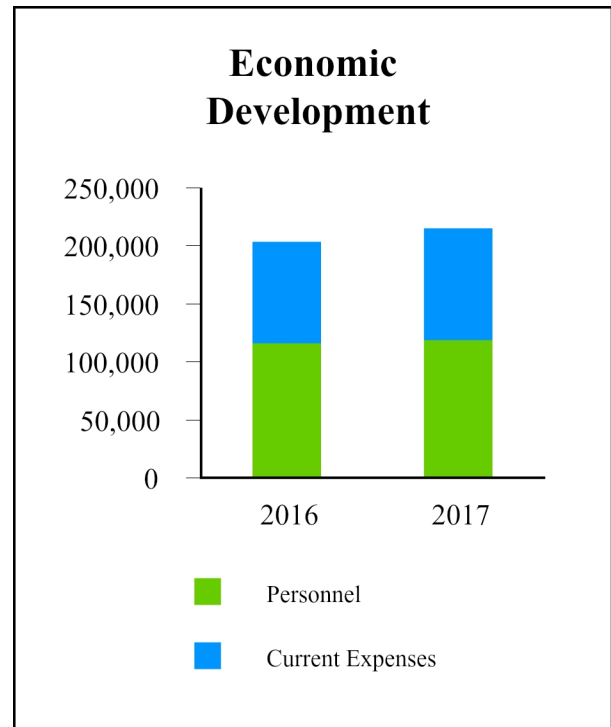
- Burnsville Economic Development Authority (EDA) and Economic Development Commission (EDC) support
- Administration of the City's tax increment financing (TIF) districts, tax abatement and project areas
- Administration and creation of financial incentives and initiatives to encourage business development
- Grant writing
- Cross-divisional development review participation
- Promotion of balanced development and job creation
- Business advocacy within the boundaries of City Council policy
- City representation at business events
- Workforce readiness and development support

2017 Economic Development Budget

EDA Fund Operating Budget: \$214,971

Staffing

1.0 Full-time Equivalent Staff



Alignment with Council ENDS and OUTCOMES

The primary purpose of Economic Development Division is to seek a balance between enhancing the quality of development desired by the community, while promoting an expanding tax base through “development friendly” policies.

2016: The year in review

2016 Accomplishments

- Monitored the City’s Tax Increment Financing (TIF) districts to ensure compliance with contract goals and DEED reporting
- Attracted 31 new businesses to Burnsville
- Participated in Greater MSP efforts
- Updated “Why Burnsville” website
- Transitioned STHEM Initiative to Workforce Readiness Initiative
- Assisted in drafting Host Community Grant amendment legislation
- Met with more than 90 businesses addressing concerns and assisting in identification of opportunities
- Continued communication with Twin Cities Commercial Brokers via e-newsletter and e-greetings, reaching more than 300 recipients’ and staffed an exhibit at the MNCAR Expo which attract approximately 500 commercial brokers
- Continued partnerships with DEED, Burnsville Convention & Visitors Bureau, Burnsville Chamber, Dakota County CDA, Minnesota Marketing Partnership, Dakota-Scott Workforce Development Board (WDB) and EDAM
- Assisted with launch of “Employers of Excellence” program focusing on employee recruitment and retention
- Promoted the “Open To Business” initiative assisting 44 clients in the community
- Joined “Burnsville Promise” Steering committee

2016 Work Session Items:

- Monitored existing contracts
- Identified opportunities and tools for redevelopment
- Retained and attracted businesses
- Fostered partnerships geared toward economic development
- Served as ombudsman for businesses with city -related concerns

**Own a small business?
Want to start one?
FREE CONSULTING
for residents and business.**

burnsville.org/whyburnsville

**Burnsville is...
OPEN
TO BUSINESS**

2016 Performance Measurement Monitoring Data

Consistent with the Council's adopted governance statements, the most important performance indicators are as follow:

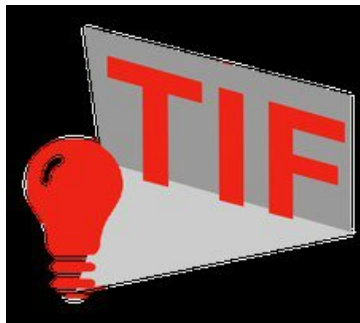
Tax Increment Financing (TIF)

Burnsville's use of Tax Increment Financing (TIF) has been responsible for and effective in building long-term tax base and adding jobs within and outside of the TIF districts. *The primary areas utilizing TIF are Heart of the City (TIF District No. 6) and the Minnesota River Quadrant (TIF District No. 7).*

Over the past decade, the use of TIF has retained and created hundreds of jobs. Burnsville, however, is now more than 98 percent developed and given that TIF District No. 1 expired at the end of 2010 and TIF District No. 2 expired at the end of 2013, the likelihood of additional projects utilizing TIF within the city is decreasing with the exception of the Minnesota River Quadrant (MRQ) and a few select parcels.

In 2008, the State Legislature granted Burnsville special TIF legislation to assist in building needed infrastructure to facilitate redevelopment in the MRQ. This legislation will allow for longer timelines (20 years) facilitating development and allow for pooling of funds within the MRQ and the use of TIF for poor soils. Current special legislation expires in 2018 and City staff worked with legislators to extend and modify some provisions in the special legislation. Unfortunately, the Governor did not sign the bill approving the changes as part of the larger tax bill. Staff will continue to work on this effort in 2017.

TIF District No. 7 (DuPont and Lady Bird Lane area) was certified in 2013 and amended in 2015. The EDA has delayed collection of increment for five years to allow the soils to be corrected and potential development projects to be planned. Infrastructure and soil remediation projects began in 2013 and moved quicker than anticipated. Two major land owners (Astelford and Dworsky) are working with brokers to market their remediated sites.



Tax Abatement

The City has entered into only one abatement agreement with a business, Consolidated Office Systems headquarters (constructed in 2004). This abatement contract expired in 2011. Tax abatement is used in Heart of the City as part of the Ames Center bond financing payments. Collection of this abatement will expire in 2028.

Heart of the City (HOC)

In 2004, the district began receiving tax increment. The district will decertify in 2019. Land devaluation and a slowdown in development due to economic conditions during the downturn will result in less increment than originally planned. A majority of current revenue is used to fund developer pay-as-you-go obligations and debt service payments.

In 2016, the HOC saw the following:

- Limited retail/office space vacant in Grande Market Square, Grande Market Place, and Nicollet Plaza
- Approximately 95 percent of the residential properties currently occupied
- Construction of the final four units at the Villas of Burnsville with two already sold
- Orange Line planning with two stops in HOC
- Events such as 18th-Annual Winter Lighting Ceremony, 10th-Annual International Festival, and the 5th-Annual “I Love Burnsville 5k”

Knight Seed, Phase 2 of Nicollet Plaza, Phase 2 and 3 of Uptown Landing and the former AAA sites remain vacant.



Minnesota River Quadrant (MRQ)

The Trunk Highway 13/County Road 5 interchange project began in 2013 and was completed in November 2014. A process to utilize excess dirt from this project and from the hospital expansion has been used for soil remediation in the Ladybird Lane/DuPont area. An Interim Use Permit (IUP) ordinance for soil mining and construction activity storage was created (2013) to allow for these activities to occur for up to 15 years. This will allow the land owners to continue using their properties as remediation occurs. Astleford has remediated most of their parcels and Dworsky (Park Jeep) finished soil remediation in 2016.

In 2014, the City was awarded a \$90,000 DEED Host Community Grant to be used for planning and design of a new Cliff Road/Interstate 35W Interchange. In 2015, the City was awarded a \$346,250 DEED grant for widening and upgrading Cliff Road and upgrading DuPont Avenue. In 2016, the City received a \$250,000 Dakota County CDA RIG grant for this project. The project was completed in 2016. In 2016, Burnsville was also awarded a \$415,625 Host Community Grant to be used for improvements to Jimmer Avenue and part of Ladybird Lane. Project completion is anticipated in spring 2017. The City is currently marketing three remnant parcels from the Hwy 13/CR 5 interchange upgrade. Proceeds of the sale of the parcels will be shared with Dakota County.

Initiative Transition- Burnsville STHEM Alliance to Workforce Readiness

During 2016, the Burnsville STHEM Alliance (BSA) initiative transitioned to a new initiative - *“Promotion of skilled workforce initiatives.”* The new initiative - *Burnsville Promise* - is reflective of the growing need for a skilled workforce as a retention and attraction tool for business. An executive director was hired in 2016 to carry out its mission - to ensure all Burnsville students pursue post-secondary education and secure meaningful employment. Staff serve as a member of the Burnsville Promise Steering Committee. Additionally, staff have served on the Dakota Scott Workforce Development Board since 2006.



Aging and Obsolete Properties

In 2015, three developers familiar with Burnsville spoke with the Economic Development Commission (EDC) about challenges and options regarding aging and obsolete properties. *Consensus was to review the City’s economic development policies and plan as part of the Comprehensive Plan review process.* The Comprehensive Plan review process began in 2016 and will be completed in 2018.

Economic Development Commission (EDC)

The EDC had an active year resulting in the following:

- Recommendation to the EDA to adopt a TIF contract with Astleford Family Limited Partnership to facilitate the building of a 40,000 square foot facility to allow expansion of Trend Labs. (Trend Labs later decided against the acquisition)
- Participation in the Comprehensive Plan process focusing on the MRQ, Heart of the City, and aging industrial properties
- Review of “Open To Business” and Greater MSP updates
- Review of the City’s Legislative Agenda



Economic Development Partnership

Staff work diligently to maximize the benefit of partnerships with residents and businesses. Some of the most significant on-going partnerships follow:

- Heart of the City (HOC) initiative
- Economic Development Commission (EDC)
- Dakota/Scott County Work Force Development Board
- Burnsville Commercial Real Estate Council
- Burnsville Chamber of Commerce
- Dakota County CDA Economic Development Partnership
- CEO Focus Group quarterly mayor meetings
- Burnsville Convention & Visitor Bureau
- St. Paul Area Association of Realtors
- Burnsville Promise initiative

In 2016, the DEED Host Community Grant (\$415,625) for the Jimmer & Ladybird Lane improvements and the CDARIG grant (\$250,000) for Cliff/DuPont/126th brought the total grant dollars secured for economic development projects to \$3,526,875 over the past ten years. Staff also partnered with other entities to help secure an additional \$1,446,000 in grants for use in training and redevelopment activities during the past ten years.

Burnsville partnered with the City of Inver Grove Heights to amend the Host Community Grant legislation. The Host Community Grant was amended to allow construction jobs to be counted as the “jobs requirement.” The bill language was also clarified regarding the use of grant funds for long-term economic development activities. The amendment will allow for greater use of the grant for infrastructure improvements needed to drive development activity in the MRQ and HOC development areas.. Staff remains proactive in seeking grant dollars to maximize economic development.

The Burnsville Commercial Real Estate Council (BCREC) continued efforts in 2016 to make more brokers aware of opportunities in the City. Over 300 commercial brokers and interested parties receive a quarterly e-newsletter highlighting events in Burnsville. On each holiday, the brokers receive an email “Burnsville Holiday Greeting.” Burnsville is unique with this continuous electronic outreach to the Twin Cities broker community. The “open rate” for these e-publications exceeds typical rates for unsolicited emails. The outreach has resulted in greater communication between the brokers and City staff. Additionally, the City in partnership with the Burnsville CVB staffed an exhibit booth at the annual MNCAR Expo which attracted approximately 500 brokers. Due to limited vacancies and a budget reduction the annual BCREC event did not occur in 2016.

In an effort to foster relationships beyond its borders, **the City continued a relationship with Minnesota Marketing Partnership (state economic development initiative), Economic Development Association of Minnesota (EDAM), Greater MSP, the Minnesota High Tech Association (MHTA) and the Minnesota Commercial Association of Real Estate/Realtors (MNCAR).**

Greater MSP

In its sixth year, Greater MSP is a regional initiative that works to foster attraction and retention of business in the 16-county region. **A true public/private partnership, approximately 80 percent of Greater MSP’s funding is from the private sector. The City continued its annual contribution of \$25,000 which it has done since the initiative’s inception.**

Over the past six years, Greater MSP has created a multi-faceted marketing approach increasing awareness of the region both nationally and internationally. It has been instrumental in partnering on a number of “wins” - business attraction to the region. While to date, the City of Burnsville has not had a “win”, the regional “wins” are thought to contribute to the overall benefit of the region by providing more jobs and opportunities for existing businesses to expand their customer base.

Greater MSP continued efforts in coordinating retention visits with the utilization of “sales force” monitoring software. These efforts help insure companies are not being over-contacted by various groups. In turn, City staff provide Greater MSP with details of the contacts made throughout the year. Burnsville typically generates the most business visits by a city in the region and averages approximately 96 percent retention.

Greater MSP partnered with a number of other organizations to bring the 2016 Ryder Cup and the 2018 Super Bowl to the region. Both events will result in increased occupancy for Burnsville hotels and increased business for surrounding retail and restaurants.

GREATER MSP™

Open to Business

Burnsville participated in the CDA’s initiative to engage Metropolitan Consortium of Community Developers (MCCD) by providing its “Open for Business” program to start-ups and businesses in the County. ***This partnership is an opportunity to provide business services in a very cost-effective manner. The initiative is in its fourth year and has resulted in four start-ups in the City and 114 clients assisted.*** The county-wide cost is \$130,000 and the City’s cost is \$7,500. The Dakota County CDA pays half of the cost. Burnsville has marketed this initiative heavily and consistently ranks first or second in the number of new clients.

Employers of Excellence

The Dakota County Workforce Development Board initiated a new retention and attraction effort in 2016. A consultant was engaged to develop a survey that businesses could complete regarding their employment practices. Every business completing the survey received a report that ranked their efforts against similar sized companies in 37 categories. The report would allow companies to either alter their practices to meet the market or to “promote” to their employees the areas where they exceed market practices. Based on the responses nine companies were named as “Employers of Excellence.” Burnsville marketed this initiative via a number of platforms. Four of the nine companies were Burnsville companies. Staff served on the sub-committee that engaged the consultant and planned the program.

Business Liaison

Economic Development staff serves as the liaison between the City and the business community and often participates in City activities involving businesses. Many of the activities serve to promote the Burnsville business community and development within the city. Some highlights include:

- Welcoming new businesses and coordinating ribbon cuttings
- Providing business assistance information
- Announcing new businesses on the City’s social media networks (e.g. Facebook)
- Announcing new businesses and highlighting business-related events in the *Burnsville Bulletin*
- Assisting in meetings with the business community with other City departments
- Meeting with businesses looking to locate to or expand in the city
- Serving on the Burnsville Promise Steering Committee
- Coordinating with the Burnsville Convention & Visitor Bureau for joint marketing activities
- Promoting economic development messages on electronic billboards
- Maintaining the “Why Burnsville” webpage - a business retention and attraction tool
- Creating “sales flyers” to market City/EDA land for sale

Additional Staff Involvement

City staff also served on the Metropolitan Airports Commission (MAC) Noise Oversight sub- Committee, the League of Minnesota Cities (LMC) Development Finance Committee and Improving Local Economies, and chaired Metro Cities Housing and Economic Development committee.

2040 Comprehensive Plan

The City began a two-year process to complete its 2040 Comprehensive Plan. As part of the process a citizen's advisory committee was formed that included representation from economic development partners and businesses. There are four focus area to be studied: 1) aging industrial, 2) Minnesota River Quadrant (MRQ), 3) Heart of the City (HOC), and 4) Bus Rapid Transit (BRT). The 2040 Comprehensive Plan will attempt to identify and plan for how economic development opportunities can be achieved in each of the focus areas.

2017: A look forward

2017 Budget Overview

The 2017 Budget allows for:

- Continuation of the existing redevelopment initiatives in the HOC and MRQ
- Continued relationship development with businesses and commercial brokers
- Continued funding for the Greater MSP partnership
- Continued funding for the “Open to Business” initiative
- MRQ vision update to reflect the current marketplace
- Research of options for an aging industrial building vitality
- Continued funding to pursue legislative modifications consistent with adopted legislative priorities - specifically to pursue modifications to 2008 MRQ Special Tax Increment Financing legislation to provide for an extension of the district and additional clarification

Planning

Community Development

Primary Services

Under the direction of the Community Development Director, the Planning Division is responsible for short-term and long-range planning regarding land uses within the City. The department provides the following services:

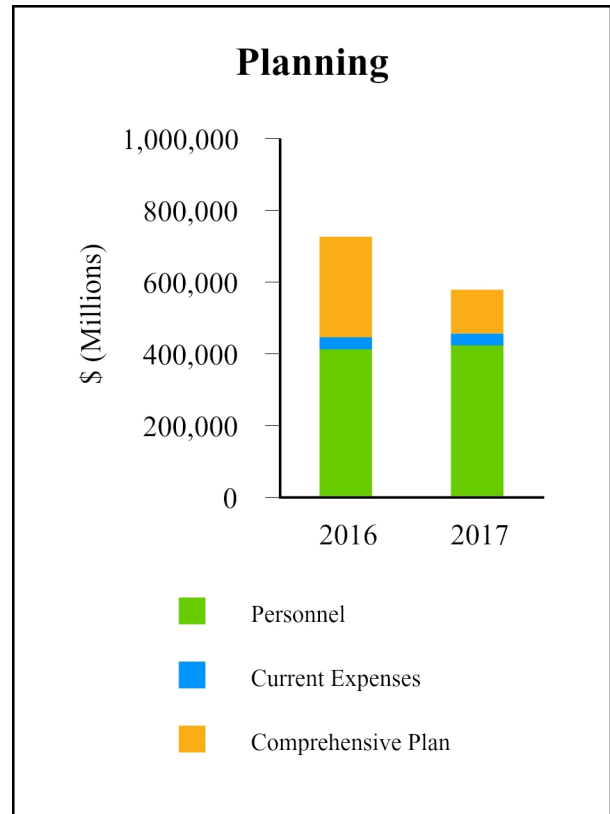
- Planning Commission support
- Development Review Committee (DRC) participation and project review services
- Long-range/Comprehensive planning
- Environmental review coordination (EAW, EIS, AUAR and Environmental Site Assessments)
- GIS mapping
- Group home tracking
- Point of contact for land use and zoning inquiries
- Legal document preparation for land-use clearances, ordinance updates and development decisions
- Project-based research and U.S. Census reporting
- Permanent sign, tree removal and zoning permits coordination and administration
- Building permit review for land use and zoning clearance
- Periodic housing surveys; compile and report on housing data, administer Livable Communities Act (LCA) agreements and coordinate housing related programs with the Dakota Community Development Agency (CDA)
- Zoning, subdivision and FEMA Flood Ordinance administration

2017 Planning Budget

General Operating	\$456,712
Comprehensive Plan	121,580

Staffing

4.0 Full-time Equivalent Staff



Alignment with Council ENDS and OUTCOMES

The primary purposes of the Planning Division is to guide the development review process. This responsibility includes monitoring the quality of all development, promoting balanced growth, redevelopment and sustained viability of housing and commercial/industrial property and participating in redevelopment initiatives.

2016: The year in review

2016 Accomplishments

- Through September 2016, approved 15 Planned Unit Development (PUD) applications
- Began 2040 Comprehensive Plan Update and convened citizen's advisory committee
- Administered the flood plain ordinance and assisted property owners in meeting requirements, processed flood plain map revisions and maintained records so property owners can obtain insurance through the National Flood Insurance Program
- Participated in discussions with MPCA, EPA and Dakota County for proper closure of Freeway Landfill
- Collaborated with the League of Minnesota Cities to address legislative concerns about Temporary Family Health Care Dwellings that would limit local land use and zoning control
- Issued three Conditional Use Permits (CUP)
- Responded to 11 data requests
- Developed Drinking Water Protection ordinance and land-use tracking system for environmental hazards
- Worked with Xcel Energy and Public Utilities Commission for a new natural gas power generator and the extension of a new natural gas pipeline through the Tennesioux Park greenway to provide cleaner power to the Black Dog facility. This work included a significant trail connection along the riverfront

2016 Ordinance Amendments:

- Modified Zoning Code to prohibit vacation rentals in the city
- Updated Sexually Oriented Business (SOB) standards to be reflective of recent court rulings and eliminate accessory SOB regulations
- Adopted new standards for solar installations, new vehicle storage, auto dealership remote storage lots and updated R3D Manufactured Housing District
- Updated HOC1 and HOC2 to allow more businesses and retail uses in the HOC2 zone
- Removed high density uses from the R1, One Family Residential Zone
- Established Interim Ordinance for Legacy Event Signage
- Modified City Code to enhance Code Enforcement including: administrative appeals process, use of parking areas, moved nuisance provisions from Zoning Code to Property Maintenance

2016: The year in review, cont.

2016 Performance Measurement Monitoring Data

Consistent with the Council's adopted governance statements, important performance indicators follow:

Development/Redevelopment

The Planning Department is responsible for development and implementation of the mandated Comprehensive Plan; research and drafting of City code, zoning and subdivision ordinance amendments to keep regulations current; coordinating environmental reviews; managing a progressive development review process to complete project reviews in an accurate and timely fashion; reviewing building permits for zoning compliance and land use clearance; and maintaining/enhancing the City's aesthetic standards.

The department also conducts research and makes recommendations for policy improvement and new policies through the governance process. In addition to public participation and review by the Planning Commission and City Council, the department coordinates development review for all other City departments and government agencies with jurisdiction over the project. In order to enhance community building within the City of Burnsville, department staff is involved in addressing neighborhood issues and assisting in resolving property owner disputes pertaining to land use issues.

The department is also heavily engaged in transit as it is closely related to land use. With the turnover of a planning position this past year, the City hired an experienced planner with extensive transit planning skills. As the Orange Line is being planned for and the opportunities regarding development near the transit way will be forthcoming, the Planning Department has taken a proactive approach to being involved in transit. In addition to being a part of the Orange Line planning, staff is engaged with the County's transit planning effort and participating in the East-West Transit planning which will be completed in spring 2017.

Minnesota River Quadrant

Staff continued to address long-term interim uses in the Minnesota River Quadrant (MRQ). Soil remediation along Ladybird Lane continued and two long-term interim use permits were granted for interim outdoor storage of excess vehicles.

Burnsville Sanitary Landfill remains interested in a potential reconfiguration of its landfill footprint. The change would alter the types of waste accepted and the shape of the landfill. The benefits of the change would be to meet market demands to fill the landfill sooner, better protect wetlands and to be more cost effective in the landfill design. The capacity is expected to remain the same.

There are many agency approvals needed and the discussion is in the early stages. The landfill is not filling at rates previously anticipated, thus extending the payment of host fees and the time that the landfill is in operation in the MRQ - as well as the timeline for future redevelopment. Kramer Mining and Materials (KMM) continues to mine the areas where old power poles once stood and have decided to not mine any further to the east. KMM is open to a large-scale development if the right user approaches. The outstanding issue of quarry depth has yet to be resolved, and staff remains optimistic that this will be done in the coming years. Staff has continued to work with the Minnesota Pollution Control Agency (MPCA), Environmental Protection Agency (EPA) and Dakota County to create a viable long-term closure plan that will protect the environment and provide for redevelopment of Freeway Landfill. It is expected that this work will continue until a solution is achieved. The MPCA is in the process of turning the

remediation and enforcement project over to the EPA who is also in the initial phase of identifying responsible parties. It is anticipated that as the EPA enforcement begins, staff will become more engaged.

The department reviews the City's environmental overlay standards, and ensures that new development and redevelopment occur in an environmentally sensitive manner to preserve and enhance the City's natural resources. As such, *the Planning Department coordinates the environmental review process for projects that meet state thresholds for environmental assessment worksheets (EAW's) and environmental impact statements (EIS's).*

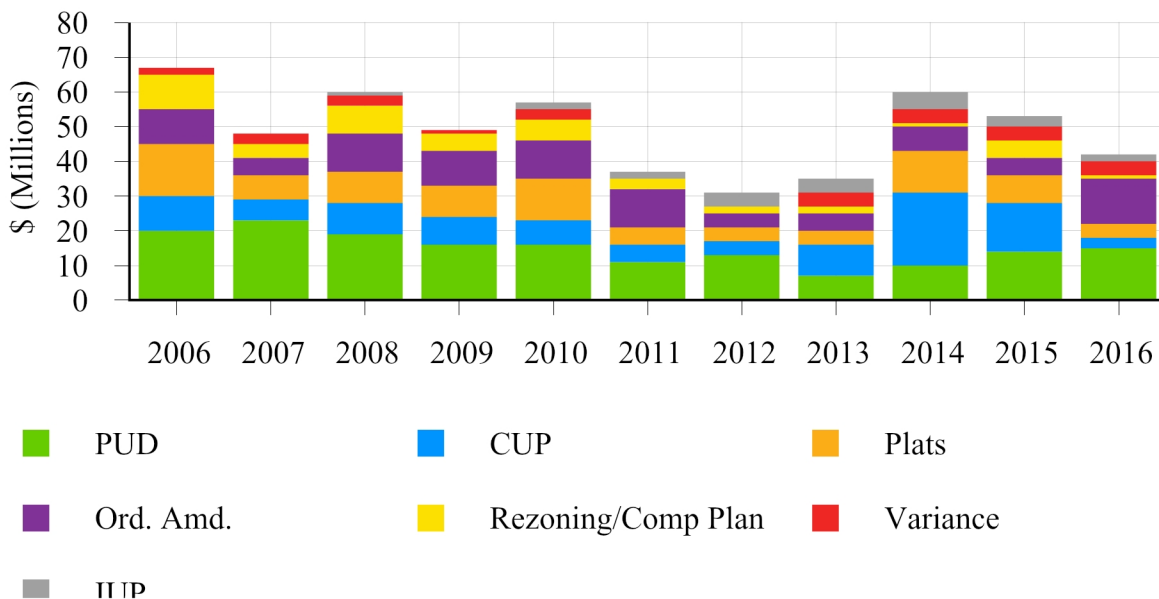
Development Review

Within the overall context of development review activities, the Planning Department coordinates with developers and land owners to design projects to improve vehicle and pedestrian accessibility, circulation and access management, as well as to link private development to public sidewalks, trails, greenways, transit and transportation services/facilities. Standard development review includes coordination with Minnesota Valley Transit Authority (MVTA), MnDOT, Dakota and Scott counties, Federal Aviation Administration (FAA), Union Pacific Rail Road, MnDNR and the US Army Corps of Engineers for properties that access or are proximate to existing and planned transportation, freight, navigable waters (Minnesota River) and transit facilities/services.

The Department processed the land use applications for the City to construct a regional river trail on Xcel Energy and the Black Dog Plant property adjacent to the Minnesota River. The trail and upgrades to the City's Minnesota Riverfront Park began this year and are anticipated to be completed in 2016. This future trail is significant for the region and is an extension of the Big Rivers Trail through Dakota County including connections into downtown St. Paul and the Minneapolis regional trail systems.

The results of planning, housing and redevelopment activities can be illustrated in permit activity and valuation, and estimated total market value. (NOTE: 2014, 2015 and 2016 data are 12 month data from October 1 of the previous year to September 30 current year data. All previous years are nine months of data from January to October.)

Development Review Activities By Year



Development Review Activities:	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Planned Unit Developments (PUD)	20	23	19	16	16	11	13	7	10	14	15
Conditional Use Permits (CUP)	10	6	9	8	7	5	4	9	21	14	3
Plats	15	7	9	9	12	5	4	4	12	8	3
Ordinance Amendments	10	5	11	10	11	11	4	5	7	5	13
Rezoning/Comp Plan Amendments	10	4	8	5	6	3	2	2	1	5	1
Variances	2	3	3	1	3	—	—	2	4	4	4
Interim Use Permits (IUP)	—	—	10	—	2	2	4	3	5	3	2

NOTE: 2014, 2015 and 2016 data are 12 month data from October of the previous year to September current year data. All previous years are 9 months of data from January to October.

The above charts indicate that the development peaked ten years ago. There were 42 development applications processed in 2016; however, the number of ordinance amendments were the highest for the past decade and significantly higher than the previous four years. This is due partly to changes needed to address code compliance and increased litigation. During the recent recession there was a downturn in the number of development applications (31 processed in 2012), which allowed time to modify and streamline requirements and processes. With the City nearly developed, development applications are typically more complex requiring a higher level of coordination and staff involvement to assist applicants to find solutions to land and real estate issues. Staff must anticipate all aspects of each development, conduct public hearings and neighborhood meetings and attempt to balance competing interests. Each review takes a minimum of 45-60 days and a majority of applications contain multiple requests.

Building Permits, Plat Applications, Variances, CUPs, PUDs and IUPs

In addition to development review activities, the department reviewed 390 building permits for zoning compliance, issued more than 94 permanent sign permits, 33 zoning permits and processed the following from October 2015 through September 2016:

- 61 Zoning Letters
- 5 Zoning Verifications
- 3 Temporary Sales Permits
- 1 Waiver of Subdivision application
- 3 Environmental Inquiries
- 3 Public Information Requests
- 1 Appeal - Reasonable Accommodation - Federal Fair Housing Amendment Act
- 1 Tree Removal Permit



These figures are less than 2015 activity, which was more than double the activity from 2012.

In 2016, staff processed residential plat applications for Summit at Buck Hill 3rd Addition (32 townhome units and Jenkins Estate on Crystal Lake (1 single family lot). Two commercial plats were processed for Kami 2nd Addition (1 commercial lot) and Burnsville Commercial Park 2nd Addition (1 commercial lot).

Four variance applications were processed for setbacks and two were processed for lot area.

Through September 2016, the Department processed Conditional Use Permits (CUP) and amendments for the following:

- Floodplain CUP to allow Cemstone to construct a building on fill
- CUP to allow Bass Lake Properties to utilize an outdoor patio on Highway 13 West (Former Thunder Alley Restaurant)
- Metro Center LLC to allow a sports performance training facility on CR42

During the same time period, the Department processed Planned Unit Developments (PUD) and amendments for the following:

- K2 Real Estate LLC to allow a permanent display area for Northern Tool and Equipment
- Kami Inc. for 2 multi-tenant commercial buildings northeast of Williams Drive and Morgan Avenue South
- Eleven Investments to allow Personal Services (Hair Salon & Medical Aesthetician) in Frontier Court
- Costco Liquor Store Expansion
- M-M Burnsville Associates LLC for a new ALDI Grocery Store
- Bidhipur Properties for the addition of outdoor dining at Nutmeg/India Palace
- KMM for final mining boundary and edge treatments at the quarry
- Soccer Blast to allow the dome to be used on an interim basis for one year
- iMETRO to remodel the former Mill End Textiles to four new tenant bays with drive thru at Towne & Country Shopping Center
- GH Minnesota Properties LLC to construct two office buildings with an outdoor storage lot on the property formerly owned by the City (southeast of Cliff Road & River Ridge Blvd.)
- Donnay Homes to construct a 32 unit townhome project on the west side of Burnhaven Drive and north of Greenhaven Drive
- Bidhipur Properties to change exterior materials for Nutmeg brewpub
- Cemstone to construct a 4th building on the property they lease from KMM
- Two applications for Eleven Investments for a community center/prayer hall and separate daycare business were denied

Interim Use Permits (IUP) and amendments were processed for:

- Dupont Biynah Birch LLP for an outdoor storage of vehicles off Dupont Avenue
- Burnsville Leasing LLC for outdoor storage of excess vehicles off Cliff Road West
- LaLaLa, LLC for soil stockpiling and processing in the Minnesota River Quadrant (MRQ)

Staff spent considerable time on applications that are still in process including LaLaLa, LLC soil stockpiling and processing, Rambush Estates, Surkamp Siding Permit, Kuchar Solar Panels, and Cliffview Plaza exterior materials zoning matters. There is typically not a cost recovery for such work as they are related to permits or code enforcement.

Electronic Document Management

Throughout the year, staff continued to leverage the City's electronic document management system, Laserfiche, to scan and index documents for more efficient search and retrieval of data and to more efficiently manage document retention. File preparation and scanning of permanent building permit records started with the assistance of several volunteers and included engaging a third-party vendor to scan document files and then transfer the digital data back to the Department for input into Laserfiche. More than ninety percent (90%) of building permit files (12,580 residential properties) have been scanned by three volunteers who have worked over 1,196 hours to date. It is anticipated that all of the residential building permit files for lots within subdivision plats, will be scanned over the next six months. Electronic data has been very helpful with the ever increasing data requests.

The Planning Department has scanned 4,684 documents or 228,387 pages of Planning Commission Agenda Packets and Minutes and Planning Case Files to date.

2017: A look forward

2017 Budget Overview

The 2017 Budget allows for:

- Preparation for the 2040 Comprehensive Plan which is due in 2018
- Assisting with the implementation of the City's sustainability plan
- Continued redevelopment efforts in the HOC and MRQ
- Development of work plan items for the Planning Commission
- Continued scanning and indexing of paper files into the City's Laserfiche system for easy and efficient document search and retrieval
- Special Event Permit process improvements (may include ordinance amendment)
- Orange Line Station planning

Protective Inspections

Primary Services

Under the direction of the Community Development Director and the Building Official, Protective Inspections provides the following services:

- Plan review for residential and commercial properties
- Clearinghouse for the issuance of building, mechanical, electrical, plumbing, erosion control, grading and sign permits.
- Field inspections
- Enforcement of building, plumbing, electrical and mechanical codes (i.e. new and existing building construction for fire, life, health and safety)
- Local licensing of contractors
Act (LCA) agreements and coordinate housing related programs with the Dakota Community Development Agency (CDA)
- Zoning, subdivision and FEMA Flood Ordinance administration

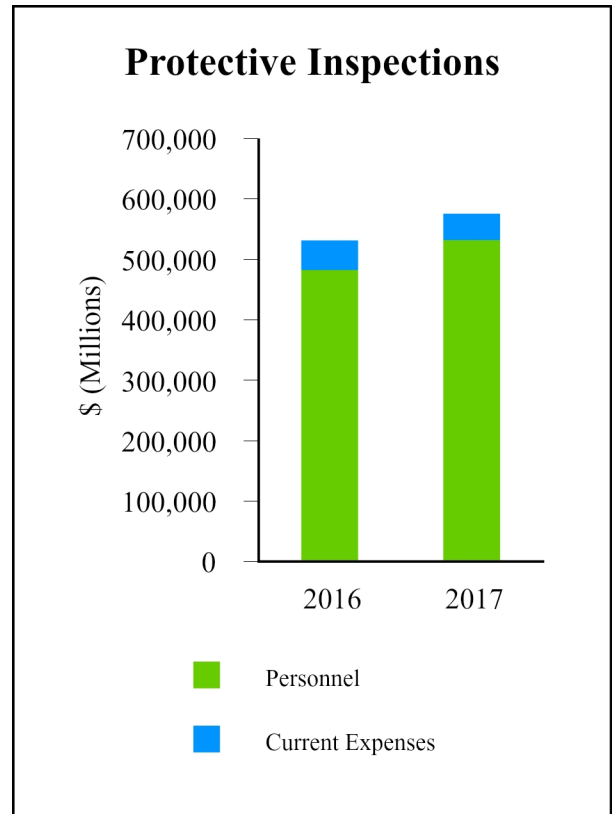


2017 Protective Inspections Budget

General Operating \$575,592

Staffing

7.0 Full-time Equivalent Staff



Alignment with Council ENDS and OUTCOMES

The primary purpose of the Protective Inspections Division is to safeguard life, health, property and public welfare through a common sense approach to code enforcement. This approach is based on a tradition of strong customer service.

NEIGHBORHOODS
Residents and Businesses feel connected to their neighborhoods

DEVELOPMENT / REDEVELOPMENT END STATEMENT
People find Burnsville a balanced City of residential and business development enhanced by redevelopment.

2016: The year in review

2016 Accomplishments

- Provided inspection and plan review services for:
 - Fairview medical office building clinic buildouts
 - Aldi demolition and new building
 - Burnsville Toyota expansion
 - Northern Tool office and warehouse remodel
 - Town and Country reconstruction for Jimmy John's and Von Hansen's meat market
 - Nuss Trucking remodel
 - River Church office headquarters building remodel
 - Bosch building interior remodel
 - District 191 multiple school projects for electrical and plumbing
 - Tenant finishes at Burnsville Center
 - Expansion of India Palace / Brew Pub
- Educated property owners regarding permit requirements, licensed contractors and state building codes
- Continued work on Reduced Pressure Zone (RPZ) testing program and on a citywide Fats, Oil, Grease (F.O.G.) program
- Continued education on code adoption at the State and complex contractor licensing
- Provided a training session at the Burnsville Home and Garden Show on how to apply for home building projects, such as additions, decks, retaining walls and windows
- Updated City Code
- Responded to 42 requests for data

Improving Processes Through Efficiencies:

- Combined desktop and mobile computing technology into one device and workstation reducing maintenance efforts and costs and allowing inspectors full access to server and desktop applications.
- Entered into a Joint Powers Agreement with Dakota County to contact and track all the septic pumping and maintenance and report on the results to the State
- Began utilizing new fleet management software for vehicle tracking
- Received State plumbing delegation for plan review and inspections of commercial buildings, State projects and State License facilities
- Added a full-time plans examiner for residential and commercial building projects
- Continued document scanning into Laserfiche for more efficient access to working and historical files

2016: The year in review, cont.

2016 Performance Measurement Monitoring Data

Consistent with the Council’s adopted governance statements, important performance indicators follow:

Overall Market Value Growth/Positive Perceptions of Building Safety, Neighborhoods, Development

A strong customer service approach leads to achieving the following standards:

- **PLAN REVIEW:** Building plan review response within five (5) working days after submittal for residential and two (2) weeks for commercial plans.
- **PERMITS:** All permits are issued within 24 hours after plan review and payment for permits.

Activity	2011*	2012*	2013*	2014*	2015	2016
Plan Review -						
Number of plans reviewed	370	438	468	488	421	412
Permits Issued -						
Number of permits issued	5,965	6,602	7,007	7,254	5,332	5,124
Field Inspections						
(Building, Plumbing, Heating, Electrical, Gas, Sewer & Water)	6,385	7,103	6,024	6,766	5,860	5,206

*fiscal year * and data is October 1 to September 30th for the 2015 and 2016 year

“Plan Review” and “Permits Issued” are projected to show a slight decrease from 2015. The number of field inspections is estimated to decrease increase slightly as well in 2016. This is believed to be partly a result of fewer remodeling permits than in recent years.

Inspections

The department experienced a shift in resources in 2016. The full time Electrical Inspector position transitioned to 0.5 FTE (half time). The remaining 0.5 FTE was combined with seasonal building inspector resources and plan review consultant resources to create a full time 1.0 FTE plan examiner/building inspector position. This budget neutral shift will provide staff resources year-round and fills a gap in services that has been missing since 2009. Electrical inspection will still occur at the local level, rather than the State.

With the departure of the former Plumbing and Mechanical Inspector in the spring of 2015, the State Commissioner of the Department of Labor and Industry (DOLI) removed the State delegation authority from the City for commercial plumbing code plan review and plumbing code inspections on buildings that are funded or licensed by the State (e.g. public schools, hospitals and extended care facilities). The current Plumbing Inspector earned the State Delegation authority back to the City of Burnsville in early 2016. The State still retains building and HVAC delegation authority for State licensed facilities that occurred in 2014. Staff is working to regain this delegation as resources allow.

The City also entered into a Joint Powers Agreement (JPA) with Dakota County to manage septic inspection monitoring. Systems are required to be pumped every three years. Dakota County is better equipped to track and

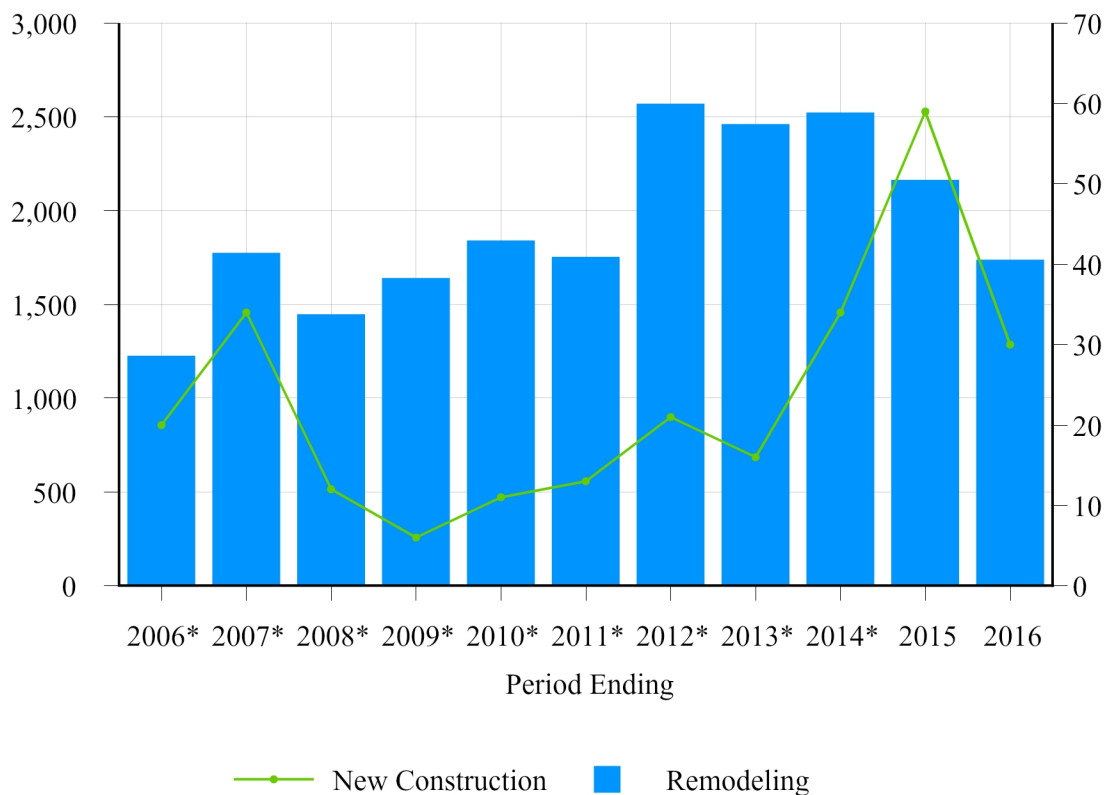
monitor this requirement as they deal with many more septic systems through the county. The JPA will cost the City \$500 per year, but save staff time to track and monitor the couple hundred septic systems in the city.

Residential Construction Permits

In 2016, more than 1,737 residential remodeling permits and 30 new residential construction permits were issued. The graph below illustrates residential construction permit activity from 2006 to the present. **Since the 10-year low in 2009, there has typically been an annual increase in the number of new construction permits for residential units.** This increase is positive considering the limited land in the City for residential subdivisions.

Residential remodeling permits have decreased in 2016 to a level more consistent with pre-recession numbers. While there is no certain cause, the number of remodeling permits have decreased at a time when home values are at pre-recession levels - meaning the opportunity to buy a home at a lower cost, remodel, then sell at a higher cost has dwindled. The number of closings have also decreased substantially. The Department anticipates that in 2017, the number of remodeling permits will be lower than recent years.

Residential Construction Permits



	2006*	2007*	2008*	2009*	2010*	2011*	2012*	2013*	2014*	2015	2016
New Construction	20	34	12	6	11	13	21	16	34	59	30
Remodeling	1225	1774	1447	1641	1840	1753	2569	2461	2522	2164	1737

*fiscal year * and data is October 1 to September 30 for the 2015 and 2016 year

In 2016, the city saw an increased number of new residential construction permits compared to the previous ten years. The development of River Valley Commons, The Summit at Buck Hill and Rose Bluff account for the majority of new homes in Burnsville. These three projects will continue to provide for the majority of new home construction in 2017. Staff projects the number of new home construction to be about the same or slightly lower for the next year.

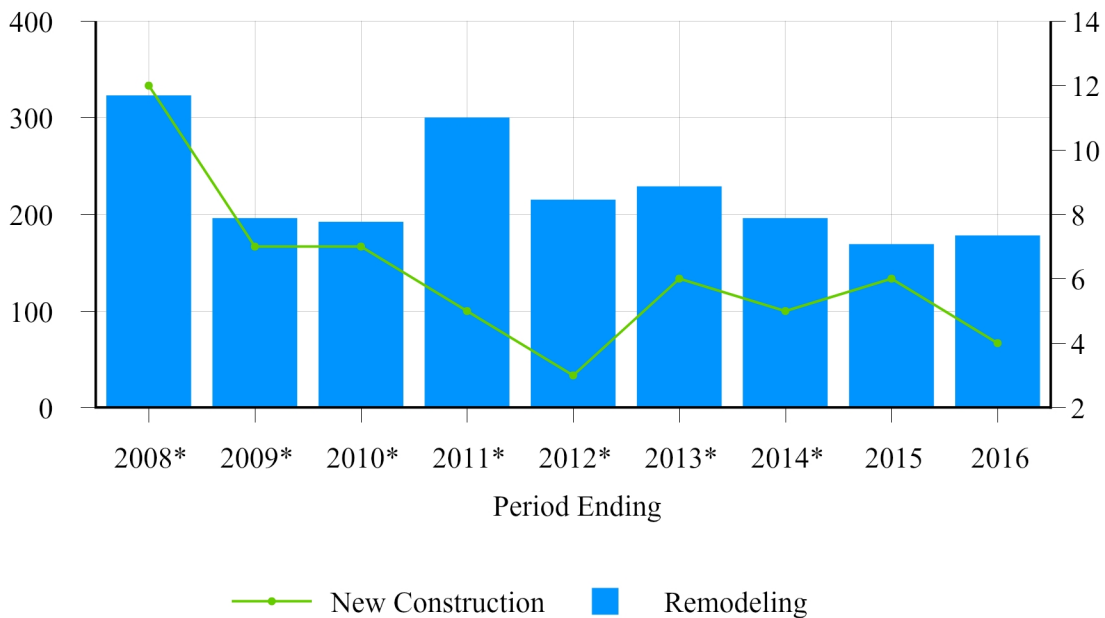
The City continues to respond to the needs of new development while preparing for the future redevelopment of aging residences and businesses. Burnsville is more than 98 percent developed, meaning most of this department’s focus is on redevelopment such as residential remodeling, infill and commercial/industrial development. Staff continue to ensure that policies and procedures are in place to support current permitting trends.

In 2016, 17 residents qualified for the Permit Rebate Plan, a program that refunds permit and plan review fees for qualified homeowners who make significant expansions to their homes. The number of qualified homeowners participating in this program is consistent with past years - 13 qualified in 2012, 10 qualified in 2013, 12 qualified in 2014 and 20 in 2015. This program was evaluated in the first quarter of 2016 and was extended an additional three years until December 31, 2018. At which time the program will be reviewed again during the first quarter of 2019.

Commercial Construction Permits

In 2016, there were 4 new commercial construction (Aldi Foods, Lac Lavon Ball Field, Colonial Villi Apartment Garages, and Cemstone Breakroom Building) and 178 commercial remodeling permits issued. In comparison, the City issued six new commercial construction and 169 commercial remodeling permits in 2015. This steadied trend for commercial construction is consistent with the market and leveled trend of residential construction.

Commercial Construction Permits (units)



*fiscal year * and data is October 1 to September 30 for the 2015 and 2016 year

Total Market Value

A more comprehensive view of annual total market value (TMV) can be achieved by combining commercial with residential remodeling and commercial with residential new construction. The chart below shows that although the volume of new construction permits vary, the volume and value of remodeling permits remains high. Based on this data, one can reasonably conclude that people are investing in their properties via additions and remodels. The department has received a YTD total of approximately \$42 million of value added from October 1, 2015 to September 30, 2016, which is less than the previous five years.

Total New Construction



	2009*	2010*	2011*	2012*	2013*	2014*	2015	2016
Remodel / Addition	\$26.8	\$42.1	\$35	\$45.8	\$47	\$56.5	\$50	\$39.4
New Construction	\$18.8	\$24.3	\$47.7	\$15	\$23	\$9.5	\$15.3	\$13.2

*fiscal year * data is October 1 to September 30 for the 2015 and 2016 year

In 2016, new residential and commercial value totaled approximately \$13.2 million and remodeling residential and commercial totaled approximately \$39.4 million in added value. ***The department projects a slight decrease in remodeling permits and sees slightly lower added value for 2017.*** Stabilization and little growth in value is anticipated as the economy improves.



Other Department Projects

In 2016, the new fleet management system has been used to manage fleet maintenance schedules and staff and vehicle efficiencies.

The Department is also training and preparing for a major system update to the permit tracking software in January 2017 to provide additional tools, improve public interaction and enhance system functionality. Permits will be more accessible than with the current software version and give staff full access to the permitting and tracking program, which is not available with the current software.

New mobile computers continued to replace aging desktop and mobile devices resulting in less devices for IT to maintain and more data access for the inspectors while in the field and in the office.

Protective Inspections staff hosted training this fall for the Northern Dakota County Building Officials Meeting. Topics included manufactured home regulations and electronic plan review for building, plumbing and HVAC projects.

Additionally, Inspection staff began reviewing local licensing requirements and enforcement procedures for holding local contractors accountable to obtain permits this past fall. A comprehensive review of the City Code will provide revised procedures for enforcing license requirements fairly throughout the City.

2017: A look forward

2017 Budget Overview

The 2017 Budget allows for:

- Continued collaboration with Fire department, Code Enforcement and Licensing Division
- Continued public education on permits and inspections through the Burnsville Bulletin, brochures and other City information sources
- Continued utilization of Laserfiche for more efficient retention management and search/retrieval
- Launch of new/additional online services with regard to permits
- Property owner education to ensure safe and code-compliant properties
- Funding of JPA with Dakota County for monitoring, tracking and documentation of septic pumping
- Improvements with internal processing such as enhanced utilization of CRW (SunGard)
- Continued support to pursue State delegation agreement from DOLI for inspections of State-funded and licensed properties to ensure a high level of customer service
- Implementation of new Reduced Pressure Zone (RPZ)

Licensing & Code Enforcement

Community Development

Primary Services

Under the direction of the Community Development Director and Licensing and Code Enforcement Coordinator, the Licensing and Code Enforcement division provides the following services:

- Review, issuance and enforcement of rental, massage, liquor, gambling, and tobacco licenses
- Proactive and complaint-based code enforcement related to business licensing, property maintenance, health nuisance and zoning codes
- Issuance of temporary sign and special event permits

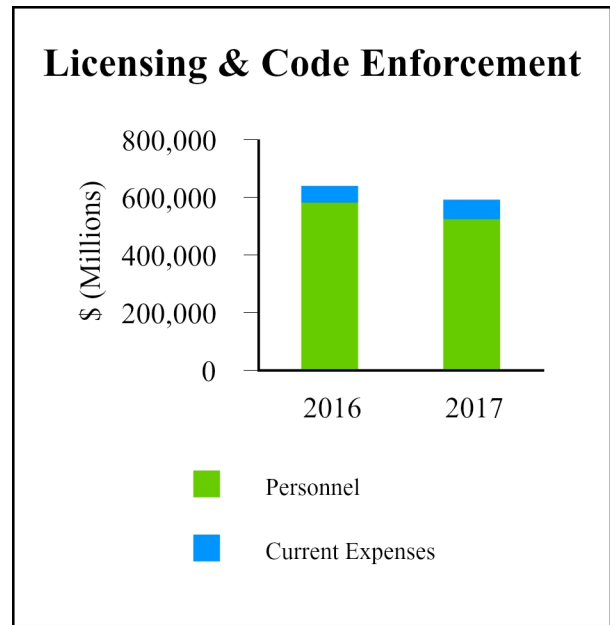


2017 Licensing & Code Enforcement Budget

General Operating \$591,306

Staffing

5.5 Full-time Equivalent Staff



Alignment with Council ENDS and OUTCOMES

The primary purpose of the department is to safeguard life, health, property and public welfare through a common sense approach and reasonableness to licensing and code enforcement. This approach is based on a tradition of strong customer service.

NEIGHBORHOODS END STATEMENT:
People feel connected to their neighborhood.

2016: The year in review

2016 Accomplishments

- Adopted 2015 International Property Maintenance Code (IPMC) providing nationally recognized property maintenance standards and is used in more than 36 states in the US
- Updated the therapeutic massage ordinance to strengthen the licensing and educational requirements for practitioners and close out loopholes for law enforcement.
- Launched online rental license renewals providing landlords a convenient way to renew their rental licenses 24x7
- Licensed the first brewpub in Burnsville
- Completed all proactive inspections citywide within three-year period as directed by Council
- Entered into an agreement with Camelot Acres LLC (“Arbor Vista” Manufactured home park) for code compliance
- Issued only 27 citations - the lowest number of citations issued since the program started. This has reduced legal expenses and staff time as well as reduced the burden on the court system
- Responded to 337 public data requests concerning assessments and violations

Successful Implementation of Appeals Process:

- Implemented administrative appeal process into City Code providing a mechanism to find resolution without court hearings



2016: The year in review, cont.

2016 Performance Measurement Monitoring Data

Consistent with the Council's adopted governance statements, the most important performance indicators follow:

Proactive Inspections

The proactive inspection process has entered into its fourth year and has shifted to reinspecting areas that initially launched the program. While staff revised or updated ordinances that were ineffective or were outdated due to statutory changes, the Department continued to encounter challenges to those areas of code that are complex or open to interpretation. Staff focused on eliminating, updating or introducing new ordinance language that can be clearly understood and applied by residences so that violations can be avoided. One example is a complete overhaul of the property maintenance code (1998) to the 2015 International Property Maintenance Code (IPMC) which serves as the model code for 36 states and thousands of cities in the US.

Code Enforcement/Rental

Inspections Code enforcement inspectors are responsible for rental and other licensed establishment inspections, property maintenance and all general code enforcement within an assigned geographical area. Since this transition in 2014, Code Enforcement Inspectors have gained considerable experience in all areas of code enforcement so they are better able to monitor compliance across their assigned areas. This change provides versatility for staff to respond to complaints or routine inspections. Further, staff are more efficient in addressing code enforcement concerns geographically and can address multiple properties easily during the day. Staff have been better able to monitor compliance and much more rapidly address complaints in a timely and efficient fashion. All inspection staff are certified as Residential Property Inspectors by the International Code Council (ICC).

Licensing Enforcement and Administration

Licensing staff are charged with ensuring that most licensing activities in the city are in compliance with applicable Federal, State and local requirements prior to licensing. Business license applications are carefully reviewed, scrutinized and processed according to those laws. Further, Licensing staff are responsible to ensure that all license renewals are sent out and returned with appropriate fees and background checks, if required. Staff are also responsible for preparing Council backgrounds and resolutions for licensing activities. Areas of regulation include liquor, massage, rental, tobacco, wine, gambling, second hand goods, reseller, and temporary liquor. Licensing administrative staff schedule inspections for inspectors. Further, they may receive complaint calls or data requests regarding aspects of the program. Licensing administration staff are department contacts for inspection software and several of the GIS mapping functions that are being developed. **Licensing and Code Enforcement staff responded to 337 requests for data in 2016.**

The part-time licensing inspector position has been eliminated and resources shifted internally. The proactive inspector will now assist with some rental licensing inspections and other property maintenance enforcement. The department will utilize consultant services to assist with proactive code enforcement and property maintenance complaints during peak periods. This structure will also provide flexibility to place resources where they are needed most peak periods or during staff absences such as vacation time.

Licensing and Code Enforcement inspections play a key role in measurement and establish expectations with business operators. Inspections data follows:

	2013	2014	2015	2016
Proactive program	1,914	1,823	1,865	2,170
Code enforcement*				2,505
Licensing enforcement			196	31
Complaints (non-staff)	=	=		1,764
Total	5,089	5,414	4,732	6,470

*Includes property maintenance, zoning, nuisance, and unfounded investigations based on geographical area.

Violations

Since October 1, 2015 to September 30, 2016 staff has performed 6470 enforcement inspections (including reinspections) with compliance orders for 5,415 single code violations observed. Many more properties were inspected as part of the windshield inspection of neighborhoods.

Violation summary data

Types of violations in 2016 were similar to prior years' violation types but reflected a significant reduction in numbers for almost all violation types. One exception, however, was for trash cans in view. This would suggest an opportunity to change enforcement tactics to reduce violations. Further, staff will work to develop new communication tools to educate residences and increase compliance in this area. Future implementation of administrative citations may reduce the number of violations as well (i.e having a nominal fine for visible trash cans vs. a more expensive re-inspection fee).

From a review of the data, an assumption can be made is that residents are now familiar with the ordinances and are making active steps to prevent violations. This is reflected as well in the higher compliance rates with only a single notice. Trash cans in view continue to be the most common violation, followed by exterior storage violations such as construction materials, equipment and "clutter" left outside the residence and observed from the public street. This may be due to the increase in single family rentals that have not had prior inspections. It can be suggested that a spike in the long weeds and grass violations are a result of a very wet summer. The decrease in accessory structure maintenance appears to be a result of significant changes in building code and legal action involving the manufactured home parks.

Top 10 Code Enforcement Violations in 2016*

Type of Violation	2013	2014	2015	2016	% Change*
Trash Cans in view	629	618	689	814	18%
Exterior Storage	338	371	292	253	(13)%
Exterior Structure	246	317	334	274	(18)%
Interior Structure	267	286	292	249	(15)%
Plumbing systems and fixtures	269	277	287	218	(24)%
Electrical equipment-installation	199	235	279	249	(11)%
Fire Protection	-	225	275	233	(15)%
No license violations	269	209	173	84	(51)%
Weeds and Long Grass	155	162	132	185	40%
Accessory structure-maintenance	182	161	111	17	(85)%

*Percent change from previous year

Enforcement Results

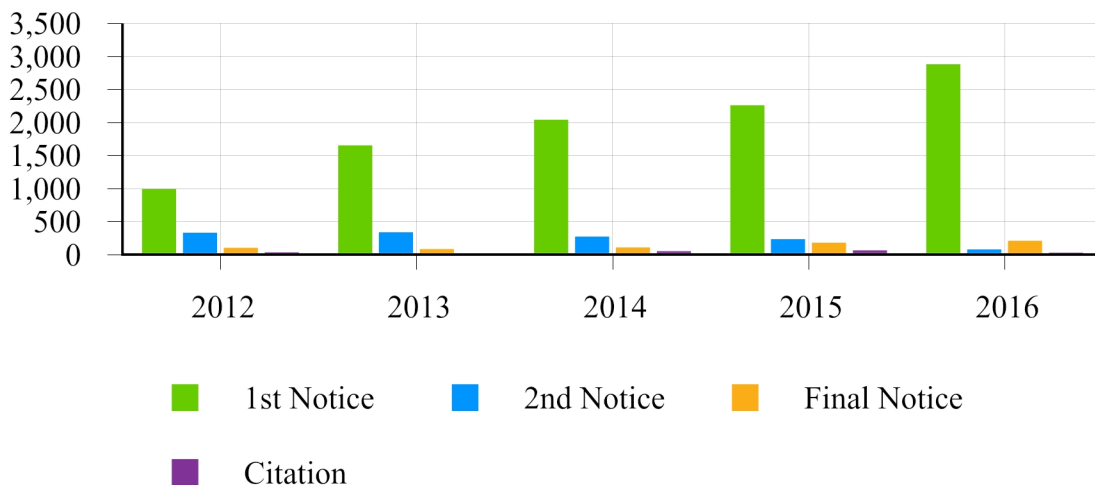
Between October 1, 2015 and September 30, 2016, Licensing and Code Enforcement staff sent more than 3,192 Notices of Violation. The data that follows, however, does not reflect the total number of violations, as a single notice may contain more than one violation.

Of “First Notice” letters sent, nearly 93 percent of property owners achieved compliance and did not receive a Final notice-or reinspection fee. Upon receipt of a “Final Notice,” compliance is nearly 93 percent. Those owners non-compliant after a “Final Notice” also receive a reinspection fee, but correct the violations before a citation is issued. More importantly, in 2016, less than one percent (1%) of properties that received written notices eventually received a citation and required court appearance. This continues the trend observed in past years despite the elimination of one compliance period.

Trash cans in view, exterior storage and weeds or long grass violations are relatively unchanged from previous year’s data suggesting a combination of further education and enforcement may be necessary. The rental inspections continue to note property maintenance and building code violations that are unsafe, unpermitted or illegal.

Enforcement data follows:

Summary of Violation Notices Sent by Year Period of October 1 - September 30



*From October 1 to September 30, 2016 this data includes all enforcement actions involving at least one or more notices of violations for entire department. It is not a measurement of violations. The decrease in 2nd Notices is primarily due to “carryover” from the change in “10-7-7” policy to “10-7”. Further, staff may choose to send a second notice to ensure that due process is followed or if a second notice may be warranted.

Code Enforcement Program

Licensing and code enforcement staff has become effective at gaining compliance using clear communication, education and the appropriate enforcement tools. Inspection staff continued to work closely with all property owners (both commercial and residential) who may be reported and who may have code violations occurring on their property.

The proactive program recorded 858 cases in which at least one violation was noted and enforcement action started. Inspectors completed the Council goal of canvassing the entire city within three years. Many properties had no violations that could be observed from the public right-of-way. Staff also engaged in public education working with residents and property owners to gain compliance through onsite meetings with residents, providing workshops to demonstrate simple and effective tools for compliance and being accessible to answer questions regarding violations. As requested by the City Council, a three-year review of the program was presented and direction was given to continue the program even though revenues could not support the program alone, but was still regarded as a benefit to the city.

As of September 30, 2016, the total number of licensing and code enforcement violations recorded was 5,415 (properties may have multiple violations). It should be noted that this number does not include properties that were inspected and found to be compliant. Therefore, the number of inspections performed is much greater.

The division continued the use of volunteers. As of September 2016, volunteers assisted inspectors with data entry, mailings, scanning of documents, and sign enforcement. Volunteers help to improve efficiency and allow staff to address code compliance issues in a more timely manner.

Two significant enforcement changes were adopted by the Council in 2016: 1) administrative hearings and adoption of the 2015 International Property Maintenance Code (IPMC). Administrative hearings allow property owners to appeal violations as an alternative to relying on the district court system. The second change - adoption of the 2015 IPMC – allowed the City to put a standardized code in place that is used throughout the US which will allow for consistent and uniform enforcement.

Rental License Program

Compliance was favorable with rental licensing on most of the large complexes. Those businesses typically have available maintenance personnel and professional managers. The complexes that have experienced issues have generally been deficient due to high turnover in either of those two areas.

The department recorded the following regarding tenant behaviors that were enforceable as “strikes” for the multi-family rental units. Examples of tenant behavior that may be considered “strikes” were disorderly conduct, illegal drugs, loud noise and similar violations. The expectation is that the landlord will take appropriate action to deal with these “strikes” to ensure they do not repeat. All “strikes” are determined by the Police Department and are reported as a violation against the rental license. For those that receive three or more “strikes,” resolution is achieved generally through mutual termination of the lease with the tenant instead of eviction. In 2016, there is an of decrease of 12 percent (12%) in “strike” violations from 2015.

Strike Violations in 2016*

Year	First Strike Letter	Second Strike Letter	Third Strike Letter	Four or more	Total
2013	243	51	17	6	317
2014	189	54	12	2	257
2015	235	48	15	3	301
2016	210	34	12	9	265

*October 1, 2015-September 30, 2016

Entering into its fourth year, the rental inspection program data suggests that most property owners/managers are planning and preparing for the inspections. Staff note exceptions with new rental property owners or new managers who are not familiar with the expectations of the rental program. Most experienced property owners are actively checking units ahead of time and preparing them prior to the inspection. They are checking smoke detection and making repairs to improve the general condition of the units. This greatly reduces the likelihood of major violations and subsequent enforcement action. City inspectors are now being viewed as a resource to help the business operate successfully and the tenants express the support they can receive when there are problems or concerns that go uncorrected.

A summary of rental licenses indicate that multi-family units have remained static with no new apartment complexes or additions having been built. However, there has been a dramatic shift in all other rental licenses. The waning of the housing crisis appears to have reduced the number of single family homes that have been rentals. Staff report that many previous rentals have been sold and are now owner occupied. Further, many of the rentals that were reporting being “underwater” are now reoccupied by the owners or have been sold. Additionally, there has been increased pressure by the associations to restrict members from renting their property or by enforcing already existing by-laws.

Projected Rental Licenses for 2016*

*This includes projected renewals through December 31, 2015.

Type of Rental Unit	2013	2014	2015	2016	Change from 2016 (+or-)	% Change
Multifamily Units	7,577	7,577	7589*	7,589	—	—%
Individual units in association	458	716	862	653	(209)	(24)%
Single Family Homes	268	333	412	307	(105)	(25)%
Conversions (previously unlicensed)	105	70	157	73	(84)	(53)%

*12 additional units reflecting group home licensing.

Business Licensing Compliance

In addition to rental licensing, the Department issues liquor, tobacco, resellers and massage licenses. A summary of these types of licensing activities to date are noted in the chart below. Notable shifts include a decrease in licensed massage therapists that may be due to licensing enforcement action or ordinance changes. Prior to 2016, the City required "registration" of all therapists. Beginning in 2016, all individual massage therapist were required to have their own license and pay an annual fee. All other licenses have remained relatively static and is not anticipated to change dramatically.

Other Type of License	2013	2014	2015	2016
Massage Therapists (employed)	174	153	139	84
Massage Enterprise (includes independent and “Storefront”)	51	57	65	59
Tobacco	43	41	39	39
Liquor, On-sale	31	28	31	28
Liquor, Off-sale	12	12	11	11
Brewpub*				1
3.2, On-sale	4	5	3	3
3.2, Off-sale	14	13	12	12
3.2, On -sale, Wine	13	12	13	14
Resellers	12	17	15	14
Gambling	13	11	13	13
Liquor, Temporary, On-sale	5	5	5	5
*New in 2016.				

Consolidation of the licensing and enforcement programs has created a more efficient, cost-effective and customer friendly programs that finds creative solutions and achieves results. As the program develops, it is expected that further “fine tuning” will be needed to address the needs of a changing community. This may be accomplished by ordinance revision and updating, further streamlining of the enforcement process and continued focus on the core issues for the community.

This division is responsible for the coordination of enforcement efforts which often cross department lines. The division coordinator continued to work collaboratively with the Police, Fire, and Protective Inspections Departments on the “geo-policing” effort as well and the quarterly multi-family managers meeting and the monthly licensing meeting. This interaction has been especially effective when dealing with licensed establishments such as massage, liquor and tobacco. The ongoing communication and shared use of Trak-it software has created an environment where staff is better informed of any issues on any property at any time. This has created efficiencies within all departments involved.

Licensing staff have worked closely with the Police Department for compliance check violations for tobacco and alcohol sales. There were eight offenses (three tobacco and five liquor) in 2016 that resulted in fines of \$700 and \$3,250 respectively. All violation notices and fines were collected and administered by licensing staff.

Further, licensing staff have worked with the city clerk to administer appeal applications. To date, only three official appeals applications were submitted. One appeal was settled before the hearing, one appeal was withdrawn by the applicant and the third appeal was withdrawn by the City due to compliance.

2017: A look forward

2017 Budget Overview

The 2017 Budget allows for:

- Continued rental inspections and proactive code enforcement
- Enhanced monitoring of other licensed facilities including preopening inspections for massage.
- Continued work to improve service delivery and document processes for consistency as the program matures
- Monitoring of results and making adjustments to program
- Utilization of consultants with elimination of part-time position
- Continued work with Police/Fire work group on multi-family properties and those with significant code violations and property related issues such as “geo-policing”
- Continued to present effective code enforcement information to the public through the Burnsville Bulletin, brochures and other City information sources
- Development of administrative citation process
- Continued transition of licenses to online services
- Development of communication tools to educate residences and increase compliance in trash cans in view

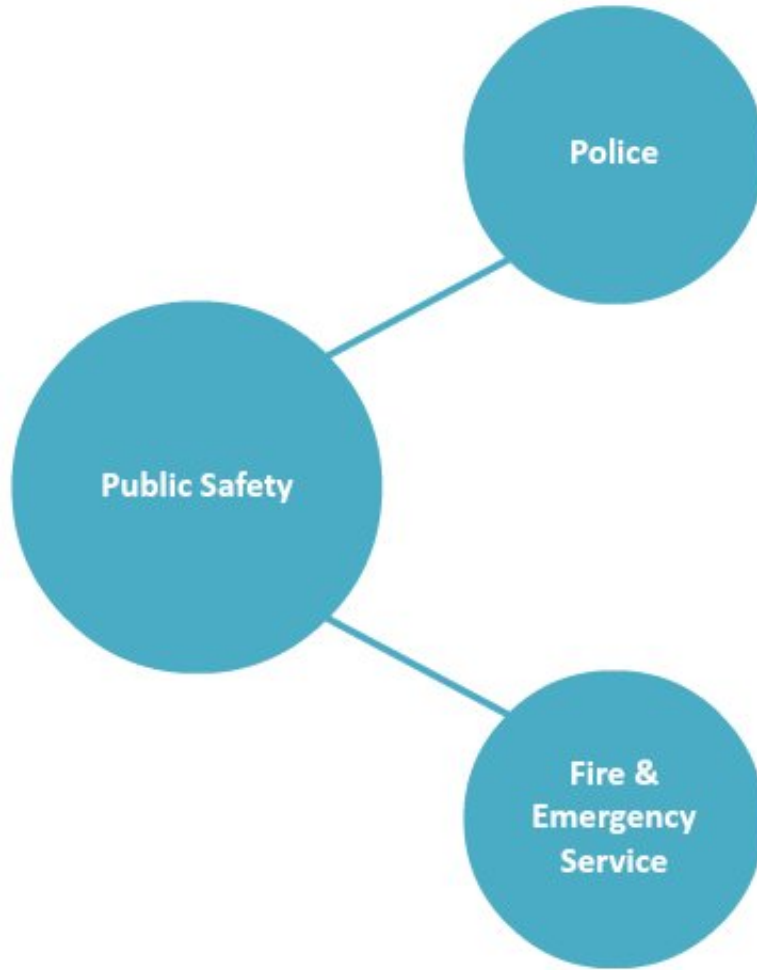
Future Budgeting

The Licensing and Code Enforcement Program is expected to continue to pay for itself with the license fees. An increase in the massage licensing fees is expected to cover the increased costs of enforcement both from the Police Department and Code Enforcement. Small adjustments have been made to the licensing fees to recover increased costs for regulation.

The proactive inspection program is unlikely to cover costs this year based on the fees collected to date and amounts assessed in 2016. The re-inspection fee is volatile and unpredictable revenue as the fee is avoidable if property owners come in compliance. Compliance rates have increased due to increased awareness of the program and resulting increase in compliance on first notice. This shortfall is expected to be absorbed by other licensing revenues. This trend is expected to continue.

The administrative citation process is to be implemented in 2017 and is expected to be cost effective with appeal fees and financial penalties being applied toward costs of the program. However, this is a new initiative by the and unpredictable. It is expected that some decrease in legal fees may result by using this process as well as increased compliance and decreased court time.

Public Safety



Police

Primary Services

Under the direction of the Police Chief, the Police Department provides the following public safety services using proactive policing initiatives to achieve its mission:

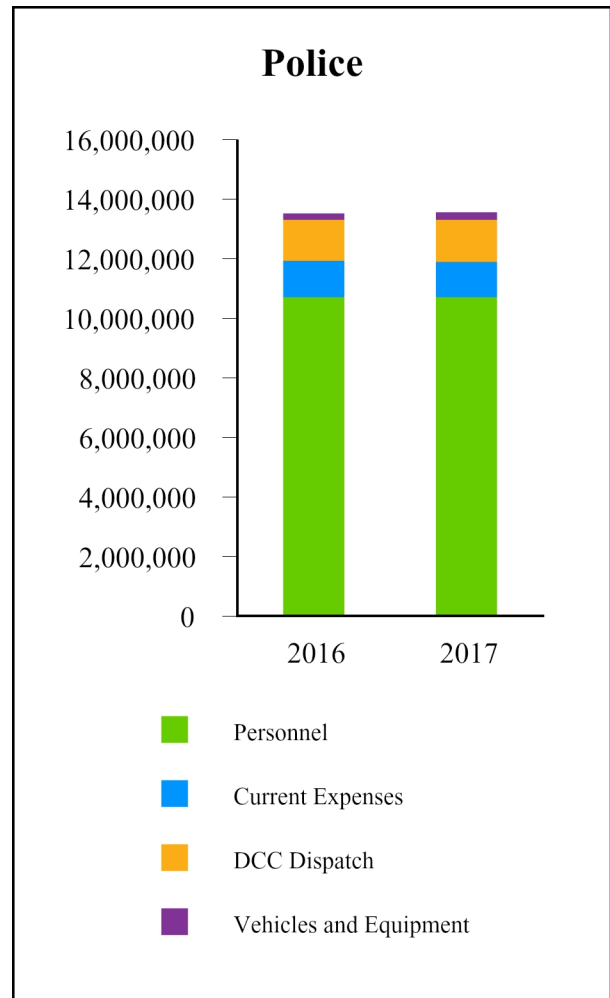
- Animal Control
- BLUE in the School
- Community Resources Unit
- Community Service Officers
- Crime Analyst
- Crime Scene Unit
- Crisis Intervention Team
- Crisis Negotiation Team
- Dakota County Drug Task Force
- Dakota County Electronic Crimes Unit
- Domestic Abuse Response Team
- Emergency Action Group
- Emergency Management
- FBI Joint Terrorism Task Force
- Honor Guard
- Investigations Unit
- K-9 Unit
- Mobile Command Post
- Multi-Housing Program
- Patrol Unit
- Prescription Take Back Program
- Records Unit
- School Resource Officers
- Traffic Enforcement
- Use of Force Instruction

2017 Police Budget

General Operating: \$13,684,314
 Vehicles & Equipment 244,000

Staffing

91.1 Full-time Equivalent Staff



Alignment with Council ENDS and OUTCOMES

The primary purpose of the Police Department is to provide public safety. As first responders to protect and serve the community, every officer is critical to the overall success of the department and works hard to proactively reduce the public's fear of crime, identify and eradicate circumstances that nurture criminal activity and improve conditions that may have a detrimental effect on public safety in Burnsville. All officers are trained to respond to a wide variety of criminal activities, and have the expertise and tools necessary to provide quality service and take command of critical incidents as they occur.

2016: The year in review

2016 Accomplishments

- Assisted with design process for Police Department renovations as part of Phase 1 facilities improvement project
- Created Professional Standards Captain position as part of Department's succession planning efforts to streamline policy review, updates and compliance and oversee the complaint and compliment process in order to preserve public trust and confidence
- Completed transition to Lexipol Knowledge Management System to electronically manage policies and staff compliance, ensure compliance with State and federal laws and integrate online interactive training
- Partnered with Department of Justice to combat domestic and international terrorism through participation in the FBI Joint Terrorism Task Force
- Participated in community events such as Safe Summer Nights, Senior Safety Camp/Behind the Badge Workshop, Beyond the Yellow Ribbon, Special Olympics Polar Plunge, Rotary events, and the Arbors/Ebenezer Ridge Annual Public Safety Luncheon
- Continued participation in county-wide Electronic Crimes Task Force coordinating efforts to investigate/prosecute persons conducting illegal activities related to the use of electronic devices, the Internet, and materials transmitted in electronic form. This 3-year pilot project involves the sharing of expertise and electronic forensic analysis equipment with participating agencies
- Sent one captain to the 264th Session of the FBI National Academy Program at Quantico, VA

Focus on Public Safety:

- The use of on-officer body cameras continues to receive a lot of interest and media attention. Throughout the year, the Department met with State Representatives and testified before the Senate Judiciary Committee regarding the classification of body camera data resulting in first legislation passed in Minnesota governing body cameras.
- The Crime Analyst continued to review, monitor, and evaluate crime and calls for service data to identify crime patterns, areas of high activity, and trends; conducted investigative research and social media investigation playing a key role in recent critical incidents and assisted with case research, warrant preparation, and data visualizations on more than 30 cases to date



2016: The year in review, cont.

2016 Performance Measurement Monitoring Data

In the 2016 Residential and Business Surveys, **93 percent of residents reported having an overall feeling of safety in Burnsville, while 97 percent of businesses report customers and employees feel safe shopping and doing business in Burnsville.** Below are additional residential and business survey results:

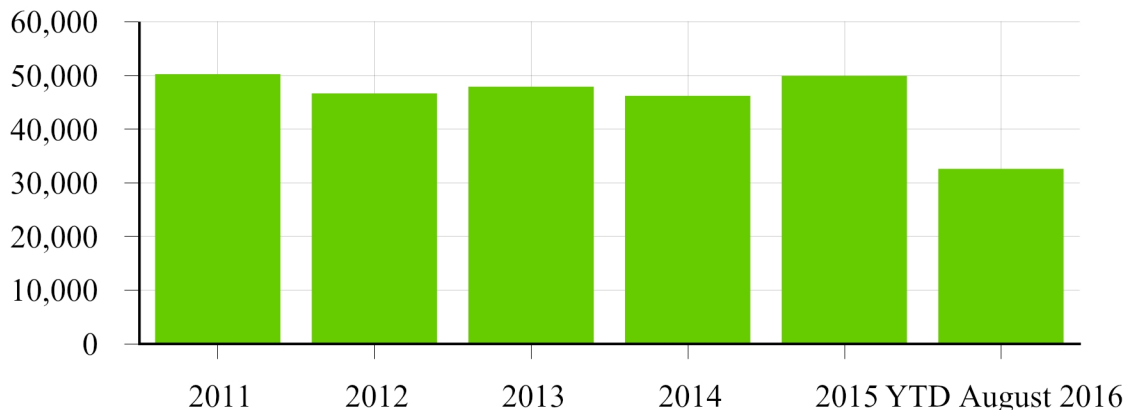
- 97 percent of residents and 95 percent of business owners reported that the Burnsville Police Department is trustworthy.
- With regard to police officers wearing body cameras, 93 percent of residents and 90 percent of businesses approve or strongly approve of its use.
- Residents listed the top three public safety problems to be traffic speeding (62 percent), stop sign violations (59 percent), and youth crimes (45 percent).
- 92 percent of residents feel children are safe playing in our city parks, and 84 percent of residents feel safe walking in their neighborhood alone at night.

Consistent with the Council’s adopted governance statements, the most important indicators include:

Calls for Service

The Police Department’s organizational strategy of proactive policing allows officers to work closely with other City departments and community members to solve neighborhood problems. Patrol officers are assigned to geographical areas of the city. As a result, officers regularly attend community meetings in the neighborhoods that they serve. Through these partnerships and working collaboratively to address the issues of crime, fear of crime and neighborhood decay, the quality of community life can be improved. Burnsville police officers are prepared to respond to a wide range of calls for service and possess the ability to quickly diffuse situations that are dynamic in nature, often putting the officers’ safety at risk. Officers regularly respond to a variety of complex and traumatic calls that include homicides, suicides, domestic assaults, weapons violations and crisis calls. A patrol officer’s duties and responsibilities are unique because they are often tasked with having to make critical decisions within seconds of arriving on a call for the safety of people at the scene as well as themselves. **Through August 2016, officers responded to 32,623 calls for service, an average of about 134 contacts per day.** Patrol efforts surround the solid foundation of the department’s core values – Honor, Integrity, Courage, Excellence and Knowledge.

Total Police Calls for Service



Part I Criminal Offenses

Reported Part I Criminal Offenses are down 6.7 percent, with 1,147 violent crimes reported as of August 2016, compared to 1,230 reported during the same time period in 2015. Some key areas of interest include:

- One homicide was reported during 2016 with no homicides in the past two years
- Rape has increased 137.5 percent, from eight to 19 incidents
- Robbery remains relatively unchanged from 20 to 21 incidents
- Aggravated assaults are up 235.7 percent, from 14 to 47 reported incidents
- Residential burglaries have increased from 83 to 130 incidents, up 56.6 percent
- Commercial burglaries have decreased from 28 to 21 incidents, down 25 percent
- Larceny/theft has decreased from 1,028 to 854, down 16.9 percent
- Motor vehicle theft reports are up 13.3 percent, from 45 to 51 incidents

Part II Criminal Offenses

Reported Part II Criminal Offenses (all other offenses) total 2,080 through August 2016; up 5.6 percent from 1,969 during the same time period in 2015. Some key areas of change are:

- Assaults are up 11.7 percent, from 205 to 229 reported incidents
- Forgery/Counterfeiting has increased 69.2 percent, from 26 to 44 incidents
- Fraud continues to increase from 314 to 340 incidents, up 8.3 percent
- Embezzlement has decreased 11.1 percent from nine to eight reported cases
- Stolen Property has increased from 13 to 18 incidents, up 38.5 percent
- Criminal Sexual Conduct has increased from 63 to 65 reported cases
- Narcotics violations have increased from 137 to 258 incidents, up 88.3 percent
- Crimes Against Family/Children are on the rise from 7 to 15 reported cases, up 114.3 percent
- DUI arrests have decreased 16 percent, from 106 to 89 incidents
- Weapons violations down from 25 to 21 incidents, a 16 percent decrease
- Disorderly Conduct has decreased from 154 to 137 incidents, down 11 percent

Traffic Enforcement

Burnsville police officers are committed to traffic education, engineering, enforcement and emergency response, with a focus to change driver behavior and reduce unsafe driving practices. **As with past years, grant monies have been allocated for officers to participate in coordinated Dakota County Traffic Safety Projects focusing on speeding, seatbelts and impaired driving violations.** Police officers work closely with Zoning, Streets, Engineering, and Public Works departments as part of the Traffic Safety Committee. One project that grew out of this close working partnership during 2015 was the “It Can Wait” distracted driving campaign. The Police department received much positive feedback for its efforts.

Traffic Enforcement	2012	2013	2014	2015	YTD Aug 2016
Speed Citations	933	631	770	607	517
Other Moving Citations	1,330	1,295	1,213	1,046	538
Parking Citations	1,668	1,449	1,699	1,150	715
Other Citations	5,050	4,585	4,216	3,810	2,092
Total Traffic Citations	8,981	8,981	7,898	6,613	3,862

*At this time this report was compiled, September 2016 data was not yet available.

Domestic Abuse Response Team (DART)

The Burnsville Domestic Abuse Response Team (DART) was formed to address the growing concern of domestic violence affecting not only the victim but other family members, especially children, witnessing the abuse. After the initial police response to a domestic assault situation, DART officers work with victims to explain the judicial process and direct them to several area advocacy groups where they may obtain any needed assistance and the necessary support to help start the healing process. ***As of August 2016, 685 domestic abuse cases were reported where 695 domestics were reported during the same time in 2015.*** DART officers are deeply committed to addressing the needs of domestic abuse victims and are supported throughout the year by 360 Communities, Dakota County Probation and the Burnsville City Attorney’s Office. This collaboration helps Burnsville Police provide the best service possible to victims of domestic violence.

Detox

Drugs and alcohol are a problem in every community and Burnsville is no exception. Officers deal with victims of substance abuse on a regular basis and make every effort to get them the help they need through friends and family prior to utilizing a detox facility. In those cases where there are no other options, Ramsey County provides detox facilities for Dakota County residents.

Dakota County Detox Statistics	2014	2015	YTD Sept 2016
Apple Valley	77	55	39
Burnsville	219	133	74
Dakota County Sheriff	27	14	15
Eagan	127	86	56
Farmington	12	9	2
Hastings	69	41	19
Inver Grove Heights	51	40	13
Lakeville	43	24	14
Mendota Heights	9	6	3
Rosemount	10	9	3
South St. Paul	60	34	12
West St. Paul	80	68	22

Crisis Intervention Team (CIT)

Recognizing that certain types of situations involving individuals with mental illness require a specialized response from law enforcement, Burnsville Police created a Crisis Intervention Team (CIT). Crisis intervention gives frontline officers the tools to better communicate with people who may be experiencing a mental health crisis. Team members focus on de-escalating the crisis for the individual in need, while maintaining safety for the officer and others on scene. Officers then develop strategies to help work through the situation with the individual. ***Through August of 2016, officers responded to 329 crisis calls, averaging nearly two hours on each call. This compares to 328 crisis calls for the same period in 2015.*** CIT officers strive to build partnerships with mental health providers, individuals and families suffering from mental illness, and commit to being specially trained in crisis intervention in order to respond safely and effectively when a crisis occurs.

Electronics Crimes Task Force

The Dakota County Electronic Crimes Task Force is a three-year pilot project developed in response to the increasing number of electronic devices, smart phones, computers and the Internet being used by criminals to steal information, commit fraud and stalk victims. Through the Task Force, the cities of Apple Valley, Burnsville, Farmington, Hastings, Mendota Heights, Rosemount, South St. Paul, West St. Paul and the Dakota County Sheriff's Office engage investigations, forensic examinations, and criminal prosecutions to combat technology that facilitated crimes against people throughout Dakota County. The Task Force is in its second year of the three-year pilot and ***as of August of 2016, conducted searches on 421 computerized devices/media.***

Predatory Offenders

All felony level sex offenders in Minnesota have been required to register their home address with local law enforcement. ***On average, approximately 60-65 registered offenders reside in Burnsville at any given time.*** That number fluctuates based on individuals moving in and out of the city throughout the year. Police investigators visit the home of each predatory offender at least twice a year to verify residence, employment, vehicles, and ensure other registration information is current. The detectives have found that the majority of registered offenders keep their registrations current and remain law abiding. There is one Level III Sex Offenders living in Burnsville at the present time.

Dakota County Drug Task Force (DCDTF)

Organized in 1999, the Dakota County Drug Task Force (DCDTF) continues to focus law enforcement efforts on individuals involved in the sale, distribution and use of illegal narcotics. The task force consists of 17 active agents (licensed police officers and deputies) from the Apple Valley, Burnsville, Eagan, Farmington, Hastings, Inver Grove Heights, Lakeville, Mendota Heights, Rosemount, Savage, South St. Paul and West St. Paul Police Departments, and Dakota County Sheriff's Office. By combining resources and experience, the task force has become one of the most effective drug task forces in the state, often viewed as a model for multi-jurisdictional cooperation. Its goal is to protect residents by targeting both street-level user/dealers and large-scale manufacturing/distribution incidents, and providing community outreach through education. Drug offenses continue to represent the largest category of cases charged by the Dakota County Attorney's Office and remain a priority concern for law enforcement and prosecutors. ***The Dakota County Drug Task Force made 870 arrests, 133 search warrants, and seizure of 7 vehicles and 29 firearms through September 30, 2016 for drug-related crimes. Looking at an entire year's data, 941 arrests were made in 2015 as well as 138 search warrants and the seizure of 12 vehicles and 35 firearms. This compares to 697 drug arrests, 166 search warrants, and the seizure of 13 vehicles and 88 firearms in 2014.***

Criminal Prosecution

The Dakota County Attorney's Office is responsible for prosecution of all felonies committed by adults, which includes persons 18 years of age and over, and any juvenile certified for prosecution as an adult. ***Based on the County Attorney's report received in January 2016, 321 adults were charged with felony-level crimes in Burnsville in 2015, compared to 305 adults in 2014.*** County-wide, 431 adults were charged with 625 violent offenses in 2015; down from 477 cases charged involving 647 violent crimes in 2014. The County Attorney's Office also prosecutes all crimes committed by juveniles (ages 10-17 years old) including felonies, gross misdemeanors, misdemeanors and some petty misdemeanors. Again, the County Attorney's January 2016 report indicated that ***145 juveniles were charged for all levels of crimes committed in Burnsville in 2015, compared to 159 in 2014.*** For both adult and juvenile prosecutions, the Burnsville Police Department consistently generates the highest volume of criminal cases within Dakota County.

Dakota County Prosecutions				
Agency	Adults (Felony-level Charges)		Juveniles - All Charges (Felony, GM, Misd, Petty Misd)	
	2,014	2,015	2,014	2,015
Apple Valley	123	124	136	171
Burnsville	305	321	159	145
Dakota County Sheriff	104	166	99	83
Eagan	244	236	118	125
Farmington	41	39	33	34
Hastings	118	124	85	49
Inver Grove Heights	113	117	110	65
Lakeville	108	128	87	120
Mendota Heights	17	19	11	14
Rosemount	52	38	52	39
South St. Paul	130	151	89	102
West St. Paul	150	225	80	75

Prescription Take Back Program

In an effort to prevent crime, drug abuse and accidental poisoning from prescription drugs and over-the-counter medications, Burnsville Police have partnered with the Dakota County Sheriff's Office to participate in a pharmaceutical drug disposal program. A drug disposal bin, installed in the Police Department's lobby, provides a place to properly dispose of unwanted prescriptions and over-the-counter medications. *As of September of 2016, 1,410 pounds of medications were collected and disposed of by Burnsville Police. This compares with 1,546 pounds collected in 2015.* The unused medications are bagged, weighed, sealed and incinerated in accordance with the Minnesota Pollution Control Agency. While the majority of prescription medications are never abused, the removal of excess and unwanted medications from home medicine cabinets makes the possibility of experimentation by youth and young adults less likely.

Alcohol/Tobacco Compliance

In 2015, the City of Burnsville had 92 vendors selling alcohol and/or tobacco products, for a total of 129 licenses. Of those 92 vendors, 86 participated in the Police-sponsored Alcohol/Tobacco Best Practices Program. Two training classes on alcohol and tobacco selling procedures for restaurant servers and store clerks were conducted. *A total of 58 servers and store clerks from 17 businesses attended this training.* Burnsville Police also conducted annual State-mandated alcohol and tobacco compliance checks for businesses carrying both "on" and "off" sale liquor, 3.2 malt beverages, and tobacco licenses. *One round of compliance checks was conducted resulting in five alcohol and one tobacco sales violations to minors in 2015. This compares to one alcohol and one tobacco sales violations in 2014.* At the time of this report 2016 data was not yet available.

Animal Control

Animal Control activity during 2015 involved the following:

- 649 animal licenses were issued in the second year of the two-year license period
- 99 dogs were impounded, with 79 of those dogs reclaimed by their owners (80 percent)
- 67 cats were impounded, with 9 of those cats reclaimed by their owners (13 percent)
- 664 animal calls for service were handled by officers
- 2,500 animal calls for service were handled by the Animal Control contracted service provider
- 22 dogs bite reports were received

Dakota Communications Center (DCC)

Created to operate a Public Safety Answering Point (PSAP) for all residents and public safety agencies in Dakota County, the Dakota Communications Center opened its doors in December 2007 and performs the work previously carried out by five smaller PSAPs that were housed throughout the county. Phone call statistics for Burnsville follow:

Dakota Communications Center						
Burnsville Phone Statistics	2011	2012	2013	2014	2015	YTD Sept 2016
Law Enforcement Phone Calls	39,626	39,288	38,319	37,258	40,548	29,604
Fire/EMS Phone Calls	4,946	5,027	5,410	5,653	6,008	4,830
Total Burnsville Phone Calls	44,572	44,315	43,729	42,911	46,556	34,434

School Resource Officers (SRO)/BLUE in the School

The Police Department continues to partner with Burnsville-Eagan-Savage School District 191 to place officers in schools. Two officers are assigned to the Burnsville High School, one officer is assigned to Nicollet Junior High School, and area elementary schools receive visits from police officers through the BLUE in the School (Building–Learning–Understanding–Educating) program. By developing these relationships, officers become a resource for school staff and build foundations for the future with students through positive interaction. Officers routinely evaluate safety and security concerns at all schools within the district. *Through September of 2016, Nicollet Junior High has experienced 140 calls for service, compared to 169 total calls for the year in 2015. At the senior high level, 200 calls for service were handled in the year 2015; and through September of 2016 there have been 195.* Calls for service involve theft, disorderly conduct, vehicle accidents, alcohol, tobacco and marijuana use/possession. School Resource Officers also conduct presentations in the classrooms throughout the year on such topics as bullying, social media, theft prevention, chemical use, violence and career exploration. At the close of the 2015/16 school year, significant school tragedies continue to occur around the country. Burnsville’s three school resource officers train and work closely with ISD 191 staff to review and enhance emergency procedures, develop proactive strategies to minimize disruptive behavior in the schools, and update safety and security plans in the schools.



Citizens' Academy

The role of a police officer has always been an interest to the average resident. Every day, police events are broadcast into living rooms throughout the country. To many, it may appear that the police are not doing their job or are exceeding their boundaries. By allowing residents a first-hand look at what rules, regulations and polices police officers follow, some of the misunderstandings may be alleviated. **Community Resource Officers conduct an 11-week Police Citizens' Academy every year to provide a better overall understanding of a police officer's duties and form lasting relationships. Twenty-four citizens participated in 2016.** Academy classes are taught by officers who are experts in their field and include demonstrations, practical exercises, and participation in a police patrol ride-along, contributing to an exciting, interactive learning experience. The object of the academy is to produce informed residents. Residents and police officers meet each other face-to-face in a neutral, friendly setting and each becomes "a person" to the other. In the past, residents may have simply seen a uniform – now they can have an understanding about the person behind the badge.



Neighborhood Watch Program

Neighborhood block captains continue to assist Police throughout the year by combining efforts to make their community safer. Officers are assigned to a neighborhood in their patrol area to build relationships with block captains and better facilitate communications concerning neighborhood issues. **Of the 120 active neighborhood block captains, many personally host meetings throughout the year attended by police officers to address specific issues and concerns.** The Department also utilizes the City's GovDelivery email notification system to send crime alerts, news releases and crime prevention tips, so that block captains may distribute the information to their neighbors. A new crime prevention tool that police officers utilize with their block captains is Raids.online. This mapping software is located on the department's webpage and allows residents to see what type of crime and calls for service are happening in their neighborhoods.

Multi-Housing Program

The Community Resources Unit's primary mission is community building and problem solving through collaboration with Burnsville residents, business and City staff. Although community building is a department-wide philosophy, the Community Resources Unit is tasked with many additional efforts including daily communications with apartment managers, overseeing all multi-housing functions, youth relations, and neighborhood programs. At the end of 2015, there were 8,863 rental units licensed by the City of Burnsville, with 7,589 multi-family rental units, 862 individual townhome rentals, and 412 single-family rentals. Police response to rental units continues to steadily decrease. **In 2015, officers responded to 7,905 calls for service and issued 291 strikes at multi-housing units, compared to 7,033 calls and 364 strikes in 2014.** The uptick in calls is related to the growing licensed rental properties within the city and also with the Dakota Communication Center, coding calls for service on parking complaints, and towing vehicles off rental properties.

Emergency Management

Planning and training continue to be a top priority for the Emergency Management Coordinator. The county-wide Hazard Mitigation Plan, which Burnsville participates in, was required to be updated in 2016 for implementation in 2017. There is a federal mandate to have these plans updated every five years. An update of Burnsville's section of the plan was reviewed and updated according to State MNWALK and FEMA requirements. The update was submitted to Dakota County Emergency Management to be included in the overall county plan. Compliance with the plan update allows Burnsville to receive funds from the state/federal governments to offset the cost of damage during a disaster declaration.

Staff participated in the annual county-wide Emergency Preparedness exercise. This exercise focused on an IEMC (Integrated Emergency Management Course) model. These series of courses put into the practices of the Emergency Operations Center employees, city building inspectors of all cities in Dakota County, and first responders the task of building the skills needed to work together in the time of a disaster. All of these courses are designed to exercise all facets of preparation and response to a natural disaster. This drill is evaluated by the Department of Homeland Security and Emergency Management of Minnesota (HSEM). HSEM will provide feedback to better prepare for a large scale weather event. The Dakota County Exercise Design Team has started the process for a county-wide exercise in 2017.

Burnsville continues to support the Dakota County Special Operations Team with seven members (one Police Department representative, and six Fire Department representatives). The team trains monthly on topics such as hazardous materials, terrorism, confined space, rope and trench rescue, and also are members of Minnesota Task Force 1 for statewide response to structural building collapse.

Through the Dakota County Domestic Preparedness Committee, Burnsville representatives held its fourth annual Frontline Supervisor Workshop in which police, fire, and public works supervisors reviewed previous major incidents that had occurred in Dakota County and their lessons learned.

2017: A look forward

2017 Budget Overview

The 2017 Budget allows for:

- Increase in training budget to maintain high professional standards consistent with the 21st Century Policing Pillars of training and education.
- The new K-9 Officer will be attending a rigorous training program with her K-9 partner in the spring of 2017. This program received significant community donations in 2016.
- Renovation of facilities.
- Pilot of license plate reader technology.

Fire

Primary Services

Under the direction of the Fire Chief, the Fire Department provides the following public safety services:

- Full-time Fire Service
- Advanced Life Support
- Emergency Medical Service (EMS -Paramedics)
- Fire Suppression
- Rescue
- Fire Prevention
- Fire Code Enforcement/Inspections
- Fire Investigation
- Public Education
- Extensive Training Program
- Dakota County Special Operations Team (SOT)
- Disaster Prevention and Preparation
- Community Emergency Response Team (CERT)
- Fire Department Community Involvement (Open House, Night to Unite, Burnsville Fire Muster)
- Fire Safety Training
- Youth Programs (pre-school, daycare, elementary school, Juvenile Fire Setter Intervention)
- Targeted Fire Prevention (Seniors, Youth and Multi-Family Housing)
- Standardized Incident Command System

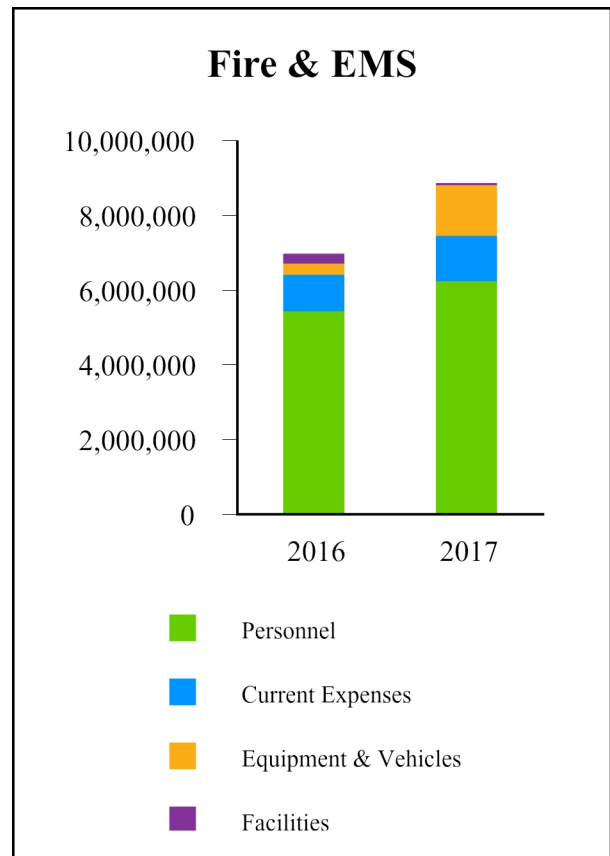
2017 Fire & Emergency Services

Budget

General Operating	\$7,448,611
Equipment & Vehicles	1,355,000
Facilities	55,000

Staffing

44.0 Full-time Equivalent Staff



Alignment with Council ENDS and OUTCOMES

The primary purpose of the Fire Department is to provide effective fire and life support response within department service areas; provide community youth with fire education, demonstrations and mentoring activities that will help citizens live safer lives; provide prevention and training services to residents and businesses; and provide community-wide disaster prevention and planning service.

2016: The year in review

2016 Accomplishments

- Hosted Fire Department's annual open house with more than 1,200 attendees
- Fire engine crews performed preschool safety presentations to 15 curriculum based daycares totaling over 580 children in the city
- Department is achieving the City Council's Ends & Outcomes, Fire and Emergency Medical Services (EMS) will reach 80 percent of the emergency calls in nine minutes or less (inclusive of dispatch processing, turnout and travel times)
- Continued utilization of electronic TargetSolutions online training software
- Implemented new Dispatch Tritech CAD software
- Issued 167 permits, performed 207 inspections and documented 374 fire code enforcement cases
- Conducted HIPAA Legal Compliance Audit
- Worked collaboratively with Richfield PD and Bloomington Public Health to offer Community Emergency Response Team (CERT) training to 25 citizens from various communities
- Provided fire safety training to more than 1,400 youth in the city's schools

“Staffing for Adequate Fire and Emergency Response Grant”

- March 22, 2016 per council direction, staff applied for four (4) firefighter/paramedics through the SAFER grant. These four positions, through rotating shifts would staff another emergency response unit 12 hours per day, seven days a week during peak emergency call demand time.
- September 2016, the City was notified it was awarded a \$1,120,328 Staffing for Adequate Fire and Emergency Response Grant from the Federal Emergency Management Agency.
- This \$1,120,328 grant provides 100% funding for 24 months of base employee costs.
- September 20, 2016 City Council accepted the SAFER grant



2016: The year in review, cont.

2016 Performance Measurement Monitoring Data

Consistent with the Council's adopted governance statements, the most importance performance indicators follow:

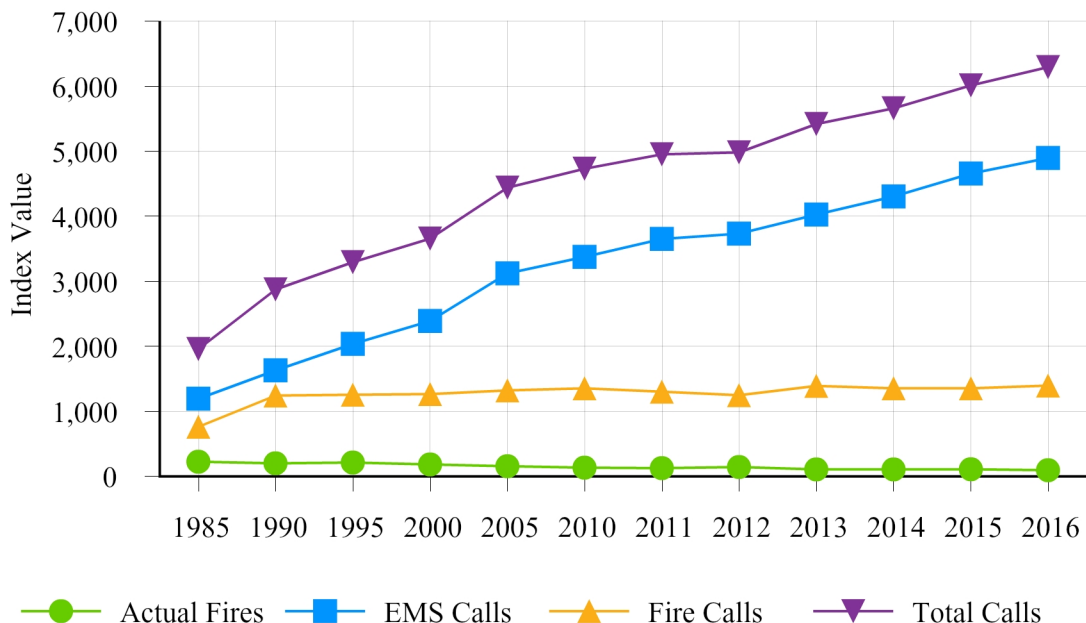
Response Time Measurements

According to the City Council's Ends & Outcomes, Fire and Emergency Medical Services (EMS) will reach 80 percent of the emergency calls in nine minutes or less (inclusive of dispatch processing, turnout and travel times). Between from Oct. 1, 2015 and Sept. 30, 2016, 6,289 calls were analyzed. Of these, 3,722 were classified as emergency response (Code 3) and used to review the response time performance. Analysis revealed that the Fire Department made it to 87 percent of the calls in nine minutes or less.

Several factors affect response times. These factors include an increasing number of multiple and concurrent calls where units must respond from "out of district," due to "first due" (in-district) crews tied up on other incidents. In 2015, approximately 37 percent of calls were concurrent, and approximately 11 percent of calls took place during three or more concurrent incidents. Other factors out of the Department's control also affect response times such as traffic, weather and road construction. Staff remained committed to achieving the response time goal through training, improved measurement tools and resource management.

Historical Emergency Call Volume

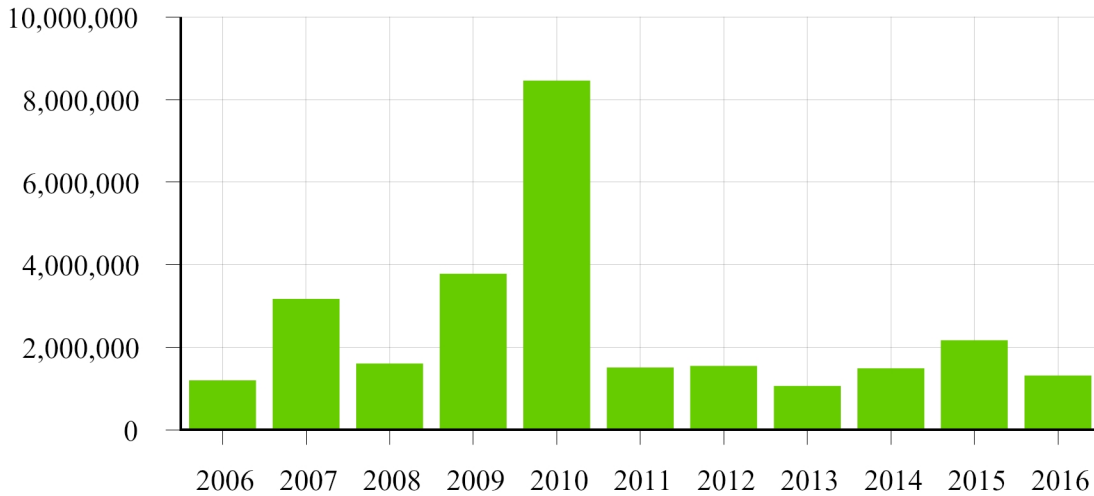
Burnsville Fire Department Run Volume



Fire Calls and Property Loss

The following chart shows a ten-year history in property loss due to fire and fire exposures from October through September. Property loss figures are unadjusted losses. Typically, final adjusted amounts are higher.

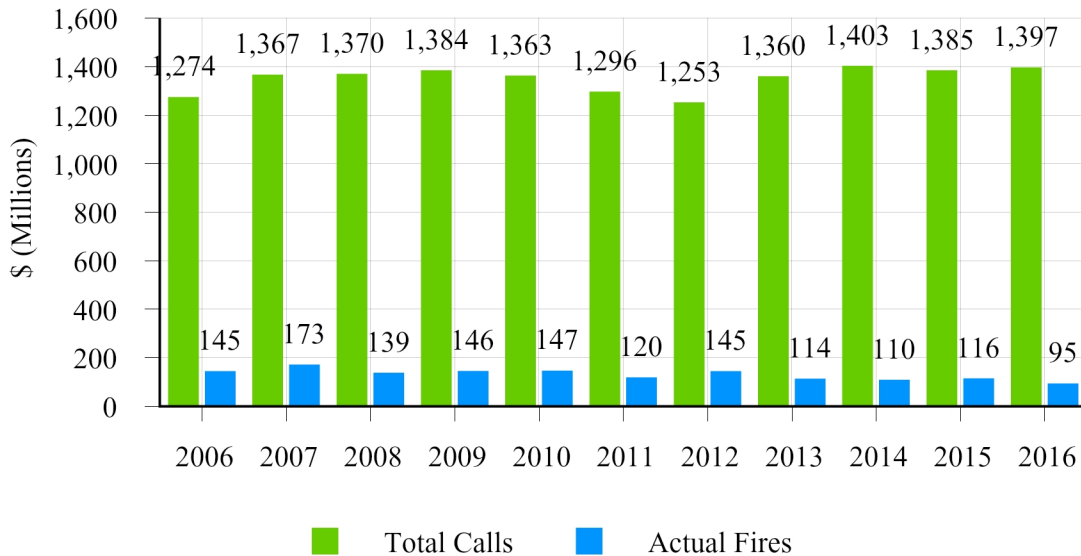
Fire Loss - Property



Fire Calls and Actual Fires Fought

The following chart shows a ten-year history of fire activity from October through September.

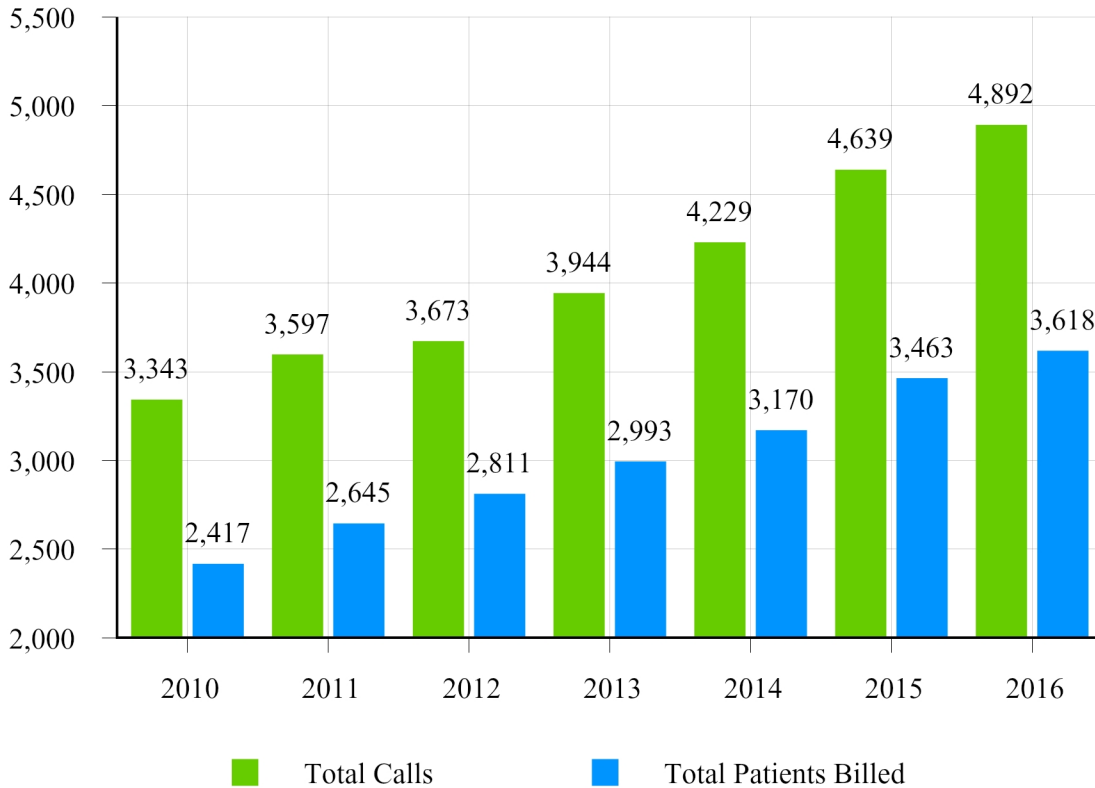
**Fire Calls - Year End Comparison
(total calls excluding EMS)**



EMS Calls and Total Patients Billed

The following charts show six years of EMS calls and patients served from October through September.

EMS Comparison



The City will likely continue to experience an increase in EMS call volume in the future. A large component of the increased call volume is attributed to an aging community, which is becoming a national trend as the baby boomer generation reaches retirement. Demographics and types of housing within the community will continue to play a role in future requests for services.

EMS

In 2016, the Department continued to collaborate with other agencies to improve service and improve coordination of ambulance resources. Through participation in the Twin Cities Metro Region EMS committees and the Dakota County EMS Council, the Fire Department continues to be actively involved in the EMS system across the Twin Cities metro area. Use of technology, such as the Medical Resource Control Center (MRCC) that relays patient information to the appropriate receiving hospital, helps improve coordination and also assists in communication and response during large-scale emergencies. This center is located in Regions Hospital and is staffed by their paramedics 24/7. The use of this resource is free to the City, since the cost is covered by regional money that is allocated from the State to operate two of these centers in the metro area.

The Fire Department continues to work in collaboration with external partners, such as Fairview Ridges Hospital, other area healthcare facilities and Dakota County Public Health to improve the care of Burnsville residents.



Medical Direction

The Fire Department is required to have physician oversight to provide emergency medical services. 2016 marked the tenth year of partnership with Allina Health for that service. With the support that a large system such as Allina Health affords, services are provided primarily by an Emergency Room Physician and Medical Director for Allina Health EMS.

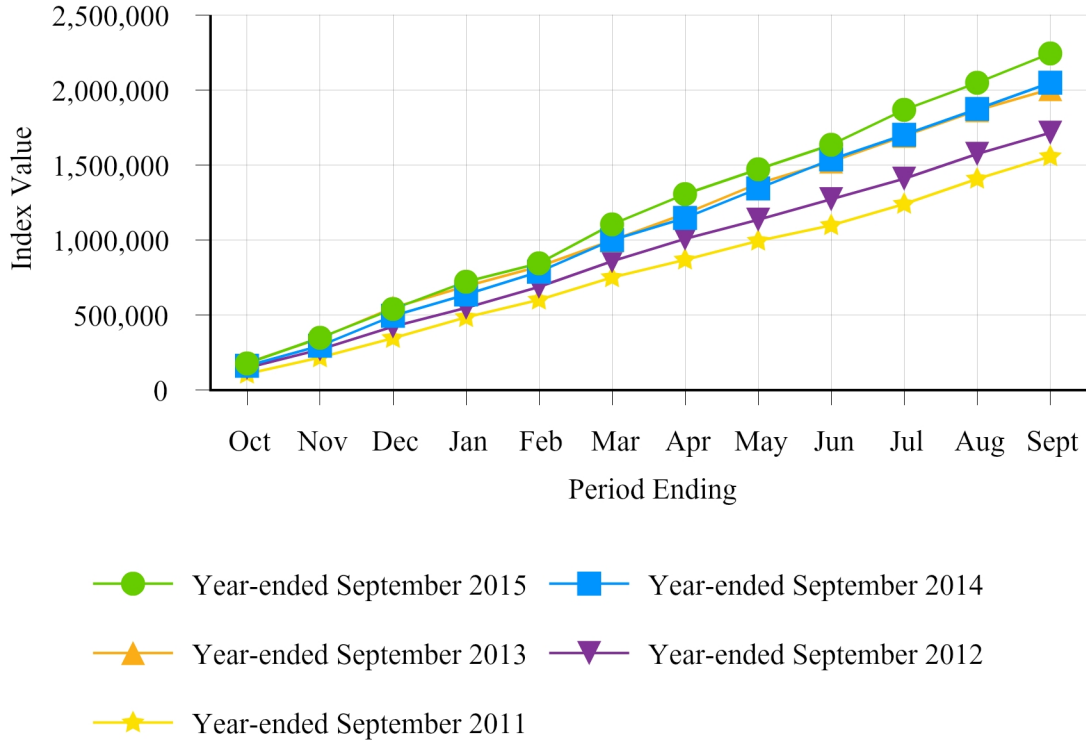
Dakota County EMS Council

The Dakota County EMS Council is a multi-disciplinary group of agencies, organizations and other stakeholders unified by the mission of assuring excellence in emergency medical care to the residents of Dakota County. The Fire Department continued to partner with the Dakota County EMS council at various levels.

EMS Billing

With the close of the year, Digitech will complete eleven years of providing services for the City's EMS billing. Digitech's leadership has been responsive and proactive and continued to be a great partnership with the City. Monthly reports include snapshot graphics of overall activity supported by detailed accounting data. The following graph, constructed from Digitech report data, shows monthly cash receipts over the past four years.

Year-to-date Cash Receipts September through August



Fire Prevention/Inspection

Fire prevention staff consist of an Assistant Chief/Fire Marshal and one fire inspector. The Fire Prevention Division utilizes Sungard Trak-It software to issue fire permits and document all fire inspections and fire code violations. The division is also tasked with conducting origin and cause investigations for any significant fires that occur in the city. The Department is statutorily required to investigate the cause of any fire that does \$100 or greater in damage. ***Prevention staff performed 207 inspections, issued 167 permits and documented 374 fire code enforcement cases. Staff conducted ten significant fire investigations in Burnsville and an additional three that occurred in the City of Lakeville.***

Private Hydrant Inspection

Burnsville is home to more than 3,800 fire hydrants. Fire and Public Works departments maintained more than 2,500 City-owned hydrants this past year. An additional 1,300 hydrants are privately-owned hydrants and present on many commercial and multi-unit residential properties.

State and City fire code require that all fire hydrants (public and private) be inspected annually. ***In September 2013, Burnsville began contracting with a private contractor to inspect all private hydrants that were not inspected independently by the owner. More than 1,200 private hydrants were inspected by this contractor during the summer months in 2016. Inspected hydrants increase the overall reliability of the privately owned fire hydrants in case of an emergency.*** The contracted private hydrant inspections will be billed back to the owner through the Utility Billing Department.

Public Education

In the 2016 Residential and Business Surveys, 91 percent of residents reported that the Burnsville Fire Department does enough public education on fire and emergency prevention. The Fire Department continues to educate the community in fire and injury prevention by participating in numerous events throughout the year. These events include Night to Unite, Fire Muster and the Fire Department Open House. Additionally, fire prevention staff conducted periodic public education training for area civic organizations and businesses.

The Department also focuses on children of specific age groups by visiting elementary schools and delivering fire and safety presentations to kindergartners, second and fourth graders. In order to present the message to students in an uninterrupted manner (without staff being pulled away for emergency response), staffing adjustments were made to allow for a dedicated presenter. *This format allowed the Department to reach more than 1,400 students in two weeks.*

Grants

The Fire Department submitted a grant application to the Federal Emergency Management Agency (FEMA) for the Staffing for Adequate Fire and Emergency Response (SAFER) grant in 2016. This federal grant was created to provide funding directly to fire departments to help them increase or maintain the number of front line personnel in their communities. The goal is to enhance local fire department abilities to comply with staffing, response and operational standards.

Per Council direction in March 2016, staff applied for four (4) firefighter/paramedics through the SAFER Grant. These four positions, through rotating shifts would staff another emergency response unit 12 hours per day, seven days a week during peak emergency call demand time.

In September 2016, the Department was notified it was awarded a Staffing for Adequate Fire and Emergency Response (SAFER) grant in the amount of \$1,120,328.00 and began the hiring process for the four (4) firefighters/paramedics. The addition of the four firefighters/paramedics will provide additional capacity during peak call hours and help maintain response times.

The City was also allocated a \$7,790 reimbursement from the Minnesota Fire Training Board. This money was used to pay for training expenses and our annual subscription for online training.

Training

Training for firefighters is a daily activity. Training activities range from practical drills on a company level to classes taken at a national training institution. Staying proficient in fire and EMS skills is critical to carrying out the department's mission of service to residents. The following were key training events:

- **Emergency Medical Service (EMS) Training.** Department personnel receive extensive, EMS annual training to maintain a paramedic status and to re-certify with the National Registry of Emergency Medical Technicians and the State of Minnesota Emergency Medical Services Regulatory Board. In 2016, the Minnesota EMS Regulatory Board changed the recertification requirements for EMS personnel in the State of Minnesota to closely mirror national requirements. This change, midway during a budget year, significantly impacted the Department's scheduled training and tightened requirements. While a short-term solution was implemented, a long-term solution is still being discussed.
- **A.B.L.E. Training Facility.** The Cities of Apple Valley, Burnsville, Lakeville and Eagan (A.B.L.E.) share a state-of-the-art fire training facility year-round to conduct live fire and other fire-related training. The building allows for burning on multiple levels, and mimics the construction of large commercial and residential buildings

that are typical in the south metro. The facility is considered a regional asset and is rented out to departments outside the four-city consortium. More than 100 trainings were conducted last year at the new facility.



Community Emergency Response Team (CERT)

Burnsville's Community Emergency Response Team (CERT) program has been in existence for 17 years. The program started in 1999, with two firefighters attending a CERT "Train-the-Trainer" class in Emmitsburg, Maryland. Through this effort, Burnsville was the first community in Minnesota to offer CERT training to residents. In 2001, the Fire Department received grant funding for a position for one year that allowed a firefighter to promote CERT in Burnsville and throughout the State by hosting several "Train-the-Trainer" classes. ***The City has partnered with the Cities of Bloomington and Richfield to host complete CERT classes for a number of years. A class was hosted in spring 2016 and is scheduled again for fall 2016.*** The Department continued to offer and promote the CERT program to residents.



Heart Restart

The Fire Department and the Burnsville Mobile Volunteer Network (MVN) teamed up again with Dakota County Heart Restart to reduce the number of deaths from sudden cardiac arrest in Burnsville. The campaign "Burnsville Heart Restart: Who Will YOU Save," has set the ambitious goal of training 6,000 people in CPR. Trainings have

been provided at churches, businesses, local community groups and at private residences. *Since April 2012, more than 3,000 individuals have been trained.*

Fire Department Technical Rescue Team (TRT) merged with Dakota County Special Operations Team (DCSOT)

The Fire Department formed a 12-member Technical Rescue Team (TRT) in 1999 to overcome mitigation deficiencies in areas of specialty rescue. These specialty disciplines included high- and low-angle rope rescue, trench rescue, water rescue, confined space rescue, building shoring and vehicle/machinery extrication. *In 2016, it was identified to better serve the community, use of our resources, and avoid redundant trainings among teams, the Department would dissolve the 12 member TRT team and allocate three additional members to the County's team, DCSOT.*

Dakota County Special Operations Team (DCSOT)

Dakota County Special Operations Team (DCSOT) is an emergency response team that provides unique, specialized rescue capabilities and emergency response services that augment existing community fire and law enforcement agencies. DCSOT operates under a Joint Powers Agreement (JPA) signed by the 11 jurisdictions within Dakota County. The DCSOT structure is comprised of fire, police and EMS personnel from each of the jurisdictions operating under the JPA. The team is authorized to operate at a level of 36 members.

The Fire Department had seven allocated member spots on the DCSOT team comprised of one Captain and six Firefighter/Paramedics. Financial support for DCSOT is covered by the JPA and shared by member agencies.

Specialized rescue equipment for DCSOT is housed at several agencies throughout the County. During activation, host agencies will transport required equipment to the incident. The Department is responsible for the structural collapse truck, which contains medium and heavy structural collapse rescue equipment. DCSOT is capable of responding to rope rescue, confined space rescue, trench rescue, vehicle/machinery extrication, structural collapse, hazardous materials incidents and tactical rescues with enhanced levels of specialized equipment and personnel. *The team trained 14 times this year, in addition to the regular monthly training. This past year the team participated in a confined space exercise at ConAgra in Lakeville, a Dakota County exercise in Miesville, and a deployment exercise at REACT in Camp Douglas, WI. Burnsville members also attended a logistics class, a planning class, a rope rescue class, and a tactical medic class.*

DCSOT is part of the State's Urban Search and Rescue (USAR) team known as Minnesota Task Force 1 (MN TF-1). The team consists of members from the fire departments in Minneapolis, Edina, Saint Paul and Rochester and DCSOT. The response capabilities of MN TF-1 include rope rescue, confined space rescue, trench rescue and structural collapse, which make the team a valuable resource. The team's area of response is within the State and can be requested by another state for assistance through an Emergency Management Assistance Compact (EMAC) deployment.

Facility / Equipment/ Technology

The Fire Department continued to follow its replacement schedule for facilities and equipment. In 2016 these included:

- Fire Station No. 2 Improvements - Carpet, lighting fixtures, roof, patio door and concrete road aprons
- 800 MHZ Radio Replacement - Portable radios serve as a link for communication between firefighters, dispatchers, and commanders on emergency calls for service
- MSA Galaxy Calibration Station - Calibrates the Department's four gas monitors to ensure compliance with OSHA standards
- Skid Unit for Brush Truck - New water tank and pump to use in wildland fires

- Guardian Tracking - Employee performance management software to track employee behavior enabling transparent and consistent communication, facilitating performance improvement plans, and identifying candidates who demonstrate continued competencies for promotion
- Workforce Telestaff Software Testing and Training – Software that provides a comprehensive fire operations solution and minimizes the impact on current IT operations (including server maintenance) and staffing levels, and improves payroll processes for Fire, Finance and HR.

2017: A look forward

2017 Budget Overview

The 2017 Budget allows for:

- Increased pharmacy costs for EMS medications due to changing federal government requirements on pharmaceutical purchases
- Capital equipment for peak demand emergency response unit
- Replacement of a ladder truck
- Replacement of an ambulance

Parks, Natural Resources, Recreation & Facilities



Park Maintenance

Parks, Natural Resources, Recreation & Facilities

Primary Services

Under the direction of the Assistant Public Works Director and guidance of the Parks, Recreation and Facilities Director and the Park Maintenance Superintendent, the Park Maintenance Division provides the following services:

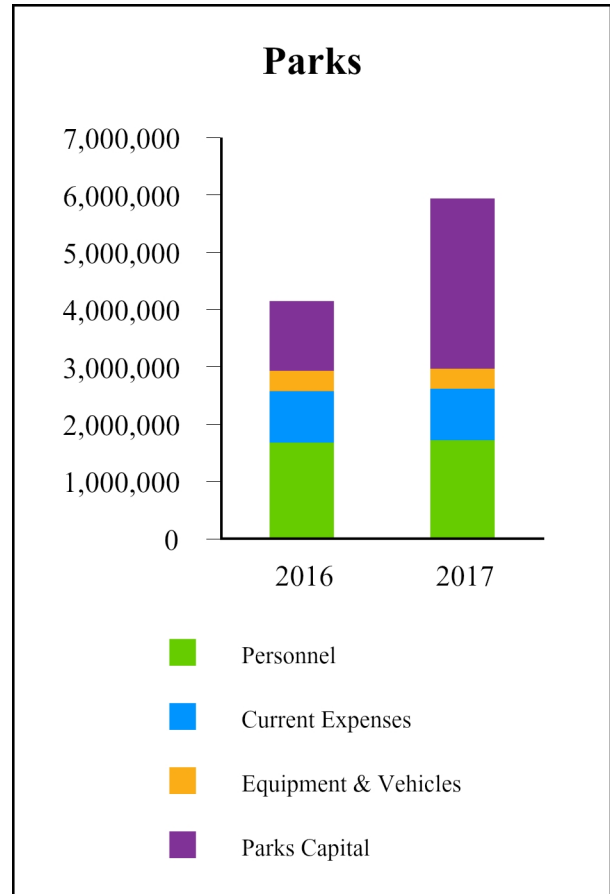
- Maintenance of 1,750 acre park system (turf management, waste collection, landscaping, amenities & infrastructure)
- Preparation of park facilities for park users (athletic fields, outdoor skating rinks, park shelters and buildings)
- Turf management for public boulevards and medians throughout the City
- Maintenance and plowing of trails within parks and throughout the community
- Grooming and maintenance of cross-country ski trails
- Maintenance of the water features at Nicollet Commons Park and Burnsville Lions Splashpad



2017 Park Maintenance Budget

General Operating:
Parks \$2,617,449

Staffing
14.0 Full-time Equivalent Staff



Alignment with Council ENDS and OUTCOMES

The primary purpose of the Park Maintenance Department is to maintain the City’s park system and prepare the facilities for the many events that take place in parks throughout the year. The Park Maintenance Division is an integral part of helping the City to Achieve the Community Enrichment End goal and outcomes.

2016: The year in review

2016 Accomplishments

- Resurfaced the tennis courts in Colonial, Lac Lavon and Wood Parks added pickle ball lines
- Completed Lac Lavon Ball Field Complex Phase II - Site Renovations project in time for softball season opening
- Began Phase III – Concessions and Restroom Building project which included demolition of existing building
- Completed Phase II of Burnsville Lions Skate Park
- Replaced the roof, remodeled the interior and converted the lights to LED in the Neill Park recreation building
- Began a five-year project to replace all park entrance signs
- Replaced a failing retaining wall at Hollows Park next to the playground
- Replaced the spray fountain at Crosstown West Park

Providing Amenities:

- Constructed the final portion of the Big Rivers Regional Trail- Black Dog Segment in Partnership with Dakota County Parks and the US Fish and Wildlife Service
- Completed Phase II of Bicentennial Garden project which included new landscaping around the new fountain and providing accessibility upgrades to the fountain area; project was completed in time for Memorial Day event at the Park



2016: The year in review, cont.

2016 Performance Measurement Monitoring Data

Consistent with the Council's adopted governance statements, the most important indicators follow:

In the 2016 Residential Survey

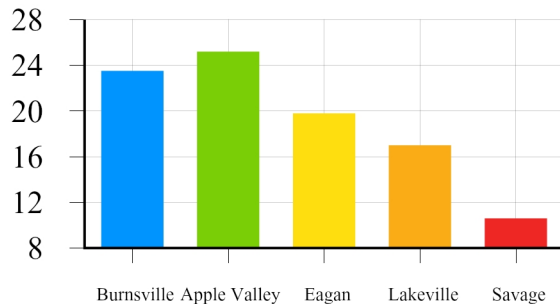
95 percent residents feel existing recreational facilities meet their needs.

Residents use on a frequent or occasional basis:
 77% Community or Neighborhood parks
 77% Trail system
 42% Athletic fields

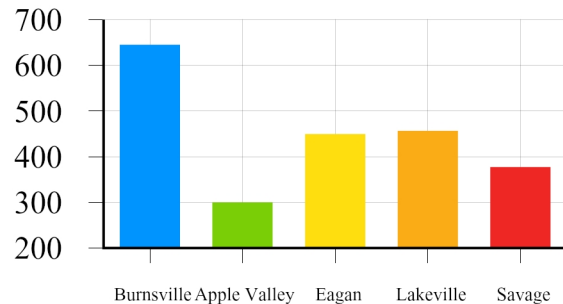
Parks Performance Measures 2016

City	Population	Full Time Employees	Seasonal Employees	Full Time Equivalents	Acres of Turf Maintained	Athletic Fields Maintained	Rinks Maintained
Burnsville	61,630	14	35	23.5	645	142	29
Apple Valley	50,004	16	34	25.2	300	108	21
Eagan	64,206	9	40	19.8	450	122	29
Lakeville	59,866	10	26	17	457	148	16
Savage	27,692	9	6	10.6	377	39	7

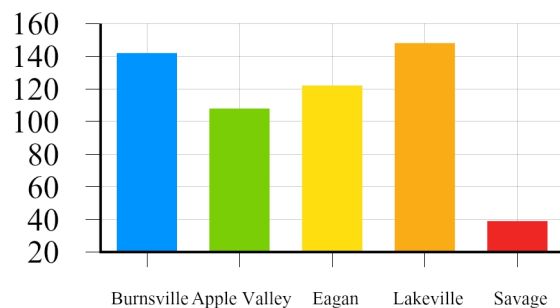
Full-Time Equivalents



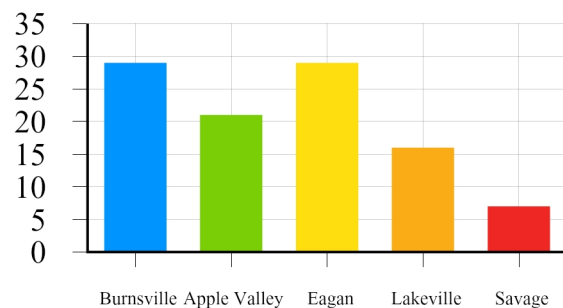
Acres of Turf Maintained



Athletic Fields Maintained



Outdoor Ice Rinks Maintained



2017: A look forward

2017 Budget Overview

The 2017 Budget allows for:

- Continued maintenance of the City's parks and trail system
- Completion of the landscape renovation at Bicentennial Garden project (Phase III)
- Completion of Lac Lavon Ball Field Complex project (Phase III) with the erection of the new concessions and restroom building as well as security enhancements
- Extensive renovation of bituminous features and trails within several parks
- Completion of the Park's Master Plan Update

Natural Resources

Parks, Natural Resources, Recreation & Facilities

Primary Services

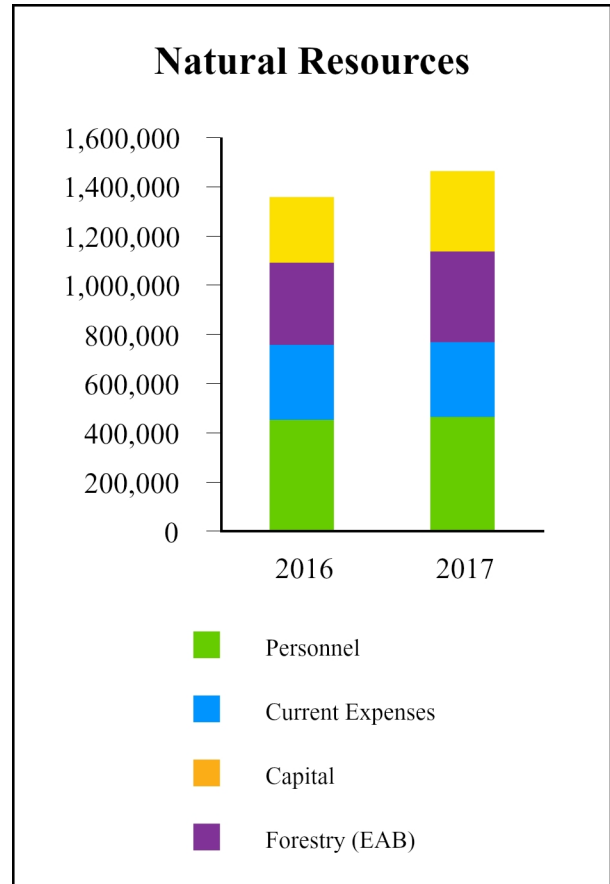
Under the direction of the City Engineer and Natural Resources Director and the Natural Resources Manager, this division provides the following services:

- Commercial and residential recycling programs
- Licensing of solid waste haulers
- Community waste and recycling collection events
- Sustainability coordination and promotion
- Participation in local watershed management organizations
- Development plan review for environmental impacts
- Wildlife program management
- Natural resource public education
- Surface water quality improvement and monitoring program management
- Prairie management and monitoring
- Wetlands management and administration of Wetlands Conservation Act
- Parks & Natural Resources Commission and Black Dog Watershed Management Organization support
- Urban forest resources management (tree pruning/removal, planting, disease control)
- Heart of the City streetscape management

2017 Natural Resources Budget

General Operating:	
Natural Resources	\$ 41,047
Community Landscape	726,636
Forestry Fund (EAB)	369,591
Sustainability Fund	325,521

Full-Time Equivalent Staff
 Natural Resources (Storm Drainage Fund): 3.5
 Forestry/Community Landscape/HOC: 4.3
 Sustainability: 3.0



Alignment with Council ENDS and OUTCOMES

The Natural Resource division provides services that protect and manage the City’s water, wildlife, urban forest, and community landscape resources. The division also promotes sustainable practices within our organization, as well as, to our residents. The Natural Resources division is an integral part of helping the City to achieve the Environmental End goal and outcomes.

2016: The year in review

2016 Accomplishments

- Distributed 240 Trees at the Annual Tree Sale
- Held a native plant market in spring with 678 attendees
- Served 1,450 cars at the Household Hazardous Waste Collection Day
- Worked with the member cities of Dakota Valley Recycling (DVR) to amend the Joint Powers Agreement for the City of Lakeville to join
- Awarded Step 4 in the Minnesota GreenStep Cities Program
- Oversaw the repair of two large rain gardens. One in Forest Park Heights and one in Nicollet Commons Park
- Kept rights-of-way and trail areas open and passable while trimming trees and shrubs in these areas
- Completed the first year of work under a \$76,000 grant for oak savanna restoration at Terrace Oaks West Park
- Treated 1,244 trees to protect them from Emerald Ash Borer, removed 271 poor quality ash trees to decrease risk of infestation, and planted 52 trees to replace removed ash trees

Protecting Burnsville's Resources:

- Monitored eight lakes for water quality



DUMP NO WASTE



DUMPS TO LAKE

2016: The year in review, cont.

2016 Performance Measurement Monitoring Data

Consistent with the Council's adopted governance statements, the most important performance indicators follow:

2016 Residential Survey

Residential Survey Question	2016 Survey Responses
Surface water, lakes and ponds are clean and well maintained	77% Yes
City should invest in sustainable practices	72% Yes
Used the Recycling Center for household hazardous waste	69% Yes
How important is it for the City to plan for climate change effects?	88% Very or Somewhat Important
How familiar are you with emerald ash borer and its impact?	77% Very or Somewhat Familiar

Water Quality

The City continued to work with lake homeowner groups, residents and other agencies to improve and monitor the water quality in area lakes. In partnership with the Black Dog Watershed Management Organization and the Metropolitan Council, citizen monitoring occurred at eight lakes in the community. As part of this program, volunteers gathered water clarity data every two weeks from mid-April to mid-October. The City continued to utilize water clarity as the primary indicator to track the water quality in the lakes. Generally, higher water clarity numbers (depth measured in meters) are indicative of better water quality.

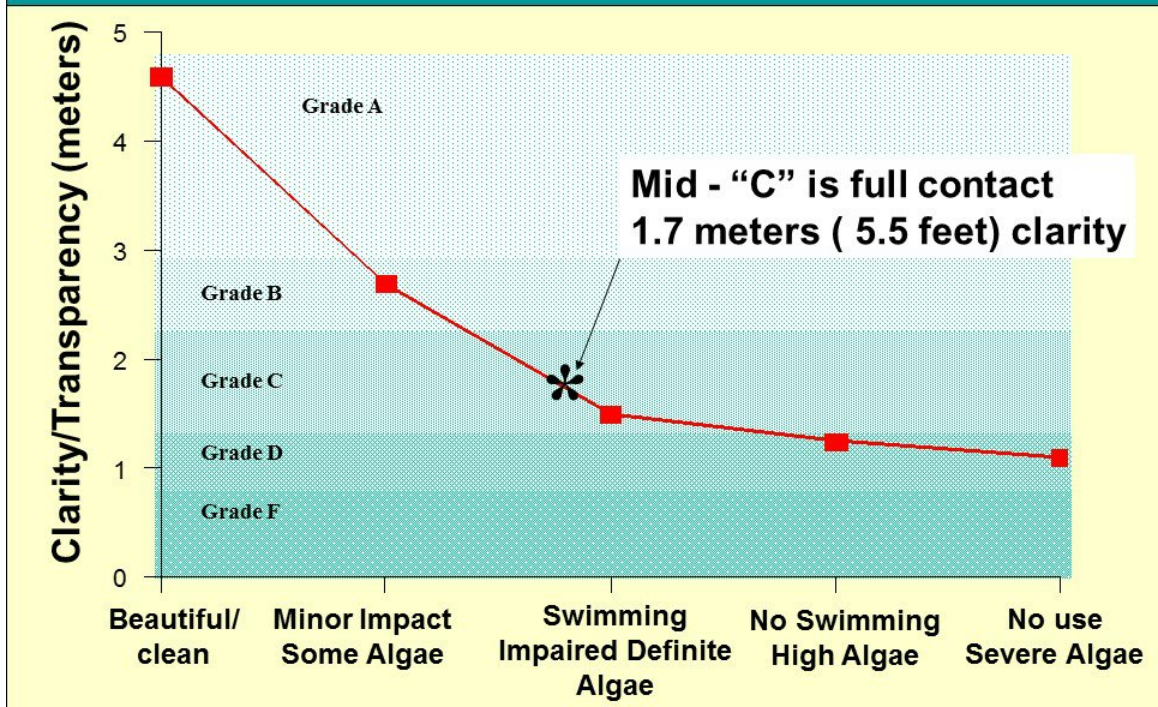
The Metropolitan Council will not complete analysis of the 2016 samples until January or February of the following year; therefore, 2016 data was not available for this report. The following table shows the water clarity results from the citizen-monitoring program for the three most recent years available.

BURNSVILLE LAKE CLARITY REPORT CARD

(Measured in meters)

Lake	2013	2014	2015	3-Yr Avg.	Goal
Alimagnet	0.8	0.9	0.8	0.8	1.3
Crystal	2.0	2.3	2.2	2.1	2.1
Earley	1.6	1.4	1.8	1.6	1.7
Keller	0.6	0.8	0.7	0.7	1.8
Lac Lavon	3.8	4.0	4.2	4.0	3.6
Sunset Pond	2.2	2.2	1.4	1.9	1.7
Twin Lake	1.9	2.1	1.8	1.9	1.4
Wood Pond	1.4	1.3	2.5	1.7	1.7

Recreational Suitability



The following chart summarizes the materials and quantities collected at the two community waste collection and recycling events conducted in the spring and fall of each year.

Materials Accepted at Spring Collection			
Event	Spring 2014	Spring 2015	Spring 2016
Appliances	18,700 bs	23,550 lbs	18,750 lbs
Electronics (computers, televisions, etc.)	12,339 lbs	6,500 bs	8,552 lbs
Mattresses	2,700 lbs	1,815 lbs	N/A
Bicycles	1,500 lbs	3,200 lbs	2,400 lbs
Materials Accepted at Fall Collection			
Event	Fall 2014	Fall 2015	Fall 2016
Appliances	55,000 lbs	64,000 lbs	46,650 lbs
Electronics (computers, televisions, etc.)	95,000 bs	100,000 lbs	70,000 lbs
Household Hazardous Waste	123,150 bs	52,201 lbs	35,485lbs
Scrap metal	31,220 lbs	32,020 lbs	17,580lbs
Document destruction	8,500 lbs	10,320 lbs	7,780lbs
Tires	5,7600 lbs	6,200lbs	2,380 lbs
Bicycles	2,300 lbs	3,750 lbs	2,700 lbs
Vehicle batteries	146	115	134
Total cars served	1,601	1,737	1,450

2017: A look forward

2017 Budget Overview

The 2017 Budget allows for:

- Sustainability programs supported by Dakota County grant programs
- Water resources programs funded through storm water fees
- Forestry programs funded out of the General Fund such as citywide tree trimming
- A separate fund to address and manage the impact of EAB on the community and to implement the plan approved by Council in 2013. EAB program funding was increased by \$50,000 in 2016 to gear up the City's EAB programs in preparation for the arrival of the EAB in Burnsville
- Design and construction of a storm water treatment practice for the Keller Lake watershed that will be located in Crystal Beach Park

Recreation

Parks, Recreation & Facilities

Primary Services

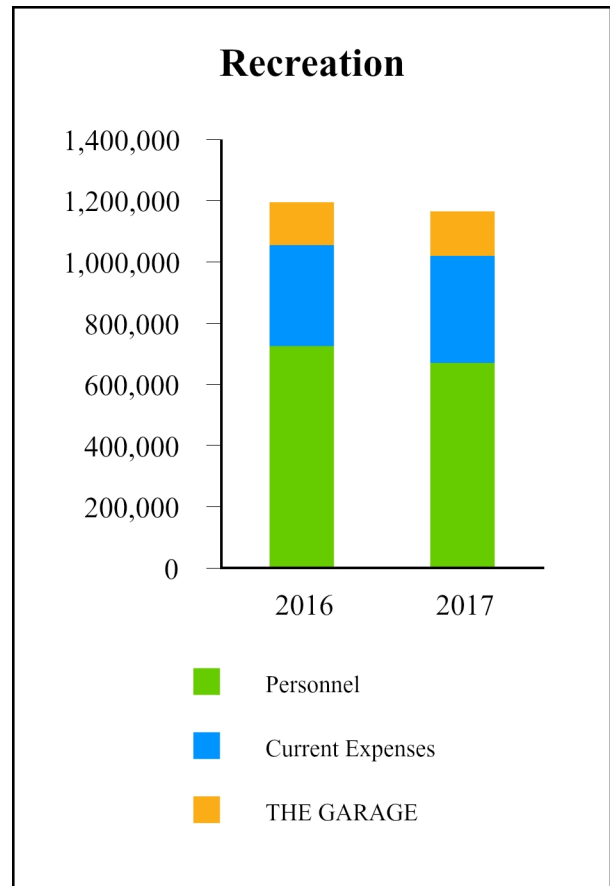
Under the direction of the Parks, Recreation and Facilities Director, this division offers programs and services that improve the lives of customers and residents while enhancing the image of the City of Burnsville. The staff is dedicated to providing exceptional programs and services that fosters social, intellectual, physical and emotional development, promotes health and wellness, increases cultural unity, provides a safe environment, supports economic development and programs facilities that meet the needs of our customers which all contribute to making Burnsville a leading community in which to live, work and thrive. Staff are responsible for:

- Coordinating year round recreation programs for all ages
- Renting meeting room space in city buildings
- Reserving park buildings
- Scheduling athletic fields
- Planning special events
- Mobilizing volunteers
- Trail development
- Developing trails
- Publicizing services
- Supporting the Parks and Natural Resources Commission
- Providing support services for the city wide grants and donations
- Coordinating citywide Laserfiche efforts

2017 Recreation Budget

General Operating:
 Recreation \$1,019,543
 THE GARAGE 146,110

Staffing
 Recreation 6.0 Full-Time Equivalent Staff



Alignment with Council ENDS and OUTCOMES

Community members, including youth, are actively engaged and have access to quality programs and services that meet the changing needs of the community and create positive experiences for all.

2016: The year in review

2016 Accomplishments

- Coordinated a variety of events including movies, music and special events such as I Love Burnsville attracting more than 8,200 park patrons
- Generated \$1,250 to offset program costs through special event sponsorship program
- Increased rental revenue for recreation buildings and shelters with over \$35,000 in revenue generated
- Continued to partner with South of the River Recreators (SORR) to promote programs such as the “Who Done it Hike,” and the “Ground Pounders” running series
- Continued to be a leader in adult athletics for the state of Minnesota in our areas of service
- Scheduled more than 18,000 hours of field time generating more than \$50,000 in revenue
- Coordinating scanning of more than 300,000 documents and 2,704,257 pages into Laserfiche
- Assisted more than ten community groups with special event requests such as a diaper drive, Run for Hope, and Pets for Vets 5K
- Completed majory system upgrade improving customer service and staff efficiencies
- Entered into partnership with Aloha Paddle and Ski to rent paddle boards to park patrons at Crystal Lake Beach
- Maximized community garden plot rentals

Commitment to Youth:

- Continued to partner with local youth sports agencies including Burnsville Athletic Club, Baseball Association 191 and VAA, resulting in more than 14,500 hours of game time played on youth baseball and softball fields in Burnsville
- Continued success of all day Kids of Summer (KOS) and Camp Xtreme program
- Increased daily drop-in participation for summer playground programs
- Maximized participation in preschool soccer and youth tennis programs
- Coordinated Burnsville Halloween Fest, which drew more than 1,500 attendees



2016: The year in review, cont.

2016 Performance Measurement Monitoring Data

Consistent with the Council's adopted governance statements, the most important performance indicators include:

The 2016 Community survey yielded the follow results:

- 66% of respondents rated the number of youth, adult, family and senior recreation program offerings to be "about right" (down from 91% of respondents in 2012).
- 38% of respondents rated the number of youth, adult, family and senior programs offer to be "too few" (up from 7% in 2012).

Note: In 2012, the Parks Recreation and Facilities Department offered 54 total programs and in 2016 the Department offered 77 programs.

Youth and Family Recreation Programs

Youth and family events occur throughout the summer at Nicollet Commons Park. These programs and events continue to have a growing audience and are consistently well attended by Burnsville residents and by residents of surrounding communities. **This year, events at the park totaled more than 8,200 attendees.** Approximately 375 people came to each event for the "Rockin' Lunch Hour" and "Flicks on the Bricks." Despite inclement weather, the 2015 Halloween Fest drew over 1,500 attendees.

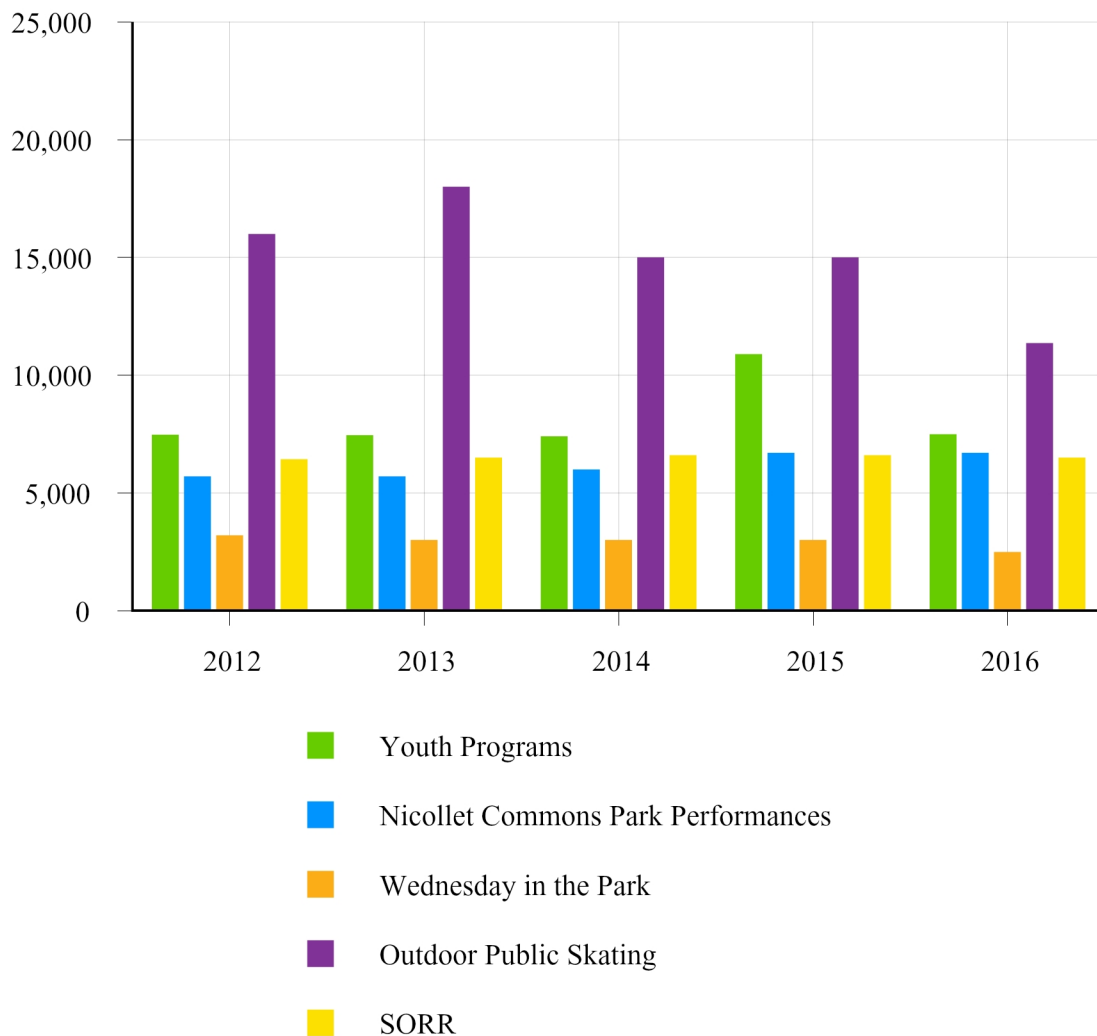


Recreation staff coordinated more than 60 youth and family programs in 2016. A highlight of summer was the opportunity to offer youth skate park programs at the newly expanded Burnsville skate park. These offerings included lessons, advanced classes and camps. In addition to the programs at the skate park, the department also coordinated traditional programming like Kids of Summer, Kids of Summer for Little Tykes and Camp X-Treme for pre-teen participants. Youth tennis lessons and pre-school soccer programs saw steady participation in 2016, while family friendly events like the “Rockin’ Lunch Hour” and “Flicks on the Bricks” at Nicollet Commons Park and the Wednesday in the Park concert series at Civic Center Amphitheater had continued success with attendees of all ages.

The chart below shows the total number of recreational experiences for youth and families that were organized by the Recreation Department.

(A recreational experience is calculated by the total number of participants multiplied by the dates the program was offered).

Recreational Experiences for Youth and Families



Adult Athletics

Burnsville Recreation is a leader in adult athletics in the State of Minnesota. City softball, broomball and sand volleyball programs topped 350 teams providing recreational opportunities to more than 5,000 participants. More than 90,000 individual recreation experiences took place during the 2016 seasons (*calculated by number of players per team per game played each night during the year*). Each evening (Sunday through Friday) from late April through mid-October, adult athletic leagues attract over 300 players, officials and fans to our parks who often use local businesses for gas, food and other services.

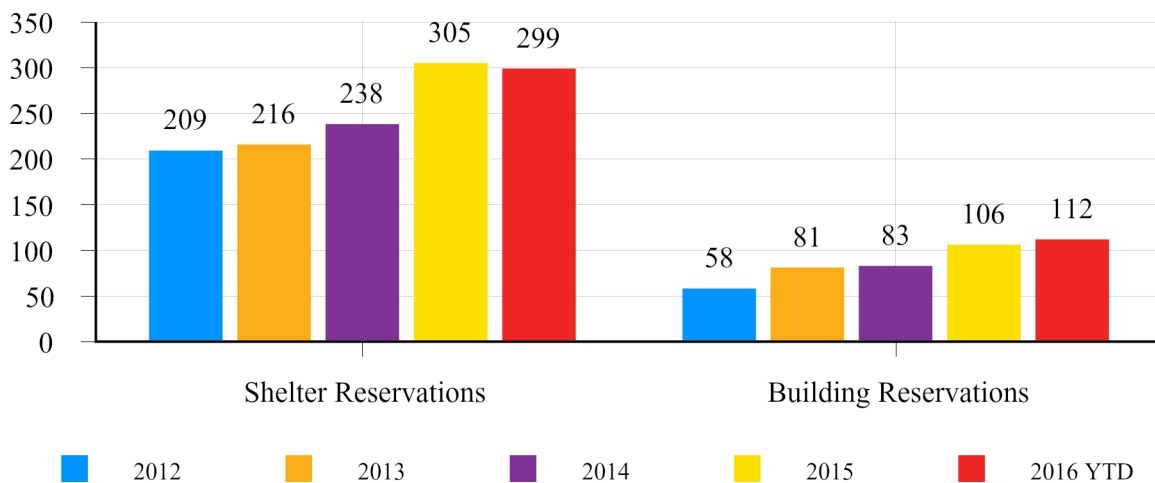


Building and Shelter Reservations

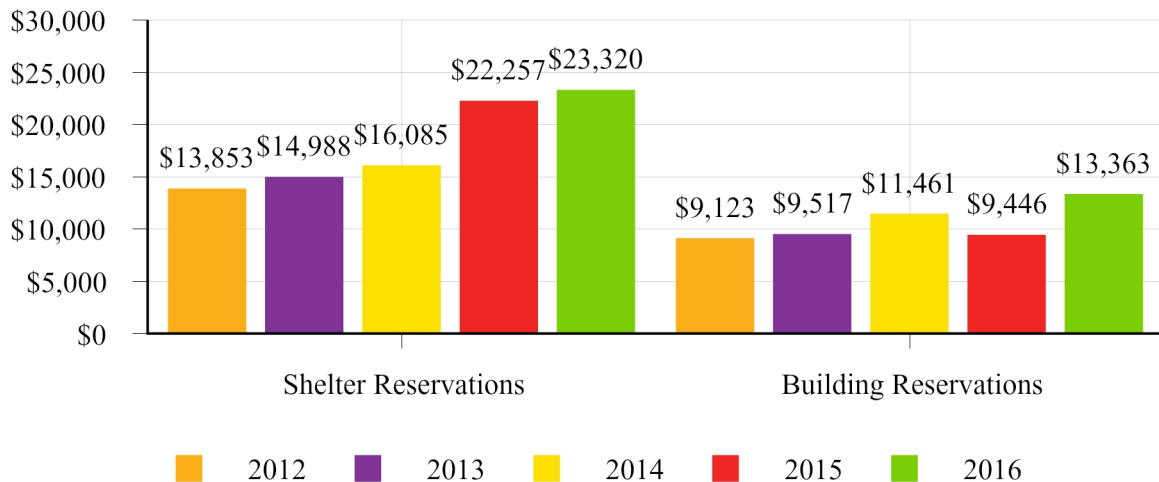
The Burnsville Parks, Recreation and Facilities Department is responsible for renting the City's park shelters and buildings. Burnsville park buildings and shelters are available to rent for graduation parties, baby showers, family reunions, company picnics and summer family fun. Building rentals are available at Neill, North River Hills, Paha Sapa, Red Oak, Terrace Oaks West, and Vista View. Park shelter rentals are available at Alimagnet, Cliff Fen "Lions Playground," Cross Town West, Crystal Beach, North River Hill, Sunset Pond and Lac Lavon. In 2016, these rentals provided the Department with over \$35,000 in revenues.

The following charts show the recent history of reservations and revenues.

Reservation Totals



Revenue Totals



Laserfiche

The City utilizes Laserfiche as its repository for archiving City records. In 2016, an upgrade to Laserfiche system was completed to accommodate for growth in the number of users and the need for designated or named user licenses. In addition, the upgrade allowed for separate file repositories for different departments and the ability to have a public portal to access information. Staff will continue the process of archiving City documents and expanding business processes using Laserfiche's enhanced functionality.

2017: A look forward

2017 Budget Overview

The 2017 Budget allows for:

- Providing an array of programs and special events for youth, teens, adults, seniors and people of various abilities in the community
- Maximizing fees and sponsorship opportunities to help offset program expenses
- Exploring new partnerships to enhance current programs and facilities to meet the needs of the community
- Facilitating the use of City buildings for staff, residents, community groups and other outside user groups
- Facilitating the use of park shelter, fields and other amenities for the community
- Updating of the Parks and Recreation Master Plan
- Exploring new program, facility and partnership opportunities to meet the needs of the community
- Coordinating of citywide Laserfiche (electronic document management) efforts

Community Services

Parks, Recreation & Facilities

Primary Services

Under the direction of the Parks, Recreation and Facilities Director and the Recreation and Facilities Superintendent, this division is dedicated to providing the oversight and management for biking and hiking trail development, management for the Ames Center; volunteer and senior services and building and strengthening our community by applying for grant funds and seeking additional partnerships. This division provides the following services:

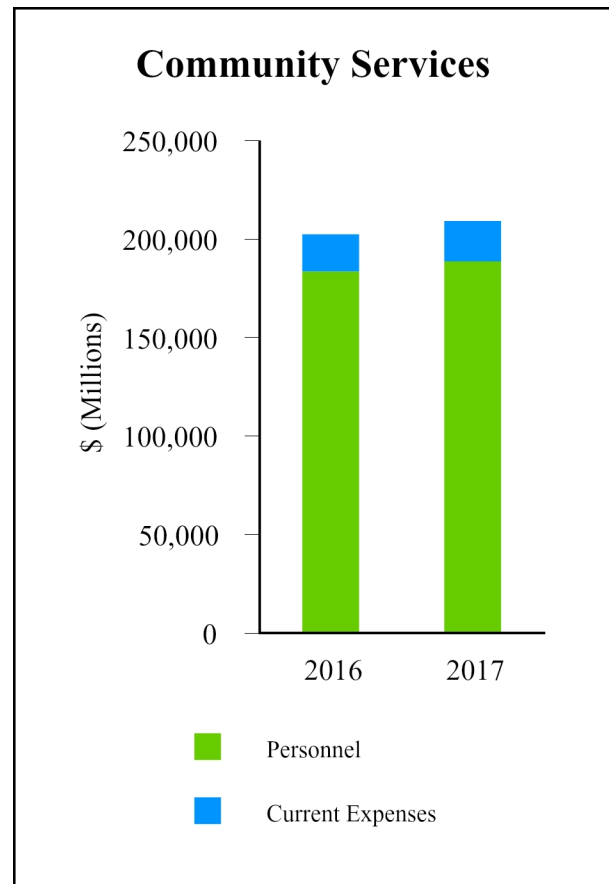
- Citywide grant and donation management
- Local and regional trail development coordination
- Citywide volunteer program management (including in-house volunteers, group volunteers and the Mobile Volunteer Network)
- Collaboration with outside agencies such as the Burnsville Youth Collaborative and Burnsville Community Foundation
- Oversight for the Ames Center management contract and Advisory Commission
- Resource and referral services for seniors
- Senior (62+) educational and recreational program coordination and promotion
- CDBG program coordination such as the appliance removal program and chore services
- Work with the Burnsville Community Foundation to place memorials throughout the park system

2017 Community Services Budget

General Operating \$209,024

Staffing

1.8 Full-Time Equivalent Staff



Alignment with Council ENDS and OUTCOMES

The primary purpose of Community Services is to lead the organization in fulfillment of the City's goals in residential and business neighborhoods. The overall priorities of this area are particularly aligned with the Neighborhoods, Community Enrichment and Safety end statements.

2016: The year in review

2016 Accomplishments

- Managed grant and donation funds for over 40 city projects, totaling over \$7 million in funds
- Continued progress on the construction of the MN River Greenway-Black Dog Segment
- Entered into a Joint Powers Agreement with Dakota County for the maintenance and operation of the Black Dog Segment
- Awarded a \$30,000 Statewide Health Improvement (SHIP) Program grant for the preliminary design of the Lake Marion Greenway
- Began five-year citywide park sign replacement project
- Continued to offer a variety of educational seminars for adults 62+; such as “De-cluttering” and “Aging in Place”
- Collaborated with outside agencies on 62+ events (e.g. “Chocolate & Hearts”, Holz Farm intergenerational event)
- Matched over 100 volunteers with departments throughout the City who provided more than 2,200 volunteer service hours
- Registered, coordinated and supported 124 Night to Unite parties throughout Burnsville; with an estimated 7,000 residents participating
- Worked with Police and Fire to offer Heart Restart CPR to 32 groups and visit Nite to Unite parties

Relying on Help From Volunteers:

- Manage the Mobile Volunteer Network (MVN), which remains a strong public safety “force multiplier” with more than 50 active members, including an 11-member leadership group who work closely with City staff

Promoting Community:

- “Pickleball” and “Senior Health & Fitness Day” continued to be popular
- Coordinated “Aging and Wellness Expo” at City Hall drawing approximately 350 attendees
- Assisted in the coordination and promotion of the ninth-annual International Festival which with record attendance of more than 4,500 people
- Opened the new sound studio at THE GARAGE in partnership with Burnsville Youth Collaborative (BYC)

2016: The year in review, cont.

2016 Performance Measurement Monitoring Data

Consistent with the Council's adopted governance statements, the most important performance indicators follow:

Grant Opportunities

Grant opportunities are pursued to identify innovative solutions that will assist in the reduction of costs to provide service to the community. The Department administered grants and provided administrative oversight for all the City's awarded grants. The Department worked closely with Finance staff to ensure proper financial practices and local, state and federal contractual requirements were followed. Staff also worked throughout the year to prepare required audit documentation. In 2016, there were 38 projects with 50 sources of grant and donation funding in various stages of project completion.

Trail Development

Staff worked closely with Dakota County to continue to develop the City's trail system. In 2016, the completion of the MN River Greenway-Black Dog Segment will be realized after years of coordination among the many agencies involved in the project: Xcel Energy, Dakota County, US Fish and Wildlife Service, and the MN River Watershed District. The 3.75 mile trail is expected to be open for use by Nov. 1, 2016. A joint powers agreement signed with Dakota County incorporated the trail into the regional trail system and named the County as the responsible party for the maintenance and operations of the trail.

Meaningful Connections with Diverse Populations

According to 2010 census data, Burnsville has the highest minority population in Dakota County in ethnic diversity (22.5 percent), as well as the highest senior population with almost 19,000 seniors living in the city. In addition, Burnsville-Eagan-Savage School District 191 reports its diverse population speaks more than 83 languages. ***The 2016 Community Survey indicated that 98% of residents that identify themselves as non-white feel welcomed in Burnsville.***

The ninth-annual International Festival of Burnsville was held in July and drew record attendance with more than 4,500 people. The Festival featured free, live ethnic music and dancing, cultural foods and displays showcased by individuals from various countries who now live in Burnsville. City staff assisted with event planning and management, grounds, and promotion. The 2017 festival will mark the 10th anniversary and is scheduled for July 15, 2017.

The Burnsville Youth Collaborative also convened a cultural competency team comprised of junior and senior high school students. This group will be trained to conduct presentations on cultural sensitivity topics to all Burnsville schools and community groups.



62+ Activities

The Community Services Division continued to provide programs and opportunities for adults ages 62 and older. The priorities of this section are aligned with the Community Enrichment Outcome. In 2016, staff report a total of 809 recreational and educational experiences were offered. Popular programs included pickleball and educational events such as “Behind the Badge.” The Community Services and Recycling Departments worked together to offer educational seminars such as a “Decluttering” and “Aging in Place,” which together attracted about 190 seniors. An “Aging & Wellness Expo” was offered in April with more than 350 in attendance. The City also partnered with the Cities of Apple Valley, Eagan, Rosemount and the Burnsville Senior Center to offer a Valentine’s Event “Chocolate & Hearts: How Sweet It Is” and a summer event at Holz Farm in Eagan.



Quality Housing

The City continued efforts to increase home ownership opportunities for residents. New multi-family developments have focused on owner-occupied units versus rental units. In an effort to promote and encourage the upgrade, enhancement and maintenance of existing housing stock, the City participated in the annual Home Remodeling Fair featuring home improvement vendors, seminars and prizes.

A portion of Community Development Block Grant (CDBG) funds have been used to preserve and enhance quality housing to improve neighborhoods. *At this time, the federal funding for 2017/18 has not yet been allocated, preliminary indications are that the funding will remain steady. Dakota County Community Development Agency (CDA) cautions that the budgets may be reduced.* Listed below is the funding allocation expected by amount and percentage to each category by fiscal year. The following chart includes \$11,500 in CDA Administration funds.

CDBG Program	FY 2015-16		FY 2016-17		FY 2017-18	
	July 1, 2030		July 1, 2030		July 1, 2030	
Housing/Rehab Projects	\$ 127,826	61%	\$ 132,290	51%	\$ 132,290	51%
Public Services	115,600	36%	117,000	45%	117,000	45%
General Administration	3,000	1%	11,000	4%	11,000	4%
	\$ 246,426		\$ 260,290		\$ 260,290	

The City continued to offer and promote programs to improve housing stock in Burnsville, including working with the Dakota County CDA in offering zero- and low-interest rate rehabilitation loans. *The CDA reports that 18 homeowners in Burnsville used the funding in fiscal year (FY) 2015-2016.* These loans use a variety of funding

sources including CDBG, MHFA, HOPE (local levy) and CDA funds. The CDA reported that an overwhelming need for these funds exists.

The Home Remodeling Grant program was designed to assist low-to-moderate income single family homeowners in bringing their homes up to code. Up to \$4,500 in improvement dollars are available per applicant. ***This program is administered by the CDA and provided funds to five homeowners in Fiscal Year 2015-16.*** CDBG funds also provided chore services and appliance and furniture removal to 11 low-to-moderate income seniors. These services allow seniors the ability to maintain their independence and stay in their homes.

Volunteering in Burnsville

The Mobile Volunteer Network (MVN) is a strong component in helping to keep Burnsville a safe community. The 48-member group helps out at community events throughout the year and is ready to help public safety and emergency responder personnel at a moment's notice in the event of an emergency or disaster. They participate in at least four trainings per year in areas such as traffic control, crowd control and first aid. ***The MVN have assisted at ten community events this year and have dedicated more than 400 hours of volunteer hours.*** An additional 50 volunteers assist throughout the city on an annual basis, providing assistance in an array of projects such as removing buckthorn, scanning documents into Laserfiche, and in data entry. Staff coordinated two recognition events to show our volunteers how much they are appreciated.



Consistent with the COMMUNITY ENRICHMENT Outcome– The City is an active partner in the development / redevelopment of an after-school youth program addressing academic, social development, recreation and nutritional needs of the City's youth from elementary to high school ages.

The City of Burnsville, the Burnsville-Eagan-Savage School District (District 191), the Burnsville YMCA and new non-profit -Twin Cities Catalyst Music - have partnered to create a new youth service model with 15 engaged stakeholders. The new collaborative effort incorporates academic and enrichment programming in partnership with current programs offered through the YMCA and the school district. The program encourages the sharing of resources by building a partnership of Burnsville youth-serving agencies called the “Burnsville Youth Collaborative” (BYC). BYC key developments in 2016 included:

- Increased after school program participation from 86 students in 2015/16 school year to 143 in 2015/ 2016
- Transportation to after school programs from Metcalf and Eagle Ridge
- Increased summer program participation from 32 to 41 students; a highlight included outdoor skills at Camp Streeflance in partnership with the YMCA and Wilderness Inquiry
- Creation of short-, mid- and long-term outcomes

- Completion of GARAGE renovations including the addition of a new music and sound studio; THE Burnsville-Eagan school district anticipates offering school courses at THE GARAGE beginning in the 2017-18 school year



2017: A look forward

2017 Budget Overview

The 2017 Budget allows for:

- Citywide grant administration
- Trail review, development and design
- Citywide volunteer coordination and recruitment
- International Festival assistance
- Senior/older adult program coordination and promotion
- Night to Unite coordination
- Burnsville Youth Collaborative assistance with formulation of the collaborative, evaluation work and grant writing
- Continued research for new funding sources, program sponsors and partnerships to enhance current programs and services
- First year of multi-year replacement of city park entry signs

Facilities

Parks, Recreation & Facilities

Primary Services

Under the direction of the Parks, Recreation & Facilities Director the division is responsible for the facility maintenance and management of the city’s major public buildings. Staff are dedicated to providing clean, well-maintained and comfortable facilities for the building users in the most cost-effective and energy efficient manner at the following locations:

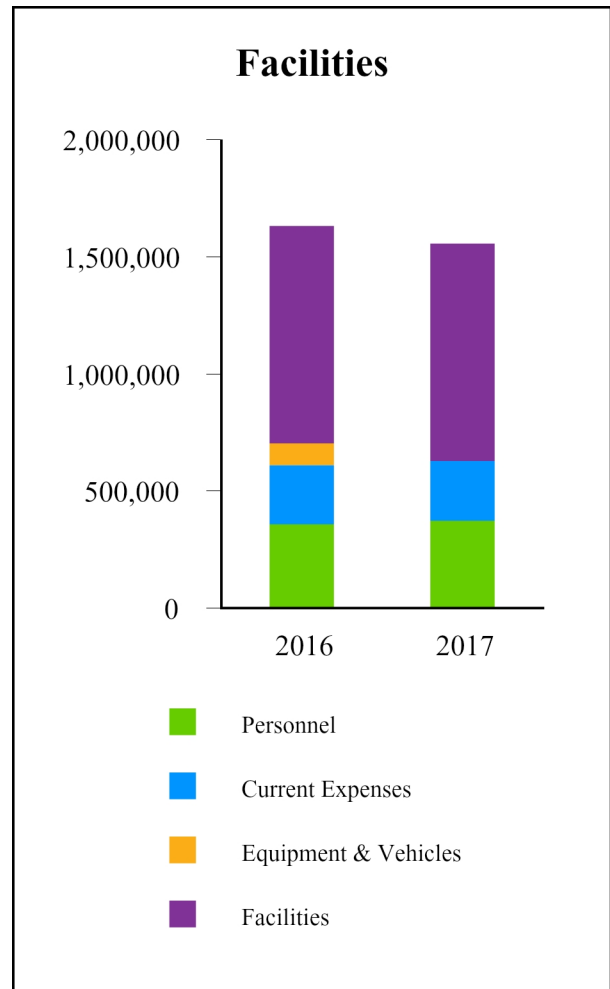
- City Hall
- Parks and Public Works Maintenance Center
- THE GARAGE/Civic Center Maintenance Facility
- Fire Station No. 1 and Fire Station No. 2
- Water Treatment Plant
- HOC Parking Ramp and Parking Deck
- Antenna site buildings
- Ames Center



2017 Facilities Budget

General Operating:
Facilities \$628,390

Staffing
6.0 Full-Time Equivalent Staff



Alignment with Council ENDS and OUTCOMES

The Facilities Division provides maintenance and custodial services for eight City facilities that serve all ages. Accordingly, the division is an integral part of helping the City to achieve the Community Enrichment End goal and outcomes.

2016: The year in review

2016 Accomplishments

- Retrofitted the Police gun range
- Installed new fence and privacy screening in the Police parking lot
- Completed installation of lighting in City Hall and Police parking lots
- Replaced roof, windows, carpet, patio door, lighting, ceiling tiles and installed new concrete aprons at Fire Station No. 2
- Installed sound proofing acoustical panels and base traps in recording studio The GARAGE
- Served on core planning team for Phase I of Facilities Improvement project
- Completed nine projects that will result in annual savings of at least \$4,300 and more than 46,600 kilowatt hours of electricity, which is equivalent to 42 medium-sized homes in one month
- Upgraded more than 290 light fixtures to more energy efficient LED technology in seven locations

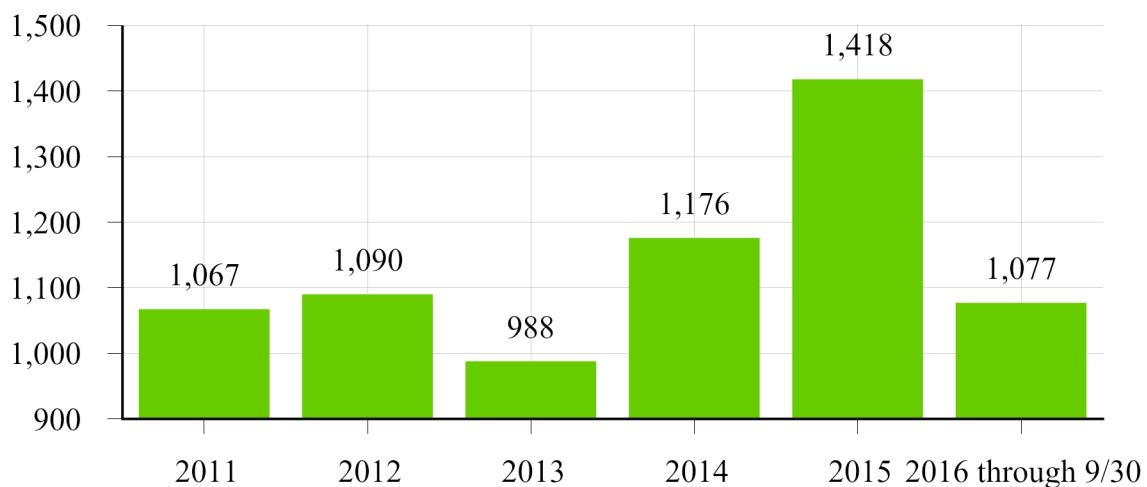
2016 Performance Measurement Monitoring Data

Consistent with the Council's adopted governance statements, the most important performance indicators follow:

City staff coordinates the use of meeting facilities in City Hall, which includes the Community Room, Council Chambers and several conference rooms. The meeting rooms at City Hall are used by individuals and groups for public and private purposes. In addition to hosting all City Commission and Council meetings in the Council Chambers, the Community Room is utilized by numerous organizations for various events. Those users and events include other government agencies, private businesses, local home owners associations, sports banquets, team meetings and social events such as wedding receptions and quinceaneras. In 2016, more than 38,000 individuals will attend functions at City Hall.

The following chart indicates the number of room reservations accommodated at City Hall over the recent years.

Annual Room Reservations



2017: A look forward

2017 Budget Overview

The 2017 Budget allows for:

- Replacement of generator unit at City Hall to get back on peak shaving program savings with the electrical utility
- Continued energy saving projects in City buildings (equipment and lighting)
- Funding for temporary relocation of staff during Phase I construction of the Facilities Improvement Project
- Funding for Phase I Facility Project – City Hall and Police renovation and construction project



Birnamwood Golf Course

Parks, Recreation & Facilities

Primary Services

Under the direction of the Parks, Recreation and Facilities Director and the Recreation and Facilities Superintendent, staff provides the following services:

- Operation of Birnamwood Golf Course, a par 27, nine-hole course
- Organization of golf leagues, special events and tournaments that serve youth, families and adults of various abilities

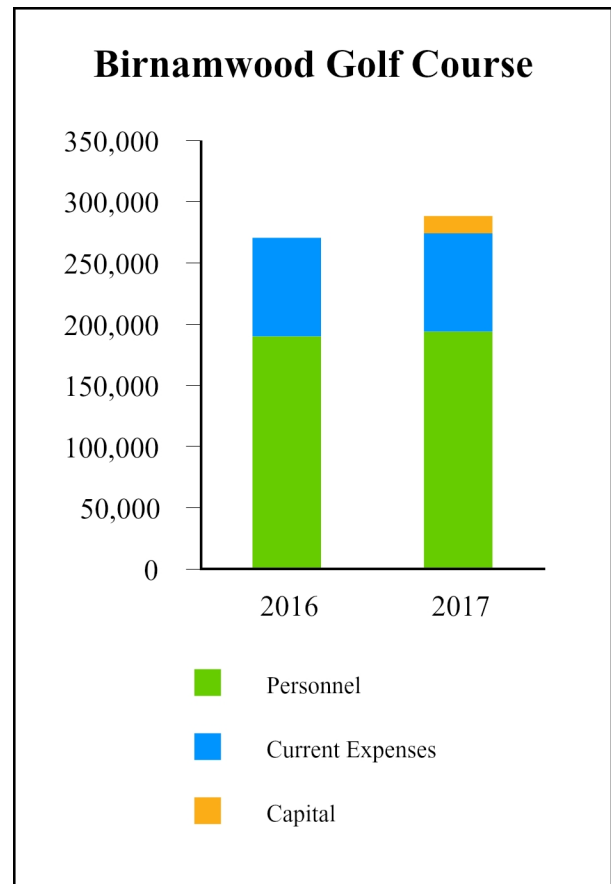


2017 Birnamwood Golf Course Budget

General Operating \$288,210

Staffing

1.5 Full-Time Equivalent Staff



Alignment with Council ENDS and OUTCOMES

The Birnamwood Golf Course provides golfing opportunities for all ages and skill levels. The division is an integral part of helping the City to achieve the Community Enrichment End goal and outcomes.

2016: The year in review

2016 Accomplishments

- Opened the course on March 10 - earliest opening date on record
- Generated \$255,755 in revenue from Jan. 1 through Sept. 30
- Experienced 154 effective days from Jan. 1 through Sept. 30, compared to 164 effective days in 2015 (effective days defined as temperatures over 50 degrees and no more than half of the day can be impacted by rain)
- Built a new hosta, fern and perennial garden behind the 9th green
- Painted all buildings at the golf course
- Removed two large cottonwood trees that were becoming dangerous on the path to the seventh
- Upgraded Recreation Software to RecTrac 3.1 and trained staff on how to utilize and operate the new system
- Rebuilt seventh hole bunker
- Rebuilt motor on irrigation pumpstation to improve prolong the life of the equipment

Golf Continues to be Popular in Burnsville:

- Logged 20,445 rounds of golf through Sept. 30.
- Logged 4,785 total league rounds
 - Adults - 2,880
 - Juniors - 1,509
 - Outside Leagues - 396



2016: The year in review, cont.

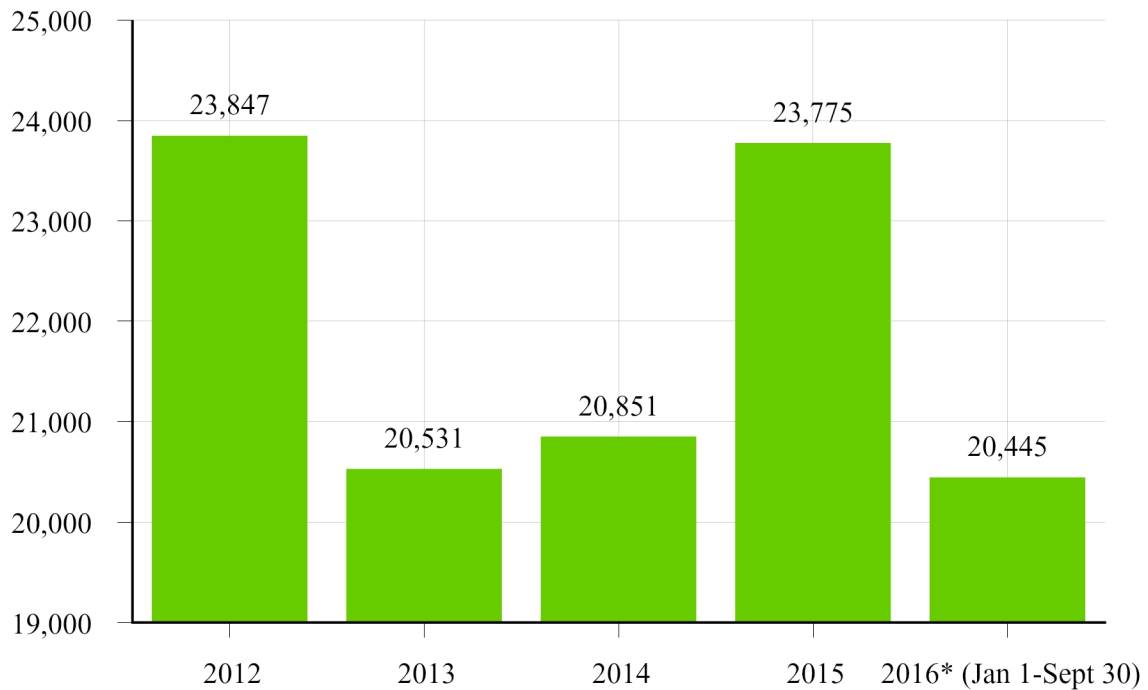
2016 Performance Measurement Monitoring Data

Consistent with the Council’s adopted governance statements, the most important performance indicators follow:

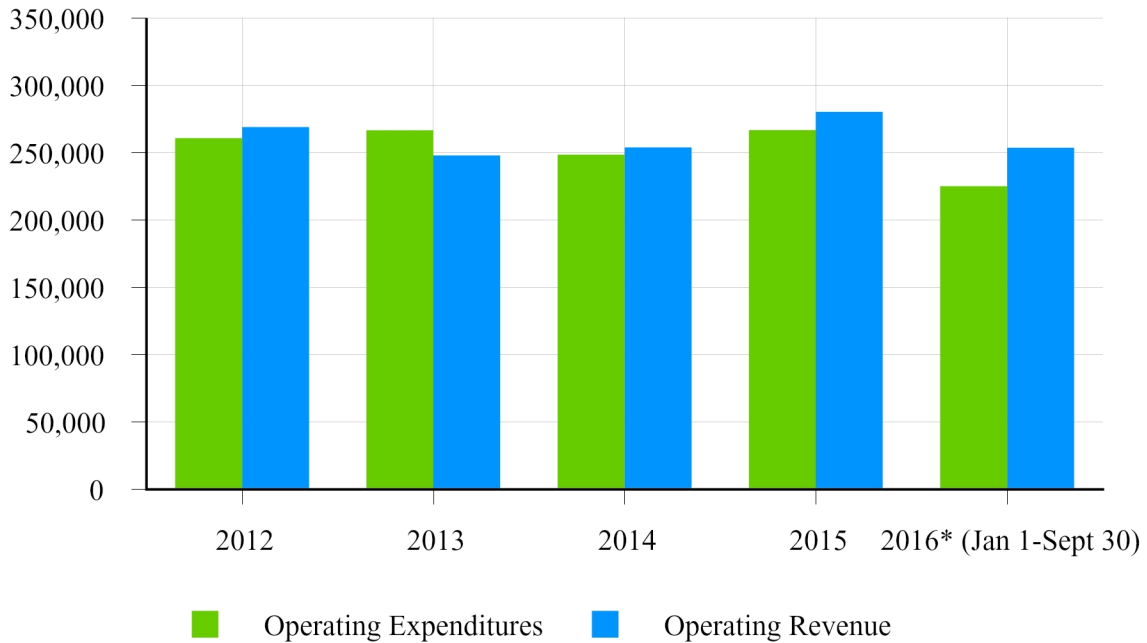
Seventy-one percent of those responding to the 2016 Residential Survey reported Birnamwood Golf Course as being either somewhat important or very important City service.

The 2016 golf season at Birnamwood began on March 10, 2016. This was three days earlier than in 2015 and is the earliest opening date on record. Birnamwood began the 2016 season bringing in more rounds than in 2015. Due to weather, this trend did not continue into July, August, and September. This year marked the wettest July on record for the Twin Cities. August also set a record with the most days with over one inch of rain. September was also wetter than normal. These wet months impacted the total number of golfers visiting the course resulting in 1,065 fewer rounds in 2016.

Total Rounds



Revenues Compared to Expenditures



Audubon Cooperative Sanctuary

Birnamwood has been a member of Audubon International since 1999 and became certified as an Audubon Cooperative Sanctuary in 2002. Birnamwood is the smallest golf course in the world and the only nine-hole course in the State of Minnesota to receive this designation. The Audubon Cooperative Sanctuary Program helps golf courses enhance wildlife and the game of golf.

In 2015, Birnamwood became recertified as an Audubon Cooperative Sanctuary. This involved hosting an outside organization to tour and evaluate Birnamwood’s environmental work. Birnamwood’s environmental responsibilities include monitoring water quality, conserving wildlife and their habitats and using appropriate cultural and integrated pest management methods to manage turf areas.

A 2016 survey of Birnamwood golfers indicated the following results.

How do you rate the friendliness of staff?

*** 100% said good or excellent.**

How do you rate the overall playing condition of the course?

*** 99% said good or excellent.**

How do you rate the recreational value of Birnamwood?

*** 99% said good or excellent.**



2016 Promotional Expenses

In 2016, Birnamwood Golf Course donated promotional greens fee passes to local charities and fundraisers. This is done annually not only to support the community, but also in an effort to garner more customers and business. In total Birnamwood donated:

- 109 greens fee passes to local groups, schools and churches for their silent auctions, giveaways, etc.
- Two, \$150 gift cards to the Burnsville Rotary Club

2017: A look forward

2017 Budget Overview

The 2017 Budget allows for:

- Maintenance of an operating budget similar to 2016
- Replacing three 2004 golf carts totaling \$14,100

Birnamwood Golf Course is an enterprise operation. Accordingly, staff continues to pursue new programs and adjust fees to maximize revenues at the facility.

Burnsville Ice Center

Parks, Recreation & Facilities

Primary Services

Under the direction of the Parks, Recreation and Facilities Director and the Recreation and Facilities Superintendent, staff provides the following services:

- Promotion, scheduling and maintenance of the Burnsville Ice Center (two sheets of indoor ice)
- Opportunities for indoor hockey, figure skating, pleasure skating, curling and other ice related activities for youth, families and adults
- Promotion, scheduling and maintenance of the City’s Outdoor Skate Park
- Liaison to legacy users including the Burnsville Hockey Club and the MN Valley Figure Skating Club

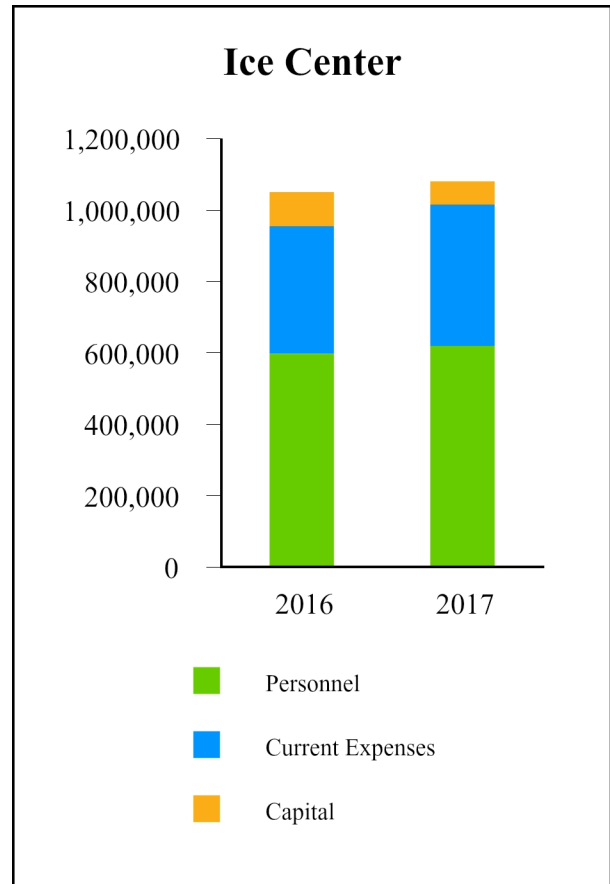


2017 Ice Center Budget

General Operating	\$1,014,619
Capital	65,000

Staffing

6.5 Full-Time Equivalent Staff



Alignment with Council ENDS and OUTCOMES

The Ice Center provides opportunities for a variety of activities on two indoor sheets of ice, and schedules and maintains the City’s outdoor Skate Park facility. The Ice Center is an integral part of helping to achieve the Community Enrichment End goal and outcomes.

2016: The year in review

2016 Accomplishments

- Hosted fourth-annual Blaze Summer hockey clinic with 125 skaters
- Presented annual “Impressions on Ice” skating show
- Completed the mechanical work and Building Management System programming from the re-commissioning project to improve operations and efficiency and reduce energy costs – anticipated at more than \$34,000 annually
- Held annual Halloween Party and free skate for the community drawing over 325 participants.
- Hosted activities and events attracting over 257,000 visitors
- Managed adult hockey leagues with more than 274 adults participating on 28 hockey teams

Burnsville Skate Park:

- Completed Phase II of the Burnsville Lions Skate Park
- Hosted a Grand Opening of the skate park with over 300 in attendance
- Collaborated with Recreation Department to offer skate board camps during the summer 2016



2016: The year in review, cont.

2016 Performance Measurement Monitoring Data

Consistent with the Council’s adopted governance statements, the most important performance indicators follow:

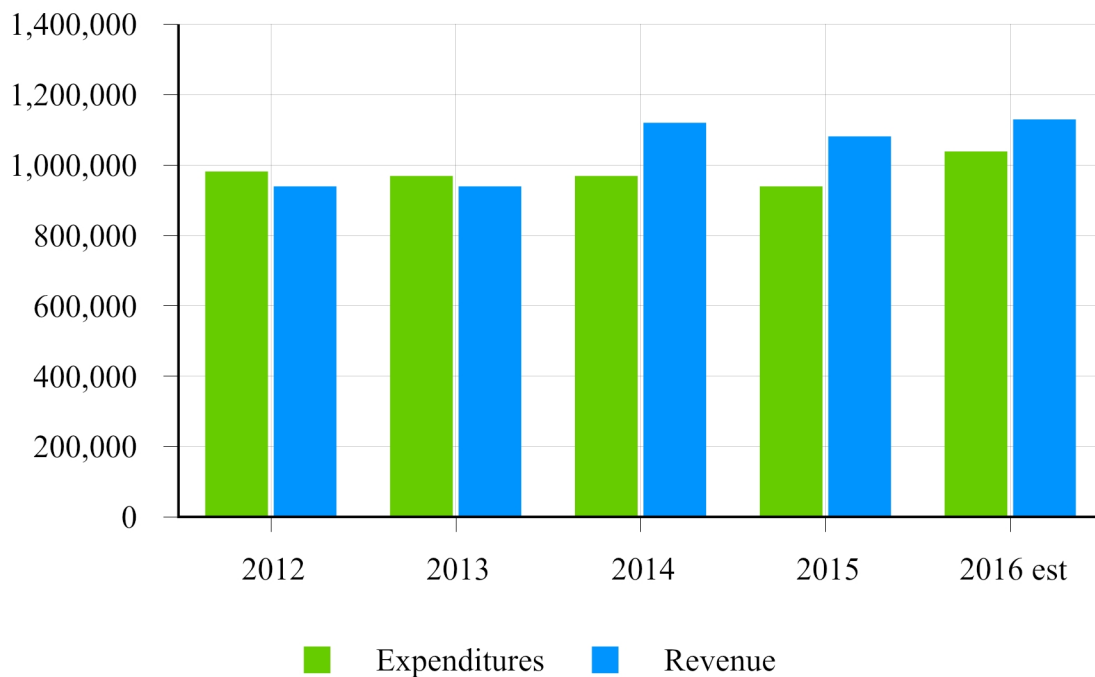
In the 2016 Residential Survey, 69 percent of those responding to the survey reported that the Burnsville Ice Center is either a somewhat important or very important city service.

Ice Center

The Ice Center works with a variety of user groups to make sure the facility is utilized to its maximum potential. ***The Ice Center attracted more than 257,000 visitors and booked more than 3,700 hours of ice.*** A recent downward trend in “Learn to Skate” participation has allowed an increase in ice time for AAA hockey programs during the spring and summer seasons. In addition to the AAA hockey programs, the Ice Center also continues to partner with the Burnsville Hockey Club (BHC) and the Burnsville High School Boys and Girls coaching staffs to offer the “Blaze Summer Clinic” program.

Ice Center operating revenues continue to cover operating expenses and continues to focus on opportunities to reduce operating expenses. With the completion of the re-commissioning project, the Ice Center has now entered into the measuring and verification phase. Energy costs at the Ice Center are anticipated to be reduced by more than \$34,000 annually.

Revenue and Expenditure Comparisons (Capital expenses not included)



The Ice Center continues to offer a high quality “Learn to Skate” program for residents. A survey of “Learn to Skate parents” who had their children enrolled in the 2015 summer classes resulted in the following:

2015 Summer Survey Question	Response
Teachers’ ability to teach class	97% good or excellent
Ice Center staff were helpful and courteous	95% good or excellent
Cost charged for the program	94% good or excellent
Organization of the program	97% good or excellent

Skate Park

The Burnsville Lions Skate Park, located on the Civic Center Park campus completed Phase II renovation in September 2016. Over 300 people attended the grand opening. This project was a collaboration with and generous sponsorship from the Burnsville Lions Club, Burnsville Rotary Clubs, Zombie Board Shop, LCH, Coulee Bank and the Burnsville Skate Park Committee. In total, more than \$113,500 was raised in donations for the project.



2016 Promotional Expenses

In 2016, the Ice Center used promotional passes and hosted free events in an attempt to garner more customers and business. They were:

- The Annual Halloween Party - a free public event geared toward introducing visitors to skating, Learn to Skate Classes, Burnsville Hockey Club (BHC) and the Burnsville Minnesota Valley Figure Skating Club (BMVFSC) through a variety of activities at the party – attracted approximately 350 attendees
- National Skating Month/Skate For Free Day - held in conjunction with the Burnsville Minnesota Valley Figure Skating Club to introduce people to the world of ice skating as a recreational activity and sport – had approximately 278 people in attendance
- More than 150 “Free Public Skating Passes” donated to local groups, schools and churches for their silent auctions, giveaways, etc. to promote the use of the Ice Center as a place for recreation

2017: A look forward

2017 Budget Overview

The 2017 Budget allows for:

- Staff to promote, schedule and maintain the Burnsville Ice Center
- Staff to serve as staff liaison to legacy user groups including the BHC and MVFSC
- Implementation of the strategies from the 2015-2016 re-commissioning project
- An operating expense budget similar to that of 2016
- Continued expansion of existing programs and summer hockey clinics
- A fee structure that allows the City to maximize revenues at the facility
- Continued coverage of operating expenses via revenues



Ames Center

Parks, Recreation & Facilities

Primary Services

Under the management of VenuWorks, the Ames Center provides the following services:

- Promote, schedule and maintain the Ames Center’s two theaters, art gallery, meeting rooms, rehearsal room, banquet space for special events and receptions
- Presentations including cultural events, dramas, comedies, dance and musical acts from local arts organizations and national touring artists

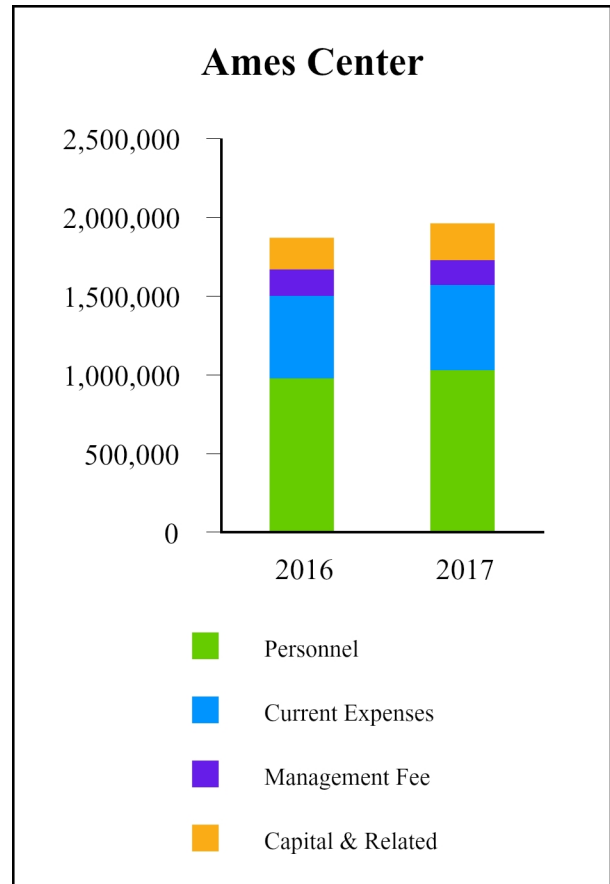


2017 Ames Center Budget

General Operating	\$1,726,496
Capital	234,700

Staffing

9.0 Full-Time Equivalent Staff



AMES CENTER

Alignment with Council ENDS and OUTCOMES

The Ames Center was designed to contribute to the creation of a vital, active downtown area by hosting a broad spectrum of events including local arts, regional cultural organizations, popular concerts, family shows, business meetings, social gatherings and lectures and more. The facility helps the City to achieve the City Services, Development/Redevelopment, and Community Enrichment ends.

2016: The year in review

2016 Accomplishments

- Increased food and beverage revenues by more than 23 percent, offering new menu items with enhanced options during dance competitions
- Began selling Premium Experience pre-event food and beverage packages to groups
- Welcomed nine new advertisers for the Season Guide with ad sales exceeding \$26,400
- Hosted 16 dance competitions and recitals bringing in 121,025 dancers and attendees
- Increased revenue from dance competitions more than 12 percent as of September 30, compared to same time prior year; achieved \$174 increase in revenue per day
- Increased attendance by over seven percent compared to same time prior year, as of July 1
- Attracted national touring musical artists such as Todd Rundgren, 1964: The Tribute, the Oak Ridge Boys, and Steve Vai
- Continued to operate efficiently, projecting to be within \$8,800 of budget by year end
- Customer service levels remained consistently within “Good” to “Excellent” range

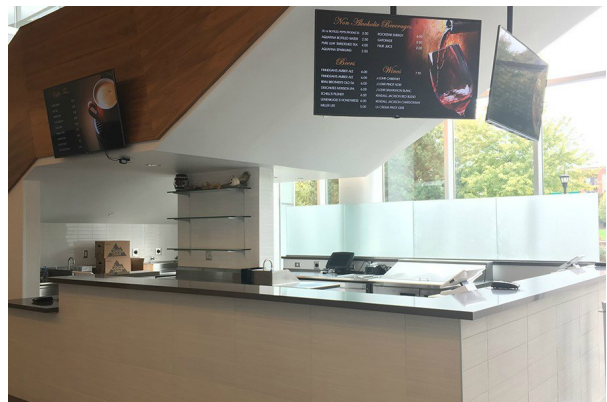
Completion of Concession Stand Construction Project

- Designed to be more efficient with strategically placed equipment that for diverse product and service needs
- Implemented new point of sale system to process transactions faster and provide better financial reporting documents
- Installed new digital menu boards to allow more flexibility for price changes and promotions for concessions as well as upcoming shows and events

BEFORE



AFTER



2016: The year in review, cont.

2016 Performance Measurement Monitoring Data

Consistent with the Council's adopted governance statements, the most important performance indicators follow:

Resident Companies:

The Ames Center continued to be the home of the Dakota Valley Symphony, the Twin Cities Ballet of Minnesota, and The Chameleon Theatre Circle. *The three non-profit organizations produced a total of 84 events with more than 13,900 in projected attendance.*

Convention & Visitors Bureau:

The Burnsville Convention and Visitors Bureau (CVB) is also located within the Ames Center. People looking for information on the City get a preview of the beautiful building when visiting the CVB.



Art Gallery

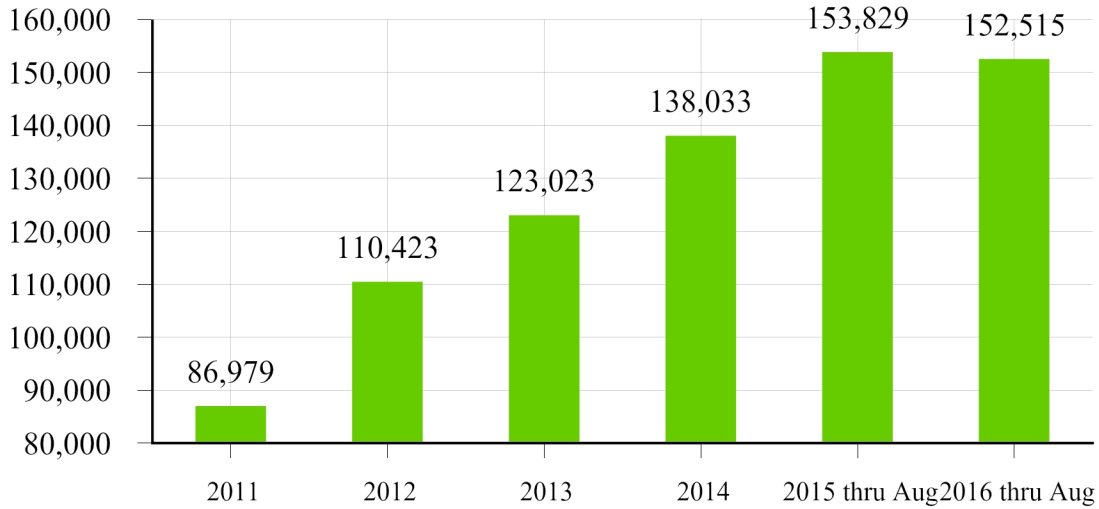
The Ames Center currently holds eight gallery exhibits every calendar year in its 2,000 square-foot art gallery. The mission is to celebrate the visual arts by displaying a diverse collection of artwork from local, emerging and professional artists.

Dance Competitions:

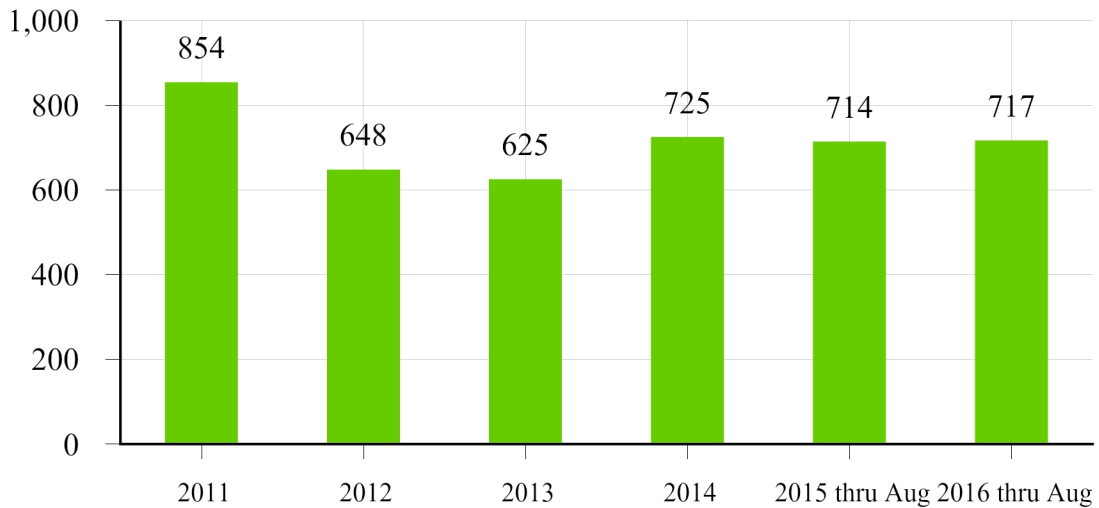
Dance competitions and dance recitals throughout the spring bring dancers from across the Twin Cities metro area, the region and nation to the Ames Center. *In 2016, these dance events brought in just over 121,000 visitors to the Ames Center.*

Attendance/Events:

Visitors to Ames Center



Number of Events



Food and Beverage

The Ames Center works with local catering companies to provide food and beverage service for events such as meetings, community events and receptions. Seven caterers are currently listed as preferred caterers. ***Food and beverage service is a growing source of revenue for the Ames Center and the facility has expanded its equipment to provide for more internal service options.***

Angel Fund

In 2011, the City Council approved the creation of the Angel Fund, which is a program meant to garner support from businesses and/or individuals to help bring an additional series of performances to the Ames Center. The Economic Development Authority (EDA) Fund loaned matching funds to promote donations.

Community contributions to the Angel Fund were \$30,000 in 2011/12 season, \$7,000 in 2012/13, \$17,500 in 2013/14 in the \$10,000 in 2014/15 season, and \$9,250 in 2015/16 season. The Angel Series had five shows for the 2011-2012 series, six shows for the 2012-2013 series, eight shows for the 2013-2014 series, seven shows for the 2014-2015 and six shows for the 2015/2016 series. **There are currently thirteen shows for the 2016-2017 season.** As of July 1, 2016 the Angel Fund balance was over \$172,584. Plans for repayment of the EDA Loan shall commence in 2016, as long as the Angel Fund continues to grow. Ames Center will continue to pursue donor contributions and book profit-generating shows to grow the Angel Fund.

Naming Rights

The City signed a ten-year, \$1 million dollar agreement with Ames Construction for the Burnsville Performing Arts Center naming rights. The facility became the “Ames Center” in 2014.

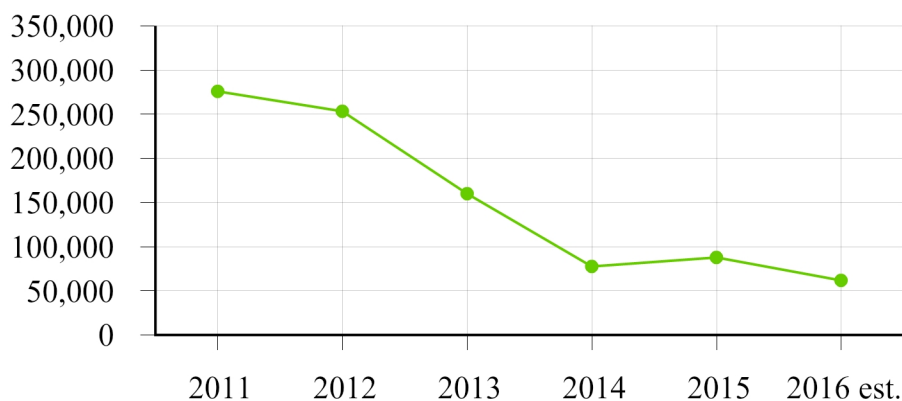
2017: A look forward

2017 Budget Overview

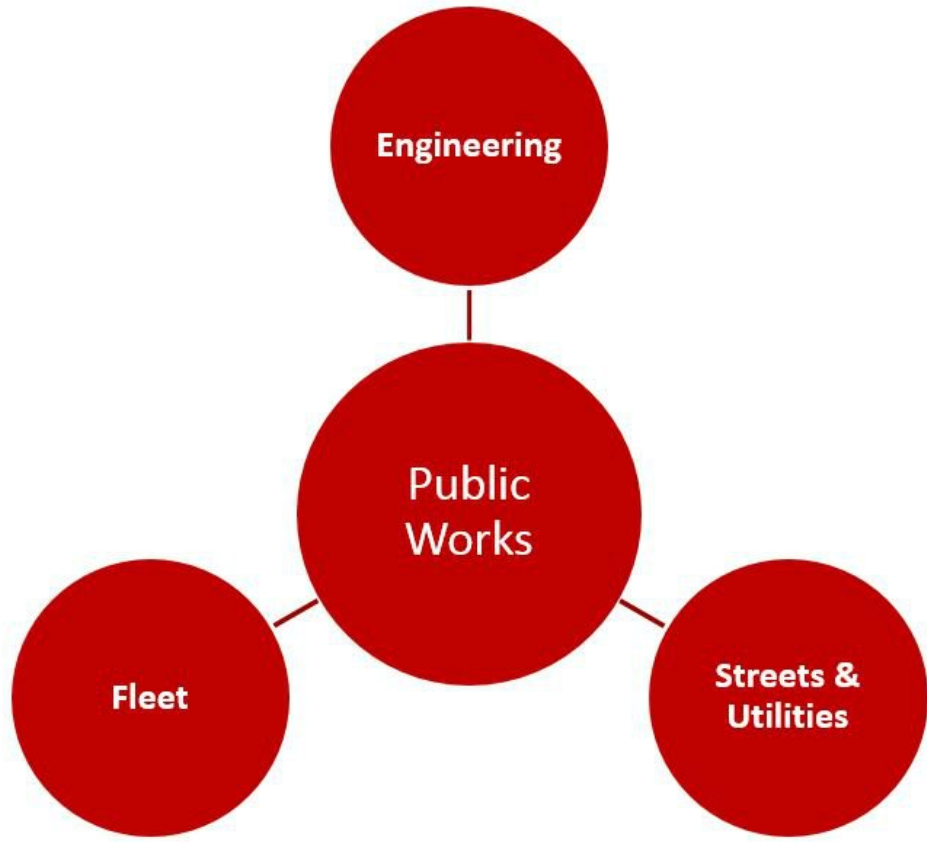
The 2017 CIP Budget allows for:

- Replacement of exterior doors
- Audio System Upgrades
- Installation of a wind barrier
- Painting and drywall repairs
- Replacement of computers
- Refinishing of wood floors
- Conversion of lighting to LED's
- Purchase of staging equipment
- Purchase of food and beverage equipment

City Operating Subsidy



Public Works



Engineering

Primary Services

Under the leadership of the Public Works Director and City Engineer/Natural Resources Director, the Engineering Division provides the following services:

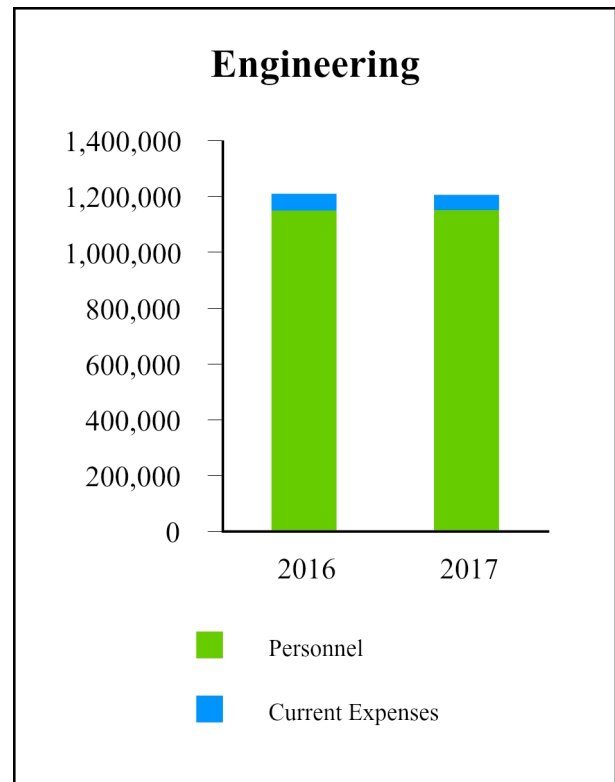
- Design and deliver public infrastructure projects
- Develop the Capital Improvement Plan (CIP)
- Collect special assessments associated with these improvements as well as other special assessments for code enforcement and delinquent bills
- Correspond with other agencies on infrastructure-related improvements that affect the City
- Review development proposals and ensure public improvement development contracts
- Administer the City's rights-of-way
- In cooperation with the Police Department, correspond with the public on traffic management/signing issues in the City
- In cooperation with the Natural Resources Department, oversee, implement and update the City's Water Resource Management Plan
- Enforce the City's erosion control ordinances
- Provide design and project support for park and facility projects

2017 Engineering Budget

General Operating: \$1,204,866
(Net of Capital Project Funding)

Staffing

14.0 Full-time Equivalent Staff



Alignment with Council ENDS and OUTCOMES

In cooperation with other departments, engineering facilitates cost effective management of the City's infrastructure within the overall policy goals of the City Council, including all City Council Ends.

2016: The year in review

2016 Accomplishments

- Delivered the 2016 Street Improvement Program and completed residential streets maintenance overlay
- Completed Portland Ave. roundabout and TH13 turn lane addition as part of Burnsville High School expansion
- Converted CR11 to three lanes between 134th St and TH13 and added flashing yellow arrows at CR11 I35 E (Dakota Co.)
- Began work on a pedestrian crosswalk standardization matrix (2017 schedule)
- Completed CR 42 Trail from Apple Valley to Nicollet Ave.
- Began intersection control study at three intersections (Dakota Co.)
- Completed pond cleanout of three City ponds
- Developed plans for Aldrich Avenue/ CR 42/ I-35W on-ramp improvements (2017 schedule)
- Worked with MCES to deliver interceptor sewer pipe rehabilitation on Williams Drive and Judicial Road
- Continued work on developing the I-35W Bridge project (MnDOT)
- Developed transit station locations for Orange Line (Metro Transit, MVTA)
- Began Keller Lake Stormwater Quality Project in Crystal Beach Park
- Received “no findings” from MPCA’s Storm Water Pollution Prevention Plan (SWPPP) audit
- Commenced a Major Update to City’s Water Resources Management Plan

Emphasis on Quality Streets and Roads:

- Invested more than \$8 million in resurfacing, reconstruction and rehabilitation projects of more than 12 miles of City Streets
- Utilized Host Community and Dakota County CDA grants to resurface streets in the MRQ that would not have otherwise been improved
- Provided funding options for different levels of service for Pavement Management Program



2016: The year in review, cont.

2016 Performance Measurement Monitoring Data

Consistent with the Council's adopted governance statements, the most importance performance indicators follow:

Development/Redevelopment

New development means new public roads and all drainage improvements required to eliminate the possibility of damage to downstream properties. ***Development or redevelopment projects impact the City in one way or another and the Engineering Department also analyzes the impact of proposed projects on existing public streets and properties.*** To minimize impact on the City's natural resources and properties, the Department may examine things such as proposed dirt-work and erosion control for preventing sediment from leaving the site. Through September 2016, the Engineering Department:

- Reviewed 31 private development applications and processed one plat and two development contracts
- Reviewed 47 building permits and provided comments to ensure city code is met on engineering review items
- Completed 360 erosion control inspections and continued enforcement of erosion control ordinances

Additionally, the Engineering Department completed the Portland Ave. Roundabout project in association with the Burnsville High School expansion project to help facilitate the school district's expanded transportation needs with the additional students and staff at that location on a daily basis.

Street Construction, Reconstruction and Rehabilitation

The Engineering Department plans, engineers and administers the City's street construction, reconstruction and rehabilitation programs and many other public improvement projects on annual basis. Using GIS technology, staff produce quality maps from various perspectives.

In the 2016 Residential Survey, 86 percent of those responding reported City street repairs and maintenance as either excellent or good.

Through September 2016 the Engineering Department:

- Completed 7.5 miles of street improvements on neighborhood roadways and 1.6 miles on industrial, collector aerial roadways
- Completed three miles of residential street maintenance overlays
- Completed the Portland Avenue roundabout to improve transportation for the Burnsville High School expansion

The Engineering Department also administers the right-of-way ordinance and manages underground utility assets. ***Through September 2016, the Engineering Department administered 144 right-of-way permits valuing more than \$38,000. This amount is reduced from past years as the City no longer collect fees for right-of-way permits from some of the larger private utility providers. The newly adopted utility provider (gas and electric) franchise agreements replaced right-of-way permit fees with franchise fees which the City began collecting in July 2016.***

The Department is also called upon to ensure motorist and pedestrian safety throughout the City. ***The Engineering Department responded to many traffic concerns and continued to compile and analyze crash data to determine the most dangerous intersections in the city and ways to improve safety.*** The Department fielded speeding complaints

from residents in multiple neighborhoods including: Evergreen Dr., Summit Oaks Dr., Woodland Dr., Heather Hills Dr., Parkwood Dr., Upton Ave., West Preserve Blvd., and 136th and 140th St. where speed studies were performed to verify issues and work through remedies. On Judicial Rd., the Council passed a resolution lowering the speed limit from 40 mph to 35 mph. Parking complaints were also received on Park Ave., 146th St., Grand Ave., Shady Ln. and Wood Lake Dr. The Department worked with the City's Police Department on enforcing existing parking requirements. A few pedestrian and crosswalk complaints were also received the Communication Department on a pedestrian safety public service announcement, "Crosswalking Dead." The Department is also working on a crosswalk matrix to help create uniformity of crosswalks throughout the city.

The City has the authority to levy assessments on private property for public improvements. Special assessments are used to pay for projects such as street paving and reconstruction as well as items such as weed-cutting and mowing. Engineering staff provide in-depth parcel, property and assessment information. ***In 2016, the City collected \$1.6 million in special assessments from almost 1,000 parcels in Burnsville for items such as street improvements, Heart of the City (HOC) operations and maintenance, private development agreements and miscellaneous late payments such as multiple false alarms. The Engineering Department also collects assessments for the Code Enforcement area of the City.***



Pavement Management

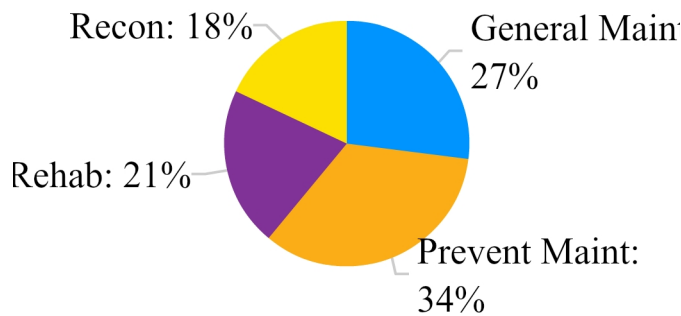
The City rated 80 miles of streets in 2016. The following graphs show changes to the overall rating of streets by category of maintenance need. It is important to note:

- streets classified as "General Maintenance" need little work;
- streets classified as "Preventative Maintenance" are streets that would benefit from crack sealing/seal coating;
- streets classified as "Rehabilitation" need resurfacing; and
- streets classified as "Reconstruction" need a complete street rebuild including the gravel base.

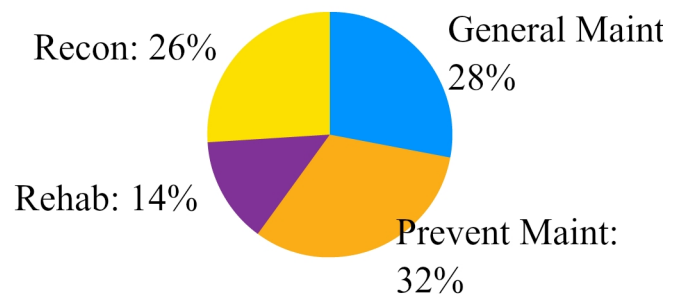
The overall Pavement Condition Index (0 – 100 scale, 100 the highest) of local roads is 64 and Collector/MSA roads is 69. The City Council set long-term minimum service level goals of 35 for local roads and 55 for Collector/MSA roads.

Pavement Management System Ratings 221 Miles

Current Year 2016



Prior Year 2015



The following table shows the percentage of mileage below these goals.

Mileage of Streets Below Long Term Minimum Service Levels		
	2016*	2015
Local Roads PCI <35	19%	30%
Collector/MSA Roads PCI <55	31%	30%

*Note: Additional years of data are necessary to establish long term trending as significant short term improvements and measurement methods can create year to year variations.

2017: A look forward

2017 Budget Overview

The 2017 Budget allows for:

- Construction of approximately 7.5 miles of roadway with annual street reconstruction and rehabilitation program and an additional 0.5 miles of improvements on Ladybird Lane and 0.7 miles of Maintenance Overlay
- Commencement of the City's Ground Water Treatment Plant Rehabilitation Project
- Continuing the Advance Meter Information System and Meter Change-out Project
- Continuing design efforts for the I-35W River Bridge Replacement (MnDOT)
- I-35W/CR 42 On-Ramp Turn Lane Extension and Bridge Deck Replacement Project (Dakota Co./MnDOT)
- Completion of a major stormwater management project in the Union Pacific Railroad area
- Completion of annual pond cleanout and local drainage modification projects
- Completion of the Intersection Control Preferred Option Determination Project at CR 5 and Burnsville Parkway, CR 5 and 136th Street and CR 11 and Burnsville Parkway
- Major Update completion to the City's Water Resources Management Plan
- Continuation of the Comprehensive Plan Water/Sewer/Transportation/Storm Water Chapters
- Orange Line BRT Station Design (Metro Transit)
- Work with MnDOT on the TH 13 Resurfacing project in the west part of Burnsville including replacement of the Washburn Ave traffic signal

Streets & Utilities

Public Works

Primary Services

Under the leadership of the Director of Public Works, the Streets & Utilities Division provides the following services:

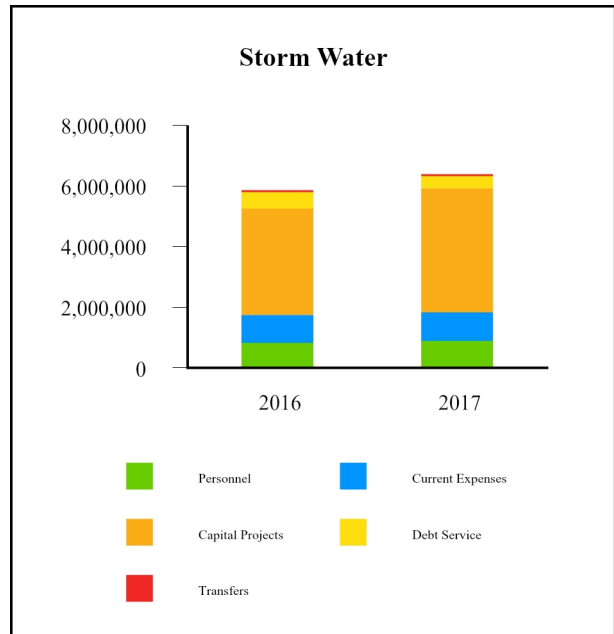
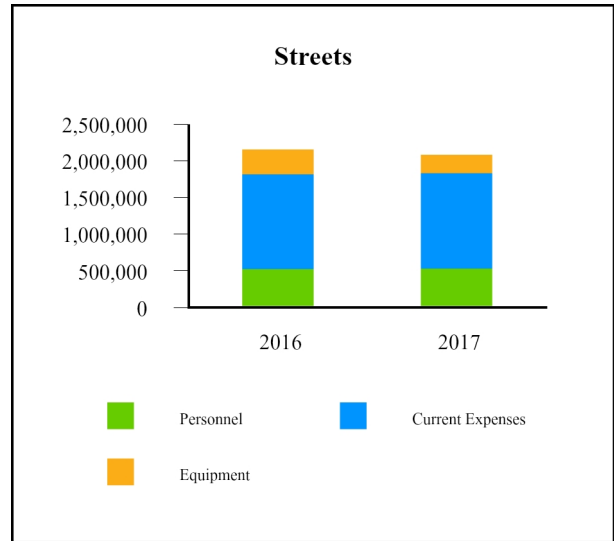
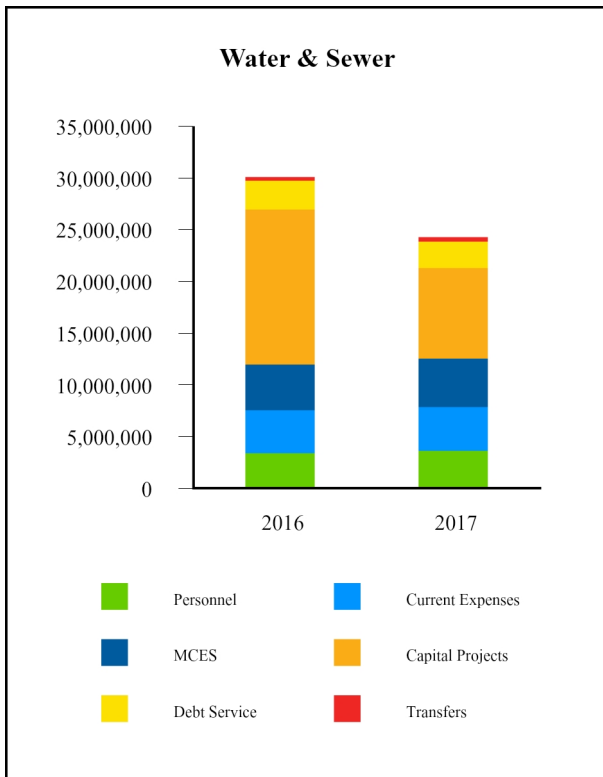
- Snowplowing and street sweeping
- Street and storm water system repair and maintenance, including City street signage and lighting
- Repair, maintenance, production and operation of potable water system and sanitary sewer system

2017 Streets & Utilities Budget

Streets	\$ 1,833,290
Water & Sewer	12,516,993
Storm Water	1,833,692

Staffing

Streets	12.0 Full-time Equivalent Staff
Water & Sewer	15.0 Full-time Equivalent Staff (includes Utility Billing)
Storm Water	3.5 Full-time Equivalent Staff



2016: The year in review

2016 Accomplishments

- Plowed and anti-iced for 36 winter weather events
- Cleaned 103 environmental sumps
- Rebuilt 59 catch basin manholes
- Patched more than 300 catch basins
- Inspected 220 pond structures
- Painted one intersection semiphore and 41 decorative street light poles
- Completed two full city sweeps
- Completed utility replacement and upgrades on 7.5 miles of city streets
- Completed annual water system maintenance and flushing
- Treated more than 3.2 billion gallons of water, including 1 billion gallons of surface water
- Repaired eight watermain breaks
- Provided more than 85 percent of Savage's water through September 2016
- Replaced granular activated carbon media in two of four surface water plant filters which aids in taste and odor removal
- Rehabilitated two wells
- Painted 196 fire hydrants and Inspected more than 1,100 private fire hydrants
- Upgraded 402 fire hydrants with STORZ Nozzles or Adapters
- Responded to 348 customer service calls through September 2016
- Received 5,441 utility locates requests through September 2016
- Cleaned and televised 57 miles of sanitary sewer
- Rehabilitated watermain on two key highway crossings
- Began implementation of the citywide water meter replacement project of over 16,700 water meters

Performed or Contracted for Street Maintenance:

- 1,950 tons of asphalt
- 5.0 miles of seal coating 24.5 miles of crack sealing
- 60 miles of roadway striping
- 400 feet of sidewalk replaced
- 400 feet of curb replaced
- Upgraded/repared 11 pedestrian ramps
- Inspected 80 miles of City Street for ADA compliance
- 0.8 miles of street of in-house overlays

2016: The year in review, cont.

2016 Performance Measurement Monitoring Data

Consistent with the Council's adopted governance statements, important performance indicators include:

Street Maintenance

In 2015, City staff completed more street maintenance concrete repairs than ever before. The City constructed 180 miles out of 221 total miles of City streets in the period from 1965 to 1980. These streets are at least 30 years old and aging rapidly; as a result, street maintenance and repairs will continue to be a high priority.

The City has contracted out sidewalk snowplowing services for the past five winters. ***Residential survey results from 2016 indicate that 85 percent of residents rate these services as good or excellent, up 20 percent from 2012.*** City staff will continue to monitor and make changes to ensure adequate levels of service.

The City continued to use 100 percent salt and/or additives in its daily snow and ice control, resulting in better ice control and less accumulated sand to sweep up in the spring and remove from lakes and ponds in future years. Additional minor equipment was purchased in 2013 for the anti-icing program. Salt brine is being applied to collector streets in advance of known snow events. Pre-wetting equipment allows brine to be applied to granular salt during the application process. Both efforts will reduce the volume of salt needed for each snow event.

Other examples of the types of services provided include:

- Pavement management programs
- Street and sidewalk maintenance, snowplowing and street sweeping
- Re-inspection of one third of the City's pedestrian curbs ramps and facilities to ensure compliance with ADA requirements
- Bike trail maintenance
- Spring and fall sweeping to prevent dirt, trash and
- contaminants from entering the storm drainage system and filling catch basins, ponds and lakes
- Updating old signs to meet reflectivity needs



Water and Sanitary Sewer Utilities

The Department is also responsible for the City's water supply, water quality and service installation as well as maintenance and operation of the City's sanitary sewer system. The City provides high quality water and sewer service to more than 17,000 homes and businesses. The City has once again met or exceeded all State and federal standards for drinking water.

In 2016, the City developed the plans for upgrade of the City’s water meter and automated meter information system to be completed in 2017 and 2018. Staff have used 2016 to prepare and plan for this mass meter changeout of nearly 17,000 residential and commercial water meters.

A challenge continues to be the City’s aging infrastructure. ***As an effort to update and address components of the 35-year-old ground water treatment plant that are at the end of their useful life, the City began preliminary design and planning for plant reconstruction scheduled in 2017 and 2018.*** The City continued water and sewer system repairs and replacement in conjunction with the street reconstruction and rehabilitation projects as a cost-effective and efficient approach to replacement.

Pressure Reducing Valves (PRV) maintenance and upgrades also continued to be a priority. Operators tested, inspected and monitored these pressure stations to ensure appropriate pressure was sustained throughout the city. As part of this effort, staff replaced one PRV station to better serve the 150th and CR 5 pressure zone.

The City also provided more than 85 percent of the City of Savage’s water through September. Under the agreement which renewed in 2014, the City’s wells will continue to be used in a manner that limits impacts on the Black Dog Fen within the Minnesota River Valley. In partnership with the City of Savage, approximately 1.1 billion gallons of water are and will continue to be utilized annually from the Kraemer Quarry, reducing the impact on the Jordan aquifer and preserving the water supply.

The Department also worked collaboratively with the City’s Fire Department and Utility Billing Department to continue to upgrade more than 400 hydrants to STORZ nozzles and facilitate the Private Hydrant Inspection Program covering 1,015 private hydrants that are not being inspected privately.

Now in its fourth program year, staff continued to work with owners of private hydrants to address deficiencies ensure the deficiencies are corrected in a timely manner.



Other highlights in 2016 included:

- Continued enforcement of outside water use restrictions and continued promotion of water conservation
- Annual inspection and cleaning of selected ponds
(Note: The City's SWAMP program identifies the ponds that have the greatest treatment value annually for maintenance)
- Annual sanitary sewer cleaning and lining projects to decrease inflow and infiltration, improve operations, and extend the life of sanitary sewer system
- Continued implementation of chloride reduction measures in the snow removal program to limit impacts to lakes and wetlands



Water and Sewer Statistics

City	Pop.	F-T Staff	P-T Staff	Wells	Pressure Zones	Miles of Water Lines	Miles of Sewer Lines	Sanitary Lift Stations
Burnsville	61,300	14	3	19*	12	285	209	13
Eagan	64,456	19	6	21	5	370	302	16
Apple Valley	50,200	12**	5	20	3	248	202	9
Lakeville	55,954	10	3	17	3	310	255	20

*Two Surface Water Reservoir Pumps are included.

** Staff also maintains Storm Sewer System

Street and Storm Water Statistics

City Street & Storm Water Systems										City Staff Plowing	Contract Plowing		
City	Pop	F-T Staff	P - T	Total Miles	Cul- de- sacs	Center Islands	Trail & Sidewalk Miles	Storm Sewer Maint.	Storm Sewer Lift Stations	Plowed Miles	Equip Units	Plowed Miles	Equip Units
Burnsville	60,220	12	2	225	450	Yes	120	Street	8	221	22	3.5	1
Eagan	64,456	14	2	239	614	Limited	141	Utilities	21	237	11	28	4
Apple Valley	49,924	14*	4	176	317	Limited ***	187	Street/ Utilities	11	169	23	0**	—
Lakeville	55,954	11	—	260	460	No	90	Street		260	26	—	—

*Includes maintenance of municipal cemetery

**Snow hauling only

***Cedar Avenue Corridor (multiple locations)

Additionally, to prepare for 2017 projects the Department has participated in the following activities:

- Studying potential long-range water supply options at the Quarry Surface Water Intake
- Updating the water distribution system model to optimize the water flow and pressure throughout the system
- Planning and preparation for GWTP rehabilitation for construction to start in 2017

Street Light Utilities

City staff continued to upgrade existing street lights with energy-saving options in a cost-effective manner. *In 2016 one signalized intersection was repainted and new energy efficient LED street lighting was installed.* Forty-one street lights were also painted and six new LED street lights were installed.

2017: A look forward

2017 Budget Overview

The 2017 Budget allows for:

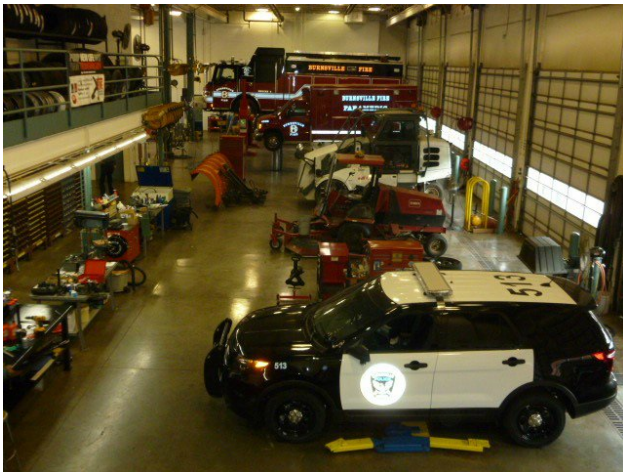
- Completion of Quarry Intake Study
- Completion of plans for GWTP rehabilitation project
- Replacement of water meters
- Continuation of current well and high service pump rehabilitation projects
- Completion of decommissioning of Nicollet Avenue 36-inch watermain
- Rehabilitation of the McAndrews Sanitary Lift Station
- Continuation of current street and utility maintenance programs
- Painting of two signals, install new LED street lights
- Repairing of pavement (patching and milling)

Fleet

Primary Services

Under the direction of the Public Works Director, the Fleet Division provides the following services:

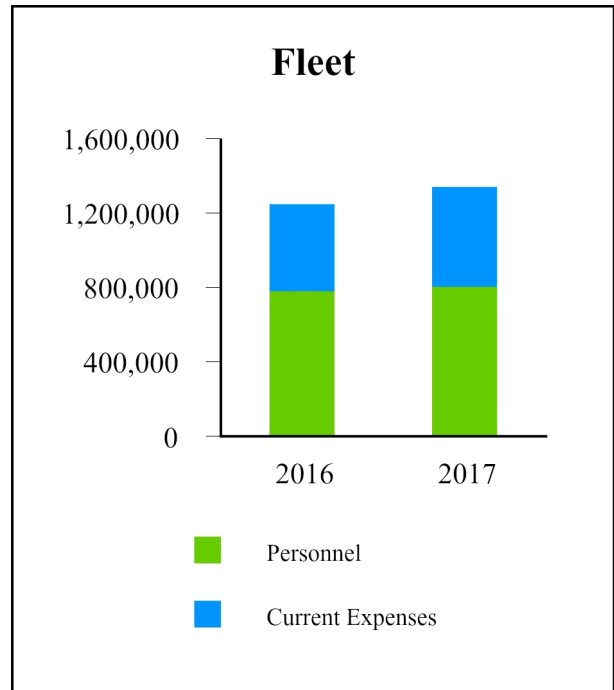
- Repair and maintenance of City’s vehicle fleet and wide variety of equipment
- Planning responsibility for vehicle and equipment replacement schedule
- Facility maintenance; operations, maintenance and repair



2017 Fleet Budget

General Operating \$247,777
(net of charges to other departments)

Staffing
8.0 Full-time Equivalent Staff



Alignment with Council ENDS and OUTCOMES

The primary purpose of the Fleet function is to acquire, maintain and replace City vehicles and equipment in the most cost effective and timely manner possible.



2016: The year in review

2016 Accomplishments

- Purchased and set up 24 new vehicles/equipment
- Sold 26 used vehicles/equipment
- Upgraded 11 Vehicles with new Computer docking system
- Replace and Upgrade the maintenance facility fire alarm system
- Completed spring and fall seasonal changeovers of fleet
- Replacement/upgrade the high bay lights to LED fixtures
- Maintained more than 300 vehicles and pieces of equipment
- Replacement of the floor tile in the maintenance facility

Fleet Management Software:

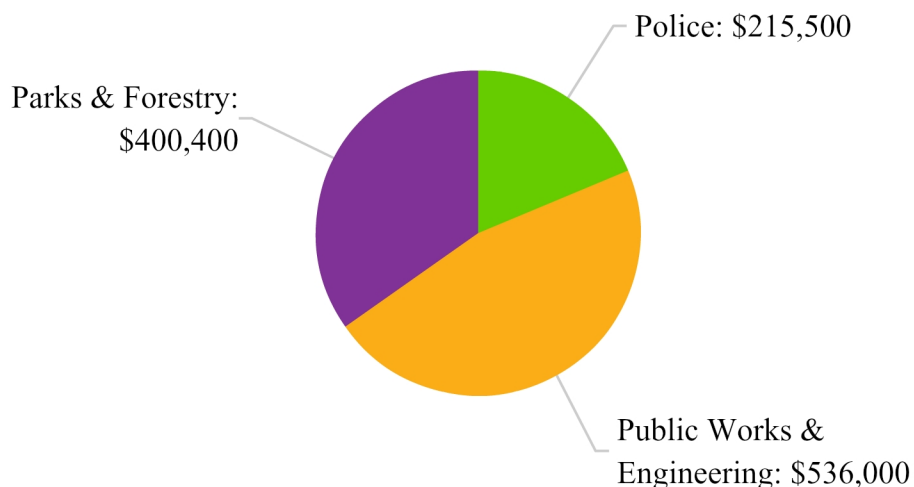
- Implemented new fleet asset management and vehicle information systems which will provide improved data for future fleet investments

2016 Performance Measurement Monitoring Data

Consistent with the Council's adopted governance statements, the most important performance indicators follow:

The Fleet division of Public Works maintains a fleet of 300 vehicles for the City as well as a multi-year vehicle replacement schedule for all City vehicles. Replacements are prioritized based on expected vehicle life, maintenance costs, department needs and available funding. The following chart shows vehicles and large equipment replacements for 2016.

2016 Vehicle and Equipment Replacement by Department



2017: A look forward

2017 Budget Overview

The 2017 budget allows for:

- Purchase of \$2.4 million in new vehicles and equipment for City fleet, including replacement of an aerial ladder fire truck, ambulance, and one single axle plow truck
- Ongoing maintenance of existing fleet and maintenance facility
- Fleet vehicle study: Idle times, usage, right sizing the fleet
- Development of fleet metrics for annual monitoring report
- Setup Fleet Pooling program
- Fleet Fueling system upgrades

**CITY OF CHASKA
CARVER COUNTY, MINNESOTA**

RESOLUTION

DATE JUNE 19, 2017 **RESOLUTION NO.** 17-52 A

MOTION BY COUNCILMEMBER _____ **SECOND BY COUNCILMEMBER** _____

Resolution Approving 2016 Performance Measures

WHEREAS, benefits to the City of Chaska for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program outlined in Minnesota Statutes §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 Chaska has adopted and implemented at least ten of the performance measures, as developed by the Council on Local Results and innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and,


NOW, THEREFORE, BE IT RESOLVED, that the City Council of the City of Chaska, Minnesota, 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.

FURTHER, BE IT RESOLVED, that the City Council of the City of Chaska will submit to the Office of the State Auditor prior to July 1, 2017 the actual results of the performance measures adopted by the City of Chaska.

Passed and adopted by the City Council of the City of Chaska, Minnesota, this 19th day of June 2017.



Mark Windschitl, Mayor

Attest: 
Deputy Clerk

City of Chaska Model Performance Measures Results from 2016

The City of Chaska has chosen to participate in a standard measures program through the State of Minnesota. The following reports on the most current information obtained regarding the eleven measures as selected by the City from six categories as approved by the State.

General:

- 84% of Chaska citizens believe the overall quality of services provided by the City is good or excellent.*
- According to the Carver County Records for taxes payable in 2016, market value for all real and personal property increased 8.1%.
- 82% of Chaska citizens believe that the overall appearance of the City is good or excellent and heading in the right direction.*
- 79% of citizens rated the quality of city recreational programs and facilities as good or excellent.*

General - Bond Ratings:

- General Obligation Bonds carry an "AA" rating by Standard and Poor's.
- Electric Revenue Bonds carry an "A" rating by Standard and Poor's and an "A3" rating by Moody's.
- EDA Lease Revenue and Limited Tax Bonds, carry an "A-" rating by Standard and Poor's.

Police Services:

- From a survey conducted by the Chaska Police Department 93% of citizens have not limited or changed their activities in the past year due to fear of crime. Also, 91% of residents responded no when asked if they had been a victim of a crime in Chaska within the past year. When asked if they have considered moving because of a dangerous neighborhood 95% said no.
- The average police response time for the Chaska Police Department is 4 minutes and 00 seconds.

Fire Services:

- The City of Chaska's insurance industry rating of fire services is 4. The Insurance Service Office issues these ratings throughout the country for the effectiveness of their fire protection services and equipment to protect their community. The classification ranges from 1 to 10, with 1 being the highest ranking.
- The Chaska Fire Department's average response time was 5 minutes and 45 seconds.
- Emergency Medical Services response time was 5 minutes and 09 seconds.

Streets:

- 82% of citizens rated the road conditions for Chaska as good or excellent.*
- 87% of citizens rated the quality of snowplowing on city streets as good or excellent.*

Water:

- 94% of citizens rated the dependability of city water supply services as good or excellent.*
- 83% of citizens rated the quality of city water supply services as good or excellent.*
- The operating cost per 1,000,000 gallons of water pumped was \$2,454.

Sanitary Sewer:

- 95% of citizens rated the dependability of sanitary sewer services as good or excellent.*
- 95% of citizens rated the quality of sanitary sewer services as good or excellent.*
- The number of sewer blockages on the city system per 100 connections was 0.

*City of Chaska Residential Study 2012/2013, by *Decision Resources, Ltd.*

RESOLUTION NO. 2017-02

**STATE OF MINNESOTA
COUNTY OF ANOKA
CITY OF CIRCLE PINES**

**Resolution Authorizing Participation in State Performance Measures and Continuation of
the Ten City Performance Measures of the Local Results and Innovation Council**

WHEREAS, Benefits to the City of Circle Pines 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 Circle Pines 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 Circle Pines 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 Circle Pines will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

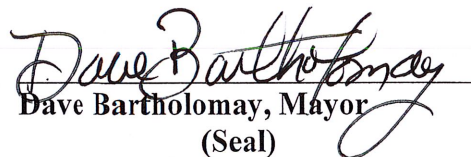
Adopted this 13th day of June, 2017 by the City Council of the City of Circle Pines.

4 Ayes, 0 Nays, 0 Abstention

ATTEST:



Patrick Antonen, City Administrator



Dave Bartholomay, Mayor
(Seal)



City of

CIRCLE PINES

200 Civic Heights Circle
Circle Pines, MN 55014
Office: (763) 784-5898
TDD: (763) 784-9724

Fax: (763) 785-2859
www.ci.circle-pines.mn.us

City Survey Results

How is the City of Circle Pines Performing?

The City Council has committed to participating in the state performances measures and adopting ten city performances measures of the local results innovation council. As a part of the initiative, the city conducted this survey online for residents to respond to. We will continue to survey and track our performance to make improvements. The current results are consistent with our past positive survey results. The results of the survey are as follows.

How would you rate the overall appearance of the city?

29% Excellent
59% Good
11% Fair
21% Poor
0% Don't Know

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

73% Very Safe
24% Somewhat Safe
2% Somewhat Unsafe
1% Very Unsafe
0% Don't Know

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

37% Excellent
33% Good
1% Fair
0% Poor
29% Don't Know

How would you rate the overall condition of the city streets?

14% Excellent
66% Good
16% Fair
4% Poor
0% Don't Know

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

28% Excellent
52% Good
11% Fair
3% Poor
7% Don't Know

How would you rate parks and trails system?

40% Excellent
45% Good
6% Fair
2% Poor
7% Don't Know

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

46% Excellent
43% Good
2% Fair
2% Poor
8% Don't Know

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

44% Excellent
37% Good
9% Fair
4% Poor
7% Don't Know

How would you rate police services?

41% Excellent
35% Good
7% Fair
2% Poor
16% Don't Know

How would you rate the ambulance services?

17% Excellent
26% Good
0% Fair
0% Poor
57% Don't Know

How would you rate the quality of licensing, permitting and building inspections?

14% Excellent
33% Good
7% Fair
2% Poor
45% Don't Know

How would you rate the city's overall quality of services?

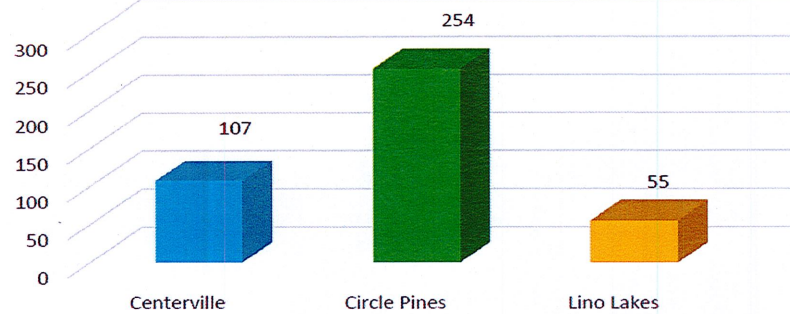
39% Excellent
52% Good
4% Fair
0% Poor
5% Don't Know

2018 Budget -	Circle Pines	Total
2012 Calls for Service	217	217
2013 Calls for Service	265	265
2014 Calls for Service	246	246
2015 Calls for Service	281	281
2016 Calls for Service	254	254
Total	1,263	1,263
Five Year Average	252.60	252.60
Market Value per Anoka County	377,679,500	377,679,500
Market Value divided by 1,000,000	377.68	377.68
Population per Anoka County	5,014	5,014
Population divided by 100	50.14	50.14
CALCULATION		
Five Year Average of Runs	252.60	252.60
Market Value divided by 1,000,000	377.68	377.68
Population divided by 100	50.14	50.14
Total	680.42	680.42
Percentage of Total	100.0%	100.0%
2018 Budget	\$ 599,931	\$ 599,931
Miscellaneous Calculations		
Cost per resident	119.65	119.65
Cost per 100,000 valuation	158.85	158.85

2017 Anoka Taxes - County Administrator

2017 Anoka County Public Officials Guide

Centennial Fire District
Calls by City 2016



ANOKA COUNTY

2017
ESTIMATED MARKET VALUE

Notes: PROD

NAME	TOTAL	TOTAL PP	TOTAL RE	AG	RES HST	RES NHS	CI	UTIL	RR	SEAS REC
Townships										
LINWOOD	465,348,000	3,926,200	461,421,800	18,721,000	391,860,550	37,592,750	1,672,600	2,377,700	0	9,197,200
Cities										
ANDOVER	2,806,893,400	28,181,200	2,778,712,200	39,147,000	2,411,486,850	198,568,650	117,089,500	9,583,400	2,826,800	0
ANOKA	1,362,116,000	7,254,200	1,354,861,800	232,800	746,790,800	308,958,200	294,913,600	0	3,966,400	0
BETHEL	30,353,100	1,242,400	29,110,700	656,300	20,394,300	3,905,700	3,620,500	0	533,900	0
BLAINE	5,924,038,400	80,072,300	5,843,966,100	18,472,400	4,100,680,900	722,444,700	996,142,200	6,225,900	0	0
CENTERVILLE	345,829,900	2,530,300	343,299,600	2,944,900	292,951,550	24,192,350	23,190,800	0	0	0
CIRCLE PINES	377,679,500	1,603,700	376,075,800	0	311,692,900	49,266,600	15,053,000	63,300	0	0
COLUMBIA HEIGHTS	1,214,009,300	6,821,300	1,207,188,000	0	830,363,450	257,643,750	94,234,500	0	4,946,300	0
COLUMBUS	527,730,200	6,593,300	521,136,900	44,226,300	361,401,000	44,215,500	68,067,700	147,300	0	3,079,100
COON RAPIDS	4,820,952,200	39,277,600	4,781,674,600	3,016,300	3,155,037,600	701,927,200	884,480,400	25,374,500	11,195,600	643,000
EAST BETHEL	979,726,000	10,143,500	969,582,500	38,183,500	791,643,850	82,506,550	46,149,300	138,300	76,200	6,884,800
FRIDLEY	2,416,338,500	27,633,600	2,388,704,900	0	1,203,064,750	387,786,850	765,967,600	3,007,300	28,878,400	0
HAMLAKE	1,640,059,400	17,437,700	1,622,621,700	41,798,200	1,330,537,650	122,744,550	124,200,600	814,600	0	2,526,100
HILLTOP	23,577,400	341,300	23,236,100	0	2,271,400	11,778,700	9,186,000	0	0	0
LINCOLN	121,922,900	1,577,600	120,345,300	0	75,377,600	26,329,200	18,638,500	0	0	0
LINO LAKES	1,912,116,700	19,997,100	1,892,119,600	46,504,000	1,567,253,600	131,383,100	143,804,200	107,300	0	3,067,400
NOWTHEN	500,304,300	6,363,000	493,941,300	82,523,800	363,972,800	31,355,200	14,722,000	1,367,500	0	0
OAK GROVE	798,571,300	8,396,700	790,174,600	41,904,000	676,062,750	50,566,850	17,251,400	0	1,681,200	2,708,400
RAMSEY	2,236,219,500	21,166,600	2,215,052,900	24,502,600	1,676,645,750	241,157,850	268,806,100	691,300	3,249,300	0
SPRING LAKE PARK	478,674,100	3,082,900	475,591,200	0	304,044,350	84,640,850	86,785,700	120,300	0	0
ST FRANCIS	481,789,900	7,013,300	474,776,600	28,501,800	349,402,750	64,914,850	31,397,400	385,100	174,700	0
County										

RatingsDirect®

Summary:

Circle Pines, Minnesota; General Obligation

Primary Credit Analyst:

Angel A Bacio, Centennial 303-721-4671; angel.bacio@standardandpoors.com

Secondary Contact:

Errol R Arne, New York (1) 212-438-2379; errol.arne@standardandpoors.com

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Circle Pines, Minnesota; General Obligation

Credit Profile

US\$3.675 mil GO bnds ser 2016B dtd 04/14/2016 due 02/01/2032

Long Term Rating AA/Stable New

US\$1.865 mil GO cap nts ser 2016A dtd 04/14/2016 due 02/01/2026

Long Term Rating AA/Stable New

Circle Pines GO

Long Term Rating AA/Stable Affirmed

Rationale

Standard & Poor's Ratings Services assigned its 'AA' long-term rating to Circle Pines, Minn.'s series 2016A unlimited-tax general obligation (GO) capital notes and 2016B unlimited-tax GO bonds. At the same time, we affirmed our 'AA' long-term rating on the city's GO debt outstanding. The outlook is stable.

The city's full faith, credit, and resources and its unlimited property tax pledge secure the bonds. Bond proceeds for the 2016A will be used for telecommunications equipment and bond proceeds for the 2016B will be used for various street and utility improvements. We understand that the city has also pledged special assessments though our rating is based on the unlimited tax pledge.

The rating reflects our view of the city's:

- Strong economy, with access to a broad and diverse metropolitan statistical area (MSA);
- Strong management, with good financial policies and practices under our Financial Management Assessment (FMA) methodology;
- Strong budgetary performance, with operating surpluses in the general fund and at the total governmental fund level in fiscal 2014;
- Very strong budgetary flexibility, with a high available fund balance in fiscal 2014 of 131% of operating expenditures;
- Very strong liquidity, with total government available cash at 3.8x total governmental fund expenditures and 11.2x governmental debt service, and access to external liquidity we consider strong;
- Weak debt and contingent liability position, with debt service carrying charges at 34.4% of expenditures and net direct debt that is 352.8% of total governmental fund revenue, but rapid amortization, with 82.2% of debt scheduled to be retired in 10 years; and
- Strong institutional framework score.

Strong economy

We consider Circle Pines' economy strong. The city, with an estimated population of 5,008, is located in Anoka County in the Minneapolis-St. Paul-Bloomington MSA, which we consider to be broad and diverse. The city has a projected per capita effective buying income of 119% of the national level and per capita market value of \$71,174. Overall, the

city's market value grew by 2.1% to \$356.4 million in 2015. The county unemployment rate was 4% in 2014.

Circle Pines encompasses an area of 2.3 square miles and is approximately 15 miles north of St. Paul. The city's tax base is primarily residential (91%) with a small portion coming from the commercial/industrial sector (8%). The leading employer in the city is the local school district, which employs roughly 1,000 people. Additional employment opportunities are available to residents of the city in St. Paul given the close proximity. Taxable value has increased by 15.6% since the 2013 valuation. Management expects that the increase will continue, and based on the trend we believe this to be likely.

Strong management

We view the city's management as strong, with good financial policies and practices under our FMA methodology, indicating financial practices exist in most areas, but that governance officials might not formalize or monitor all of them on a regular basis.

Management highlights include:

- Use of three to four years of historical information with help from outside sources to include the state and a line-by-line approach to budgeting,
- Semiannual reporting of budget-to-actual results with the ability to amend the budget as needed,
- No formalized long-term financial plan,
- Five-year long-term capital plan that is updated at least every other year with sources and uses of funds identified,
- Formal investment management policy with annual reporting of investments and holdings,
- Formalized debt management policy that is more restrictive than state guidelines and contains restrictions in using variable-rate debt and derivative-based debt, and
- Formalized fund balance policy to maintain reserves at 55% of the upcoming year's budgeted expenditures for cash flow needs.

Strong budgetary performance

Circle Pines' budgetary performance is strong in our opinion. The city had operating surpluses of 11.3% of expenditures in the general fund and of 9.5% across all governmental funds in fiscal 2014. Our assessment accounts for our anticipation that budgetary results could deteriorate somewhat from 2014 results in the near term.

We made our calculations after adjusting the city's one-time capital expenditures. For fiscal 2014 (ended Dec. 31) the city budgeted for break-even operations but ended the year with a positive variance and added \$255,000 to reserves, which management attributes to lower-than-budgeted expenditures. For fiscal 2015 the city adopted a balanced budget. Unaudited results for 2015 depict an operational surplus of \$399,843. Management attributes this variance to lower-than-budgeted expenditures mainly stemming from a purchase of fire equipment that may later be bought under a grant. Management anticipates ending 2015 with at least break-even results from a total government fund standpoint. For fiscal 2016 the city has budgeted for break-even results for the general fund. We understand that the city anticipates an increase in public safety as it transitions to a two-city fire district and is budgeting for a replacement of street lighting. Based on these increases in expenditures, coupled with the current budget, we believe the city will likely maintain budgetary performance that is strong though not as strong as in fiscal 2015.

Very strong budgetary flexibility

Circle Pines' budgetary flexibility is very strong, in our view, with a high available fund balance in fiscal 2014 of 131% of operating expenditures, or \$3 million. We expect the available fund balance to remain above 75% of expenditures for the current and next fiscal years, which we view as a positive credit factor. Over the past three years, the total available fund balance has remained at a consistent level overall, totaling 128% of expenditures in 2013 and 125% in 2012.

Although the city has assigned a majority of the fund balance, we understand that it has the flexibility to reallocate these assigned fund balances if need be for operational purposes. Based on the current budget, minimal capital needs, and historical ability to outperform the budget, we expect budgetary flexibility to remain very strong and above 75%.

Very strong liquidity

In our opinion, Circle Pines' liquidity is very strong, with total government available cash at 3.8x total governmental fund expenditures and 11.2x governmental debt service in 2014. In our view, the city has strong access to external liquidity if necessary.

We believe that the city has strong access to external liquidity, as it has issued GO and revenue-backed debt, which demonstrates access to capital markets. We expect the city's cash position, with respect to its total governmental expenditures and debt service, to change little during the next two years and remain very strong. We understand that the city has no potential contingent liabilities that could have an adverse impact on its cash position. The city maintains investments in highly rated securities and has a formalized investment management policy, so we do not view its investment strategies as aggressive.

Weak debt and contingent liability profile

In our view, Circle Pines' debt and contingent liability profile is weak. Total governmental fund debt service is 34.4% of total governmental fund expenditures, and net direct debt is 352.8% of total governmental fund revenue.

Approximately 82.2% of the direct debt is scheduled to be repaid within 10 years, which is in our view a positive credit factor.

The debt profile does not include revenue debt and debt fully self-supported by the city's enterprise funds. The city plans to issue an additional \$3.5 million for street repair in 2018. Also, management has confirmed that it does not have any alternative financing.

Circle Pines' pension contributions totaled 1.9% of total governmental fund expenditures in 2014. The city made its full annual required pension contribution in 2014.

The city covers all full-time and certain part-time employees by defined benefit plans administered by the Public Employees Retirement Assn. of Minnesota (PERA). PERA administers the General Employees Retirement Fund, a cost-sharing multi-employer retirement plan. We understand the city has no financial obligations related to other postemployment benefits.

Strong institutional framework

The institutional framework score for Minnesota cities with a population greater than 2,500 is strong.

Outlook

The stable outlook reflects our view that the city will maintain its very strong budgetary flexibility, and as such we do not expect to change the ratings within the two-year outlook period. The city has been able to maintain strong budgetary performance, so we expect that it will continue to address any potential budgetary pressures to maintain fiscal balance and reserves that are very strong.

Upside scenario

A higher rating is possible if the city's economic profile were to improve to levels commensurate with those of higher-rated peers, which could occur if the city's income level and market value per capita were to increase coupled with a decrease in overall debt burden, or if the city were to run a budgetary surplus of more than 5% on a sustained basis with all other factors remaining constant.

Downside scenario

A lower rating is possible if the budgetary performance were to decline to a level we view as weak or very weak, causing a significant deterioration in the city's budgetary flexibility. Based on historical performance, we do not view that as likely.

Related Criteria And Research

Related Criteria

- USPF Criteria: Local Government GO Ratings Methodology And Assumptions, Sept. 12, 2013
- USPF Criteria: Financial Management Assessment, June 27, 2006
- USPF Criteria: Debt Statement Analysis, Aug. 22, 2006
- USPF Criteria: Methodology: Rating Approach To Obligations With Multiple Revenue Streams, Nov. 29, 2011
- USPF Criteria: Assigning Issue Credit Ratings Of Operating Entities, May 20, 2015
- Criteria: Use of CreditWatch And Outlooks, Sept. 14, 2009

Related Research

- S&P Public Finance Local GO Criteria: How We Adjust Data For Analytic Consistency, Sept. 12, 2013
- Institutional Framework Overview: Minnesota Local Governments

Ratings Detail (As Of March 18, 2016)

Circle Pines GO

Long Term Rating

AA/Stable

Affirmed

Certain terms used in this report, particularly certain adjectives used to express our view on rating relevant factors, have specific meanings ascribed to them in our criteria, and should therefore be read in conjunction with such criteria. Please see Ratings Criteria at www.standardandpoors.com for further information. Complete ratings information is available to subscribers of RatingsDirect at www.globalcreditportal.com. All ratings affected by this rating action can be found on Standard & Poor's public Web site at www.standardandpoors.com. Use the Ratings search box located in

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RESOLUTION NO. 17-63

RESOLUTION DECLARING THE CITY OF COON RAPIDS' PARTICIPATION IN
THE COUNCIL ON LOCAL RESULTS AND INNOVATION – PERFORMANCE
MEASUREMENT PROGRAM

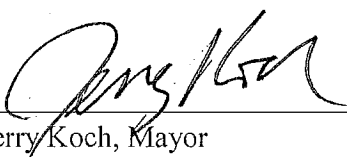
WHEREAS, the benefits to the City of Coon Rapids for participation in the Minnesota Council on Local Results and Innovation's Comprehensive Performance Measurement Program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State Statute; and

WHEREAS, the City Council 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.

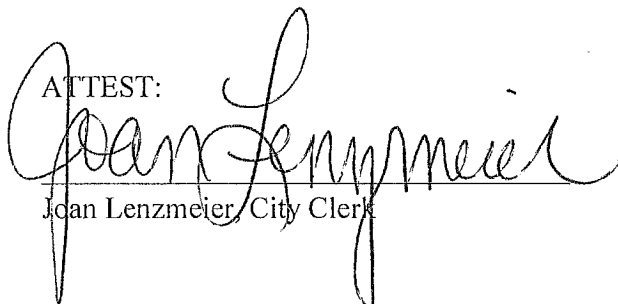
NOW THEREFORE LET IT BE RESOLVED by the City Council that the City of Coon Rapids will report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's/county's website, or through a public hearing at which the budget and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

BE IT FURTHER RESOLVED by the City Council that the City of Coon Rapids will submit to the Office of the State Auditor the actual results of the performance measures adopted by the City.

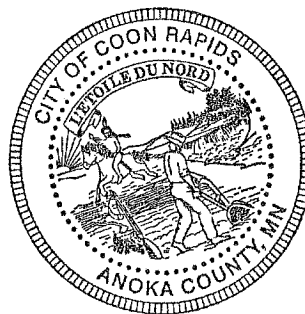
Adopted this 20th day of June, 2017.



Jerry Koch, Mayor

ATTEST:


Joan Lenzmeier, City Clerk



**City of Coon Rapids Data for Council on Local Results and Innovation -
Performance Measurement Program**

Category	#	Measure	2016 Data
General	1.	Rating of the overall quality of services provided by your city (survey data, provide year completed and total responses)	Excellent - 15%, Good - 58%, Fair - 19%, Poor - 2%, Don't Know - 6% (2016 mail-in survey, 412 random representative sample)
	2.	Percent change in the taxable property market value	2016 to 2017 taxable market value change: 10.2%
	3.	Citizens' rating of the overall appearance of the city (survey data, provide year completed and total responses)	Excellent - 14%, Good - 55%, Fair - 26%, Poor - 4%, Don't Know - 1% (2016 mail-in survey, 412 random representative sample)
	4.*	Nuisance code enforcement cases per 1,000 population	n/a
	5.*	Number of library visits per 1,000 population	n/a
	6.*	Bond rating	Aa1 (Moody's)
	7.	Citizens' rating of the quality of city recreational programs and facilities (survey data, provide year completed and total responses)	<u>Facilities</u> : Excellent - 10%, Good - 36%, Fair - 16%, Poor - 4%, Don't Know - 34% <u>Programs</u> : Excellent - 9%, Good - 33%, Fair - 14%, Poor - 2%, Don't Know - 42% (2016 mail-in survey, 412 random representative sample)
	8.*	Accuracy of post election audit (% of ballots counted accurately)	100% accurate
Police Services	9.	Part I and II Crime Rates	Part I: 31.78 per 1,000 pop., Part II: 64.84 per 1,000 pop.
	10.*	Part I and II Crime Clearance Rates	Part I Clearance Rate: 47.88%, Part II Clearance Rate: 81.40%
	11.	Citizens' rating of safety in their community (survey data, provide year completed and total responses)	Excellent - 16%, Good - 54%, Fair - 21%, Poor - 9%, Don't Know - 0% (2016 mail-in survey, 412 random representative sample)
	12.	Average police response time	n/a
Fire & EMS Services	13.	Insurance industry rating of fire services	ISO rating: 4
	14.	Citizens' rating of the quality of fire protection services (survey data, provide year completed and total responses)	Excellent - 42%, Good - 37%, Fair - 6%, Poor - 0%, Don't Know - 14% (2016 mail-in survey, 412 random representative sample)
	15.	Average fire response time	n/a
	16.*	Fire calls per 1,000 population	30.13 calls per 1,000 pop.
	17.*	Number of fires with loss resulting in investigation	149
	18.*	EMS calls per 1,000 population	63.91 calls per 1,000 pop.
	19.	Emergency Medical Services average response time	n/a
Streets	20.	Average city street pavement condition rating	n/a
	21.	Citizens' rating of the road conditions in their city (survey data, provide year completed and total responses)	n/a
	22.*	Expenditures for road rehabilitation per paved lane mile rehabilitated (jurisdiction only roads)	n/a
	23.*	Percentage of all jurisdiction lane miles rehabilitated in the year	n/a
	24.*	Average hours to complete road system during snow event	n/a
	25.	Citizens' rating of the quality of snowplowing on city streets (survey data, provide year completed and total responses)	Excellent - 19%, Good - 43%, Fair - 22%, Poor - 12%, Don't Know - 4% (2016 mail-in survey, 412 random representative sample)
Water	26.	Citizens' rating of the dependability and quality of the city water supply (survey data, provide year completed and total responses)	<u>Quality</u> : Excellent - 23%, Good - 48%, Fair - 15%, Poor - 13%, Don't Know - 2% (2016 mail-in survey, 412 random representative sample)
	27.	Operating cost per 1,000,000 gallons of water pumped/produced	n/a
Sanitary Sewer	28.	Citizens' rating of the dependability and quality of city sanitary sewer service (Provide year completed and total responses)	Excellent - 22%, Good - 55%, Fair - 12%, Poor - 1%, Don't know - 10% (2016 mail-in survey, 412 random representative sample)
	29.	Number of sewer blockages on city system per 100 connections	n/a

CITY OF CRYSTAL

RESOLUTION NO. 2017 - 71

**RESOLUTION REPORTING ON
STATE PERFORMANCE MEASURES**

WHEREAS, the State Legislature created the Council on Local Results and Innovation which set a standard set of ten performance measures for cities that will aid residents, taxpayers and state and local elected official in determining the efficiency of local services; and

WHEREAS, the measures will aid in evaluating residents' satisfaction with local services; and

WHEREAS, Crystal is eligible for reimbursement; and

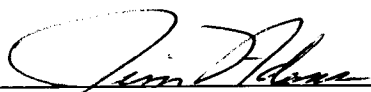
WHEREAS, the Crystal City Council approved Resolution #2011-56 on June 21, 2011, declaring Crystal's adoption of the State Performance Measures and program and agreeing to meet the reporting requirements as required by the State Auditor's office.

NOW, THEREFORE, BE IT RESOLVED by the Crystal City Council that the city of Crystal declares that:

1. The City has adopted the ten performance measures developed by the Council; and
2. The City will survey its residents on the services included in the performance benchmarks in the third quarter of 2017; and
3. The City is implementing a local performance measurement system as developed by the Council based on the survey results; and
4. The City will report the results of the survey, including the ten performance measures to its residents through publication on the city's website.

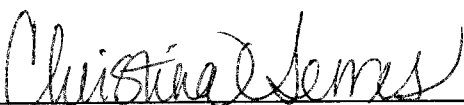
BE IT FURTHER RESOLVED THAT the results of the community survey and performance measures be provided to the Office of the State Auditor.

Approved this 20th day of June, 2017.



Jim Adams, Mayor

ATTEST:



Christina Serres, City Clerk



Memorandum

DATE: November 3, 2016

TO: Mayor and City Council
Senior Staff

FROM: Anne Norris, City Manager *alb*

SUBJECT: Results from 2016 Performance Measures Survey

In 2010, the Legislature created a committee to consider local results and innovation and in 2011, that committee released a set of ten performance measures for cities and counties to help evaluate the efficiency of how services are provided to residents.

In 2011, the Crystal City Council voluntarily adopted these state performance measures with Resolution #2011-56. The ten measures were addressed in the 2012 community survey completed by Decision Resources Inc. The League of Minnesota Cities has an on-line survey tool for cities to utilize for annual use. In 2013, 2014, 2015 and 2016 this survey was available on the city's website. In 2016, the survey was posted from late July to early October, and advertised in the city newsletter as well as on the city's website and other social media.

The questions asked on the survey are:

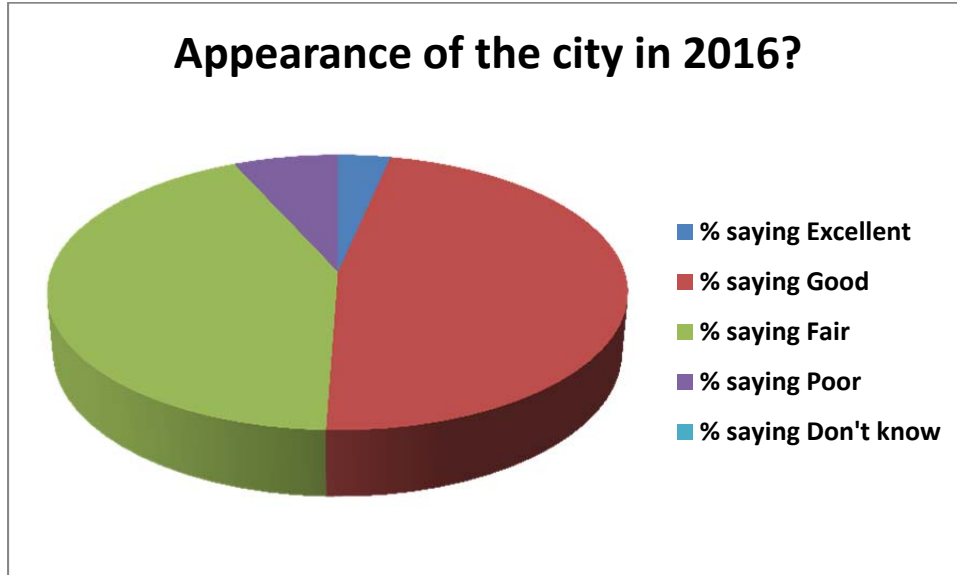
- How would you rate the overall appearance of the city
- How would you describe your overall feeling of safety in the city
- How would you rate the overall quality of fire protection services in the city
- How would you rate the overall condition of city streets
- How would you rate the overall quality of snowplowing on city streets
- How would you rate the dependability and overall quality of city sanitary sewer service
- How would rate the dependability and overall quality of city water
- How would you rate the overall quality of city recreational programs and facilities
- How would you rate the overall quality of services provided by the city

Respondents were also able to provide general comments for each question.

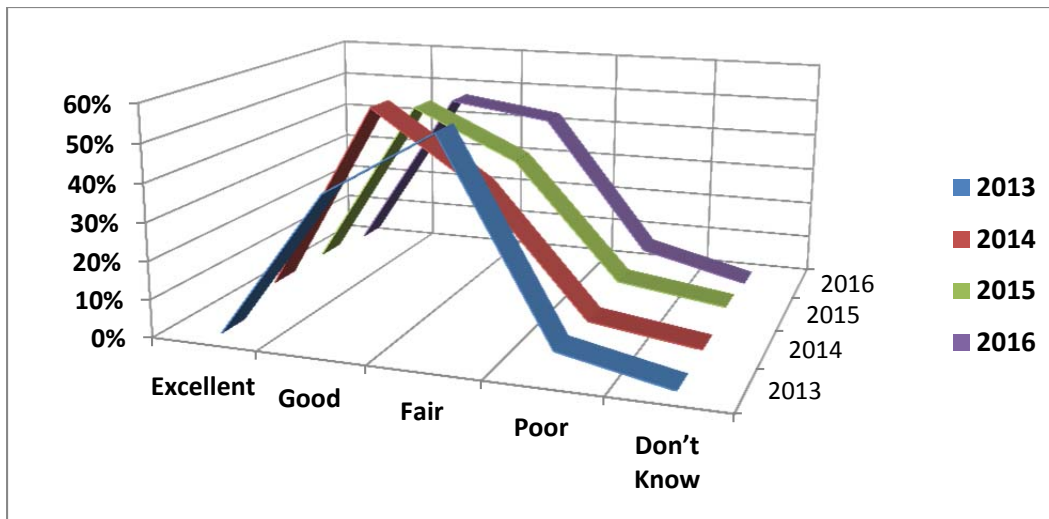
The 2016 survey generated 89 responses. Attached are the survey results and the responses received to each question asked including any comments.

Attach:

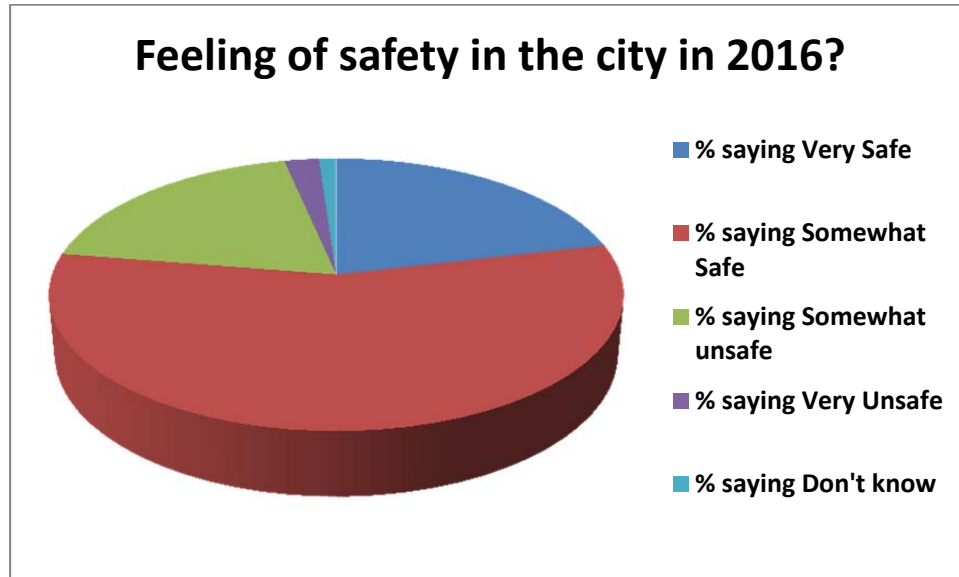
How would you rate the overall appearance of the city?



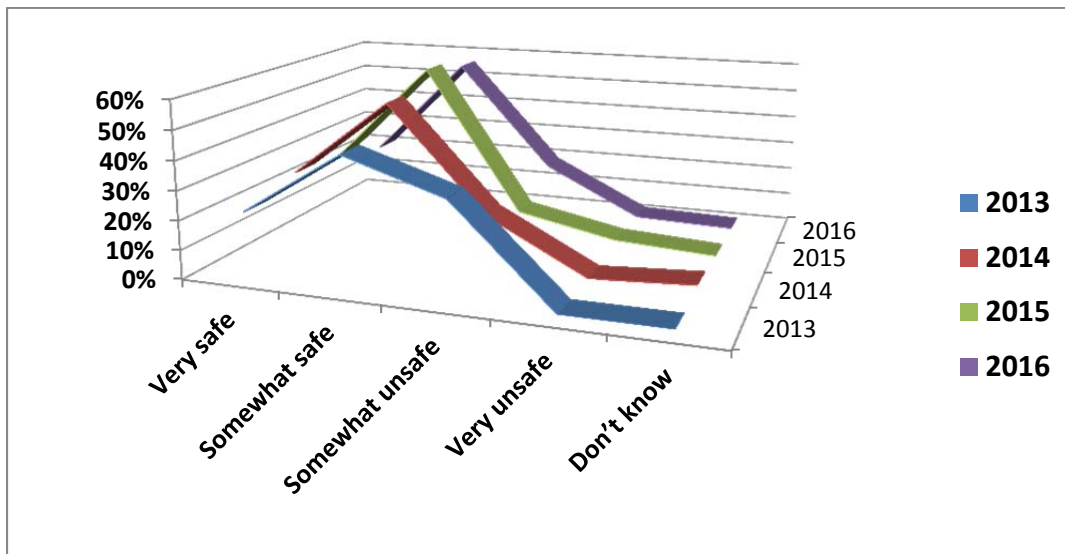
	2013	2014	2015	2016
Excellent	0%	5%	5%	3%
Good	39%	55%	50%	47%
Fair	56%	36%	37%	43%
Poor	6%	4%	6%	7%
Don't Know	0%	0%	2%	0%



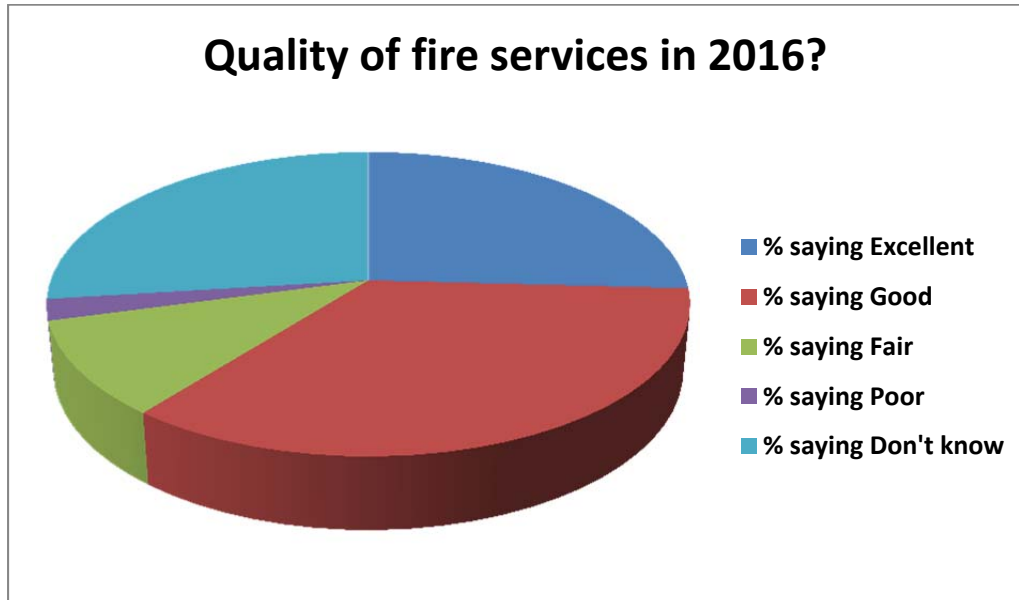
How would you describe your overall feeling of safety in the city?



	2013	2014	2015	2016
Very safe	22%	27%	26%	21%
Somewhat safe	44%	54%	60%	56%
Somewhat unsafe	33%	18%	10%	19%
Very unsafe	0%	0%	3%	2%
Don't know	0%	2%	1%	1%

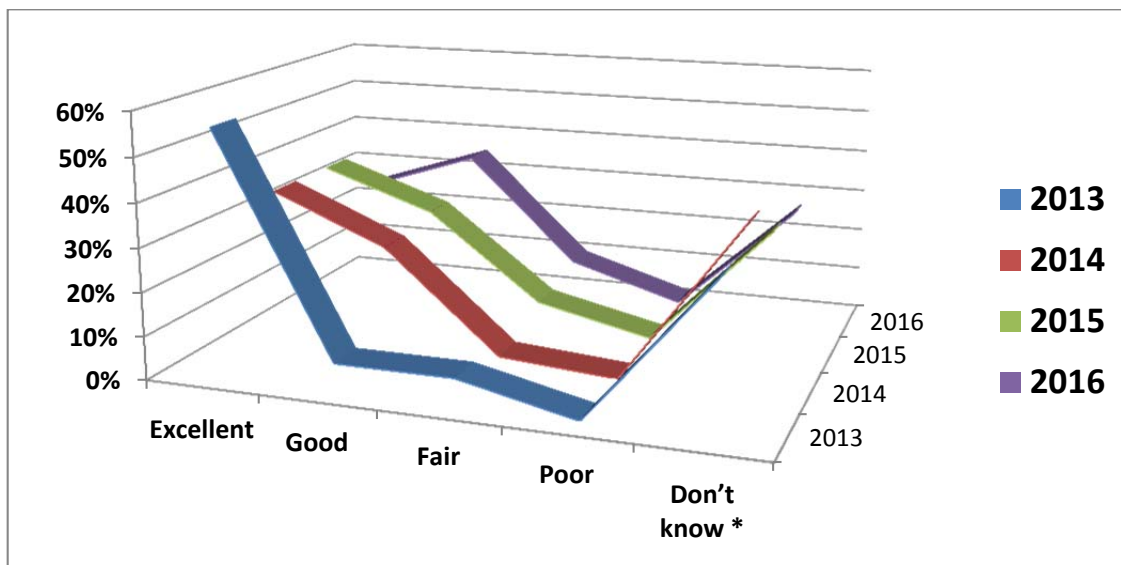


How would you rate the overall quality of fire protection services in the city?

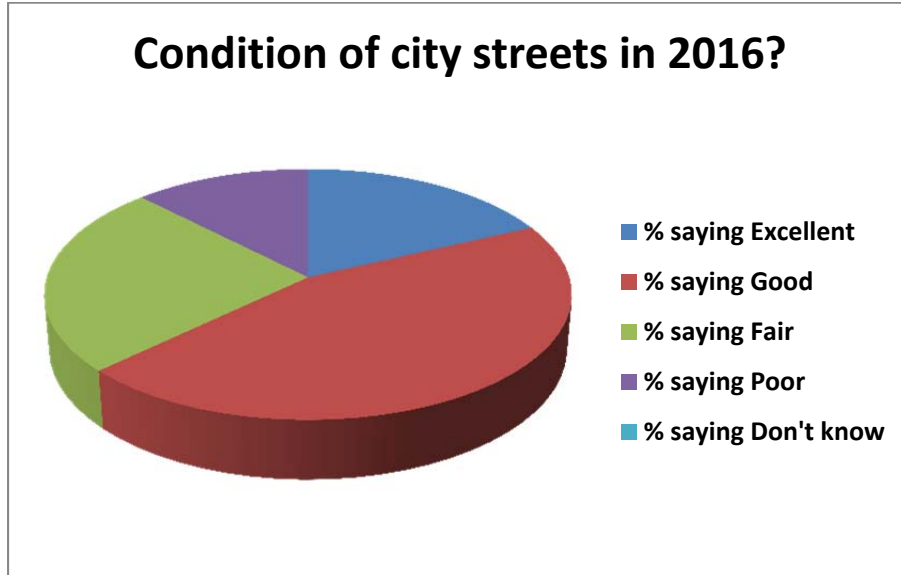


	2013	2014	2015	2016
Excellent	56%	36%	36%	26%
Good	6%	25%	27%	35%
Fair	6%	2%	7%	10%
Poor	0%	0%	1%	2%
Don't know *	33%	38%	29%	27%

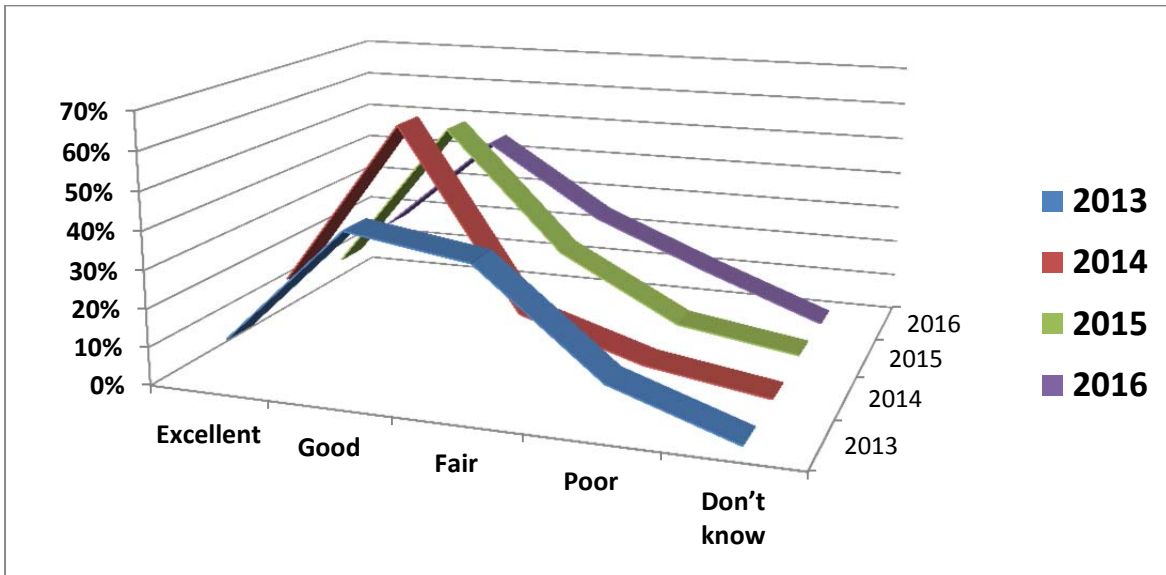
* People responding "Don't know" generally commented they'd never had to use fire services.



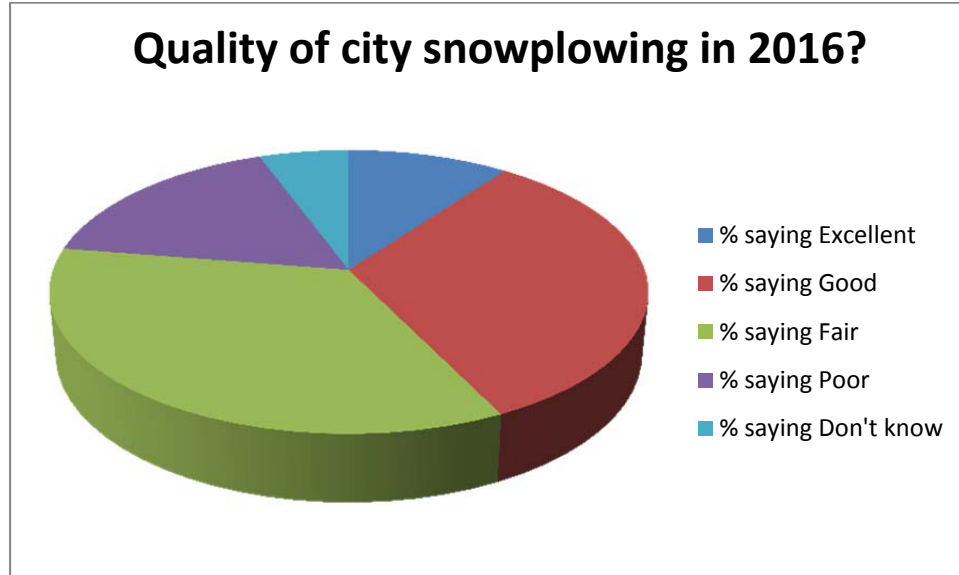
How would you rate the overall condition of city streets?



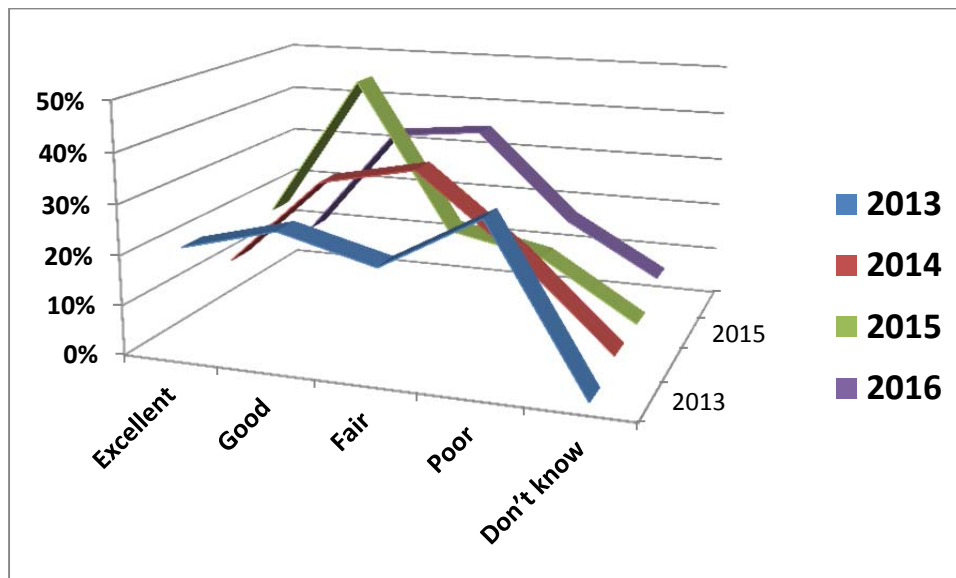
	2013	2014	2015	2016
Excellent	11%	18%	15%	18%
Good	42%	62%	55%	45%
Fair	37%	15%	23%	25%
Poor	11%	5%	6%	12%
Don't know	0%	0%	1%	0%



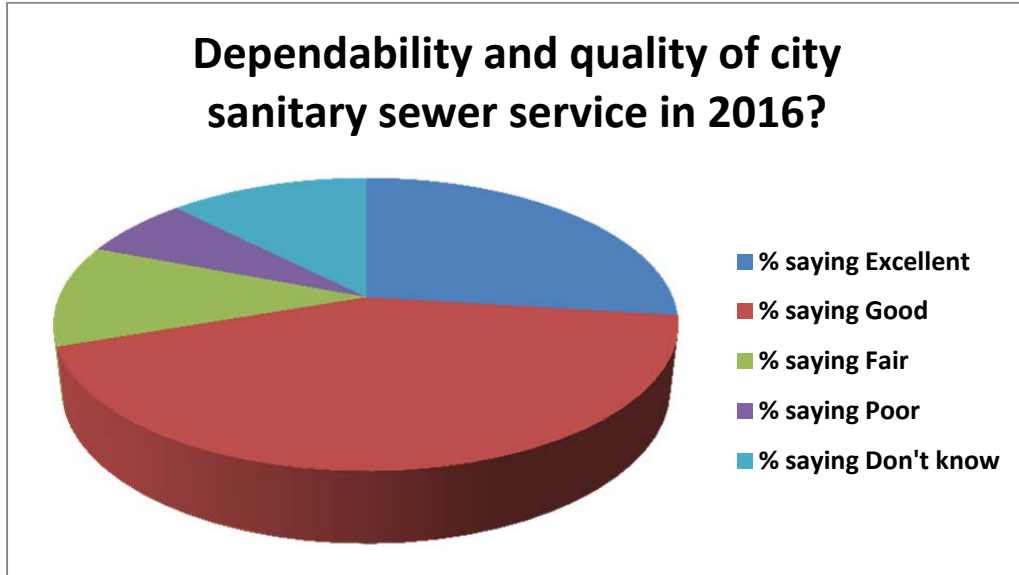
How would you rate the overall quality of snowplowing on city streets?



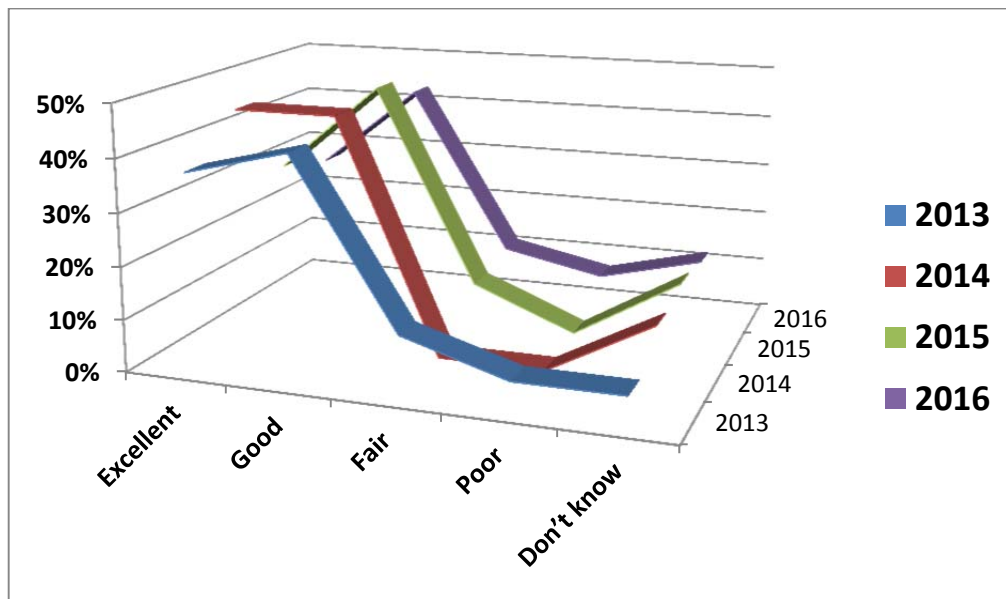
	2013	2014	2015	2016
Excellent	21%	13%	19%	10%
Good	26%	31%	48%	33%
Fair	21%	35%	18%	35%
Poor	32%	20%	14%	17%
Don't know	0%	2%	2%	6%



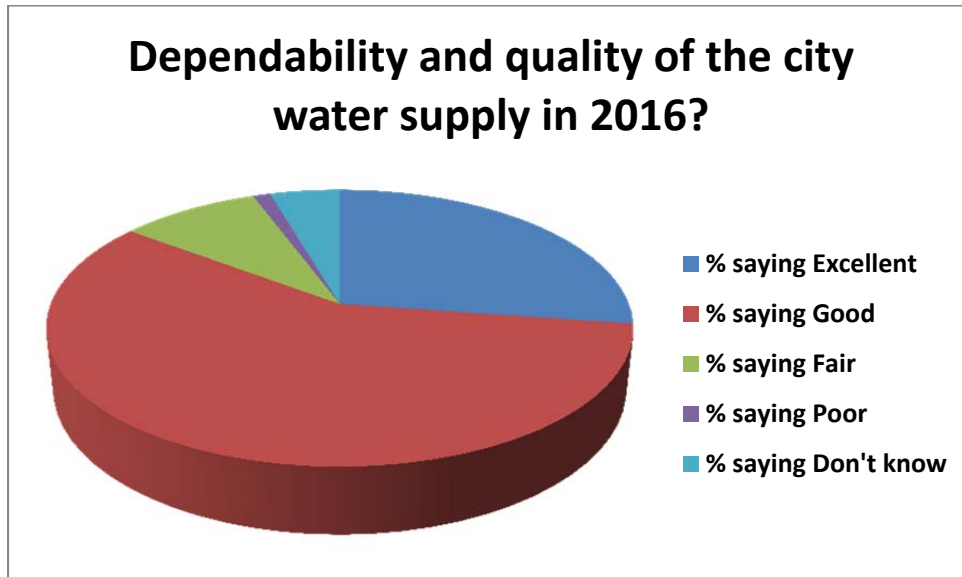
How would you rate the dependability and overall quality of city sanitary sewer service?



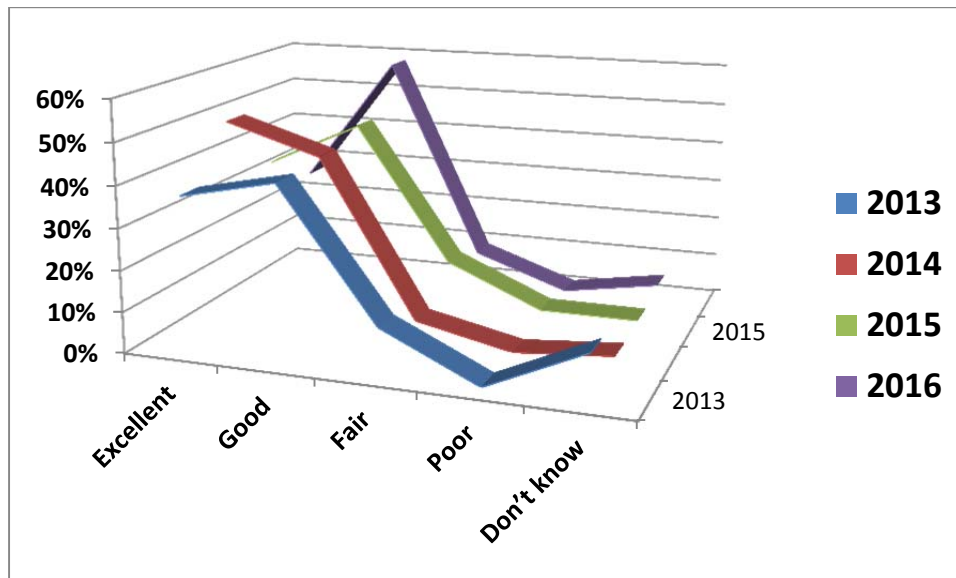
	2013	2014	2015	2016
Excellent	37%	45%	30%	27%
Good	42%	45%	47%	43%
Fair	11%	0%	9%	11%
Poor	5%	0%	1%	7%
Don't know	5%	11%	13%	12%



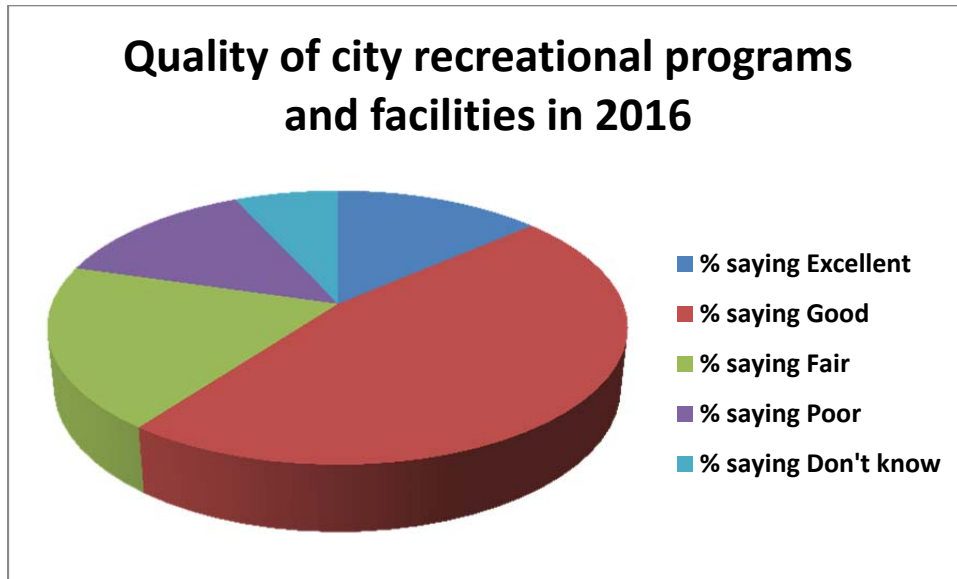
How would you rate the dependability and overall quality of the city water supply?



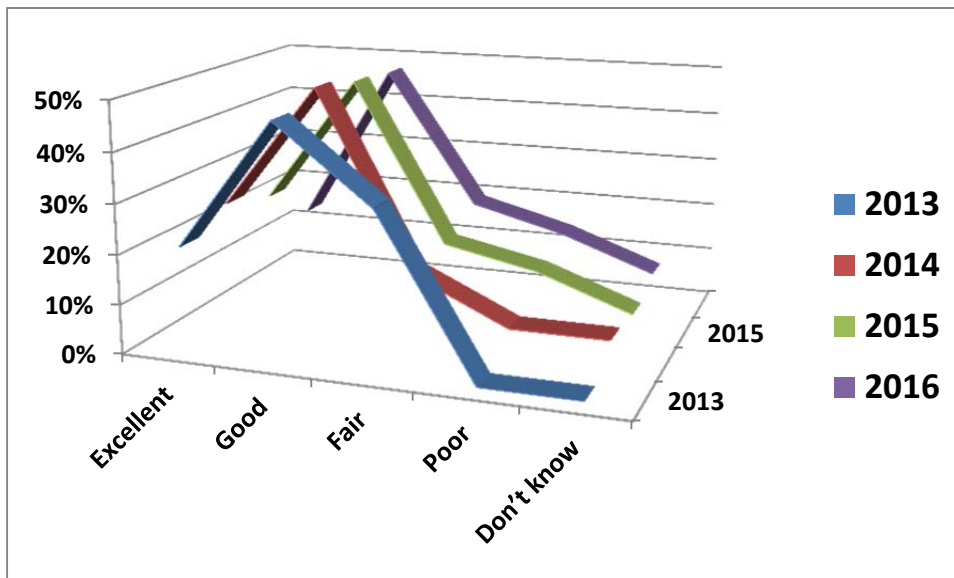
	2013	2014	2015	2016
Excellent	37%	50%	35%	27%
Good	42%	43%	46%	58%
Fair	11%	5%	13%	9%
Poor	0%	0%	3%	1%
Don't know	11%	2%	3%	5%



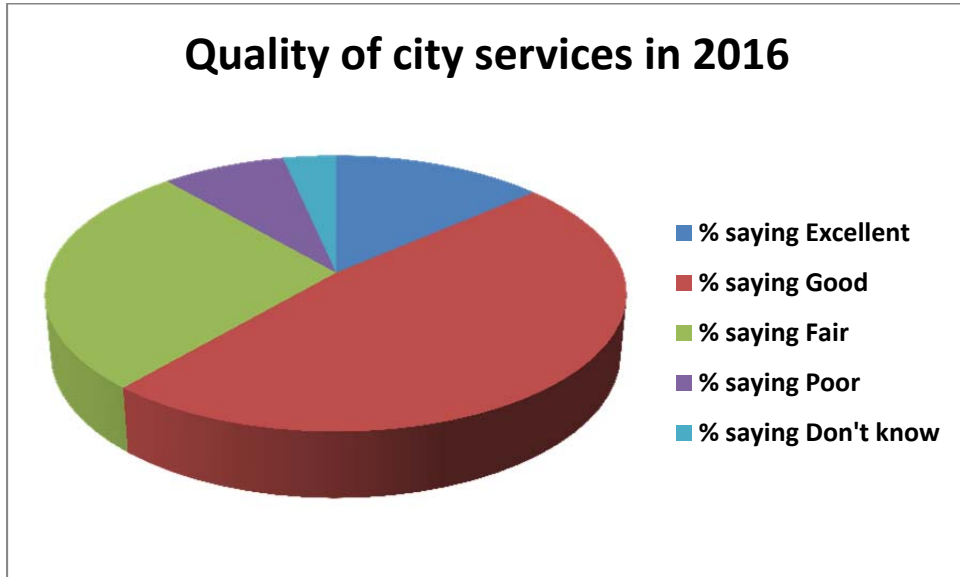
How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?



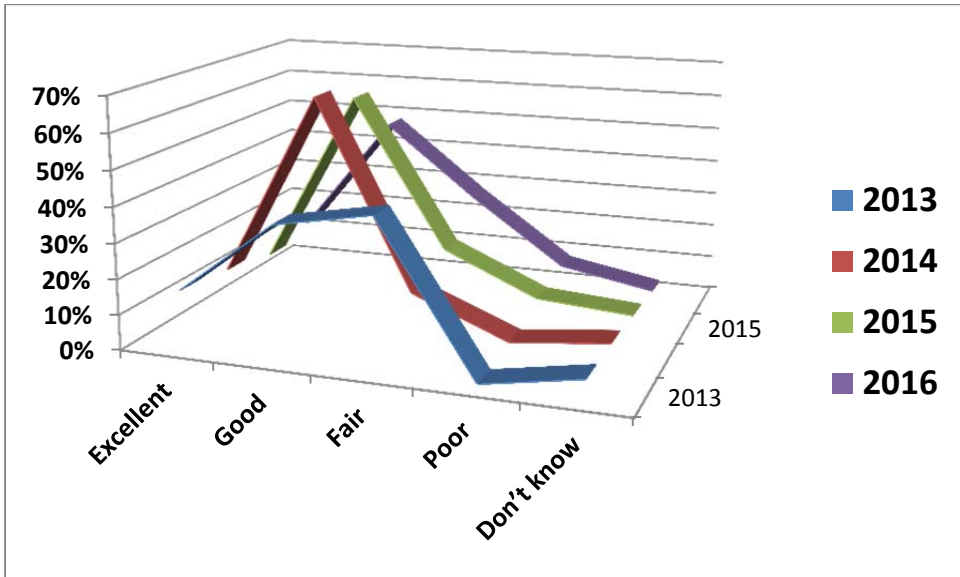
	2013	2014	2015	2016
Excellent	21%	25%	22%	14%
Good	47%	50%	48%	47%
Fair	32%	14%	15%	19%
Poor	0%	5%	11%	14%
Don't know	0%	5%	4%	7%



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



	2013	2014	2015	2016
Excellent	16%	14%	11%	14%
Good	37%	66%	61%	48%
Fair	42%	13%	18%	27%
Poor	0%	2%	6%	8%
Don't know	5%	5%	4%	3%



Taxable Market Value:	2015	2016
	\$1,293,693,713	\$1,468,145,131

Percent Change: 13.5%

CITY OF EAGAN

RESOLUTION NO. 17-59

RESOLUTION APPROVING PERFORMANCE MEASURES

WHEREAS, the State Legislature created the Council on Local Results and Innovation; and

WHEREAS, Eagan has implemented a local performance measurement system as developed by the Council on Local Results and Innovation; and

WHEREAS, Eagan surveys its residents every other calendar year on services included in the performance benchmarks; and

WHEREAS, the Council on Local Results and Innovation released a standard set of performance measures for counties and cities that will 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; and

WHEREAS, cities and counties that choose to participate in the new performance measurement program may be eligible for a reimbursement from Local Government Aid and exemption from levy limits.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Eagan does hereby approve the following Performance Measures and will publish the results of the Performance Measures before the end of the calendar year.

Performance Indicator

General

- Citizen survey - quality of services
- Citizen survey - overall appearance
- Percent change in the taxable property market value

Police

- Citizen survey rating safety or ...Part I and II crime rates
- Police response times

Fire

- Citizen survey - quality of services or ISO rating
- Fire response times

Streets

- Citizen survey - quality of road conditions or...
- Average pavement condition rating.
- Citizen survey - quality of snow plowing

Water

- Citizen survey - quality and dependability

Operating cost per million gallons
Sanitary sewer
Citizen survey - quality and dependability
Number of sewer blockages
Parks and Recreation
Citizen survey - quality of services

APPROVED by the City Council of the City of Eagan, Minnesota, this 20th day of June 2017.

CITY OF EAGAN

By: Mike McGuire
Mike McGuire, Mayor

ATTEST:

Christa M. Seji
City Clerk

2016 Performance Indicators

□ www.cityofeagan.com/2016-performance-indicators

The Council on Local Results and Innovation, in concert with the Minnesota Legislature and the Office of the State Auditor has created a series of local performance indicators residents can use to monitor city performance. The Eagan City Council has embraced these indicators and adopted a resolution regarding the performance indicators to be measured and posted for the public each year.

So how are we doing?

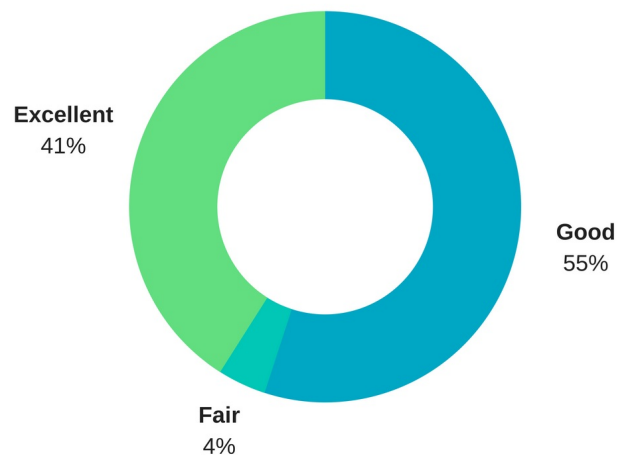
Below are some of the results of the survey reflecting the most recent specific performance indicators established in the voluntary statewide program:

General Performance

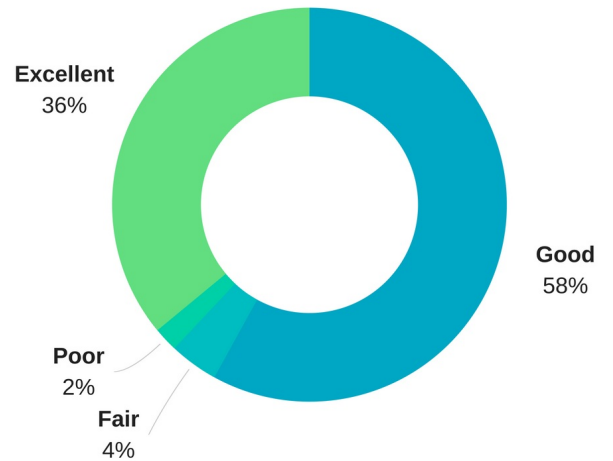
Percent change in taxable property market value

Increase of 3.5% from 2016 to 2017

How would you rate the overall appearance of the city?



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



Public Safety

Police Response Times

Response time to priority 1, emergency calls: 5.87 minutes in 2015
Response time to priority 2, non-emergency calls: 8.17 minutes in 2015
Response time to priority 3, routine calls: 12.70 minutes in 2015

The information entails calls for service managed by through the Dakota Communications Center. The times do not reflect calls for service initiated by staff in the field

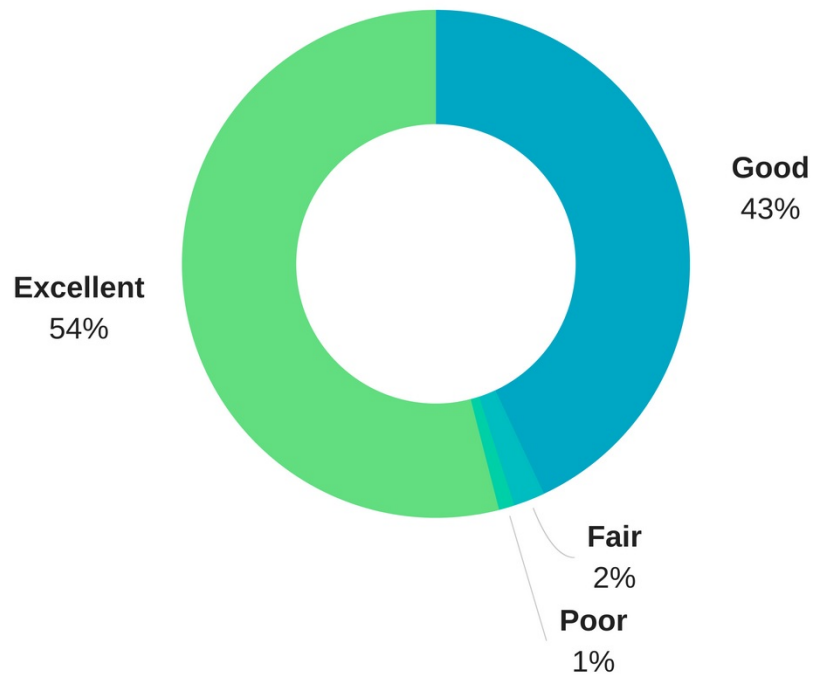
Fire Response Times

Average staffed response time: 5 min 22 seconds in 2015
Average non-staffed: 8 min 52 seconds in 2015

Insurance Service Organization (ISO) Rating

3 in 2016

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

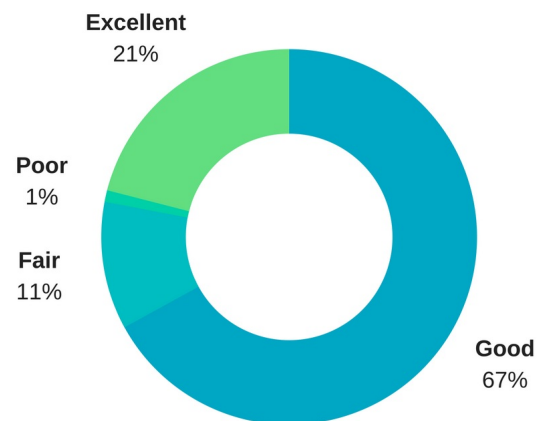


Pavement & Street Condition

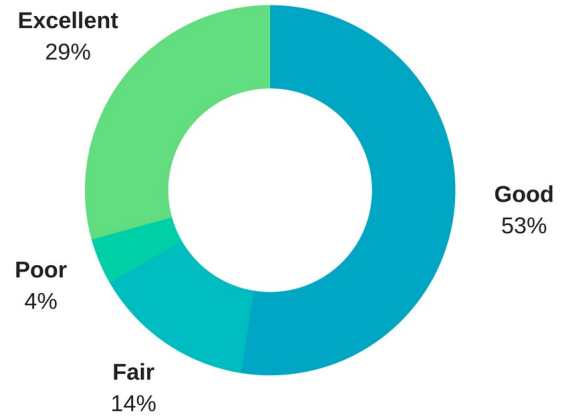
Average Pavement Condition Rating

82 (on scale of 100) in 2016

How would you rate the overall condition of the city streets?



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



Water Utilities & Sanitary Sewer

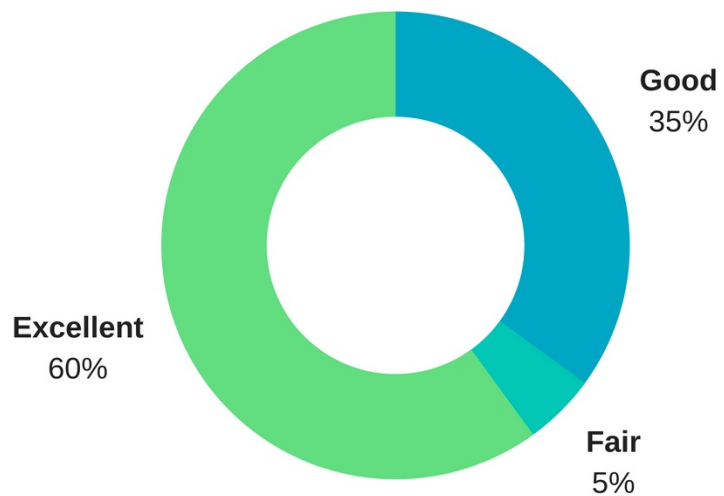
Water quality

No contaminants were detected at levels that violated federal drinking water standards. However, some contaminants were detected in trace amounts that were below legal limits. See: [Water Quality Report](#)

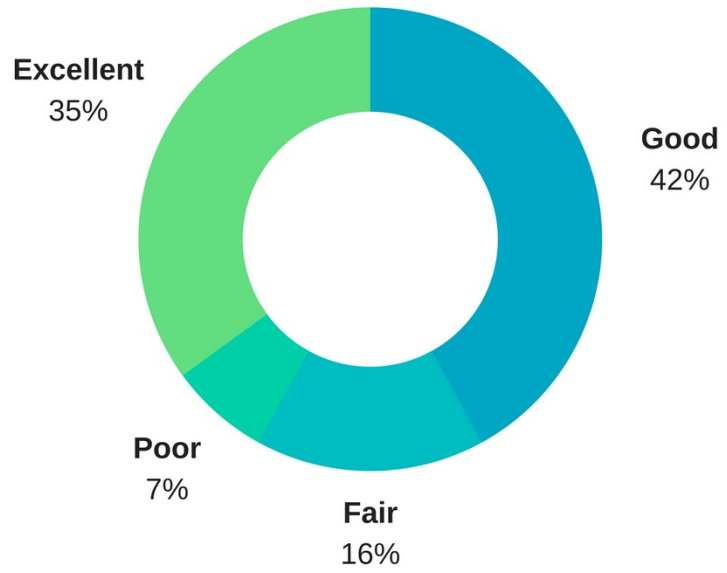
Water Operating Cost Per Thousand Gallons

\$1.70 in 2015

How would you rate the dependability of the city water supply?



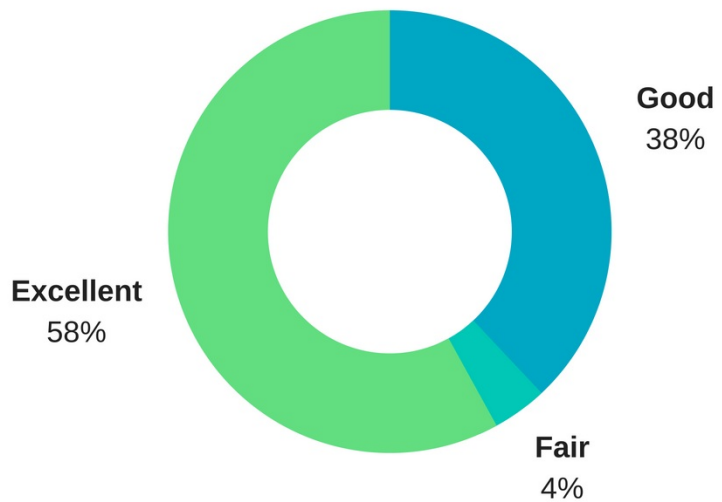
How would you rate the overall quality of the city water supply?



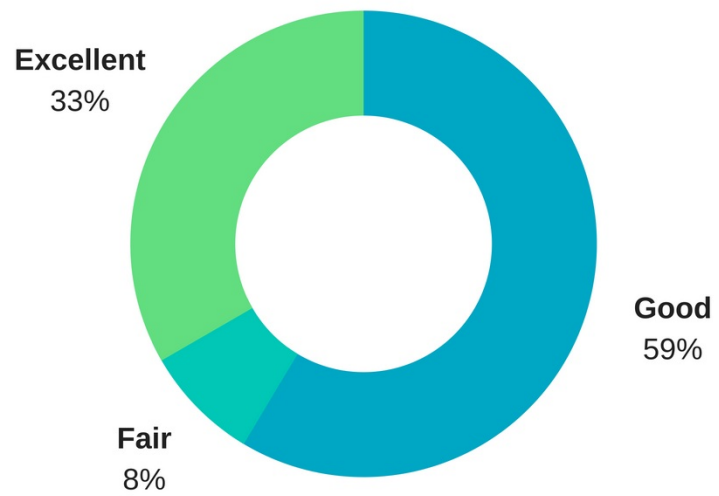
Dependability

3 main line (City) sewer backups and 11 service line (private) sewer backups in 2015

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

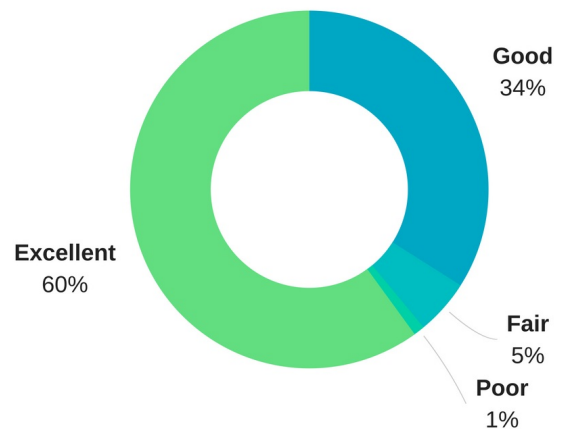


How would you rate the overall quality of the city sanitary sewer service?

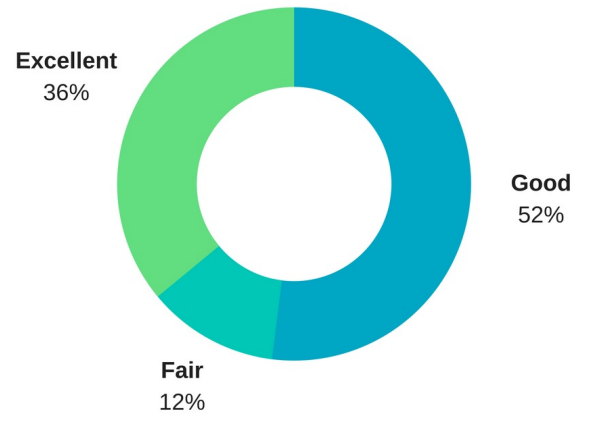


Parks and Recreation

How would you rate the overall quality of city recreational programs?



How would you rate the overall quality of city recreational facilities?



**CITY OF EDEN PRAIRIE
HENNEPIN COUNTY, MINNESOTA**

RESOLUTION NO. 2017-62

**RESOLUTION APPROVING PARTICIPATION IN THE PERFORMANCE
MEASUREMENT PROGRAM ESTABLISHED BY THE COUNCIL ON LOCAL
RESULTS AND INNOVATION**

WHEREAS, the Council on Local Results and Innovation established by the Minnesota Legislature has implemented a voluntary performance measurement and reporting program; and

WHEREAS, benefits to the City of Eden Prairie for participation include a reimbursement of \$0.14 per capita annually and exemption from levy limits for taxes, if levy limits are in effect; and

WHEREAS, the Council on Local Innovations and Results has established a standard set of measures for cities to adopt and report; and

WHEREAS, the City has adopted and implemented at least 10 of the measures in order to satisfy the program's requirements.

NOW, THEREFORE, BE IT RESOLVED by the Eden Prairie City Council:


The City of Eden Prairie 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 Eden Prairie will submit to the Office of the State Auditor the actual results of the performance measures adopted by the City.

ADOPTED by the Eden Prairie City Council on the 13th day of June, 2017.


Nancy Tyra-Lukens, Mayor

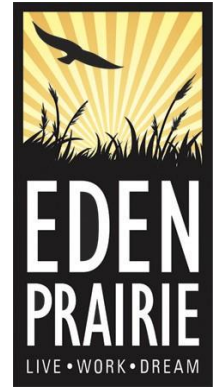
ATTEST:


Kathleen Porta, City Clerk

Performance Measurement Program Report

City of Eden Prairie

5/26/2017



General

Measure	Result	Notes
Rating of the overall quality of Eden Prairie services	Excellent- 41% Good- 49% Fair- 5% Poor- 1% Don't Know- 5%	2016 Quality of Life Survey- 1614 Reponses
Citizens' rating of the overall appearance of the city	Excellent- 58% Good- 38% Fair- 3% Poor- 0% Don't Know- 0%	2016 Quality of Life Survey- 1704 Responses
Bond Rating	Aaa AAA	Moody's Investors Service Standard & Poor's Rating Services
Citizens' rating of the quality of city recreational programs and facilities	Recreation services (programs and classes) Excellent- 45% Good- 37% Fair- 7% Poor- 1% Don't Know- 11% Recreation centers or facilities Excellent- 51% Good- 35% Fair- 5% Poor- 0% Don't Know- 8%	2016 Quality of Life Survey- Recreation services- 1621 responses 2016 Quality of Life Survey- Recreation centers or facilities- 1627 responses

Police Services

Measure	Result	Notes
Citizens' rating of safety in community (Overall feeling of safety in Eden Prairie)	Excellent- 55% Good- 39% Fair- 4% Poor- 1% Don't Know- 0%	2016 Quality of Life Survey- 1799 responses

Fire & EMS Services

Measure	Result	Notes
Citizens' rating of the quality of fire protection services	Excellent- 52% Good- 24% Fair- 3% Poor- 1% Don't Know 21%	2016 Quality of Life Survey- 1620 responses

Streets

Measure	Result	Notes
Citizens' rating of the quality of city streets as a whole	Excellent- 35% Good- 54% Fair- 10% Poor- 1% Don't Know- 0%	2016 Quality of Life Survey- 1615 responses
Citizens' rating of the quality of snow removal on city streets	Excellent- 47% Good- 39% Fair- 9% Poor- 2% Don't Know- 3%	2016 Quality of Life Survey- 1616 responses

Water

Measure	Result	Notes
Citizens' rating of the quality of the city's drinking water	Excellent- 45% Good- 36% Fair- 12% Poor- 4% Don't Know- 4%	2016 Quality of Life Survey- 1619 responses

Sanitary Sewer

Measure	Result	Notes
Citizens' rating of the quality of water and sewer services	Excellent- 36% Good- 49% Fair- 7% Poor- 0% Don't Know- 8%	2016 Quality of Life Survey- 1619 responses

**CITY OF ELKO NEW MARKET
SCOTT COUNTY, MINNESOTA**

RESOLUTION NO. 17-41

**RESOLUTION REPORTING THE RESULTS OF THE PERFORMANCE
MEASUREMENT SYSTEM TO THE OFFICE OF THE STATE AUDITOR**

WHEREAS, Benefits to the City of Elko New Market 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/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 Elko New Market 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 Elko New Market will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's/county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.


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

ADOPTED by the City Council of Elko New Market this 26th day of June, 2017.

CITY OF ELKO NEW MARKET

By: 
Robert Crawford, Mayor

ATTEST:


Sandra Green, City Clerk

Survey Overview

The Morris Leatherman Company, is pleased to present the results of this study to the City of Elko New Market. This section provides a brief introduction to the specifications of the survey and a guide to the organization of the written analysis.

While the most statistically sound procedures have been used to collect and analyze the information presented herein, it must always be kept in mind that surveys are not predictions. They are designed to measure public opinion within identifiable limits of accuracy at *specific points in time*. This survey is in no way a prediction of opinions, perceptions, or actions at any future point in time. After all, in public policy analysis, the major task is to impact these revealed opinions in a constructive fashion.

The Principal Investigator for this study was Dr. William D. Morris; the Project Director overseeing all phases of the research and analysis was Mr. Peter Leatherman.

Research Design

This study contains the results of a telephone survey of 228 randomly selected residents of the City of Elko New Market. The average interview took twenty-two minutes.

All respondents interviewed in this study were part of a randomly generated sample of the City of Elko New Market. In general, random samples such as this yield results projectable to their respective universe within ± 5.0 percent in 95 out of 100 cases.

Interviews were conducted by **The Morris Leatherman Company**, trained personnel from telephone banks in St. Paul, Minnesota. Approximately twenty percent of all interviews were independently validated for procedure and content by a The Morris Leatherman Company, supervisor. Completed interviews were edited and coded at the company's headquarters in Minneapolis, Minnesota. Statistical analysis and cross-tabulations were produced by the company's CfMC Mentor Analysis System and SPSS 19.0 FOR WINDOWS.

Organization of the Study

The results of this study are presented in the following order:

The *Analysis* consists of a written report of the major findings. The results contained herein were also presented verbally to the client.

The *Questionnaire* reproduces the survey instrument as it was used in the interviewing process. This section also includes a response frequency distribution for each question.

Any further questions the reader may have about this study which are not answered in this report should be directed to either Dr. Morris or Mr. Leatherman.

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Analysis

Chapter One: Residential Demographics

Residential Demographics

Residential Longevity

Approximately how many years have you lived in the City of Elko New Market?

	2012	2015
LESS THAN TWO YEARS.	6%...	8%
TWO TO FIVE YEARS.	13%...	11%
5.1 TO TEN YEARS.	26%...	22%
10. TO TWENTY YEARS.	30%...	32%
20.1 TO 30 YEARS.	13%...	14%
OVER THIRTY YEARS.	12%...	13%
DON'T KNOW/REFUSED.	0%...	0%

School-Aged Children

Do you have school-aged children or pre-schoolers in your household?

	2012	2015
YES	58%...	57%
NO	42%...	43%
DON'T KNOW/REFUSED.	1%...	0%

Age of Respondent

What is your age, please?

	2012	2015
18-24	4%...	4%
25-34	22%...	23%
35-44	32%...	31%
45-54	25%...	25%

55-64	11%... 10%
65 AND OVER.	7%.... 7%

Gender

Gender

	2012	2015
MALE.	50%...	48%
FEMALE.	50%...	52%

Summary and Conclusions

Elko New Market is a growing exurban community. Since the 2012 study, the median longevity of adult residents has increased by less than one year to 12.7 years. This is over four years lower than the metro area average, but in line with other exurban areas. Nineteen percent of the sample report moving to the city during the past five years, while 27% were there for over two decades. Residents for ten years or less are more apt to be eighteen to thirty-four year olds with children. Over twenty year residents are more likely to be empty-nesters and over fifty-five year olds. Fifty-seven percent of the households contain school-aged children or pre-schoolers.

The average age of respondents is 42.5 years old. Seventeen percent of the sample falls into the over 55 year old age range, while 27% are less than 35 years old. Women outnumber men by four percent in the sample.

Chapter Two: Quality of Life

Quality of Life

Factors in Selecting City

Thinking back to when you moved to Elko New Market, what factors were most important to you in selecting the city?

NEIGHBORHOOD.....	11%
HOUSING.....	14%
SAFE	6%
RURAL/OPEN SPACE.....	22%
QUIET AND PEACEFUL.....	11%
CONVENIENT LOCATION.....	2%
FRIENDLY PEOPLE.....	5%
SMALL TOWN FEEL.....	14%
CLOSE TO FAMILY.....	8%
SCHOOLS.....	6%
CLOSE TO JOB.....	2%

Like Most

What do you like most about living in the City of Elko New Market?

	2012	2015
SMALL TOWN FEEL.....	43%...	26%
QUIET AND PEACEFUL.....	16%...	23%
HOUSING/NEIGHBORHOOD.....	6%...	5%
RURAL/OPEN SPACE.....	16%...	14%
SAFE	4%...	8%
FRIENDLY PEOPLE.....	6%...	15%
CONVENIENT LOCATION.....	6%...	3%
PLACE TO RAISE KIDS.....	0%...	3%
SCATTERED.....	2%...	4%

Most Serious Issue

What do you think is the most serious issue facing the city today?

	2012	2015
UNSURE.	11%...	0%
NOTHING.	12%...	23%
HIGH TAXES.	8%...	11%
LACK OF BUSINESSES.	20%...	15%
EXPANDING RACE TRACK.	8%...	0%
CITY SPENDING.	4%...	2%
TOO MUCH GROWTH.	4%...	12%
DRINKING WATER QUALITY.	13%...	17%
NOTHING FOR YOUTH TO DO.	7%...	0%
RISING CRIME.	5%...	0%
LACK OF JOBS.	2%...	0%
SCHOOL QUALITY.	3%...	0%
NEED GROCERY STORE.	0%...	6%
HIGH COST OF WATER.	0%...	4%
ROAD REPAIR.	0%...	3%
SCATTERED.	4%...	6%

Quality of Life

How would you rate the quality of life in Elko New Market -- excellent, good, only fair, or poor?

	2012	2015
EXCELLENT.	32%...	43%
GOOD.	58%...	54%
ONLY FAIR.	9%...	3%
POOR.	0%...	0%
DON'T KNOW/REFUSED.	0%...	0%

Summary and Conclusions

Ninety-seven percent, an increase of seven percent, rate their quality of life as either “excellent” or “good.” Only three percent rate the quality of life lower. In comparison with other Metropolitan Area suburban communities, the quality of life rating is in the top decile. The key differentiating factor for quality of life is the “excellent” ratings given by residents. A high 43%, an increase of 11%, deem it “excellent,” placing the city well within the top decile of Metropolitan Area suburbs. In fact among exurban communities, Elko New Market’s “excellent rating” is among the top three during the past five years.

“Rural and open space,” at 22%, tops the list of factors that were most important in moving to Elko New Market. Fourteen percent respectively point to “small town feel” and “housing;” while 11% each indicate their “neighborhood” and “quiet and peaceful.”

At 26%, “small town feel” leads the list of attributes people liked most about living in the community. “Quiet peaceful” and “friendly people” follow at 23% and 15% respectively. “Small town feel” is particularly important to residents with children and 35 to 44 year olds. Residents for ten to twenty years are more likely to state “quiet and peaceful” and “friendly people.”

The most serious issues facing the city are “quality of drinking water,” at 17%, and “lack of businesses,” at 15%. Residents for ten to twenty years are more likely to be troubled by the lack of businesses in the community. “Too much growth” is a concern for 12% of residents; while “high taxes” troubled 11%. Residents for more than twenty years are more likely to be concerned about the pace of growth, while men and fifty-five to sixty-four years olds were more likely to state “high taxes.” A “booster” group of 23%, more than twice as high as the Metropolitan Area norm, says there are “no” serious issues facing the community. This is a twelve percent increase from the 2012 survey in the number of “boosters.” Households with children and residents for less than ten years are more likely to be “boosters.”

Chapter Three: City Services

City Services

General Value of City Services

Property tax revenues are divided among the City of Elko New Market, Dakota County, and your local public school district. In 2012, the actual percentage of your property taxes going to the City of Elko New Market was 42 percent.

When you consider the property taxes you pay and the quality of city services you receive, would you rate the general value of city services as excellent, good, only fair, or poor?

	2012	2015
EXCELLENT.....	5%...	17%
GOOD.	62%...	55%
ONLY FAIR.....	27%...	26%
POOR	4%....	2%
DON'T KNOW/REFUSED.....	3%....	0%

City Service Ratings

I would like to read you a list of a few city services. For each one, please tell me whether you would rate the quality of the service as excellent, good, only fair, or poor?

Police protection?

	2012	2015
EXCELLENT.....	29%...	58%
GOOD.	54%...	36%
ONLY FAIR.....	11%....	4%
POOR	6%....	1%
DON'T KNOW/REFUSED.....	0%....	1%

Fire protection?

	2012	2015
EXCELLENT.....	40%...	61%
GOOD.	53%...	34%
ONLY FAIR.....	4%...	2%
POOR	0%...	0%
DON'T KNOW/REFUSED.....	4%...	2%

Storm drainage, ponds, wetland maintenance and flood control?

	2012	2015
EXCELLENT.....	13%...	25%
GOOD.	68%...	60%
ONLY FAIR.....	9%...	10%
POOR	6%...	2%
DON'T KNOW/REFUSED.....	4%...	3%

Park maintenance?

	2012	2015
EXCELLENT.....	21%...	43%
GOOD.	64%...	50%
ONLY FAIR.....	9%...	3%
POOR	2%...	2%
DON'T KNOW/REFUSED.....	4%...	2%

City-sponsored recreation programs?

	2012	2015
EXCELLENT.....	8%...	42%
GOOD.	60%...	51%
ONLY FAIR.....	15%...	3%
POOR	4%...	0%
DON'T KNOW/REFUSED.....	12%...	4%

Code Enforcement?

	2012	2015
EXCELLENT.....	7%...	25%
GOOD.	73%...	65%
ONLY FAIR..	14%...	4%
POOR	4%...	2%
DON'T KNOW/REFUSED.....	3%...	4%

Now, for the next two city services, please consider only their job on city-maintained street and roads. That means excluding interstate highways, state and county roads that are taken care of by other levels of government. Hence, Interstate 35, County Road 2, also known as 260th Street or Main Street and County Road 91, also known as Natchez Avenue, should not be considered. How would you rate

City street repair and maintenance?

	2012	2015
EXCELLENT.....	10%...	18%
GOOD.	72%...	70%
ONLY FAIR..	17%...	11%
POOR	1%...	0%
DON'T KNOW/REFUSED.....	0%...	0%

Snow plowing?

	2012	2015
EXCELLENT.....	6%...	30%
GOOD.	65%...	65%
ONLY FAIR..	24%...	5%
POOR	5%...	0%
DON'T KNOW/REFUSED.....	0%...	0%

Why did you rate that service as (only fair/poor?)

	2012	2015
POOR SNOW PLOWING.....	17%...	16%
LACK OF DRAINAGE.....	13%...	24%
POORLY MAINTAINED PARKS.....	2%...	7%

SLOW RESPONSE.....	18%... 11%
POOR QUALITY OF STREET REPAIR.....	7%... 21%
NOT ENOUGH POLICE PATROLLING.....	13%... 0%
LACK OF CODE ENFORCEMENT.	15%... 11%
NOT ENOUGH RECREATION PROGRAMS.	14%... 5%
SCATTERED.	2%... 6%

City Services to Improve

In general, what city services do you feel need to be improved?

DON'T KNOW/REFUSED.....	1%
NONE.	42%
WATER TREATMENT PLANT.	25%
CODE ENFORCEMENT.	4%
STREET MAINTENANCE.....	9%
MORE POLICE.....	5%
MORE REC PROGRAMS.	2%
MORE REC FACILITIES.....	4%
SNOW PLOWING.	2%
PARK MAINTENANCE.....	3%
SCATTERED.	3%

City Services to Add

Are there any city services you would like to see added in the City of Elko New Market? What would those be?

DON'T KNOW/REFUSED.....	8%
NOTHING.....	86%
RECREATION PROGRAMS.....	5%
COMMUNITY CENTER.	1%

Summary and Conclusions

When property taxes are weighed against the quality of city services, 72% rate the value as “excellent” or “good.” Twenty-eight percent rate the quality as “only fair” or “poor.” The over two-to-one favorable-to-unfavorable ratio reveals a community satisfied with the cost of currently-offered city services. This rating continues to rank within the top decile of metro suburban communities; while among exurban communities, it places Elko New Market in the top

two over the past five years.

In evaluating specific city services, the mean approval rating is 91.6%, placing the city in the top decile for the Metropolitan Area suburban communities, and among top three exurban communities. The mean approval rating has increased by over ten percent in the past three years. “Excellent” ratings of city service increased by an exceptional 21% since 2012.

In looking at each individual city service, two services stand out as “best practices” in the metro area: “city street repair and maintenance” and “snow plowing.” Four services are in the top decile in comparison to metro area communities: “fire protection,” “park maintenance,” “recreation programs,” and “code enforcement.” While the final two services: “police protection” and “storm drainage” rank lower in comparison to other communities, they are both still in the top quartile.

City Service	Favorable	Unfavorable	Increase in “Excellent” Rating
Police Protection	94%	5%	29%
Fire Protection	95%	2%	21%
Storm Drainage, ponds, wetland maintenance and flood control	85%	12%	12%
Park maintenance	93%	5%	22%
City-sponsored recreation programs	93%	3%	34%
Code Enforcement	90%	6%	18%
City Street Repair and Maintenance	88%	11%	8%
Snow Plowing	95%	5%	24%
Mean	91.6%	6.1%	21%

Those rating a city services as “only fair” or “poor” were asked for a reason. Only one-third of residents fall into this category. Lack of drainage is criticized by 24%. Critics are most often 45 to 54 year olds. Street repair earns negative ratings from 21%. They are posted most often by empty nesters. And, snow plowing is viewed negatively by 16% because of a lack of thoroughness.

Forty-two percent feel the City of Elko New Market does not have any city services that need improvement. Twenty-five percent would like to see a “water treatment plant,” while nine percent would improve “street repair.” When asked if there are any city services they would like to see added in Elko New Market, ninety-four percent were unsure or stated “nothing.” This level of satisfaction with the amount and types of city services is more typical of fully developed suburbs, than exurban communities. Only five percent indicate an expansion of recreation programs.

Chapter Four: Public Safety

Public Safety

Public Safety Issues

How would you rate the amount of police patrolling in your neighborhood -- too much, about the right amount or not enough?

	2012	2015
TOO MUCH.	3%...	1%
ABOUT RIGHT AMOUNT.	83%...	90%
NOT ENOUGH.	14%...	9%
DON'T KNOW/REFUSED.	1%...	0%

How would you rate the amount of traffic enforcement by the police in your neighborhood -- too much, about right amount or not enough?

	2012	2015
TOO MUCH.	2%...	0%
ABOUT RIGHT AMOUNT.	83%...	77%
NOT ENOUGH.	15%...	21%
DON'T KNOW/REFUSED.	1%...	2%

How serious of a problem is traffic speeding in your neighborhood -- very serious, somewhat serious, not too serious, or not at all serious?

	2012	2015
VERY SERIOUS.	5%...	7%
SOMEWHAT SERIOUS.	29%...	23%
NOT TOO SERIOUS.	43%...	31%
NOT AT ALL SERIOUS.	22%...	39%
DON'T KNOW/REFUSED.	0%...	0%

And, how serious of a problem are stop sign violations in your neighborhood -- very serious, somewhat serious, not too serious, or not at all serious?

2012 2015

VERY SERIOUS.....	4%....	4%
SOMEWHAT SERIOUS.....	22%...	18%
NOT TOO SERIOUS.....	47%...	29%
NOT AT ALL SERIOUS.....	25%...	48%
DON'T KNOW/REFUSED.....	2%....	0%

Please tell me which one you consider to be the greatest concern in Elko New Market? If you feel that none of these problems are serious in the city, just say so....

2012 2015

Violent crime.....	2%....	1%
Traffic speeding.....	20%...	29%
Drugs	6%....	9%
Youth crimes and vandalism.....	19%...	15%
Identity theft.....	0%....	0%
Business crimes, such as shoplifting and check fraud. .	1%....	3%
Residential crimes, such as burglary, and theft.	13%....	3%
ALL EQUALLY.	8%....	0%
NONE OF THE ABOVE.....	24%...	40%
DON'T KNOW/REFUSED.....	7%....	1%

Summary and Conclusions

A very strong 90% rate the amount of police patrolling in their neighborhood as “about the right amount.” Only 9% think the amount is “not enough.” Seventy-seven percent rate the amount of traffic enforcement by the police in their neighborhood as “about the right amount.” Twenty-one percent, though, think it is “not enough.” These combined ratings of police patrolling are among the top ten percent of communities across the Metropolitan Area and among the top three exurban communities.

Thirty percent think the problem of traffic speeding in their neighborhood is either “very serious” or “somewhat serious.” Seventy percent see it as “not serious.” Twenty-two percent view the problem of stop sign violations in their neighborhood as either “very serious” or “somewhat serious.” Seventy percent think it is “not too serious” or “not at all serious.” Both levels of concern are consistent with other suburban communities.

Twenty-nine percent think the greatest public safety concern in Elko New Market is “traffic speeding,” while 15% see it as “youth crimes and vandalism.” It is important to note from the previous question on the seriousness of traffic speeding, only seven percent rated the problem as “very serious.” Although traffic speeding leads the list of public safety concerns, it is a “soft”

concern. Forty percent think “none” of the enumerated public safety concerns are a problem in the city; typical among exurban communities, but more than double the metro area suburban average.

Chapter Five: Parks and Recreation

Parks and Recreation

Use of Recreation Facilities

The Elko New Market park system is composed of larger community parks, like Windrose Park and Wagner Park, and smaller neighborhood parks, like Woodcrest Park and Rowena Ponds Park, trails, and community ballfields. Of these facilities, which have you or members of your household used during the past year?

Larger community parks?

NOT USED.	35%
USED/EXCELLENT.....	31%
USED/GOOD.	30%
USED/ONLY FAIR.....	4%
USED/POOR.....	1%
DON'T KNOW/REFUSED.....	0%

Smaller neighborhood parks?

NOT USED.	26%
USED/EXCELLENT.....	33%
USED/GOOD.	36%
USED/ONLY FAIR.....	5%
USED/POOR.....	0%
DON'T KNOW/REFUSED.....	0%

Trails and Sidewalks?

NOT USED.	17%
USED/EXCELLENT.....	43%
USED/GOOD.	35%
USED/ONLY FAIR.....	6%
USED/POOR.....	0%
DON'T KNOW/REFUSED.....	0%

Community ballfields?

NOT USED.	60%
USED/EXCELLENT.....	16%
USED/GOOD.	21%
USED/ONLY FAIR.....	3%
USED/POOR.....	0%
DON'T KNOW/REFUSED.....	0%

Wagner Park skatepark?

NOT USED.	80%
USED/EXCELLENT.....	5%
USED/GOOD.	13%
USED/ONLY FAIR.....	1%
USED/POOR.....	0%
DON'T KNOW/REFUSED.....	0%

Ice rinks?

NOT USED.	69%
USED/EXCELLENT.....	7%
USED/GOOD.	21%
USED/ONLY FAIR.....	2%
USED/POOR.....	1%
DON'T KNOW/REFUSED.....	0%

Wagner Park Shelter?

NOT USED.	61%
USED/EXCELLENT.....	15%
USED/GOOD.	21%
USED/ONLY FAIR.....	2%
USED/POOR.....	0%
DON'T KNOW/REFUSED.....	0%

**Adequacy of Recreation
Facilities**

In general, do you feel that existing recreational facilities offered by the City meet the needs of you and members of your household?

	2012	2015
YES	85%.....	89
NO	14%.....	10
DON'T KNOW/REFUSED.....	1%.....	2

What additional recreational facilities would you like to see the City offer its residents?

	2012	2015
TRAILS.....	7%.....	0%
TENNIS COURTS.....	10%...	23%
SWIMMING POOL.....	55%...	9%
ATHLETIC FIELDS.....	19%.....	0%
COMMUNITY CENTER.....	0%...	18%
TEEN CENTER.....	0%.....	5%
ICE RINKS.....	0%...	40%
BASKETBALL COURTS.....	0%.....	5%
SCATTERED.....	10%.....	0%

Adequacy of Recreation Programs

In general, do you feel that existing recreational programs offered by the City meet the needs of you and members of your household?

	2012	2015
YES	84%...	93%
NO	14%.....	6%
DON'T KNOW/REFUSED.....	3%.....	1%

What additional recreational programs would you like to see the City offer its residents?

	2012	2015
UNSURE.....	3%.....	0%
SENIOR PROGRAMS.....	16%...	14%
ADULT SPORTS.....	0%...	21%
SWIMMING.....	0%...	14%
FITNESS.....	0%.....	7%

TEEN SPORTS.	0%... 29%
YOUTH PROGRAMS..	68%... 0%
ARTS AND HOBBIES.	7%... 14%
SCATTERED SPORTS..	6%... 0%

Participation in Recreation Programs

Have you or members of your household participated in any City park and recreation programs?

	2012	2015
YES	33%... 42%	
NO	65%... 58%	
DON'T KNOW/REFUSED.....	1%... 0%	

Which ones?

	2012	2015
BASEBALL/SOFTBALL.	49%... 60%	
MULTIPLE SPORTS.	25%... 12%	
SOCCER.	16%... 22%	
SWIMMING.	4%... 5%	
SCATTERED.	6%... 1%	

Were you satisfied or dissatisfied with your experience?

	2012	2015
SATISFIED.	96%... 91%	
DISSATISFIED.....	3%... 4%	
DON'T KNOW/REFUSED.....	1%... 5%	

Adequacy of Community Events

In general, do you feel that existing community events offered by the City meets the needs of you and members of your household?

	2012	2015
YES	92%...	98%
NO	6%...	0%
DON'T KNOW/REFUSED.....	2%...	1%

What additional community events would you like to see the City offer its residents?

UNSURE.....	21%...	0%
SENIOR EVENTS.....	21%...	0%
MOVIES IN THE PARK.....	50%...	0%
YOUTH-ORIENTED EVENTS.....	7%...	0%
CARNIVAL.....	0%..	100%

Number of Community Events

Do you think the city has the right amount of community events, too many or too few?

ABOUT RIGHT AMOUNT.....	97%
TOO MANY.....	0%
TOO FEW.....	3%
DON'T KNOW/REFUSED.....	1%

Participation in Community Events

Have you or members of your household participated in any community events?

	2012	2015
YES	41%...	77%
NO	58%...	23%
DON'T KNOW/REFUSED.....	1%...	0%

Which ones?

2012 2015

LION'S EVENTS.....	3%....	5%
BLOCK PARTIES.....	4%...	16%
FIRE AND RESCUE DAYS.....	37%...	20%
PARADE.....	28%...	17%
NIGHT TO UNITE.....	17%...	21%
EASTER EGG HUNT.....	5%...	15%
CITY WIDE GARAGE SALE.....	0%....	4%
SCATTERED.....	6%....	2%

Were you satisfied or dissatisfied with your experience?

	2012	2015
SATISFIED.....	93%...	99%
DISSATISFIED.....	7%....	1%
DON'T KNOW/REFUSED.....	1%....	0%

Are there any changes or improvements that would make you more likely to participate in a community event?

UNSURE.....	6%
NO.....	90%
ADULTS-ONLY.....	4%

Summary and Conclusions

The household use during the past year of existing facilities in the park system was examined in some detail. Eighty-four percent report members using the trails and sidewalks. Seventy-two percent visit the smaller neighborhood parks, and 66% visit large community parks. Forty percent use the community ball fields, while 31% report usage of the ice rinks. Thirty-nine percent indicate using the Wagner Park Shelter and 19% use the skate park at Wagner Park. Park facility users are most apt to be households containing children and twenty-five to forty-four year olds. Non-users are more frequently over twenty year residents, empty-nesters, and over 55 year olds. When comparing Elko New Market to communities with similar demographics, use of park facilities is among the top quartile of cities.

Users were asked to rate each specific facility. Across all park facilities, a very high 93% of users rate the facility positively. These park facility ratings place the city within the top ten percent of cities across the metro area and among the top three exurban communities.

Park Facility	Change in Usership	Favorable	Unfavorable
Larger Community Parks	+10%	61%	5%
Smaller Neighborhood Parks	+20%	67%	5%
Trails and Sidewalks	+9%	78%	6%
Community Ball fields	-3%	37%	3%
Wagner Park Skate park	-11%	18%	1%
Ice Rinks		28%	3%
Wagner Park Shelter		36%	2%

Eighty-nine percent of the residents feel that existing recreational facilities offered by the City meet the needs of their household. Ten percent disagree, citing the lack of ice rinks, tennis courts and community center. Disagreement is higher among households of children and twenty-five to thirty-four year olds.

Ninety-three percent similarly feel that existing recreational programs offered by the City meets the needs of their households. Six percent disagree, citing particularly the lack of sports programs for youth and adults. This level of satisfaction with recreational programs is right at the norm for the metro area, and about ten percent higher than the exurban community average. Again, disagreement peaks among households with children and twenty-five to forty-four year olds.

Forty-two percent, an increase of 9%, report household members participated in a City park and recreation program, especially households with children and twenty-five to forty-four year olds. The most popular are baseball/softball programs, accounting for almost two-thirds of the participation. Among participants, a high 91% are satisfied with the experience. Combining the use and rating of recreation programs, Elko New Market places among the top 10 communities across the metro area.

Ninety-eight percent believe existing community events offered by the City meet the needs of their households. When comparing Elko New Market to communities with similar demographics, this level of satisfaction with community events is twelve percent higher than the average. Seventy-seven percent, an amazing increase of 36%, of community households participate in community events. Participation levels are higher among residents for ten years or less, households with children, and twenty-five to forty-four year olds. They are lower among over fifty-five year olds. Among participants, 21% attended “Night to Unite,” particularly households with children and residents for more than ten years. Twenty percent attended “Fire & Rescue Days,” especially men; and 17% went to the “Parade,” particularly households with children and women. Ninety-nine percent are satisfied with their experiences there. Combining the use and rating of community events, places Elko New Market among the top three communities across the metro area.

Chapter Six: City Hall

City Hall

City Hall

During the past year, have you contacted Elko New Market City Hall?

	2012	2015
YES	43%...	41%
NO	56%...	59%
DON'T KNOW/REFUSED.....	1%....	0%

On your last telephone call or visit, which Department did you contact -- the Police Department, Fire Department, Public Works, Park and Recreation, Building Inspections, Engineering, Planning, Administration, Billing Department, or the General Information Desk receptionist?

	2012	2015
POLICE DEPARTMENT.....	9%...	11%
FIRE DEPARTMENT.....	2%....	1%
PUBLIC WORKS.....	27%...	20%
PARKS AND RECREATION.....	14%...	16%
BUILDING INSPECTION.....	4%...	13%
ENGINEERING.....	2%....	0%
PLANNING.....	2%....	1%
ADMINISTRATION.....	4%...	11%
BILLING DEPARTMENT.....	18%...	20%
GENERAL INFORMATION.....	18%....	7%
DON'T KNOW/REFUSED.....	0%....	0%

Thinking about your last contact with the City, for each of the following characteristics, please rate the service as excellent, good, only fair, or poor....

Response time from City Staff to assist you?

2012 2015

EXCELLENT.....	41%... 46%
GOOD.	52%... 46%
ONLY FAIR.....	7%... 4%
POOR	0%... 4%
DON'T KNOW/REFUSED.....	0%... 0%

Courtesy of city staff?

	2012	2015
EXCELLENT.....	44%... 46%	
GOOD.	51%... 51%	
ONLY FAIR.....	2%... 3%	
POOR	2%... 0%	
DON'T KNOW/REFUSED.....	1%... 0%	

**Summary and
Conclusions**

Overall, residents continue to be extremely satisfied with their contacts with City Hall. Forty-one percent of the sample contacted Elko New Market City Hall during the past twelve months. Almost seventy percent called or visited one of four departments: Public Works, Billing, Building Inspections, or Parks and Recreation. On two aspects of customer service, staff members are rated as either “excellent” or “good” by at least 92% of those who contacted City Hall: “response time from City Staff to assist” and “courtesy of city staff.” There are no statistically significant differences between departments when looking at the aspects of customer service. The standard threshold indicating quality customer service in the public sector is an 80% positive rating. The combined 95% favorable ratings on customer service places Elko New Market in the top decile across the metro area and among the top three exurban communities.

Chapter Seven: Website and Social Media

Website and Social Media

City's Website

Have you accessed the City's website?

YES	65%...	45%
NO	35%...	55%
DON'T KNOW/REFUSED.....	0%...	0%

How would you evaluate the content of the city's website – excellent, good, only fair or poor?

EXCELLENT.....	27%
GOOD.....	69%
ONLY FAIR.....	5%
POOR	0%
DON'T KNOW/REFUSED.....	0%

How would you rate the ease of navigating the website and finding the information you sought – excellent, good, only fair or poor?

EXCELLENT.....	24%
GOOD.....	64%
ONLY FAIR.....	11%
POOR	0%
DON'T KNOW/REFUSED.....	0%

What additional information would you like to see on the city's website?

UNSURE.....	4%
NOTHING/FINE AS IS.....	42%
DEVELOPMENT PLANS.....	2%
COMMUNITY EVENTS.....	9%
GENERAL NEWS.....	4%
PERMIT FEES.....	5%
ENVIRONMENTAL NEWS.....	4%
COUNCIL MEETING MINUTES.....	9%
WATER BILL.....	3%

RECREATION PROGRAMS.....	6%
BUDGET INFORMATION.....	3%
COMMENT SECTION.....	3%
CRIME STATISTICS.....	3%
ROAD CONSTRUCTION.....	2%
SCATTERED.....	2%

Social Media

I would like to ask you about social media sources. For each one, tell me if you currently use that source of information; then, for each you currently use, tell me if you would be likely or unlikely to use it to obtain information about the City of Elko New Market.

Facebook?

NOT USED.....	61%
USED/LIKELY.....	25%
USED/NOT LIKELY.....	15%
DON'T KNOW/REFUSED.....	0%

Twitter?

NOT USED.....	74%
USED/LIKELY.....	13%
USED/NOT LIKELY.....	14%
DON'T KNOW/REFUSED.....	0%

Summary and Conclusions

Forty-five percent, a decrease of 20%, of the households in the community accessed the City’s website. Website visitors are more often residents for ten years or less, households with children, and thirty-five to forty-four year olds. Non-visitors are more apt to be residents for more than twenty years, empty-nesters, and over fifty-five year olds. Among users, a very high 96% favorably rated the content of the website, while 88% rated the ease of navigating the website favorably.

A social media presence by the City of Elko New Market would supplement its current communications reach. At this point, Facebook users are 39% of the households in the city, while 26% use Twitter. About one-half of the users of Facebook and Twitter report they are likely to use that social media to obtain information about the community.

Chapter Eight: Concluding Thoughts

Concluding Thoughts

Elko New Market residents have become more engaged and enthusiastic about their city and its services. While favorable ratings have improved from the 2012 study, the key change is the large increase of “excellent” ratings on numerous questions. The key issue continuing to face decision-makers in the future is maintaining the “small town ambience” and attracting more businesses to Elko New Market. With the “City Booster” percentage at 23%, more than twice the suburban norm, the reservoir of goodwill has been expanded; this will continue to serve decision makers very well as new issues are encountered and hard decisions must be made. It is clear from the results, the City Council and staff made significant improvements in areas of concern from the 2012 survey. The results of these changes have made a major positive impact in the quality of life for residents in Elko New Market.

Survey

Graphics

Member Clausen introduced the following resolution and moved its adoption:

**RESOLUTION AUTHORIZING REPORTING REQUIREMENTS
FOR THE LOCAL PERFORMANCE PROGRAM**

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

WHEREAS, benefits to the City are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; that participate in the program adopted by the Council on Local Results and Innovation; and

WHEREAS, the participation in the program furthers the City of Golden Valley's goals of improving service delivery and enhancing communication with residents; and

WHEREAS, the City Council 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 outcomes; and


NOW, THEREFORE, BE IT RESOLVED THAT, the City Council of the City of Golden Valley, will report the results of the performance measures to its citizenry by the end of the year through posting on the city's website and various city publications.

BE IT FURTHER RESOLVED, the City Council of the City of Golden Valley will submit to the Office of the State Auditor the actual results of the performance measures adopted by the City.



Shepard M. Harris, Mayor

ATTEST:



Kristine A. Luedke, City Clerk

The motion for the adoption of the foregoing resolution was seconded by Member Fonnest and upon a vote being taken thereon, the following voted in favor thereof: Clausen, Fonnest, Harris and Schmidgall, the following was absent: Snope and the following voted against the same: none, whereupon said resolution was declared duly passed and adopted, signed by the Mayor and his signature attested by the City Clerk.



2016 Performance Measures Report

General

1. Rating of the overall quality of services provided by your city
Source: Citizen Survey, Question 28

Excellent	Good	Fair	Poor	DK/R
12%	80%	3%	1%	4%

2. Percent change in the taxable property market value

6.22% for 2015 payable year 2016

3. Citizens' rating of the overall appearance of the city
Source: Citizen Survey, Question 55

Excellent	Good	Fair	Poor	DK/R
18%	79%	3%	1%	0%

Police Services

4. Part I and II crime rates as reported by the Minnesota Bureau of Criminal Apprehension

Part I Crimes	Part II Crimes
503	571

Output Measure: Police response time on top priority calls from dispatch to the first officer on scene:

3 minutes for 2016

Fire Services

5. Citizens' rating of the quality of fire protection services
Source: Citizen Survey, Question 10

Excellent	Good	Fair	Poor	DK/R
56%	44%	1%	1%	1%

Output Measure: Fire response time from dispatch to apparatus on scene:

6.36 minutes for 2016

Streets

6. Citizens' rating of the road condition in their city
Source: Citizen Survey, Question 25

Excellent	Good	Fair	Poor	DK/R
23%	61%	10%	7%	0%

7. Citizens' rating the quality of snowplowing on city streets
Source: Citizen Survey, Question 26

Excellent	Good	Fair	Poor	DK/R
34%	64%	2%	2%	0%

Water

8. Citizens' rating of the ①dependability and ②quality of city water supply (centrally-provided system)
Source: Citizen Survey, Questions 21-22

	Excellent	Good	Fair	Poor	DK/R
①	47%	52%	1%	0%	0%
②	40%	60%	0%	0%	0%

Output Measure: Operating cost per 1,000,000 gallons of water pumped/produced (centrally-provided system) (Actual operating expense for water utility/total gallons pumped/1,000,000)

\$6,826.22 /1,000,000 gallons pumped

Sanitary Sewer

9. Citizens' rating of the dependability and quality of city sanitary sewer service (centrally provided system)
Source: Citizen Survey, Questions 23-24

Excellent	Good	Fair	Poor	DK/R
40%	60%	0%	0%	0%

Output Measure: Number of sewer blockages on city system per 100 connections (centrally provided system) (Number of sewer blockage on city system reported by sewer utility/ population/100)

0.01/100 connections

Parks and Recreation

10. Citizens' rating of the quality of city recreational ①programs and ②facilities (parks, trails, park buildings)
Source: Citizen Survey, Questions 14-15

	Excellent	Good	Fair	Poor	DK/R
①	41%	52%	0%	0%	7%
②	39%	58%	0%	0%	3%



MEMORANDUM

Administrative Services Department

763-593-8013 / 763-593-3969 (fax)

Executive Summary For Action

Golden Valley Council Meeting

June 20, 2017

Agenda Item

3. N. Authorizing Reporting Requirements for the Local Performance Measurement Program

Prepared By

Sue Virnig, Finance Director

Summary

In 2010, the Legislature created the Council on Local Results and Innovation. In 2011, the Council released a standard set of ten performance measures for cities that will aid residents, taxpayers, and state and local elected officials in providing services and measure residents' opinions of those services. The City of Golden Valley did not participate early-on due to the cost of conducting a survey that was statically valid.

In 2013 and 2016, the City hired The Morris Leatherman Company (formally Decision Resources) to conduct a survey and include questions to give us the information required for the program.

By participating in the standard measures/performance measurement program, the City is eligible for reimbursement of \$0.14 per capita or around \$3,020.

Attachments

- Resolution Authorizing Reporting Requirements for the Local Performance Measurement Program (1 page)
- Report on Performance Measures for 2016 (1 page)

Recommended Action

Motion to adopt Resolution authorizing Reporting Requirements for the Local Performance Measurement Program.

**CITY OF HASTINGS
DAKOTA COUNTY, MINNESOTA**

RESOLUTION 06-20-17

**A RESOLUTION IMPLEMENTING THE PERFORMANCE MEASUREMENT
PROGRAM AS DEVELOPED BY THE COUNCIL ON LOCAL RESULTS AND
INNOVATION**

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 Hastings 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 Hastings, MN 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

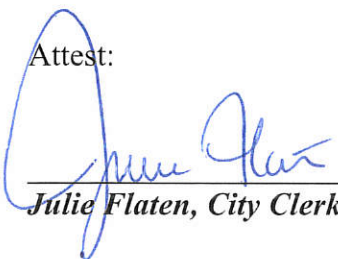
NOW THEREFORE LET IT BE RESOLVED THAT, The City Council of Hastings, MN will report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's/county's website, or through a public hearing at which the budget and levy will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

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

Adopted this 19 day of June 2017,



Paul Hicks, Mayor

Attest:


Julie Flaten, City Clerk

City of Hastings Standard Measures

	2016	2017
Percent change in the taxable property market value	4.15%	7.57%
Bond Rating	AA	
<i>Nuisance code enforcement cases per 1,000 population</i>	0.04	
Part I Crime Rates	693	
Part II Crime Rates	641	
<i>Insurance industry rating of fire services</i>		
City	4	
Rural	7/9	
<i>Fire calls per 1,000 population</i>		
City	15.59	
Rural	21.63	
<i>Number of fires with loss resulting in investigation</i>		
City	38	
Rural	35	
<i>Average city street pavement condition rating</i>	66 out of 100	
<i>Operating cost per 1,000,000 gallons of water pumped/produced</i>	\$1,904	
<i>Number of sewer blockages on city system per 100 connections</i>	0.0004	

RESOLUTION 2017-6-10

CITY OF LITTLE CANADA
RAMSEY COUNTY, MINNESOTA

A RESOLUTION DECLARING THE CITY'S PARTICIPATION IN THE OFFICE OF THE
STATE AUDITOR 2017 PERFORMANCE MEASUREMENT PROGRAM

WHEREAS, Benefits to the City of Little Canada 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/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 Little Canada 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 Little Canada 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 THAT, The City Council of Little Canada will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

Passed and duly adopted this 14th day of June, 2017 by the City Council of the City of Little Canada, Minnesota.

Attest:


Joel Hanson, City Administrator

By:


John T. Keis, Mayor

AYES: 5
NAYS: 0

CITY OF LITTLE CANADA
PERFORMANCE MEASUREMENT PROGRAM
May 26, 2017

In 2016, the City conducted a survey through the League of Minnesota Cities using the 10 standard measurements plus two additional dealing with fiscal health, and code enforcement. The survey was conducted from September through November of 2016. The results were reported to our residents in the June 2017 issue of our City Newsletter. They were also available on our City's website.

2016 Results:

The survey results relative to the Performance Measurement Program were as follows: There were only 12 responses to the survey.

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

Excellent – 25.0%
Good –66.7%
Fair – 0%
Poor – 8.3%
Don't Know/Refused – 0%

Comments: 1) Lots of empty buildings, especially commercial; also three mobile home parks are getting old and do not enhance our city, 2) Too much spot zoning to benefit business, 3) Everything is very accessible.

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

Very Safe – 50.0%
Somewhat Safe – 41.7%
Unsafe – 0%
Don't Know/Refused – 8.3%

Comments: 1) So much crime next door in Roseville - ? is it coming here?, 2) Live in the North Star Estates Mobile home Park. Would like to see a better presence of police. The reason being that we seem to have an influx of Hispanic people now and they do not get permits for rebuilding or have too many vehicles that crowd the roadways and make it sometimes hard to get around plus loud noises, such as music and dogs barking all the time. Have complained to sheriff's department twice but by the time they get here the people have turned down their music.

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

Excellent – 66.6%
Good – 16.7%
Fair – 0%
Poor – 0%
Don't Know/Refused – 16.7%

Comments: None

4. How would you rate the overall condition of city streets?

Excellent – 33.3%
Good – 50.0%
Fair – 16.7%
Poor – 0%
Don't Know/Refused – 0%

Comments: 1) City owned streets are easy to get confused with county roads, 2) Thanks for finally repairing our street this year, 3) Did not do a good job of resurfacing County road D when Centerville Road was finished. It is very rough and needs to be smoothed out. Also the left turn signal on Little Canada Road to turn on Country Drive does not work anymore for about 15 years and have complained to the County numerous times but am ignored. Sometimes it can take forever to turn on there, 4) I think they could be swept more often.

5. How would you rate the overall quality of snow plowing on city streets?

Excellent – 66.7%
Good – 25.0%
Fair – 0%
Poor – 8.3%
Don't Know/Refused – 0%

Comments: 1) its improved quite a bit in the last few years. I think a bit more salt on the roads would be good after a freezing rain (like the season we had last year).

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

Excellent – 58.3%
Good – 41.7%
Fair – 0%
Poor – 0%
Don't Know/Refused – 0%

Comments: None

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

Excellent – 75.0%
Good – 25.0%
Fair – 0%
Poor – 0%
Don't Know/Refused – 0%

Comments: None

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

Excellent – 41.7%
Good – 41.7%
Only Fair – 0%
Poor – 8.3%
Don't Know/Refused – 8.3%

Comments: 1) Only focused on east of 35E, 2) The parks are a lot cleaner this year than they have been in the past. The park crew is very friendly.

9. How would you rate the quality of environmental services in your city? (e.g. solid waste, garbage collection, recycling) services)

Excellent – 50.0%
Good – 50.0%
Fair – 0%
Poor – 0%
Don't Know/Refused – 0%

Comments: 1) Recycling every week would be preferred, 2) Sometimes the garbage collector dumps waste in the street and proceeds to drive over it. Occasionally, when the recycled product is dumped in the truck, it ends up blowing out as the truck goes down the road.

10. How would you rate the overall quality of code enforcement services in your city?

Excellent – 25.0%
Good – 16.7%
Fair – 16.7%
Poor – 25.0%
Don't Know/Refused – 16.6%

Comments: 1) It is improving, 2) Some dilapidated residences; snow often plowed across street in violation of statute in some locations; cars, boats, snowmobiles, trailers, parked in some yards, cars parked on street past 2AM winter weekends never tagged, 3) No routine code enforcement inspections for zoning or proper use for businesses. And no accountability, 4) I'm giving this a fair due to the amount of cats roaming in my area. If dog owner's need to pick up after, keep their dog on a leash and license the animal, why doesn't the same hold true for cat owners? I personally don't care for cat waste in my yard or any areas I walk my dog. I personally think "flower beds" should not be allowed on property easements. If you can't see coming out of your driveway, it's a hazard.

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

Excellent – 41.7%

Good – 50%

Fair – 8.3%

Poor – 0%

Don't Know/Refused – 0%

Comments: 1) I've lived in dozens of communities and this one is by far one of the loveliest. I don't have any complaints and the city does a great job on all of its management/services.

12. How would you rate the fiscal management and health of your city?

Excellent – 33.3%

Good – 58.3%

Fair – 8.3%

Poor – 0%

Don't Know/Refused – 0%

Comments: 1) Bond rating says it all., 2) We would like some facts on the water level for Twin Lake. Our deck is now under water for the first time in at least 25 years. We used to mow lawn on the lake side. What's happening?

This report was prepared by: Joel Hanson, City Administrator (651-766-4040)

Pursuant to due call and notice thereof, a regular meeting of the City Council of the City of Maplewood, Minnesota, was duly called and held in the Council Chambers of said City on the **22nd day of May, 2017** at 7:01 p.m.

The following members were present:

Nora Slawik, Mayor	Present
Marylee Abrams, Councilmember	Present
Kathleen Juenemann, Councilmember	Present
Bryan Smith, Councilmember	Present
Tou Xiong, Councilmember	Absent

Approval of Resolution to Adopt State Performance Measures

Councilmember Juenemann moved to approve the Resolution to Adopt State Performance Measures.

Resolution 17-05-1461

RESOLUTION ADOPTING STATE PERFORMANCE MEASURES

WHEREAS, Benefits to the City of Maplewood 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 or 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 Maplewood 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 Maplewood 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 Maplewood will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city/county.

Seconded by Councilmember Abrams

Ayes— Mayor Slawik, Council Members
Abrams, Juenemann and Smith

The motion passed.

STATE OF MINNESOTA)
COUNTY OF RAMSEY) SS
CITY OF MAPLEWOOD)

I, the undersigned, being the duly qualified and appointed City Clerk of the City of Maplewood, Minnesota, DO HEREBY CERTIFY that I have compared the attached and foregoing extract of minutes of a regular meeting of the City Council of the City of Maplewood, held on the **22nd day of May, 2017** with the original on file in my office, and the same is a full, true and complete transcript therefrom insofar as the same relates to the Resolution to Adopt State Performance Measures.

WITNESS my hand and sealed this **2nd day of May, 2017**.



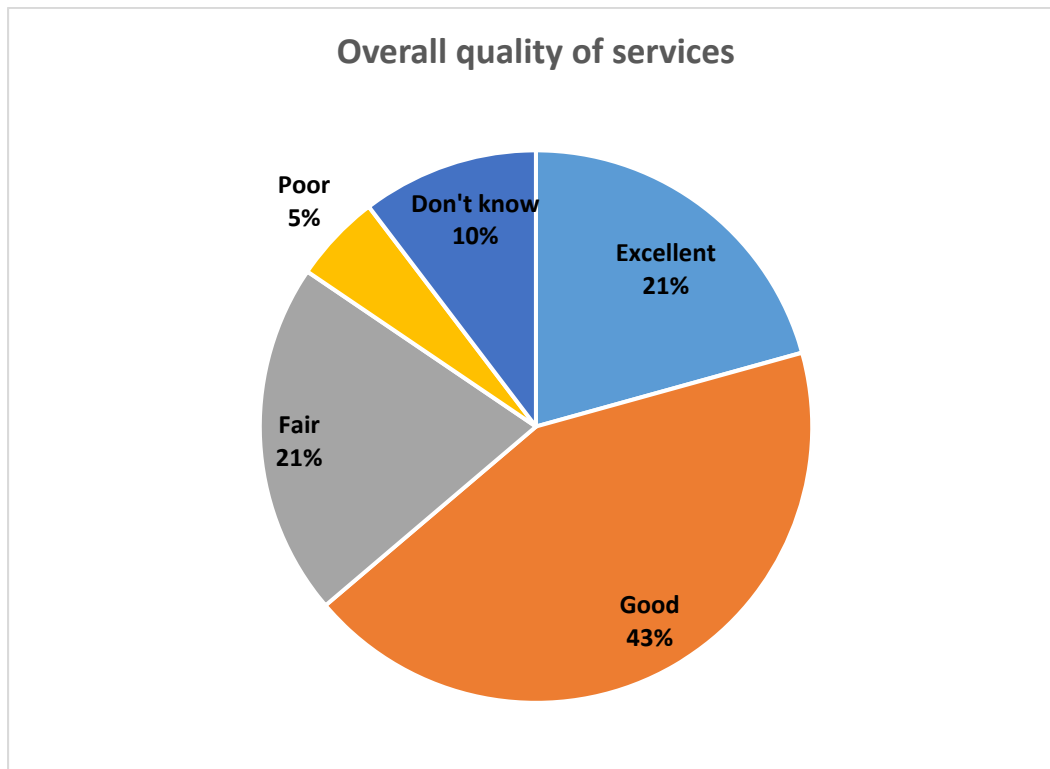
Andrea Sindt, City Clerk
City of Maplewood, Minnesota



Annual Performance Measurement Survey

December, 2016

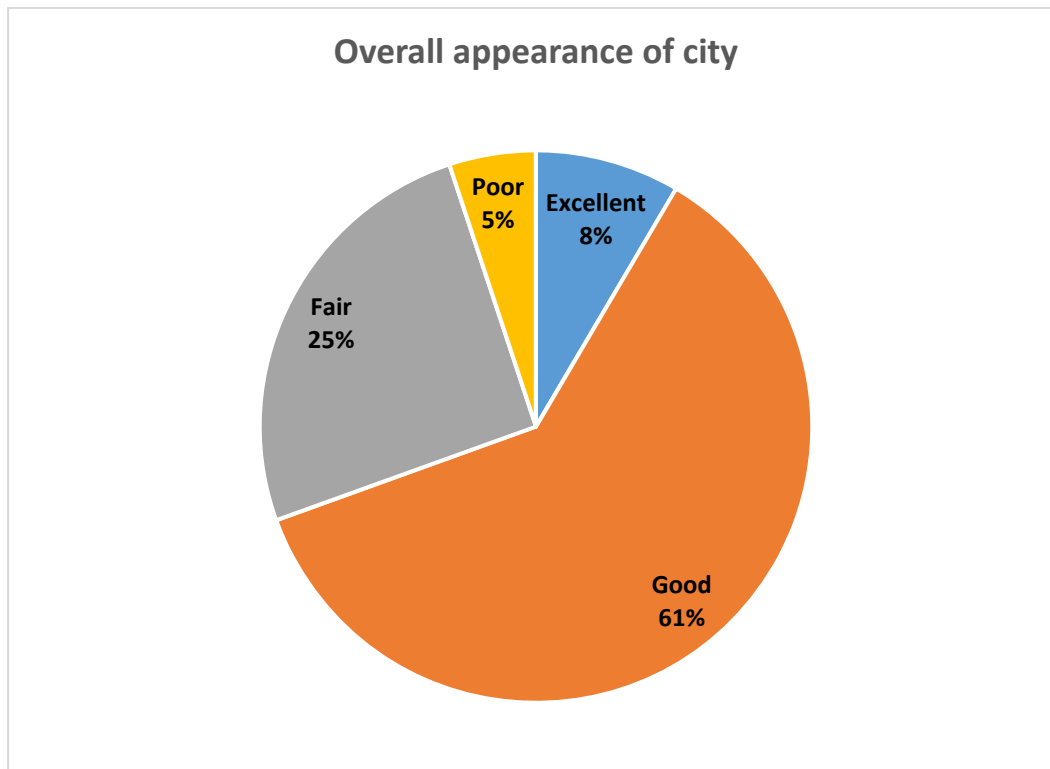
Estimated 2015 Population of Maplewood	39,742
Responses to Survey	59
Responses to Prior Year Survey	49



Comments:

- All are good except Fire and EMS. Let's bring the volunteer fire department back so we have more firefighters to draw from for coverage purposes and in case of a major emergency such as a tornado coming thru the city etc. Use CERT Team more also to help out Police and Fire Dept.
- Your communications with residents is seriously lacking. What a joke
- We do have a responsive city government. Let's keep it that way.
- property values of not rebounded and continue to slide in our area, while many other parts of the city and surrounding communities have increased.
- So far so good
- The for sale fire station should be offered to Walmart for a mini store. People south can complain all they want about what they perceive as increased traffic. All the traffic going down Londin Ln is going to shop in Woodbury and to 494. That would change in that the taxes being paid would go to Maplewood, not Woodbury and the traffic would not chnage. Keep the tax money in Maplewood.
- Poor management has turned this city into a dump.
- In general, the city provides good service of high quality in many areas. There are certainly some areas that can use improvement, but that is true in every city.

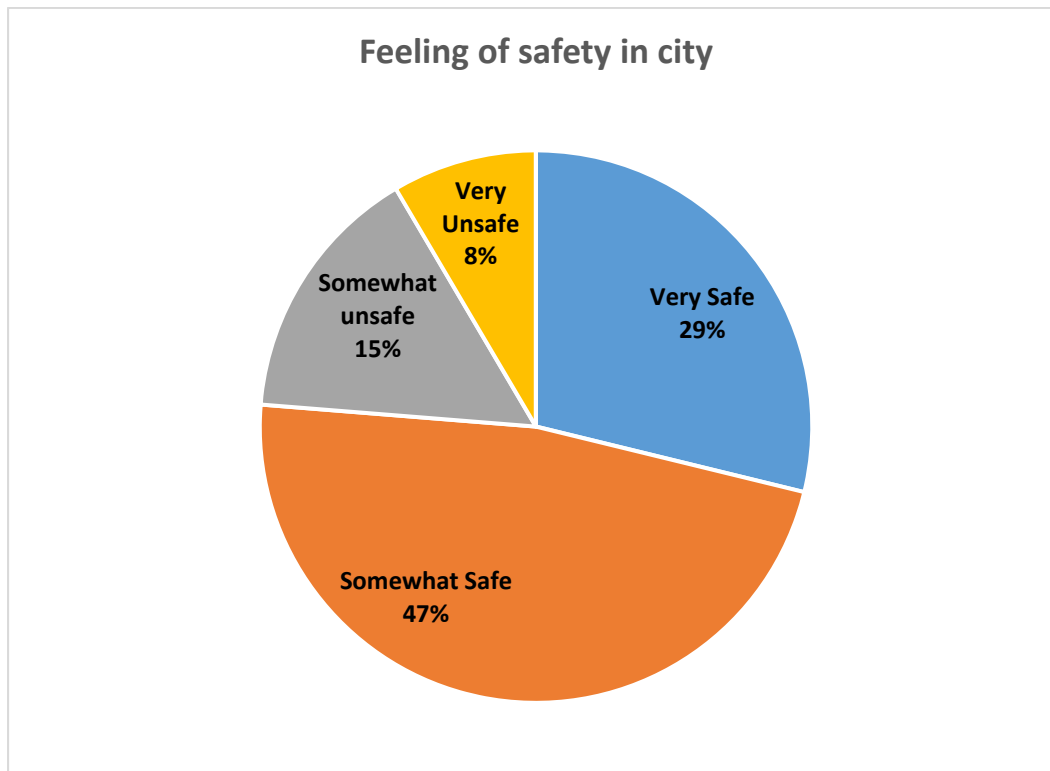
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- I once stopped at an intersection with a stop sign, checked for incoming cars, pulled ahead and was hit by a car coming over a hill on English street. This oncoming car was clearly speeding. After I was hit I saw very long skid marks. Afterwards, I went to my local clinic and returned home. In the next day or two, I received a ticket in the mail from the officer who came to the scene. I took this up with the officer's superior; he wasn't helpful. I paid the ticket. Overall, this left a sense of distrust of my local police force. I'm guessing this was 8 or 9 years ago, so the force may have changed quite a bit, but it's left a negative impression of the Maplewood services.
 - If I could financially handle it I would move as far away from Maplewood as I could. It is nothing like our pleasant city used to be.
 - I went to talk to an engineer about my rain water run off, he was super nice, he cared about me, little old me and my yard, wow, awesome service and he really knew his stuff!
 - Thanks Maplewood for putting this out there. I think in the past year Maplewood has taken a in a great direction !! Thanks to all the city and the services they provide! I don't take them for granted
 - I try to spend as little of my time in maplewood as possible. It's just no longer safe. If I could get what I paid for my home I would move immediately. It's sad to see what this city I once loved has become.
 - Thanks for motivating me to move.



Comments:

- The City does a poor job of code enforcement in terms of junk in residential yards, too many cars in residential yards, temporary structures etc.
- But not referencing the street appearance
- It's trash
- In the area I live and the areas I travel through, the appearance is excellent. Landscaping (trees, shrubs, etc.) is great and city streets are clean and in good repair.
- Roads are cleaned appropriately and plowed quickly during the winter.
- Looking forward to further redevelopment in Gladstone, hoping for Frost Ave parkway feature to be extended all the way to White Bear Ave.
- I've seen a decline in the city overall. More crime, schools are not all that good. There is no good place to shop. We would love to sell our home and relocate but finances have us here for a few more years. Growing up in forest lake we always came to maplewood. I've seen the decline for many years.
- Some areas need some revitalization.
- Streets are not maintained well and the overall look and feel of the community has deteriorated.

- There is a lot of garbage around the park area and apartments by our place by the old champs and there has been broken glass on the sidewalk.
- Many homes turned into rental properties are not kept up, lowering property values for other home owners.
- The streets are filled with pot holes and never get fixed.
- Improved since we moved here.
- little things ARE important. we need to ENFORCE our city codes we need to enforce NO over-night parking in the street AND PARKING ON GRASS & BOULEVARDS. Trash receptacles ARE ALL over the front of homes in our neighborhoods. PLEASE be more proactive about this and HOW our neighborhoods look, it makes a difference both short and long term. Thank you.
- In some areas, housing and commercial areas are not very well maintained. This makes the city appear somewhat shabby in these places. We don't know if there are codes that can be better enforced or if the city is doing everything possible already.
- Overall there isn't much charm or attractiveness in the buildings. The park system is very handsome, by contrast.
- Looks its age. Not as nice as some communities – like Woodbury.
- roads are poor - you feel you have to build on every empty space - the police are indifferent, not friendly and caring like they used to be - the political people are serving themselves instead of the people - taxes are way to high for what we receive in return.
- Some areas around town need a little cleanup. Frost Ave. west of English street has some businesses that are quite the eye sore
- White Bear ave from city rd C south to Larpenteur has a not so nice feel. It feels like St. Paul East side. It doesn't feel very suburban, clean or taken care of. I would like to see the buildings revamped. Otherwise that northern area of White Bear Ave is very nice. I drive on that Ave. multiple times per day.
- I would like to see more sidewalks around busy areas, especially by Cub foods, Beam Ave by the mall and hospitals. Some Complexes, and town homes look so poorly maintained. Don't know if it's property managers, owners or renters. Overflowing trash, broken garage doors, vehicles with expired tabs, old siding, people parking on the grass. Townhomes on Bebee road on the south end..... it's sad to see next to a private school, well maintained townhomes off of Southwind. The apartments look much nicer on Beebe than those run down ones.
- Don't spend more money on it.
- Love the new trails and rain gardens.
- Need more code enforcement. Either enforce the codes or remove them. I am talking about residential enforcement.

**Comments:**

- Police Department is very good. The Paramedic program should return to the Police Department as the response was faster when the Police were the primary ems responder.
- We don't seem the police patrolling in our section of Maplewood very often.
- I got my butt kicked at the mall bus stops a few years ago. Got any leads yet?
- I live in the south end and feel safe, but sometimes feel the south end is forgotten about since it is so quiet. We still need patrols. We see squads periodically, but would be nice to have more of a presence in the area.
- Safe, quiet, people look out for each other.
- Criminal activity has increased, some basic ordinances aren't enforced parking overnight, vagrancy, loitering, etc.
- Me feeling safe has nothing to do with police presence. My neighbors are amazing and the only negative interactions I have had in the years I've lived in Maplewood have been when I was pulled over for no reason.
- Police department is absolutely horrible and worthless. Routinely see them hiding out in the corner of parking lots doing nothing. They harass and try to intimate citizens. They are the real thugs in this town. No accountability. Sargent told me to come down to the station and fight him when I brought this up.

- With open rhetoric of hatred and bigotry it's hard not to feel unsafe, especially for family members who are vulnerable. We need to see the City Executives, Elected officials and law enforcement agencies to be visible and reassuring.
- I've had a vehicle break in.

- The feeling of safety varies by neighborhood. When streets are in poor condition, housing appearance is not maintained, and the ban on overnight parking of vehicles in the road is not enforced, that makes a neighborhood feel unsafe, even if that is not the case.

- I live in the south leg – we do not let our children outside without an adult.

- Nextdoor app is showing some theft in the area

- It's located too close to St. Paul to be super safe, in my experience. But it's not bad.

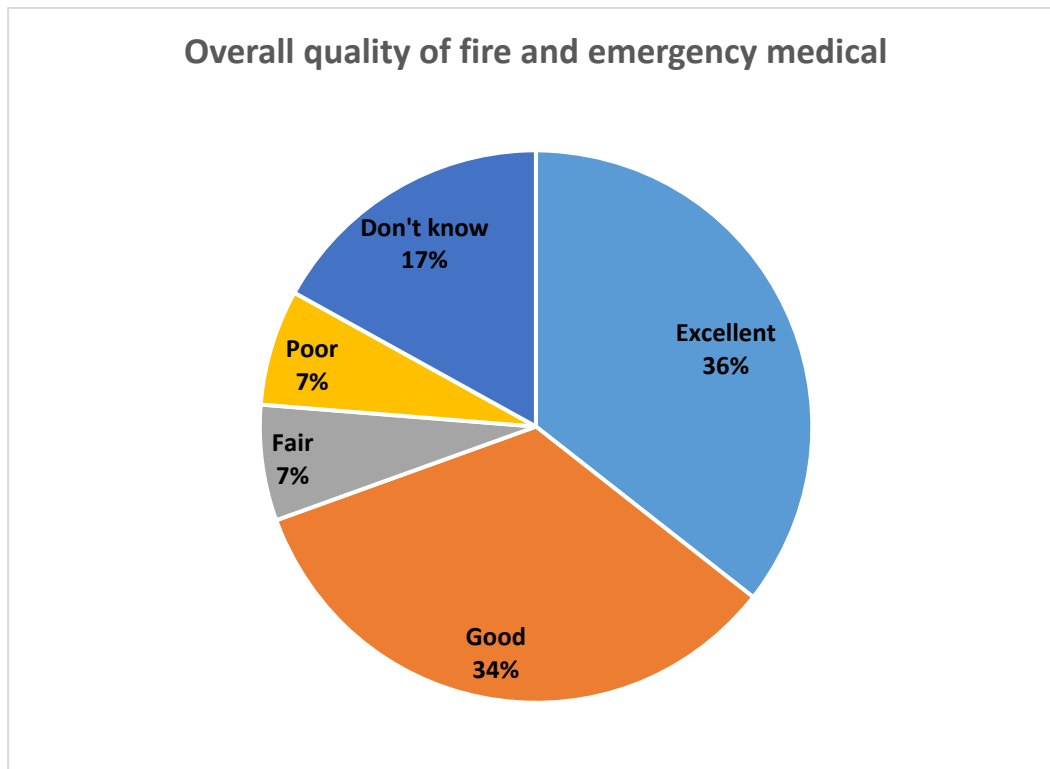
- Crime hasn't bothered me until the last 3 months. I feel like I shouldn't go for a walk when it's dark anymore. Too many weirdos walking around. Some walking, bickering and walking seem offensive. From what I've personally seen and heard. I feel it's more violent. Lots of drunks, drugged out looking people. I hear (mostly women) screaming for help, dogs getting beat, people making hush threats walking up the street. By the time I get out of bed to see what's going on I can't find where it's coming from! Noises travel so far it's hard to tell where it's coming from. Toddlers wandering without their parents, theft of all sorts. Something has to change. I've seen cops fully surrounding vehicles now 3 times in four days. I'm glad Maplewood is pulling these cars over and getting these guys!!! Go Maplewood PD and a big Thank you

- No where is "very safe"

- Maplewood has become the new Minneapolis. Crime is constant, and blatantly in your face. Police response times are deplorable, and I can see the new touch-down station from my front yard.

- Pretty obvious to all residents.

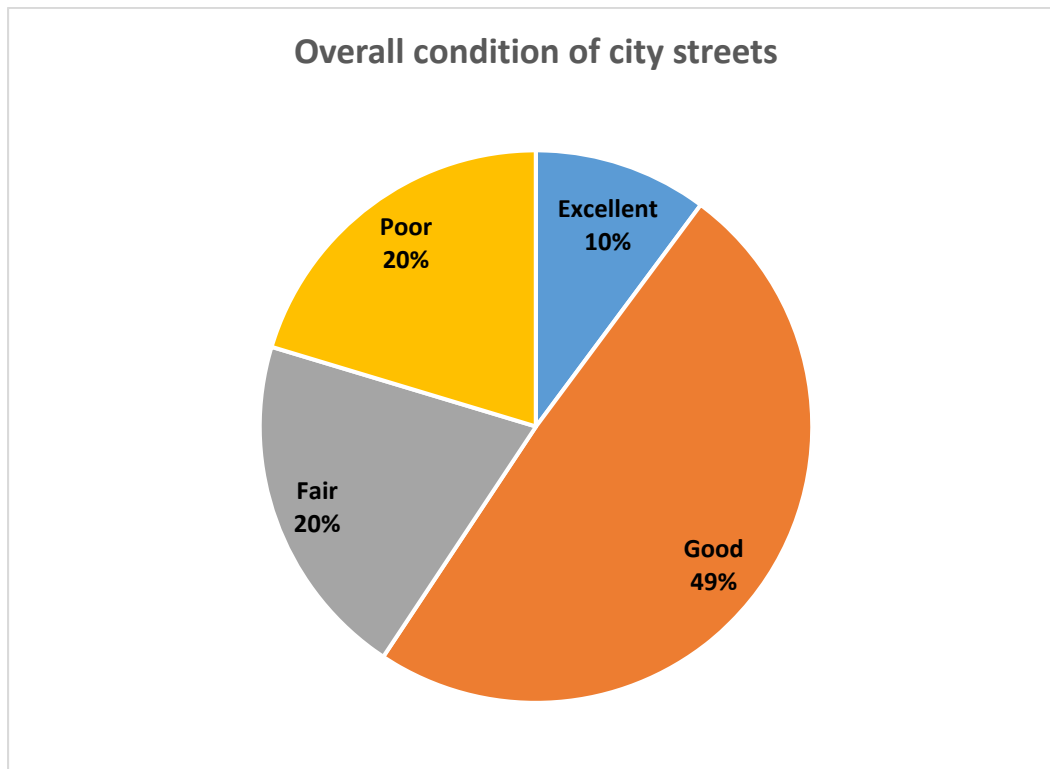
- My street has recently had break-ins. Many nights I hear cars driving at very, very high speeds on the freeway.



Comments:

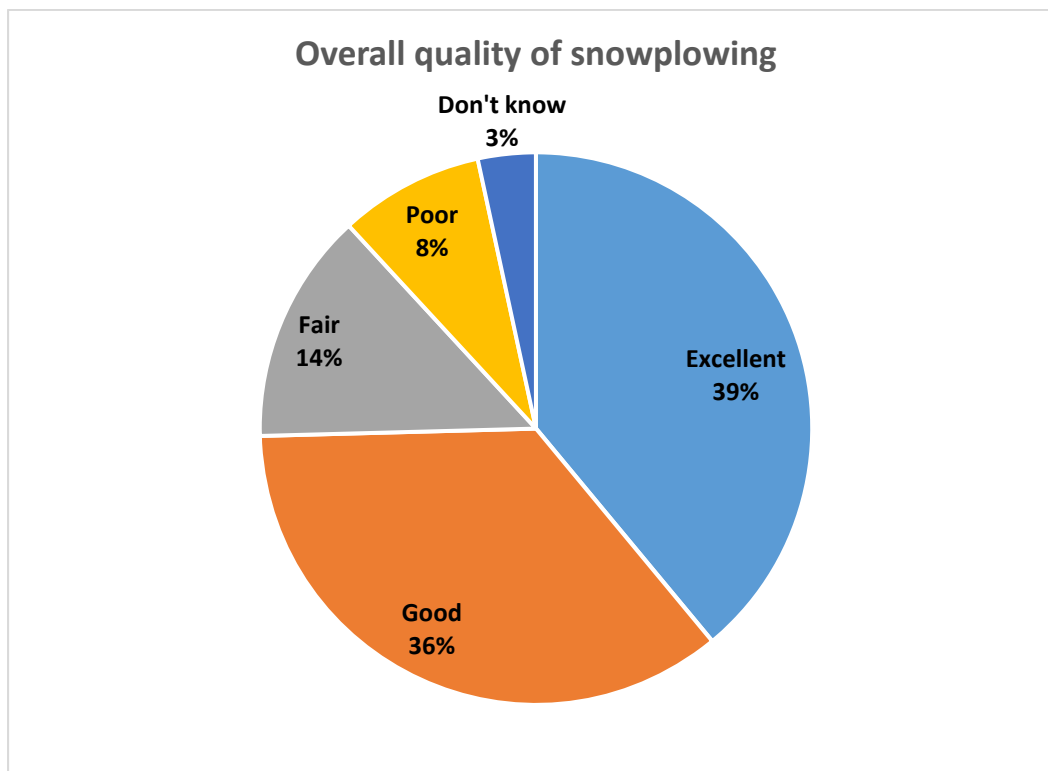
- The current full time fire department model does not provide an adequate number of firefighters, coverage or response time. Let's return to our volunteer fire department that was very successful. Why did the Fire Chief dismantle a Department that worked?
- I hope to never need to know
- I have never had ti utilize them, but my perception is that they are excellent.
- I have never had experience with them, but my perception is that they are excellent.
- I would give an excellent to this rating if the south end had its own dedicated fire station. Closing the Londin Lane and Sterling station didn't help us at all. I understand the new one was built on 3M campus, but in times of crisis, seconds count and you put critical resources farther away.
- Had an attempted break-in a few years ago; police arrived in under 5 minutes. Impressive. Appreciate EMS there to assist my mother (twice).
- Never had to use fire or medical service yet. Policing seems to be more social work than proactive engagement. Rarely see police on patrol in our area during problem time periods. Ramsey County dispatch inconsistent on following up on criminal situations.
- They came to our house when there was some weirdness with our fire alarm. They were very helpful. However, when I got into a car accident we had to wait for police for over an hour.
- I haven't had any experience with emergency services in Maplewood.

-
- MPD put up the MPH to slow speeders on Londin Ln. It did no good, as a matter of fact, vehicles would speed up when they saw it. The speeding continues with no change.
 - They're always friendly. I've asked a few fire safety questions to the fire fighters if I see them in public. I'm glad they take the time to answer my questions.
 - Fire response times are not acceptable.
 - Very professional!
 - Live in S. Maplewood; 2 houses in my neighborhood have burnt to the ground after the fire dept moved away.
 - \$2500.00 for an ambulance ride 4 miles to St. Johns (fire dept) is ridiculous..... And then get threatened to get your state income tax return seized if not paid when you are already making payments to the Fire Dept.

**Comments:**

- Sidewalks need to be completed. They start and end periodically especially on Beam Ave. Let's finish the sidewalks that we started. This is a safety issue also because we have to walk on the street when there are no sidewalks.
- Drive down Lakewood Drive north off of Lydia. It is awful. I had someone visiting from out of town and said that she say ghettos with nicer streets. The pot holes are HORRIBLE.
- Really? Hahahaha
- This may already exist, but could you post a calendar or map of the city showing where future street maintenance will be done. Would be nice to know of upcoming projects involving resurfacing or sealing of the streets.
- So happy the city decided to rebuild/resurface streets. Worth paying assessment/higher taxes for this.
- The stretch between McKnight and Century, running just south of Hill Murray High School is horrible. Patch, patch, pothole, pothole. Furthermore, there are no bypass lanes to pass the 100's of vehicles holding up traffic delivering kids to Hill Murray. Horrible in the AM.
- My street is horrible. I've lodged a complaint with the city about our street and the only thing that gets done is the holes get filled over and over again. To our right there is a home who constantly pumps water from their sub pump and it freezes at the end of my driveway. I was told there is nothing that can be done. It's going to take 1 time for one of my family members to fall in the winter, in the summer the water turns slimey. It's dissapointing

- Dreadful.
- The streets are filled with pot holes and never get fixed.
- Improved over 5 years.
- Many of the city streets, including the one on which we live, are in extremely poor repair. Our street may be repaired next year, although the repair has not yet been approved by the city council. We can't even drive in the correct lane on one street because the potholes are extremely deep and cover the entire lane for a full city block. We saw a squirrel burying acorns in the potholes!
- Many areas are starting to show their age.
- the county roads are in a lot better condition WHY
- I feel like some roads are always bad, ex Prosperity Ave from Larpenteur to Frost. If you know they are always bad, perhaps something needs to be done for the long term, or at least keep up on filling the pot holes so that they don't cause pain to a driver when they accidentally drive over them. Otherwise I think the streets are fine. I like seeing the street sweeper every now and then.
- The streets are horrible. Instead of fixing problems correctly, patches are laid over old patches and they get scraped up and erode every year. The stretch of road on Larpenteur in front of Hill Murray is also extremely difficult and time consuming to drive through before and after school. The traffic backs up badly. A passing lane added to the east-bound lane would help tremendously with this problem.
- Radatz and Southlawn has so many potholes. Vandake and north St. Paul road is terrible! So happy Bebee road was taken care of
- We moved into our house with an anticipation date of the City of Maplewood re-doing our roads in our small community near 3M in 2017. I live in a 2x6 block area of Minnehaha Ave and Century on the 3M side. As I looked at the new plan, it has been moved up a couple more years. So many holes and so many patches on our roads. It just looks bad. I would also like to see curbs and better lighting on our streets.
- I don't believe Maplewood is capable enough to provide good long lasting roads
- Was charged a lot to have my street resurfaced; new curbs began crumbling that same year.

**Comments:**

- Salting on hills could be improved. Response to snow events is excellent
- I just want one season where they don't knock down mailboxes and dig up the lawn over the cubes. Most neighbors install big red poles at the end of their lawns so that the damage is minimal.
- Seriously.....
- Maplewood is very fast at clearing streets of snow and does an excellent job ensuring the streets are safe to drive.
- Great job! Our plow drivers are very good at what they do. No complaints from this resident.
- Snow removal is prompt and thorough, though a little more attention to detail around the Maryknoll/Summer triangle would be appreciated. I had one complaint years ago, Public Works responded promptly and took pains to correct situation. I was very impressed by that.
- I have only been in Maplewood for one year. Last winter there was not a large amount of snow. However, in years past I've noticed that Maplewood has cleared their streets a lot faster than St. Paul and did a better job.
- If there are cars parked in the street when the plows come by, they need to be towed as indicated they would.
- You should try St. Paul streets where I moved from. Terrible

-
- The snowplowing is excellent. The plow service is timely and they clean the streets well. A+
 - For the most part, Streets near me are always plowed early and thoroughly.

 - when you forced curbs on us, one of your pathetic reasons was you could plow curb to curb. I haven't seen that yet.

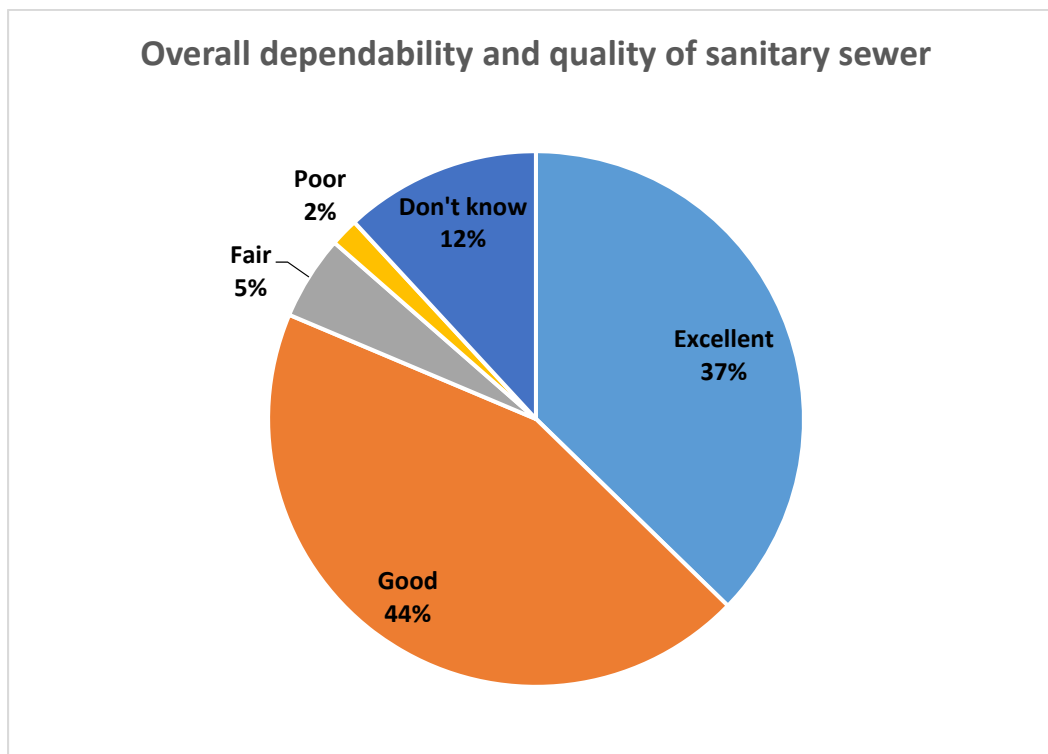
 - To much snow is left on streets. ALL snow and ice should be removed (plowed, salted, sanded, whatever it takes) after every snowfall for the safety of the citizens.

 - Pretty good, but there is always room for improvement. It is Minnesota! Can we really ever say we were genuinely surprised?

 - Only because I see the job done in St. Paul

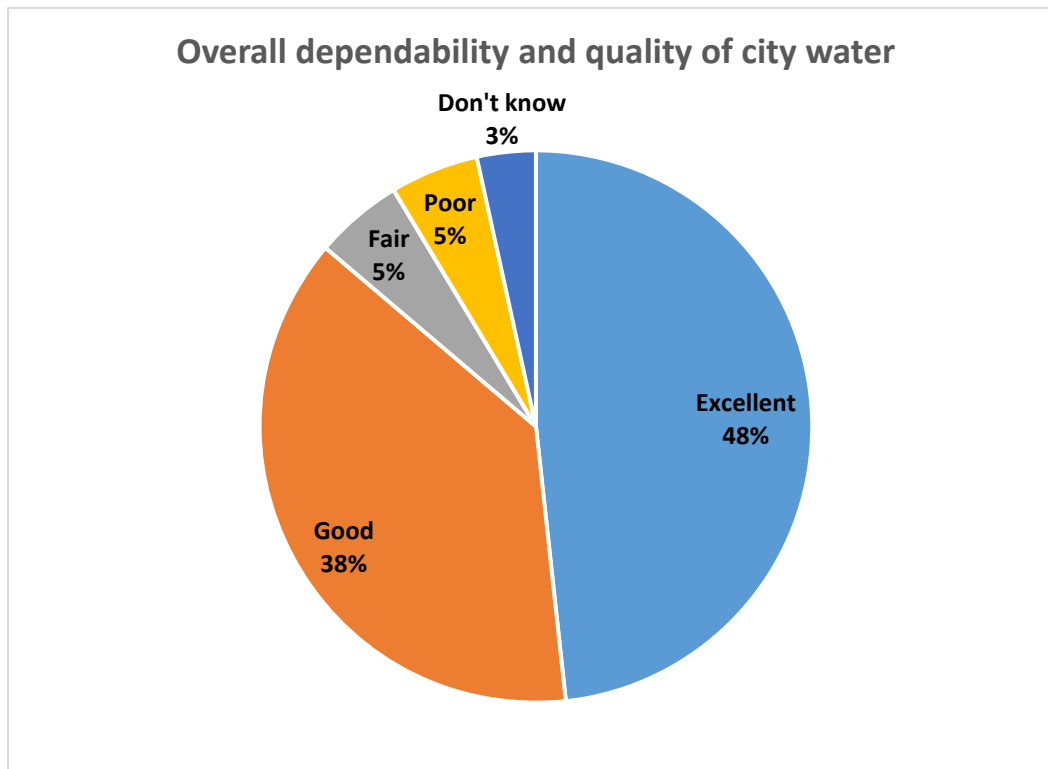
 - Overnight parking needs to be enforced a lot better then it is. More so in the winter sot the streets get plowed properly

 - They don't plow curb to curb on our streets, just sort of down the middle.

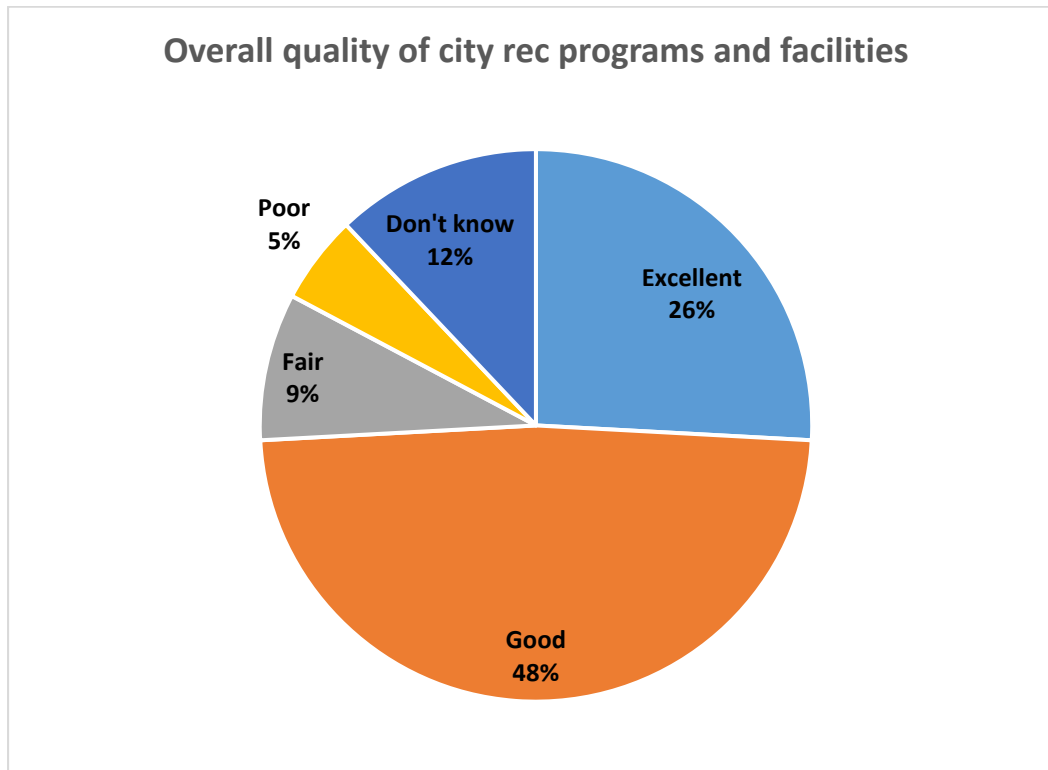


Comments:

- Haven't had a problem with the sewer.
- Well my toilet doesn't overflow
- After attending a council meeting and learning about lifting stations, I have a new appreciation for sanitary sewer service. You know, an occasional story about how certain services work/explanation of costs would probably make people feel better about fees/taxes paid.
- Although I do hear about some problems nearby. Fingers crossed.
- The openings to the sanitary sewer in our neighborhood are not large enough to accept the volumes of water that we receive in larger rainfall events. Our neighborhood streets routinely flood.
- I have not seen a problem
- Never had issues.

**Comments:**

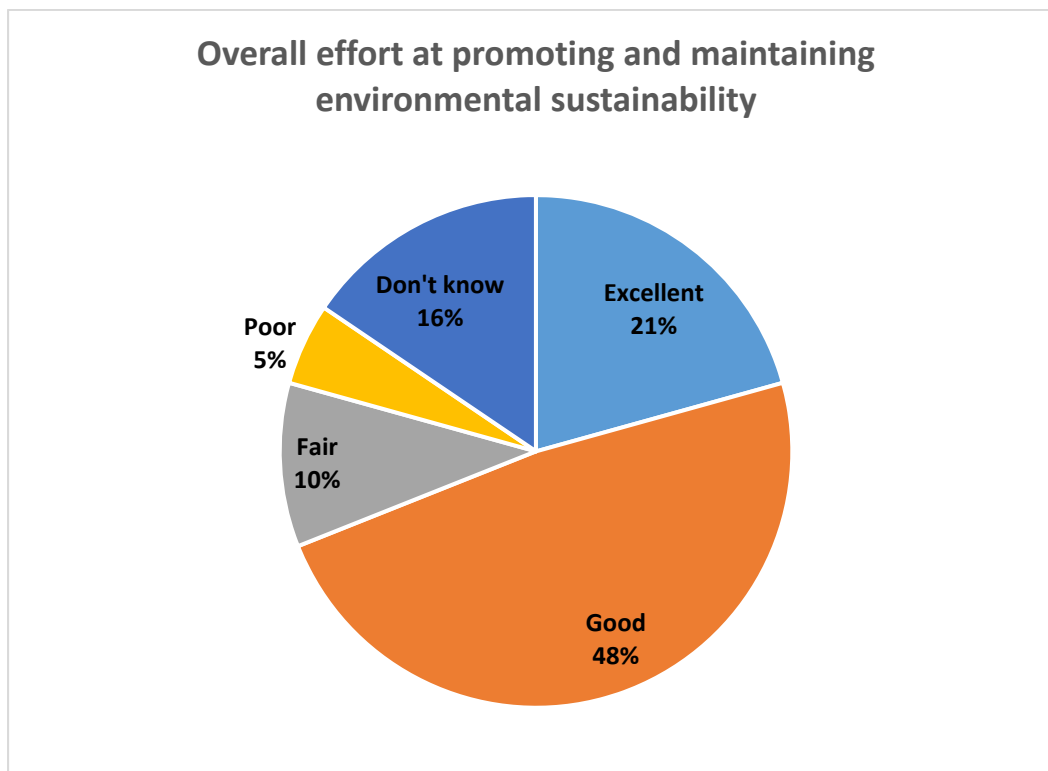
- Haven't had a problem with the water.
- It's decent I suppose
- Again, well worth paying higher rates for the improved filtration/better taste of our water.
- We filter out Fluoride. As a family, we do not authorize water fluoridation. At all!
- Although much cheaper before the decision to go with Ramsey County water rather than NSP
- The drinking water is very tasty!
- I used to be on SPWRS living near the st paul area of Maplewood and now that i live near NSP area of Maplewood, I am on NSP water. They are MUCH friendlier and nicer to deal with! Water is fine! But it sucks that it is so hard, i have to pay for a water softener.
- Overall I feel it's mostly safe to bathe in, do dishes, etc., but with the added fluoride I don't feel it's safe to drink.
- Never had issues
- Water has always had a weird taste. Pollution from 3M?



Comments:

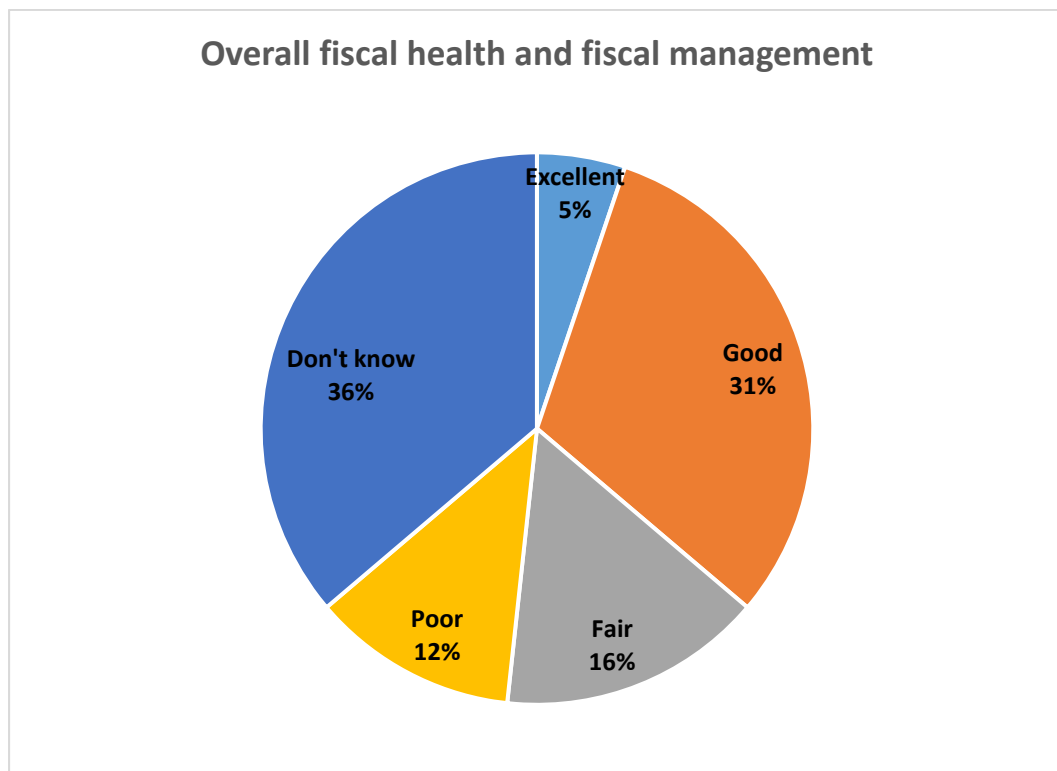
- One of the reasons we live in Maplewood is the great parks, trails and recreation programs and athletics for kids. We chose Maplewood to build our home over other locations because of the abundant parks and trails in our wonderful city.
- This city spends more money on this than on our streets, and that's a fact... otherwise our neighborhood streets wouldn't look so horrible.
- I could only guess
- I only wish we could do more to clean up Wakefield Lake. And maybe restore creek to it by removing culvert some day.
- The city needs to show more of a commitment to financing rec programs and facilities. Maplewood Parks and Rec has done a good job with what they have but I have my six year old son participating in Roseville sports because they are structured better. I feel that the citizens, and more importantly, the kids of Maplewood deserve better.
- The parks in Maplewood are beautiful! I only have one comment. The signs for the parks, you know the brown signs with the yellow placard... they are so ugly! Can't we do it a different signs with the nice Mapleleaf on them? Sorry if I offended the person who designed them. But seriously they are bad.
- Could be more things for children under 5, parents groups or women's groups

-
- We were extremely disappointed in the recent transfer of the MCC to the YMCA. The cost of our couples membership will increase by \$550 per year, almost an 80% increase in cost. That seems a bit much for the few services that we use at the MCC and likely means that we will discontinue our long-term membership once the current one expires. (It will be cheaper to purchase a couple of pieces of exercise equipment for home than to pay that much more each year.) City Parks need attention to remove buckthorn and other invasive species.
 - I have access to the Phalen park system, and two walking trails, as well as the savanna. I do with the missing light on Walter street (over sidewalks) would be put in.
 - Many parks are really starting to show their age. Probably could use a bit of a facelift here and there.
 - Let's keep our great trails - including the Vento trail as a recreational trail and not a light trail route.
 - Glad to see Goodrich playground get revamped. Basketball seems popular with the youth in Maplewood- Great improvements within the mcc and YMCA. The pool is so much cleaner then it was two years ago. I visit the playgrounds. They're nice.
 - We would like to see sidewalks!
 - Are parks are not a safe place to bring your kids too, they are over run with lowlifes now.
 - Maplewood Athletic Association is a great organization!
 - Would like a bike path or sidewalk on linwood ave.



Comments:

- How do you promote this stuff? I haven't seen anything
- This is something I mention to coworkers, that we are working to reduce stormwater runoff and even offer financial incentive to take part by installing rain gardens. Approved of move to narrow/standardize street widths to reduce hard surface area (my street was formerly much wider before it was properly rebuilt).
- Not sure what this all entails. Maybe some funds could be shifted to the troubled areas noted above.
- Thank you thank you thank you for offering recycling carts to its residents.
- I wish there were much more. What about fruit trees / bushes in one of the Savannas? Or other food bearing plants.
- Too much emphasis on this sometimes.
- Love the rain gardens! Raising the bar! It amazes me some ppl dont know what that even is!
- Maplewood is a liked name. One of the thing people Liked then money incentives and ease for businesses and schools and so on to go green/environmentally friendly. It would be nice to see more picking up of litter. Possibly having trash cans skillfully placed. It's so discouraging for businesses be irresponsible. Cleaning up properties that are notorious for trash. Self serve car washes (by Woodwinds Church), gas stations, grocery and big parking lots.
- Far beyond what's necessary. Don't spend more on it.



Comments:

- I really don't know, since there isn't much put out by the city about these things
- I have recently become more involved to understand this aspect, but don;t feel like I have a good grasp quite yet.
- I hope I'm not in the minority here, but I am happy to pay taxes/approve increases to maintain our levels of service and support. I'm aware our finances got into a state of disarray a few years back, but trust that corrections have been made.
- We're taxed ENOUGH.
- Consistently ask for more tax dollars from the contributors to the city with minimal or no expectations from the non-contributors. Perhaps could look for some ways to reduce funding in some areas and shift to more critical areas of need.
- Bad management
- Stop raising taxes, some of us don't get a raise every year and have difficulties keeping up with the city and schools continually raising taxes.
- Glad to hear about the YMCAs partnership. It seems as if no one ever have enough money and inflation is hard. Tha it seems as if no one ever have enough money and inflation is bad
- Unable to effectively reduce crime

- If you can't manage a community center properly you'll never manage a city properly.



Resolution No. 2017R-268

City of Minneapolis

File No. 2017-00786

Author: Glidden


Committee: COW

Public Hearing: NIA

Passage: 6/16/2017

Publication: 6/24/2017

RECORD OF COUNCIL VOTE				
COUNCIL MEMBER	AYE	NAY	ABSENT	ABSTAIN
REICH	✓			
GORDON	✓			
FREY	✓			
B JOHNSON	✓			
YANG	✓			
WARSAME			✓	
GOODMAN	✓			
GLIDDEN	✓			
CANO	✓			
BENDER	✓			
QUINCY	✓			
A JOHNSON	✓			
PALMISANO	✓			

MAYOR ACTION
 APPROVED VETOED


 MAYOR HODGES
JUN 21 2017

 DATE

Certified an official action of the City Council

ATTEST:


 CITY CLERK

Presented to Mayor Date: JUN 16 2017

Received from Mayor Date: JUN 22 2017

Renewing the City's continued commitment to a performance measurement system that collects and reports the performance measures developed by the State of Minnesota Council on Local Results and Innovation.

Be It Resolved that The City Council of The City of Minneapolis:

1. Has adopted and implemented the minimum 10 performance measures developed by the State of Minnesota Council on Local Results and Innovation.
2. Has implemented or is in the process of implementing a local performance measurement system as developed by the State of Minnesota Council on Local Results and Innovation.
3. Has or will report the results of the 10 adopted measures to its residents before the end of the calendar year through publication, direct mailing, posting on the website or through a public hearing.
4. Has or will survey its residents by the end of the calendar year on the services included in the performance benchmarks.

Be It Further Resolved that the ten performance measures identified for Minneapolis are:

1. Rating of the overall quality of services provided by your city (Resident Survey)

2. Percent change in the taxable property market value (Finance and City Assessor)
3. Citizens' rating of the overall appearance of the city (Resident Survey)
4. Part I and II crime rates (Police)
5. Citizens' rating of the quality of fire protection services (Resident Survey)
6. Average city street pavement condition rating (Public Works)
7. Citizens' rating the quality of snowplowing on city streets (Public Works)
8. Citizens' rating of the dependability and quality of city water supply (Resident Survey)
9. Citizens' rating of the dependability and quality of city sanitary sewer service (Resident Survey)
10. Citizens' rating of the quality of city recreational programs and facilities (parks, trails, park buildings) (Resident Survey)

Results Minneapolis is Minneapolis' performance monitoring system to track performance toward City goals and strategic directions. Results Minneapolis is made up of two parts. City Goal Results is a set of reports and roundtables focused on community-wide measures with City leaders and the public. Department Results Minneapolis are department-level reports and meetings to track progress on department plans.

Important Note:

In 2016, the City worked with a new vendor, Wilder Research, to re-vamp the Resident Survey to increase resident representation across demographics and geographies. Question wording has changed from prior years; these changes are documented on page 4.

Overall Quality of City Services

	2008	2011	2012	2016
Percentage of Residents who answered "Satisfied" and "Very Satisfied"	81.4%*	81.5%*	83.6%*	88%

Source: 2016 City of Minneapolis Resident Survey

Question reads "Please indicate how satisfied or dissatisfied you are with: City services overall."

*Prior to 2016, this question was a composite of answers to other questions about City services (see measures on page 6). The Resident Survey question changed in 2016. See page 4 to see the question from previous resident surveys.

Change in Taxable Property Market Value

	2013	2014	2015	2016
Percent Change in Taxable Property Market* Value	1.83%	9.10%	10.97%	9.3%
		↑	↑	↑ ↓

Source: City of Minneapolis Assessor

*Property Market includes Residential, Apartment, Commercial, Industrial and Other

Rating of Overall Appearance of Minneapolis

	2013	2014	2015	2016
Percentage of Residents Who answered "Agree" and "Strongly Agree"	84%*	83%*	82%*	87%

Source: 2016 City of Minneapolis Resident Survey

Question reads "Percentage of Residents who answered 'Agree' or 'Strongly Agree' to the statement: 'My neighborhood is nice to walk around.'"

*The Resident Survey question changed in 2016. See page 4 to see the question from previous resident surveys.

Public Safety

	2012	2013	2014	2015	2016
Part I* Crimes	23,530	23,726	23,496	22,018	22,306
Part II** Crimes	29,524	30,808	38,587	33,140	26,364
Total Number of Crimes	53,054	54,534	52,083	55,158	48,670

Source: Minneapolis Police Department: Uniform Crime Report Summary

Please note previous years numbers for any specific category will change over time due to routine case entry and editing.

*Part I crimes are the eight serious crimes including homicide, rape, aggravated assault, burglary, robbery, auto theft, theft and arson. All major cities report these measures to the Federal Bureau of Investigation (FBI).

**Part II crimes include the following crime categories: simple assault, curfew offenses and loitering, embezzlement, forgery and counterfeiting, disorderly conduct, driving under the influence, drug offenses, fraud, gambling, liquor offenses, offenses against the family, prostitution, public drunkenness, runaways, sex offenses, stolen property, vandalism, vagrancy and weapons offenses.

Quality of Fire Protection Services

	2008	2011	2012	2016
Percentage of Residents who answered "Satisfied" and "Very Satisfied"	97%*	97%*	97%*	72%

Source: 2016 City of Minneapolis Resident Survey

Question reads "Please indicate how satisfied or dissatisfied you are with: Fire protection."

**The Resident Survey question changed in 2016. See page 4 to see the question from previous resident surveys.*

Parks and Recreation

	2008	2011	2012	2016
Percentage of Residents who answered "Yes"	92%*	92%*	95%*	93%

Source: 2016 City of Minneapolis Resident Survey

Question reads "If you visited a park in Minneapolis within the past year, thinking about the Minneapolis park you visit most often, do the programs, activities, and amenities at that park meet your household's needs?"

**The Resident Survey question changed in 2016. See page 4 to see the question from previous resident surveys.*

Quality of Snowplowing

	2008	2011	2012	2016
Percentage of Residents who answered "Satisfied" and "Very Satisfied"	NA	66%*	79%*	78%

Source: 2016 City of Minneapolis Resident Survey

Question reads "Please indicate how satisfied or dissatisfied you are with: Street and alley snow plowing."

**The Resident Survey question changed in 2016. See page 4 to see the question from previous resident surveys.*

Quality of Water

	2008	2011	2012	2016
Percentage of Residents who answered "Satisfied" and "Very Satisfied"	87%*	88%*	93%*	88%

Source: 2016 City of Minneapolis Resident Survey

Question reads "Please indicate how satisfied or dissatisfied you are with: Providing quality drinking water from the tap."

**The Resident Survey question changed in 2016. See page 4 to see the question from previous resident surveys.*

Quality of Sanitary Sewer Services

	2016
Number of sewer blockages on the city system per 100 connections	<1*

Source: Minneapolis Department of Public Works

**This question was not included in the 2016 Resident Survey. See page. 5 to see survey responses from prior years.*

Pavement Condition Rating

	2013	2014	2015	2016
Average Pavement Condition Index (PCI) for Residential Streets	70	71	70	70

Source: Minneapolis Department of Public Works

Table 2: 2016 Measures Equivalent to Resident Surveys (2008-2012)

Resident Survey Measure (2008 –2012)	Resident Survey Measure (2016)
<p>Overall Quality of City Services: Average Percentage of Residents who answered “Satisfied” or “Very Satisfied” to individual services provided by the City.</p>	<p>Overall Quality of City Services: Please indicate how satisfied or dissatisfied you are with: City services overall.</p>
<p>Rating of Overall Appearance of Minneapolis: Percentage of Residents who answered “Agree” or “Strongly Agree” to the statement: “My neighborhood is clean and well maintained.”</p>	<p>Rating of Overall Appearance of Minneapolis: Percentage of Residents who answered “Agree” or “Strongly Agree” to the statement: “My neighborhood is nice to walk around.”</p>
<p>Quality of Fire Protection Services:</p> <p>Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Fire Protection and emergency medical response.</p>	<p>Quality of Fire Protection Services:</p> <p>Please indicate how satisfied or dissatisfied you are with: Fire protection</p>
<p>Parks and Recreation:</p> <p>Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Providing park and recreation services.</p>	<p>Parks and Recreation:</p> <p>If you visited a park in Minneapolis within the past year, thinking about the Minneapolis park you visit most often, do the programs, activities, and amenities at that park meet your household's needs?</p>
<p>Quality of Snowplowing:</p> <p>Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Snow Removal.</p>	<p>Quality of Snowplowing:</p> <p>Please indicate how satisfied or dissatisfied you are with: Street and alley snow plowing</p>
<p>Quality of Water:</p> <p>Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Providing quality drinking water.</p>	<p>Quality of Water:</p> <p>Please indicate how satisfied or dissatisfied you are with: Providing quality drinking water from the tap</p>

Table 3: Past Resident Survey Reporting on Quality of Sanitary Sewer Services

	2005	2008	2011	2012
Percentage of Residents who answered “Satisfied” and “Very Satisfied”	94%	94%	96%	97%

Source: 2012 City of Minneapolis Resident Survey

Question reads “Please tell me how satisfied or dissatisfied you are with the new way the city provides the service: Providing sewer services.”

Table 3: Complete List of Individual Services that Composite for the City Services Quality Rating in Resident Surveys Prior to 2016

Please tell me how satisfied or dissatisfied you are with the way the City provides the service.	Year of Survey						
	2012	2011	2008	2005	2003	2001	
Fire protection and emergency medical response	97%	97%	97%	97%	96%	99%	
Providing sewer services	97%	96%	94%	94%	NA	NA	
Providing park and recreation services	95%	92%	92%	91%	NA	91%	
Animal control service	92%	91%	88%	92%	NA	92%	
Garbage collection and recycling programs	88%	90%	91%	92%	93%	94%	
Protecting health and well-being of residents	91%	90%	88%	84%	NA	NA	
Preparing for disasters	90%	88%	87%	78%	NA	89%	
Providing quality drinking water	93%	88%	87%	86%	84%	NA	
Police Services	90%	88%	86%	81%	84%	89%	
Keeping streets clean	89%	85%	87%	89%	86%	83%	
Revitalizing Downtown	81%	84%	80%	83%	NA	79%	
Protecting the environment, including air, water and land	87%	83%	81%	77%	79%	77%	
Cleaning up graffiti	80%	80%	77%	74%	NA	79%	
Revitalizing neighborhoods	80%	77%	76%	81%	76%	74%	
Dealing with problem businesses and unkempt properties	71%	71%	68%	73%	67%	69%	
Affordable housing development	70%	69%	66%	55%	51%	40%	
Snow removal	79%	66%	NA	NA	NA	NA	
Mortgage foreclosure assistance	60%	61%	64%	NA	NA	NA	
Repairing alleys*	71%	64%	56%	70%	83%	68%	
Repairing streets*	70%	40%					

Percent reporting "satisfied" or "very satisfied"

Question wording differed between survey years. In 2003 and 2001, residents were asked how satisfied they were with the City's efforts at providing the service. Also, "affordable housing development" was worded as "preserving and providing affordable housing for low-income residents" in 2001 and 2003 and "Revitalizing neighborhoods" was worded as "revitalizing neighborhood commercial areas" in 2001 and 2003.

*"Repairing streets" and "Repairing alleys" were combined in survey years previous to 2011 and *averaged prior to calculating overall quality average; "snow removal" was added in 2011.*

STATE OF MINNESOTA)
) ss.
COUNTY OF RAMSEY)

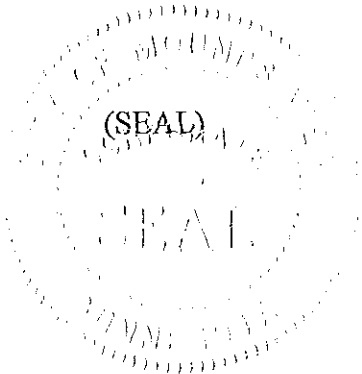
I, the undersigned, being the duly qualified Acting City Administrator of the City of Mounds View, Minnesota, hereby certify that I have carefully compared the attached and foregoing with the original thereof on file in my office, and the same is a full, true and complete copy thereof, insofar as the same relates to:

Resolution 8775, Resolution Adopting and Reporting Performance Measures.

WITNESS MY HAND, officially as such as Acting City Administrator and the corporate seal of the City of Mounds View this 5th day of July, 2017.



Desaree M. Crane, Acting City Administrator



RESOLUTION NO. 8775

CITY OF MOUNDS VIEW
COUNTY OF RAMSEY
STATE OF MINNESOTA

RESOLUTION ADOPTING AND REPORTING PERFORMANCE MEASURES

WHEREAS, Benefits to the City of Mounds View 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/county participating in the comprehensive performance measurement program is also exempt from state levy limits for taxes, if levy limits are in effect; and

WHEREAS, The Mounds View City Council 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.

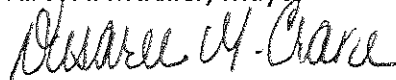
NOW THEREFORE LET IT BE RESOLVED THAT, The Mounds View City Council will continue to report the results of the performance measures to its citizenry by the end of the year through publication in the quarterly Mounds View Matters newsletter, posting on the city's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, The Mounds View City Council directs staff to submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

Adopted this 26th Day of June, 2017.



Carol A. Mueller, Mayor



Desaree M. Crane, Acting City Administrator

ATTEST:

(SEAL)

**City of Mounds View
Standard Performance Measures
For the Year Ended December 31, 2016**

	2013	2014	2015	2016
General				
Percent change in the taxable property market value.	-4.244%	-1.672%	4.734%	4.316%
Nuisance code enforcement cases per 1,000 population.	31.43	60.58	63.24	48.28
Bond rating.	AA-3	AA-3	AA-3	AA-3
Accuracy of post election audit. (% of ballots counted accurately) (2012, 2014, 2016 General Election)	Not selected for audit	Not selected for audit	Not selected for audit	Not selected for audit
Police Services				
Part I crime rates (total incidents 2013-383, 2014-448, 2015-357, 2016-433)	3,052	3,588	2,794	3,315
Part II crime rates (total incidents 2013-602, 2014-545, 2015-419, 2016-493)	4,772	4,364	3,279	3,774
Part I crime clearance rates	15%	17%	13%	19%
Part II crime clearance rates	58%	55%	45%	56%
Average police response time all incidents.	4:40 minutes	4:40 minutes	5:00 minutes	-
Emergency/Crime in progress	-	-	-	3:44 minutes
Crime in last 20 minutes	-	-	-	4:56 minutes
Fire and EMS Services				
Insurance rating.	ISO 3	ISO 3	ISO 3	ISO 3
Average fire response time.				
Emergency calls - weekdays (staffed)	6 minutes	6 minutes	6 minutes	5 minutes
Emergency calls - nights and weekends (volunteers)	7 minutes	7 minutes	7 minutes	8 minutes
Non-emergency calls - weekdays (staffed)	8.3 minutes	8.3 minutes	8.3 minutes	8 minutes
Non-emergency calls - nights and weekends (volunteers)	10.5 minutes	11 minutes	10.5 minutes	11 minutes
Fire calls per 1,000 population.	16.45	16.16	16.63	21.07
The Fire Department is not the primary EMS provider they assist Police and Ambulance when called.				
Streets				
Average city street pavement condition rating.	73	78	75	85
Expenditures for road rehabilitation per paved lane mile rehabilitated.	\$ 1,094,505	\$ 1,279,414	\$ 1,263,268	\$ 1,101,435
Percentage of all jurisdiction lane miles rehabilitated in the year. 2.6/43.33	6.92%	4.24%	5.54%	6.00%
Average hours to complete road system during snow event.	6 hours	5.5 hours	5.5 hours	5.5 hours
Water				
Operating cost per 1,000,000 gallons of water pumped/produced.	\$ 2,540.37	\$ 2,676.67	\$ 2,739.44	\$ 2,684.51
Sanitary Sewer				
Number of sewer blockages on city system per 100 connections	zero	zero	zero	zero
Population (per U.S. Census, per Metropolitan Council)	12,155	12,314	12,444	13,007

As additional information is collected the City will establish outcome measures that will assist in assessing whether community goals are being met.

City of New Hope

Resolution No. 2017 - 30

Resolution declaring adoption and implementation of
State performance measures

WHEREAS, the State Legislature created the Council on Local Results and Innovation which set a standard set of ten performance measures for cities that will aid residents, taxpayers and state and local elected officials in determining the efficiency of local services; and

WHEREAS, the city of New Hope has participated in the new standards measure program voluntarily since 2011 and wishes to do so again in 2017, and the city may be eligible for a reimbursement and exemption from levy limits; and

WHEREAS, the city has adopted the following performance measures:


1. Rating of the overall quality of services in New Hope
2. Percent change in the taxable property market value
3. Citizens' rating of the overall general appearance of the city
4. Bond rating
5. Citizens' rating of the quality of city recreational programs and facilities
6. Citizens' rating of ease in getting place to place in the city
7. Citizens' likelihood of using public transportation
8. Citizens' rating of the quality of code enforcement
9. Citizens' rating of communication/distribution of information
10. If move from New Hope, reasons why
11. Part I and II crime rates
12. Citizens' rating of police protection in the community
13. Average police response time
14. Insurance industry rating of fire services
15. Citizens' rating of the fire protection services
16. Fire calls per 1,000 population
17. Average city pavement rating index
18. Citizens' rating of overall condition of city streets
19. Citizens' rating of overall condition of county roads
20. Citizens' rating of the quality of snowplowing on city streets
21. Citizens' rating of the dependability and overall quality of city water supply
22. Citizens' rating of the dependability and overall quality of city sanitary sewer service
23. Number of sewer blockages on city system per 100 connections

NOW, THEREFORE, BE IT RESOLVED that the New Hope City Council 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 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 of New Hope will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

Adopted by the City Council of the city of New Hope, Hennepin County, Minnesota, the 13th day of March, 2017.

Attest: 
City Clerk


Mayor

2016 City of New Hope Performance Measures

Category	#	Measure	Results
General	1.	Rating of the overall quality of services in New Hope	(Question 15) 22% excellent; 65% good; 10% fair; 1% poor; 3% don't know
	2.	Percent change in the taxable property market value	6.4% (total taxable market value \$1,522,726,514)
	3.	Citizens' rating of the overall appearance of the city	(Question 2) 14% excellent; 64% good; 20% fair; <2% poor; <1% don't know
	4.	Bond rating	AA
	5.	Citizens' rating of the quality of city recreational programs and facilities	(Question 12) 26% excellent; 48% good; 10% fair; 1% poor; 16% don't know
	6.	Citizens rating of ease in getting place to place in city	(Question 8) 28% excellent; 60% good; 9% fair; <1% poor; <1% don't know
	7.	Citizens' rating of the quality of code enforcement	(Question 13) 8% excellent; 37% good; 16% fair; 9% poor; 30% don't know
	8.	Citizens' rating of communication/distribution of information	(Question 14) 19% excellent; 59% good; 16% fair; 1% poor; 5% don't know
Police Services	9.	Part I and II crime rates	Part 1 – 439; Part 2 – 1,073 (as of 11/2/16)
	10.	Citizens' rating of police protection in the community	(Question 3) 46% very safe; 47% somewhat safe; 6% somewhat unsafe; 1% very unsafe; <1% don't know
	11.	Average police response time	4.32 minutes for priority 1 calls
Fire & EMS Services	12.	Insurance industry rating of fire services	3
	13.	Citizens' rating of the fire protection services	Question 4
	14.	Fire calls per 1,000 population	31.76 (646 calls for service through 11/2/16; population 20,339)
Streets	15.	Average city pavement rating index	74.5
	16.	Citizens' rating of overall condition of city streets	(Question 6) 8% excellent; 55% good; 30% fair; 6% poor; 1% don't know
	17.	Citizens' rating of overall condition of county roads	(Question 5) 9% excellent; 59% good; 25% fair; 5% poor; 2% don't know
	18.	Citizens' rating of the quality of snowplowing on city streets	(Question 7) 36% excellent; 48% good; 10% fair; 4% poor; 2% don't know
Water	19.	Citizens' rating of the dependability and overall quality of city water supply	(Question 11) 38% excellent; 50% good; 7% fair; 2% poor; 3% don't know
Sanitary Sewer	20.	Citizens' rating of the dependability and overall quality of city sanitary sewer service	(Question 10) 28% excellent; 56% good; 6% fair; <1% poor; 10% don't know
	21.	Number of sewer blockages on city system per 100 connections	0

Quantifiable performance measures are shaded

2016 New Hope City Services Survey

Tuesday, November 01, 2016

Powered by  SurveyMonkey

646

Total Responses

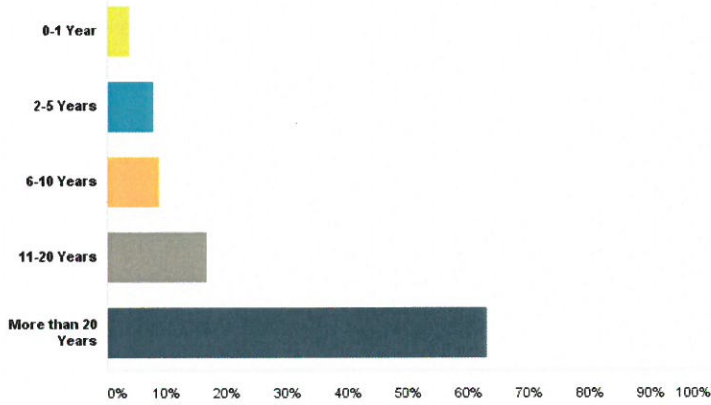
Date Created: Monday, June 27, 2016

Complete Responses: 646

Powered by  SurveyMonkey

Q1: How many years have you lived in New Hope?

Answered: 643 Skipped: 3



Powered by SurveyMonkey

Q1: How many years have you lived in New Hope?

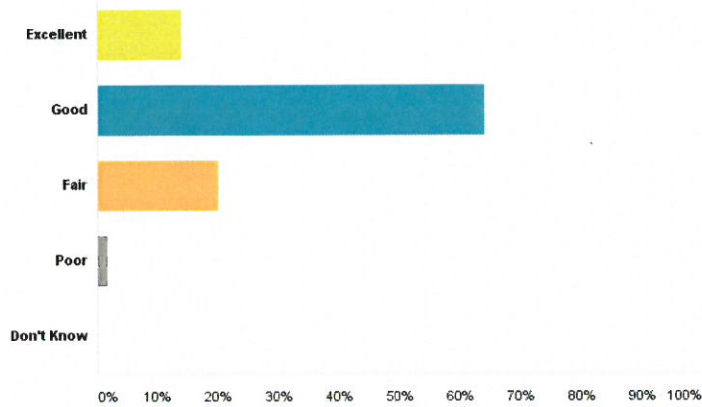
Answered: 643 Skipped: 3

Answer Choices	Responses	
0-1 Year	3.73%	24
2-5 Years	7.62%	49
6-10 Years	8.71%	56
11-20 Years	16.80%	108
More than 20 Years	63.14%	406
Total		643

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Q2: How would you rate the overall appearance of the city?

Answered: 642 Skipped: 4



Powered by SurveyMonkey

Q2: How would you rate the overall appearance of the city?

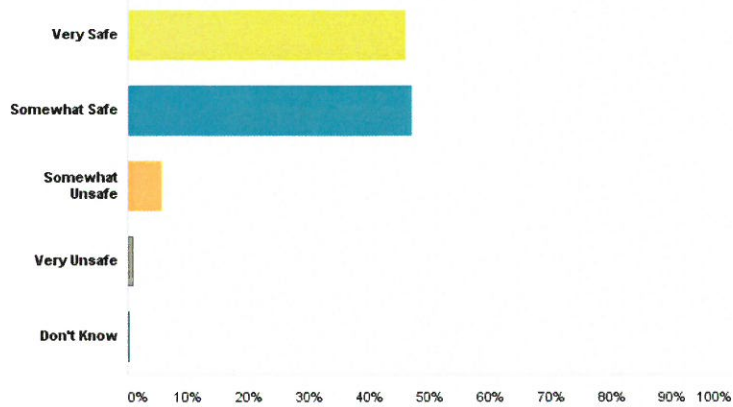
Answered: 642 Skipped: 4

Answer Choices	Responses	Count
Excellent	14.02%	90
Good	64.17%	412
Fair	19.94%	128
Poor	1.71%	11
Don't Know	0.16%	1
Total		642

Powered by SurveyMonkey

Q3: How would you describe your overall feeling of safety in the city?

Answered: 640 Skipped: 6



Powered by SurveyMonkey

Q3: How would you describe your overall feeling of safety in the city?

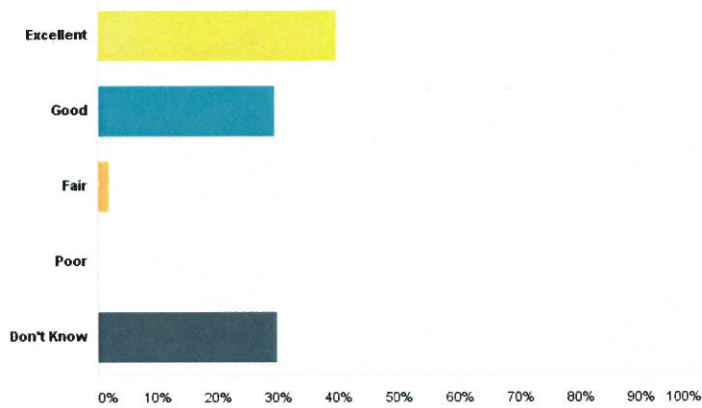
Answered: 640 Skipped: 6

Answer Choices	Responses	Count
Very Safe	45.94%	294
Somewhat Safe	46.88%	300
Somewhat Unsafe	5.63%	36
Very Unsafe	1.09%	7
Don't Know	0.47%	3
Total		640

Powered by SurveyMonkey

Q4: How would you rate the overall quality of fire protection services in the city?

Answered: 642 Skipped: 4



Powered by SurveyMonkey

Q4: How would you rate the overall quality of fire protection services in the city?

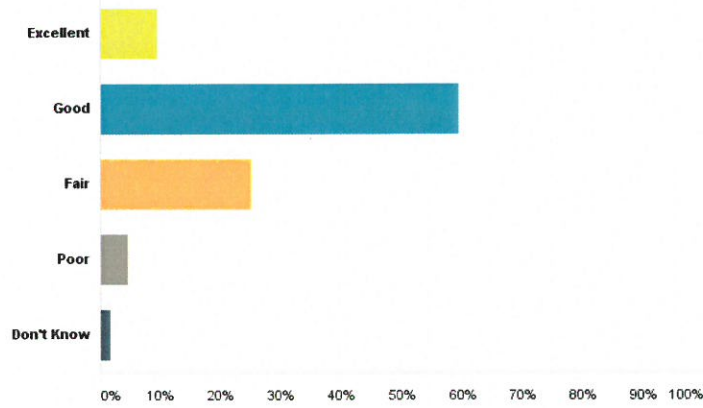
Answered: 642 Skipped: 4

Answer Choices	Responses
Excellent	39.41% 253
Good	29.13% 187
Fair	1.87% 12
Poor	0.00% 0
Don't Know	29.60% 190
Total	642

Powered by SurveyMonkey

Q5: How would you rate the overall condition of county roads (Winnetka Avenue south of Bass Lake Road, Bass Lake Road, 42nd Avenue, and Medicine Lake Road)?

Answered: 631 Skipped: 15



Powered by SurveyMonkey

Q5: How would you rate the overall condition of county roads (Winnetka Avenue south of Bass Lake Road, Bass Lake Road, 42nd Avenue, and Medicine Lake Road)?

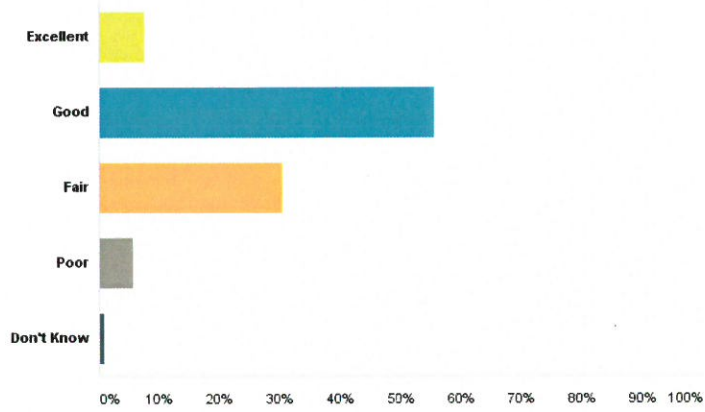
Answered: 631 Skipped: 15

Answer Choices	Responses
Excellent	9.35% 59
Good	59.27% 374
Fair	25.04% 158
Poor	4.60% 29
Don't Know	1.74% 11
Total	631

Powered by SurveyMonkey

Q6: How would you rate the overall condition of city streets (not including county roads)?

Answered: 636 Skipped: 10



Powered by SurveyMonkey

Q6: How would you rate the overall condition of city streets (not including county roads)?

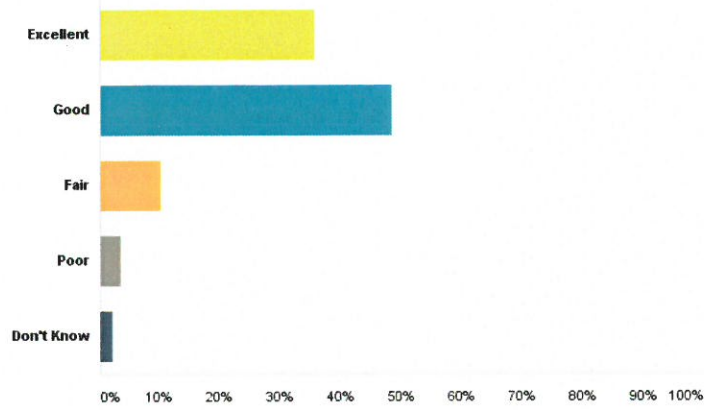
Answered: 636 Skipped: 10

Answer Choices	Responses	Count
Excellent	7.55%	48
Good	55.50%	353
Fair	30.50%	194
Poor	5.66%	36
Don't Know	0.79%	5
Total		636

Powered by SurveyMonkey

Q7: How would you rate the overall quality of snowplowing on city streets?

Answered: 641 Skipped: 5



Powered by SurveyMonkey

Q7: How would you rate the overall quality of snowplowing on city streets?

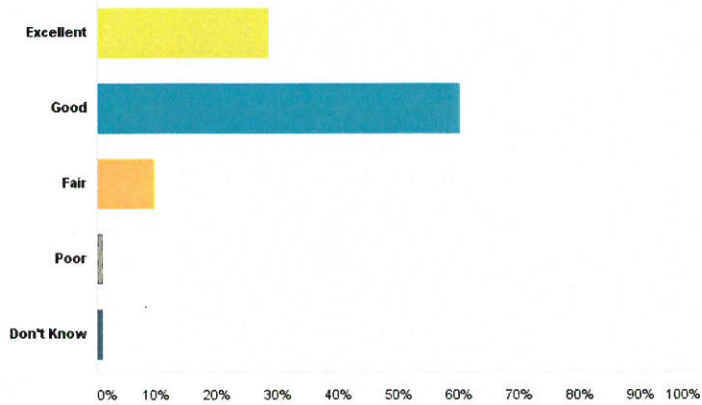
Answered: 641 Skipped: 5

Answer Choices	Responses
Excellent	35.73% 229
Good	48.52% 311
Fair	10.14% 65
Poor	3.59% 23
Don't Know	2.03% 13
Total	641

Powered by SurveyMonkey

Q8: How would you rate the quality of getting place to place within the city?

Answered: 637 Skipped: 9



Powered by SurveyMonkey

Q8: How would you rate the quality of getting place to place within the city?

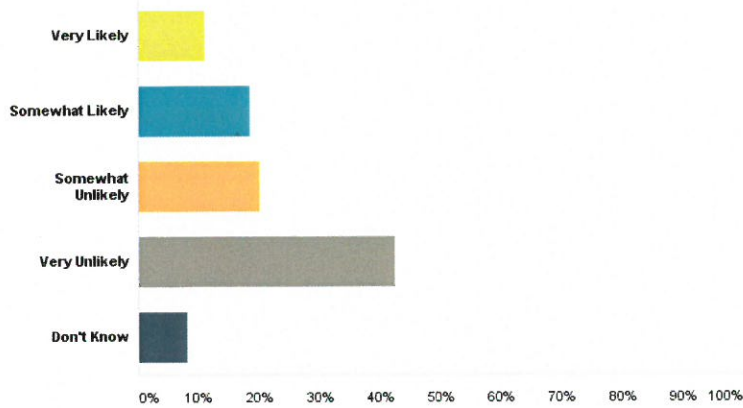
Answered: 637 Skipped: 9

Answer Choices	Responses	
Excellent	28.41%	181
Good	60.13%	383
Fair	9.56%	61
Poor	0.94%	6
Don't Know	0.94%	6
Total		637

Powered by SurveyMonkey

Q9: How likely would you be to use public transit if it were readily available?

Answered: 629 Skipped: 17



Powered by SurveyMonkey

Q9: How likely would you be to use public transit if it were readily available?

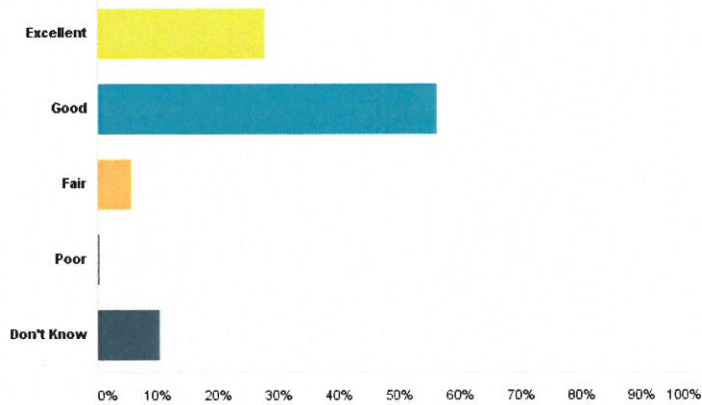
Answered: 629 Skipped: 17

Answer Choices	Responses
Very Likely	11.13% 70
Somewhat Likely	18.44% 116
Somewhat Unlikely	20.03% 126
Very Unlikely	42.29% 266
Don't Know	8.11% 51
Total	629

Powered by SurveyMonkey

Q10: How would you rate the dependability and overall quality of city sanitary sewer service?

Answered: 636 Skipped: 10



Powered by SurveyMonkey

Q10: How would you rate the dependability and overall quality of city sanitary sewer service?

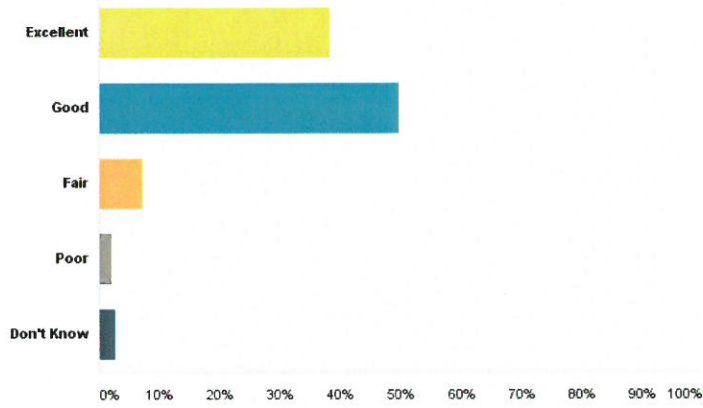
Answered: 636 Skipped: 10

Answer Choices	Responses	Count
Excellent	27.52%	175
Good	56.13%	357
Fair	5.66%	36
Poor	0.47%	3
Don't Know	10.22%	65
Total		636

Powered by SurveyMonkey

Q11: How would you rate the dependability and overall quality of the city water supply?

Answered: 639 Skipped: 7



Powered by SurveyMonkey

Q11: How would you rate the dependability and overall quality of the city water supply?

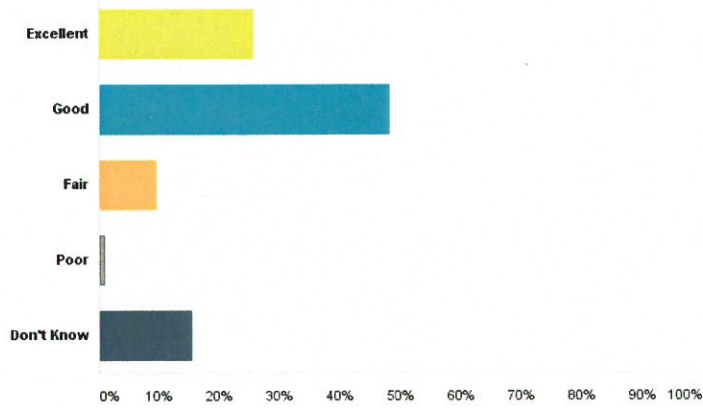
Answered: 639 Skipped: 7

Answer Choices	Responses	Count
Excellent	38.18%	244
Good	49.77%	318
Fair	7.04%	45
Poor	2.19%	14
Don't Know	2.82%	18
Total		639

Powered by SurveyMonkey

Q12: How would you rate the overall quality of city recreational programs and facilities (parks, trails, recreation facilities, classes, etc.)?

Answered: 631 Skipped: 15



Powered by SurveyMonkey

Q12: How would you rate the overall quality of city recreational programs and facilities (parks, trails, recreation facilities, classes, etc.)?

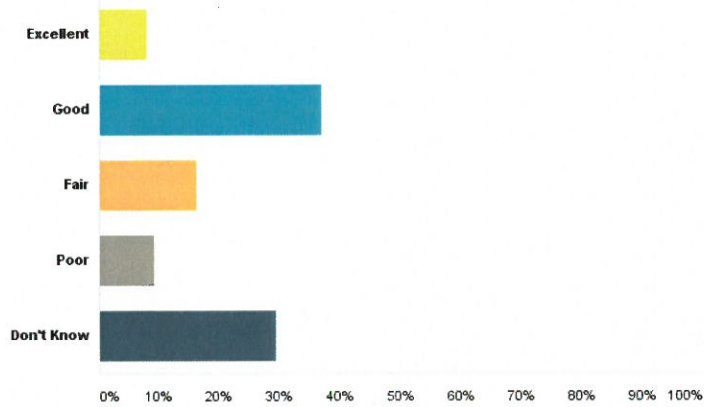
Answered: 631 Skipped: 15

Answer Choices	Responses	
Excellent	25.67%	162
Good	48.18%	304
Fair	9.51%	60
Poor	1.11%	7
Don't Know	15.53%	98
Total		631

Powered by SurveyMonkey

Q13: How would you rate the quality of code enforcement services?

Answered: 627 Skipped: 19



Powered by SurveyMonkey

Q13: How would you rate the quality of code enforcement services?

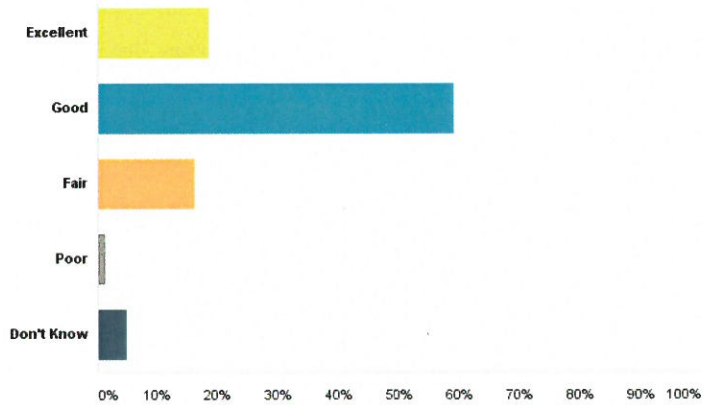
Answered: 627 Skipped: 19

Answer Choices	Responses
Excellent	7.97% 50
Good	37.00% 232
Fair	16.27% 102
Poor	9.25% 58
Don't Know	29.51% 185
Total	627

Powered by SurveyMonkey

Q14: How would you rate the quality of communication/distribution of information?

Answered: 638 Skipped: 8



Powered by SurveyMonkey

Q14: How would you rate the quality of communication/distribution of information?

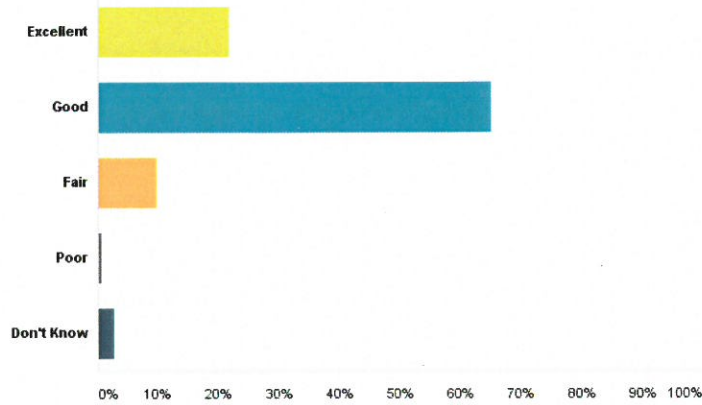
Answered: 638 Skipped: 8

Answer Choices	Responses	Count
Excellent	18.50%	118
Good	59.09%	377
Fair	16.30%	104
Poor	1.25%	8
Don't Know	4.86%	31
Total		638

Powered by SurveyMonkey

Q15: How would you rate the overall quality of services provided by the city?

Answered: 638 Skipped: 8



Powered by SurveyMonkey

Q15: How would you rate the overall quality of services provided by the city?

Answered: 638 Skipped: 8

Answer Choices	Responses	Count
Excellent	21.79%	139
Good	65.05%	415
Fair	9.87%	63
Poor	0.63%	4
Don't Know	2.66%	17
Total		638

Powered by SurveyMonkey



City of New Ulm

City Manager

100 North Broadway

New Ulm, Minnesota 56073

Email: brian.gramentz@ci.new-ulm.mn.us

Telephone: (507) 359-8233

Fax: (507) 359-9752

Web Site: www.ci.new-ulm.mn.us

June 8, 2017

Office of the State Auditor
525 Park Street - Suite 500
St. Paul, MN 55103

Re: Performance Measurement Program Survey

To Whom It May Concern:

Enclosed please find the results of the Performance Measurement Program survey. A copy of the survey is included as well as Resolution No. 17-55 adopted by the New Ulm City Council at their regular meeting on June 6, 2017.

If you have any questions, please contact our office.

Respectfully submitted,

CITY OF NEW ULM, MINNESOTA

Brian D. Gramentz
City Manager

BDG:lap

Enclosures

RESOLUTION NO. 17 - 55

Councilor Schultz offered the following resolution and moved its adoption:

WHEREAS, Benefits to the City of New Ulm 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 New Ulm 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, BE IT RESOLVED, The City Council of New Ulm 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 New Ulm will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

The motion for the adoption of the foregoing resolution was duly seconded by Councilor Christian and, the roll being called, the following vote was recorded:

Voting Aye: Councilors Christian, Fischer, Mack, Schultz and President Schmitz.

Voting Nay: None.


Not Voting: None.

Whereupon said resolution was declared to have been duly adopted this 6th day of June 2017.



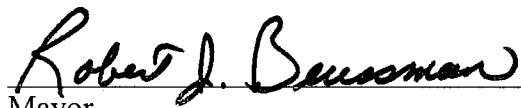
President of the City Council

Attest:



Finance Director

The above resolution approved June 6, 2017.



Mayor

State Report City Wide Totals

3/31/2017

Page 1 of 2

<i>Item</i>	<i>Description</i>	<i>Percent</i>	<i>Scale</i>	<i>Count</i>
1	Indicate the number of years you lived in New Ulm.	7.04%	1-9 Years	10
		17.61%	10-19 Years	25
		12.68%	20-29 Years	18
		12.68%	30-39 Years	18
		15.49%	40-49 Years	22
		11.97%	50-59 Years	17
		7.75%	60-69 Years	11
		4.23%	70-79 Years	6
2	How would you rate the overall appearance of the city?	0.58%	Poor	1
		12.87%	Satisfactory	22
		57.31%	Good	98
		29.24%	Excellent	50
3	How would you describe your overall feeling of police protection services in the city?	0.59%	Poor	1
		1.18%	Fair	2
		10.59%	Satisfactory	18
		42.35%	Good	72
		45.29%	Excellent	77
4	How would you rate the overall quality of fire protection services in the city?	4.76%	Satisfactory	8
		39.29%	Good	66
		55.95%	Excellent	94
5	How would you rate the overall condition of city streets?	2.34%	Poor	4
		15.79%	Fair	27
		36.26%	Satisfactory	62
		36.26%	Good	62
		9.36%	Excellent	16
6	How would you rate the overall quality of snowplowing on city streets?	3.51%	Poor	6
		7.02%	Fair	12
		29.82%	Satisfactory	51
		39.77%	Good	68
		19.88%	Excellent	34
7	How would you rate the dependability and overall quality of city sanitary sewer services?	1.18%	Fair	2
		11.76%	Satisfactory	20
		50.00%	Good	85
		37.06%	Excellent	63
8	How would you rate the dependability and overall quality of city water services?	1.18%	Poor	2
		4.12%	Fair	7
		12.94%	Satisfactory	22
		42.35%	Good	72
		39.41%	Excellent	67
9	How would you rate the dependability and overall quality of city gas services?	1.18%	Fair	2
		8.88%	Satisfactory	15
		45.56%	Good	77
		44.38%	Excellent	75

State Report City Wide Totals

3/31/2017

Page 2 of 2

<i>Item</i>	<i>Description</i>	<i>Percent</i>	<i>Scale</i>	<i>Count</i>
10	How would you rate the dependability and overall quality of city electricity services?	0.58%	Poor	1
		1.75%	Fair	3
		8.77%	Satisfactory	15
		47.37%	Good	81
		41.52%	Excellent	71
11	How would you rate the overall quality of city recreational programs and facilities?	1.20%	Poor	2
		2.99%	Fair	5
		8.98%	Satisfactory	15
		47.90%	Good	80
		38.92%	Excellent	65
12	How would you rate the library services in the city?	7.88%	Satisfactory	13
		40.00%	Good	66
		52.12%	Excellent	86
13	How would you rate the quality of licensing permitting and building inspection services in the city?	4.85%	Fair	8
		27.27%	Satisfactory	45
		46.06%	Good	76
		21.82%	Excellent	36
14	How would you rate the quality and programming of the Community Access Channel?	1.30%	Poor	2
		7.14%	Fair	11
		37.01%	Satisfactory	57
		34.42%	Good	53
		20.13%	Excellent	31
15	How would you rate the utility billing/finance department services in the city?	2.37%	Poor	4
		4.14%	Fair	7
		17.75%	Satisfactory	30
		47.34%	Good	80
		28.40%	Excellent	48
16	How would you rate the overall quality of services provided by the city?	0.61%	Fair	1
		14.55%	Satisfactory	24
		56.36%	Good	93
		28.48%	Excellent	47

PERFORMANCE MEASUREMENT PROGRAM CITY OF NEW ULM CITIZEN SURVEY



1. Please indicate the number of years you have lived in New Ulm	years
---	-------

For each item identified below, circle the number to the right that best fits your judgment of its quality.
Use the scale to select the quality number.

Description/Identification of Survey Item	Scale				
	P o o r				E x c e l l e n t
2. How would you rate the overall appearance of the city?	1	2	3	4	5
3. How would you rate the overall feeling of police protection services in the city?	1	2	3	4	5
4. How would you rate the overall quality of fire protection services in the city?	1	2	3	4	5
5. How would you rate the overall condition of city streets ?	1	2	3	4	5
6. How would you rate the overall quality of snowplowing on city streets ?	1	2	3	4	5
7. How would you rate the dependability and overall quality of city sanitary sewer service ?	1	2	3	4	5
8. How would you rate the dependability and overall quality of the city water service ?	1	2	3	4	5
9. How would you rate the dependability and overall quality of the city gas service ?	1	2	3	4	5
10. How would you rate the dependability and overall quality of city electricity service ?	1	2	3	4	5
11. How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)	1	2	3	4	5
12. How would you rate the library services in the city?	1	2	3	4	5
13. How would you rate the quality of licensing, permitting and building inspection services in the city?	1	2	3	4	5
14. How would you rate the overall quality and programming of the Community Access Channel also known as NUCAT; Comcast channel 14 and NU-Telecom channel 3?	1	2	3	4	5
15. How would you rate the utility billing/finance department services ?	1	2	3	4	5
16. How would you rate the overall quality of services provided by the city?	1	2	3	4	5

Comments: _____

Please use the enclosed self-addressed, postage paid envelope to return the survey to City Hall by
Monday, February 27, 2017

Thank you for your time and consideration in completing this survey

Councilmember Kuzma introduced the following resolution and moved for its adoption:

RESOLUTION #17-07-174

RESOLUTION DECLARING THE CITY OR RAMSEY'S PARTICIPATION IN THE STATE COUNCIL ON LOCAL RESULTS AND INNOVATION – PERFORMANCE MEASUREMENT PROGRAM

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 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 of Ramsey 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, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF RAMSEY, ANOKA COUNTY, STATE OF MINNESOTA, as follows:

- 1) The City of Ramsey will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's/county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.
- 2) The City Council of Ramsey will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city/county.

The motion for the adoption of the foregoing resolution was duly seconded by Councilmember Johns, and upon vote being taken thereon, the following voted in favor thereof:

Mayor Strommen
Councilmember Kuzma
Councilmember Johns
Councilmember LeTourneau
Councilmember Riley
Councilmember Shryock
Councilmember Williams

and the following voted against the same:

None

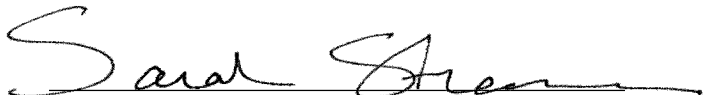
and the following abstained:

None

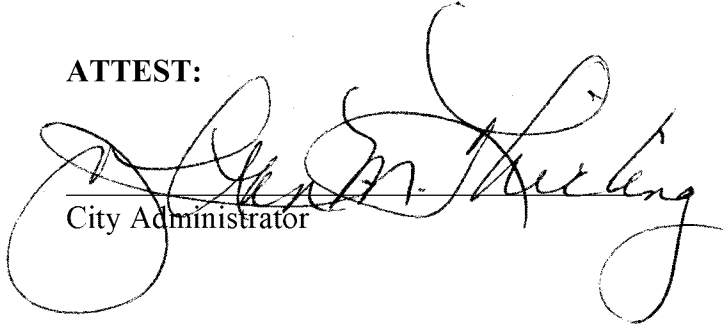
and the following were absent:

None

Whereupon said resolution was declared duly passed and adopted by the Ramsey City Council this the 11th day of July, 2017.


Mayor

ATTEST:


City Administrator

Ramsey: Standard Measures 2016

Category	Measure	2012	2013	2014	2015	2016	
General	1						
	2	Percent change in the taxable property market value	-7.82%	-0.74%	12.76%	4.50%	5.07%
	3						
	4	Nuisance code enforcement cases per 1,000 population	6.31	9.72	14.40	15.48	15.09
	5						
	6	Bond rating	AA+	AA+	AA+	AA+	AA+
	7	Citizens' rating of city recreational programs and facilities	<i>Citizen Survey</i>	<i>Citizen Survey</i>	<i>Citizen Survey</i>	<i>Citizen Survey</i>	<i>Citizen Survey</i>
	8	Accuracy of post election audit (% of ballots counted accurately)	100.00%	100.00%	100.00%	100.00%	100.00%
Police	9	P I and II Crime Rates (per 1000)	22.20/26.30	17.3/25.43	15.01/27.16	14.53/25.53	1 year lag
	10	Part I and II Crime Clearance Rates (per 1000)	41.00%	51.00%	46.00%	62.00%	1 year lag
	11	Citizens' rating of safety in their community (survey)	<i>Citizen Survey</i>	<i>Citizen Survey</i>	<i>Citizen Survey</i>	<i>Citizen Survey</i>	<i>Citizen Survey</i>
	12	Average police response time (emergency calls)	8:36	No Data	No Data	4:33	3:23
Fire & EMS	13	Insurance industry rating of fire services	ISO 5/7	ISO 5/7	ISO 5/7	ISO 5/7	ISO 5/7
	14						
	15	Average fire response time	8:05	8:24	8:12	8:27	8:23
	16	Fire calls per 1,000 population	13.20	10.98	16.50	12.46	11.70
	17	Number of fires with loss resulting in investigation	29.00	34.00	27.00	16.00	15.00
	18	EMS calls per 1,000	2.50	4.56	4.70	5.55	7.60
	19	Emergency Medical Services average response time	0:34	0:26	6:85	6:35	6:51
Streets	20	Average city street pavement condition rating Paser Scale (1-10)	7.50	7.25	7.40	7.50	<i>Pending</i>
	21	Citizens' rating of the road conditions in their City	<i>Citizen Survey</i>	<i>Citizen Survey</i>	<i>Citizen Survey</i>	<i>Citizen Survey</i>	<i>Citizen Survey</i>
	22	Expenditures for road rehabilitation per paved lane mile rehab. Does not include minor upkeep (pot holes, patching, etc.)	\$1,941.00	\$1,350.00	\$10,628.00	\$41,700.00	<i>Pending</i>
	23	Percentage of all jurisdiction lane miles rehabilitated in the yr	12.00%	8.00%	12.00%	9.00%	<i>Pending</i>
	24	Average hours to complete road system during snow event	8.00	8.90	7.61	8.20	8.16
	25	Citizens' rating of the quality of snowplowing on city streets	<i>Citizen Survey</i>	<i>Citizen Survey</i>	<i>Citizen Survey</i>	<i>Citizen Survey</i>	<i>Citizen Survey</i>
Water	26						
	27	Operating cost per 1,000,000 gallons of water pumped/produced	\$895.00	\$1,080.48	\$1,010.91	\$992.00	
Sanitary	28	Citizens' rating of the dependability and quality of city sanitary sewer service	<i>Citizen Survey</i>	<i>Citizen Survey</i>	<i>Citizen Survey</i>	<i>Citizen Survey</i>	<i>Citizen Survey</i>
Sewer	29	Number of sewer blockages on city system per 100 connections	0	0	0	0	<i>Pending</i>

RESOLUTION NO. 2017 - 42

A RESOLUTION AFFIRMING THE CITY'S PARTICIPATION IN THE OFFICE OF THE STATE AUDITOR'S VOLUNTARY 2017 PERFORMANCE MEASUREMENT PROGRAM AND REPORTING RESULTS OF ADOPTED MEASURES

WHEREAS, the City of Rogers is a municipal corporation organized and existing under the laws of the State of Minnesota; and

WHEREAS, the 2010 State Legislature enacted legislation calling for the Council on Results and Innovation to establish a standard set of performance measures for cities; and

WHEREAS, such performance measures are intended to aid residents, taxpayers, and state and local elected officials in determining the efficacy of cities in providing services; and

WHEREAS, the Rogers City Council has established the performance measurements listed below and is soliciting, through the Office of the State Auditor, voluntary participation in the 2011 effort; and

WHEREAS, in addition to the results generated from participation, benefits to participating cities include remuneration of \$0.14 per capita; and

WHEREAS, the City of Rogers has fully participated in the 2016 program by adopting performance measures, surveying residents to achieve citizen ratings on those adopted measures and reported the results of the 2016 survey through the City's official website first in December 2016.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Rogers, that the City does hereby affirm its intention to participate in the Office of the State Auditor's Voluntary 2017 Performance Measurement Program by continuing with the following performance measures first adopted in 2011:

General Services

1. Rating of the overall quality of services provided by the City
2. Percentage change in the City's taxable market value
3. Citizen rating of the overall appearance of the City

Police Services

4. Citizen rating of safety in the community

Fire Services

5. Citizen rating of fire protection services

Streets

6. Citizen rating of road condition on City streets
7. Citizen rating of quality of snowplowing on City streets

Water

8. Citizen rating of the dependability and quality of City water supply

Sanitary Sewer

9. Citizen rating of the dependability and quality of City sanitary sewer service

Parks and Recreation

10. Citizen rating of the quality of City recreational programs and facilities

BE IT FURTHER RESOLVED that the City of Rogers will conduct the performance measurement program by soliciting citizen ratings through a 2017 survey and will report the results of said survey to residents via the City's official website by December 31, 2017.

Moved by Councilmember Gorecki, seconded by Councilmember Eiden

The following voted in favor of said resolution: Eiden, Gorecki, Ihli, Jakel, Klick

The following voted against said resolution: None

The following abstained: None

Whereupon said resolution was declared duly passed and adopted, and was signed by the Mayor, and attested by the Clerk dated this 13th day of June, 2017.



Rick Ihli, Mayor

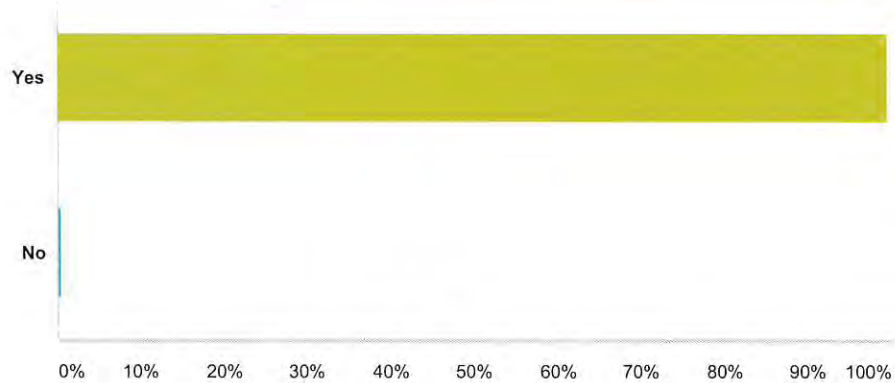
ATTEST:

Stacy Scharber
Stacy Scharber, City Clerk

Resident Survey

Q1 Are you a resident of the City of Rogers?

Answered: 245 Skipped: 0



Answer Choices	Responses	
Yes	99.59%	244
No	0.41%	1
Total		245

Q2 Indicate the number of years you have lived in this city:

Answered: 245 Skipped: 0

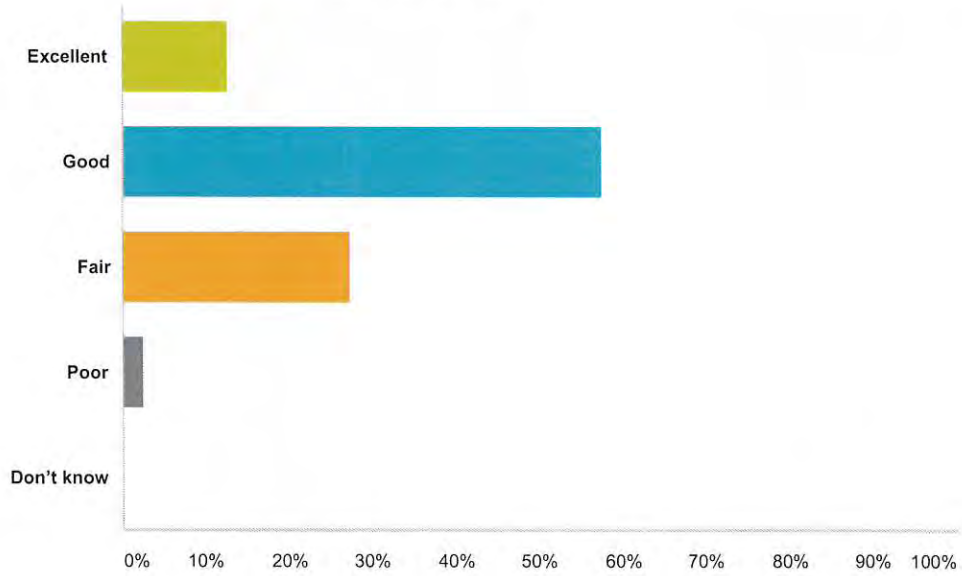
Q3 Please enter your email address [this will be used to help ensure that people don't respond more than once].

Answered: 245 Skipped: 0

Q4 How would you rate the overall appearance of the city?

Answered: 245 Skipped: 0

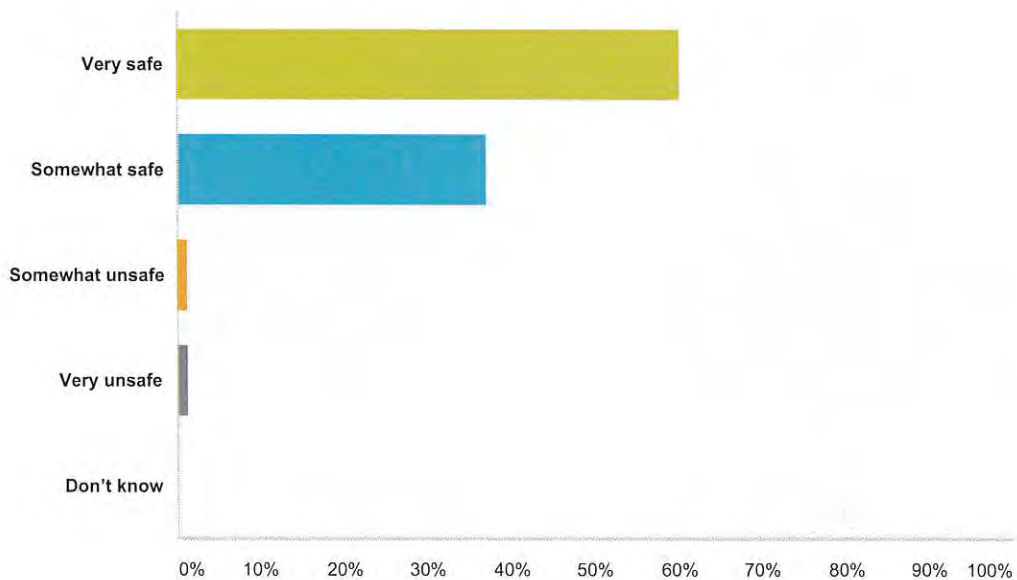
Resident Survey



Answer Choices	Responses
Excellent	12.65% 31
Good	57.55% 141
Fair	27.35% 67
Poor	2.45% 6
Don't know	0.00% 0
Total	245

Q5 How would you describe your overall feeling of safety in the city?

Answered: 245 Skipped: 0

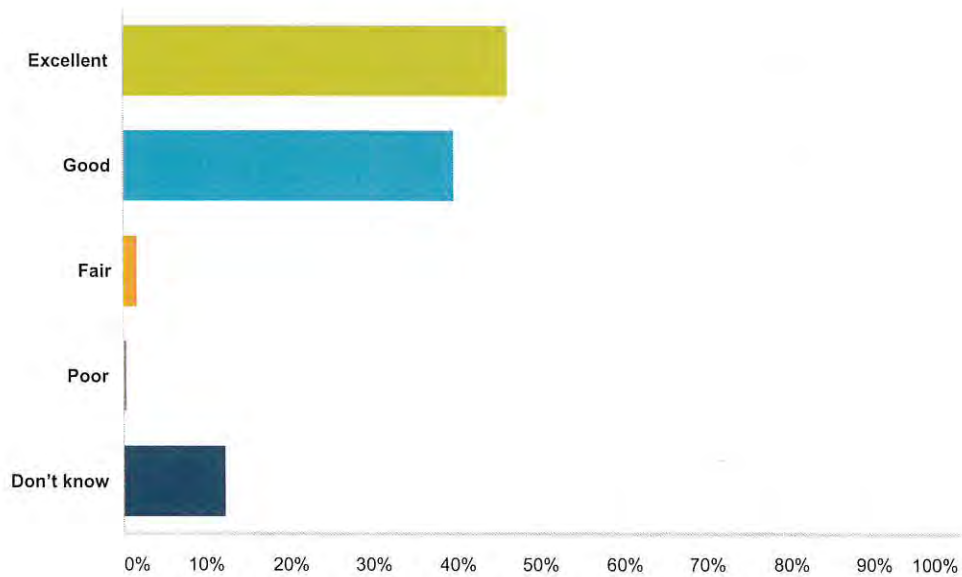


Resident Survey

Answer Choices	Responses	
Very safe	60.41%	148
Somewhat safe	37.14%	91
Somewhat unsafe	1.22%	3
Very unsafe	1.22%	3
Don't know	0.00%	0
Total		245

Q6 How would you rate the overall quality of fire protection services in the city?

Answered: 245 Skipped: 0

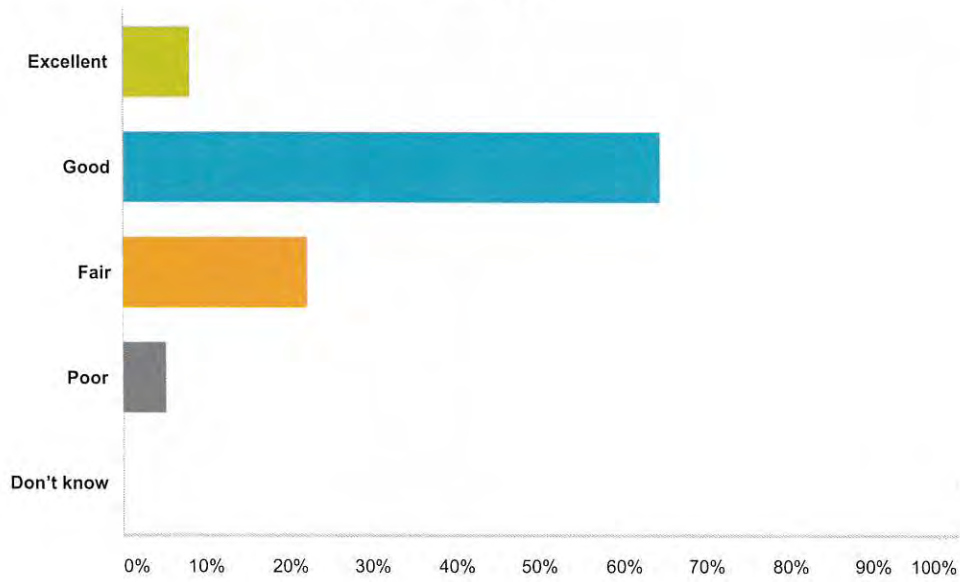


Answer Choices	Responses	
Excellent	46.12%	113
Good	39.59%	97
Fair	1.63%	4
Poor	0.41%	1
Don't know	12.24%	30
Total		245

Q7 How would you rate the overall condition of city streets?

Answered: 245 Skipped: 0

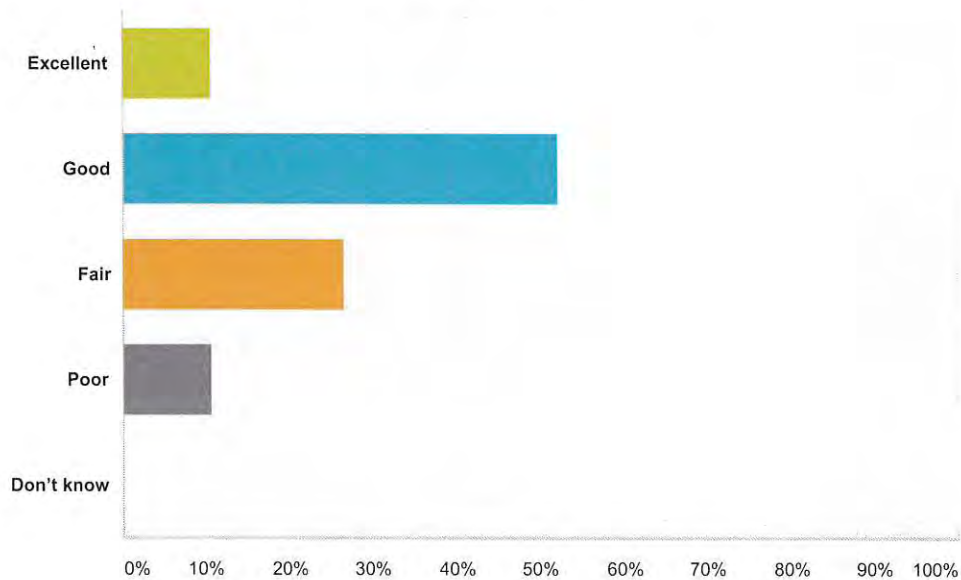
Resident Survey



Answer Choices	Responses	
Excellent	8.16%	20
Good	64.49%	158
Fair	22.04%	54
Poor	5.31%	13
Don't know	0.00%	0
Total		245

Q8 How would you rate the overall quality of snowplowing on city streets?

Answered: 245 Skipped: 0

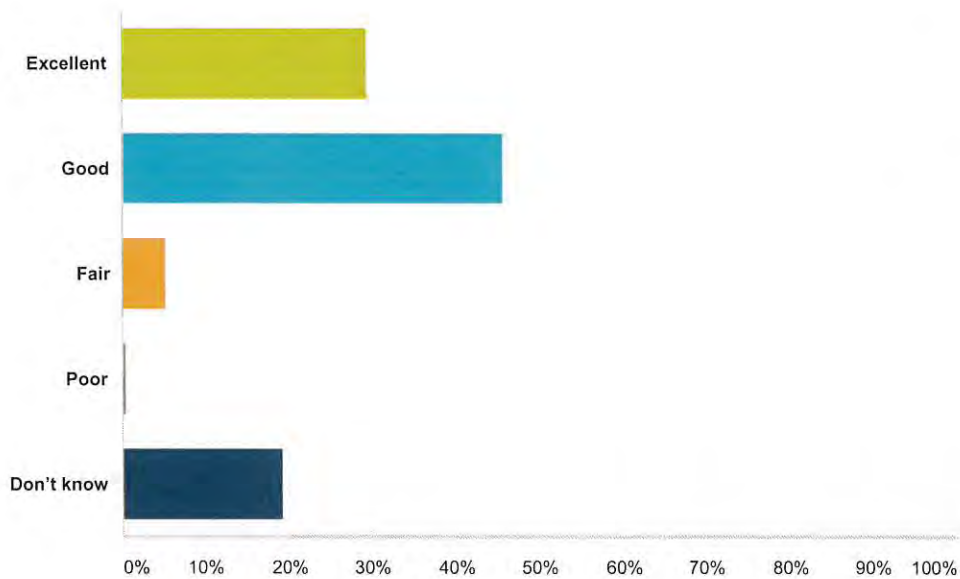


Resident Survey

Answer Choices	Responses	
Excellent	10.61%	26
Good	52.24%	128
Fair	26.53%	65
Poor	10.61%	26
Don't know	0.00%	0
Total		245

Q9 How would you rate the dependability and overall quality of city sanitary sewer service?

Answered: 245 Skipped: 0

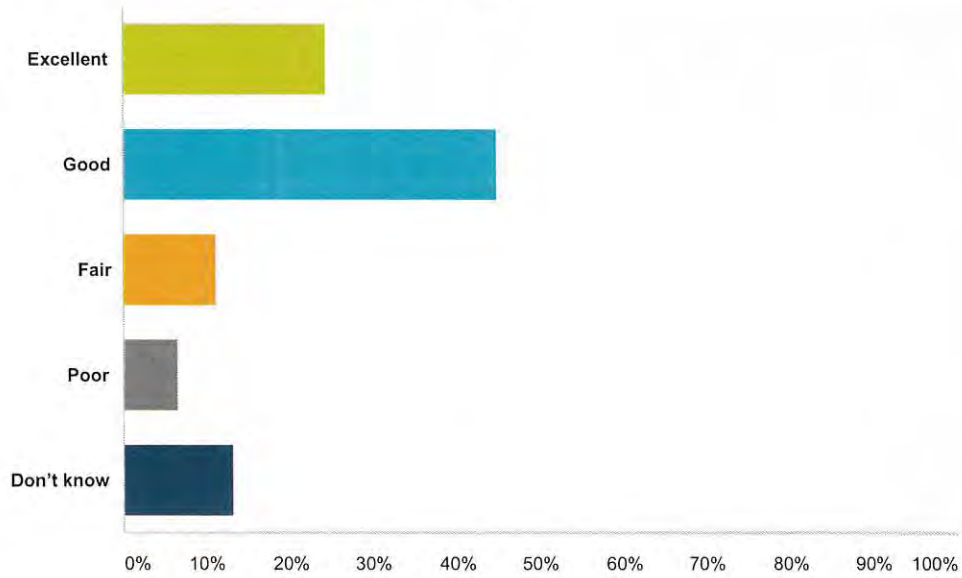


Answer Choices	Responses	
Excellent	29.39%	72
Good	45.71%	112
Fair	5.31%	13
Poor	0.41%	1
Don't know	19.18%	47
Total		245

Q10 How would you rate the dependability and overall quality of the city water supply?

Answered: 245 Skipped: 0

Resident Survey

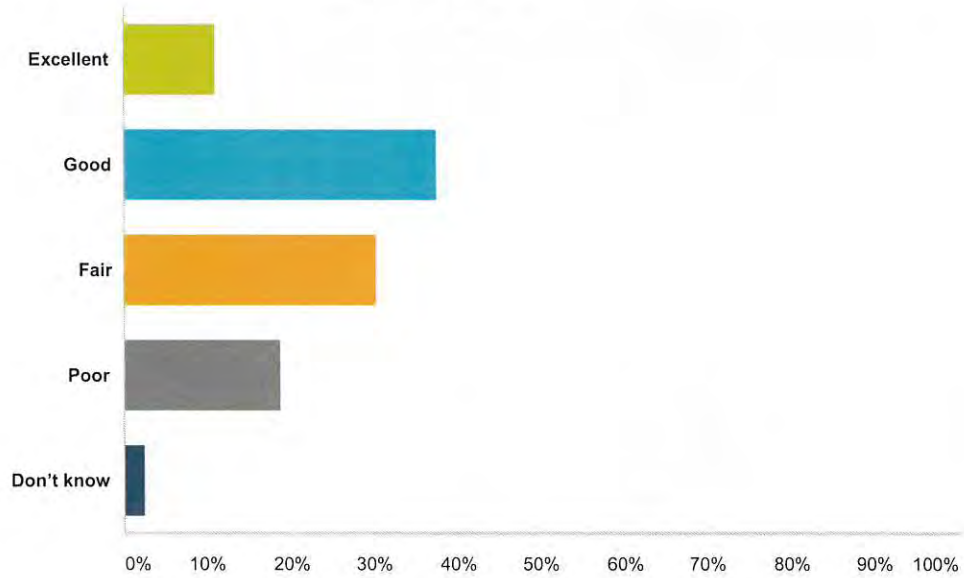


Answer Choices	Responses
Excellent	24.49% 60
Good	44.90% 110
Fair	11.02% 27
Poor	6.53% 16
Don't know	13.06% 32
Total	245

Q11 How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)

Answered: 245 Skipped: 0

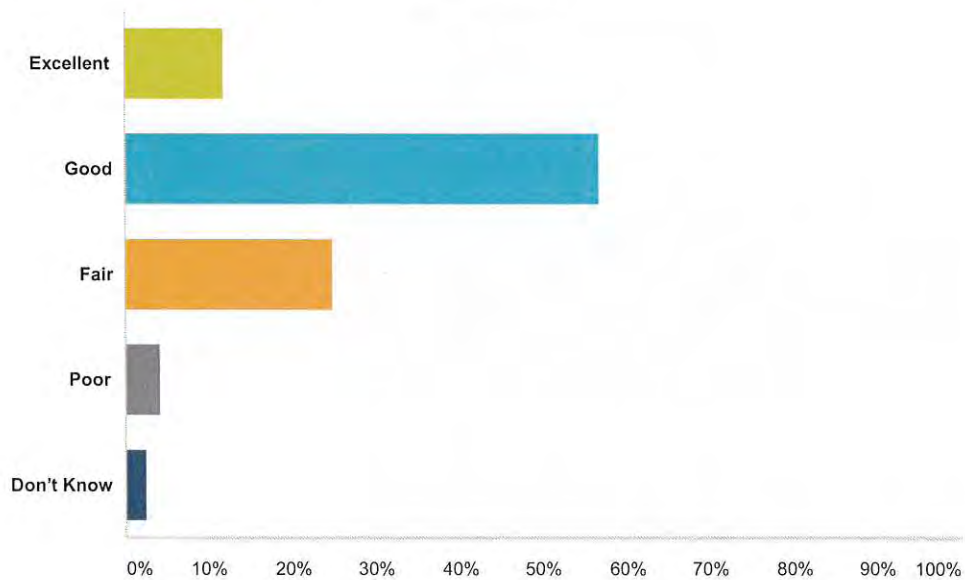
Resident Survey



Answer Choices	Responses
Excellent	11.02% 27
Good	37.55% 92
Fair	30.20% 74
Poor	18.78% 46
Don't know	2.45% 6
Total	245

Q12 How would you rate the overall quality of services provided by the city?

Answered: 245 Skipped: 0



Resident Survey

Answer Choices	Responses	
Excellent	11.84%	29
Good	56.73%	139
Fair	24.90%	61
Poor	4.08%	10
Don't Know	2.45%	6
Total		245

Agenda Item: 11.



MEETING DATE: June 19, 2017

SUBJECT/TITLE: Resolution approving participation in the performance measurement program established by the Council on Local Results and Innovation.

SUBMITTED BY: Ruth Wipper, Finance Director

RECOMMENDATION: Approve resolution

BOARD/COMMISSION/COMMITTEE RECOMMENDATION: None

PREVIOUS COUNCIL ACTION: None.

BACKGROUND: The State Legislature created the Council on Local Results and Innovation in 2010. The Council created a comprehensive performance measurement system for cities and counties, participation in the measurement program is voluntary. A City that chooses to participate must file a report with the Office of the State Auditor by July 1st. The report must consist of a resolution approving participation in the program and declaring that the City has implemented the minimum of 10 performance measures, along with assurance that the results will be reported to the residents before the end of the calendar year.

BUDGET/FISCAL IMPACT: Participating Cities and Counties will receive a \$0.14 per capita payment in local government aid (\$9,428 for the City of St. Cloud) and are also exempt from levy limits under MN Statutes 275.70 to 275.74 for taxes payable in the following calendar year, if levy limits are in effect. The City has historically used the performance aid revenue to pay for the city-wide Citizen survey.

OPTIONS: Approve or deny.

NECESSARY ACTION: Approve resolution.

ATTACHMENTS: Resolution of the City of St. Cloud, Minnesota approving participation in the performance measurement program establish by the Council on Local Results and Innovation.



RESOLUTION NO. 2017-06- 91 _____

**RESOLUTION OF THE CITY OF ST. CLOUD, MINNESOTA
APPROVING PARTICIPATION IN THE PERFORMANCE
MEASUREMENT PROGRAM ESTABLISHED BY THE COUNCIL ON
LOCAL RESULTS AND INNOVATION**

WHEREAS, the Council on Local Results and Innovation established by the Minnesota Legislature has implemented a voluntary performance measurement and reporting program; and

WHEREAS, benefits to the City of St. Cloud for participation include a reimbursement of \$0.14 per capita annually and exemption from levy limits for taxes, if levy limits are in effect; and

WHEREAS, the Council on Local Innovations and Results has established a standard set of measurements for cities to adopt and report; and

WHEREAS, the City has adopted and implemented at least 10 of the measures in order to satisfy the program's requirements.

NOW, THEREFORE, BE IT RESOLVED, by the St. Cloud City Council;

The City of St. Cloud will report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting of the city's/county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

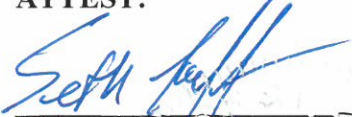
BE IT FURTHER RESOLVED, the City Council of St. Cloud will submit to the Office of the State Auditor the actual results of the performance measures adopted by the City.

ADOPTED by the St. Cloud City Council on the 19th day of June, 2017.

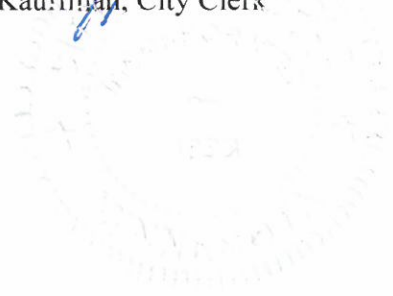


Dave Kleis, Mayor

ATTEST:

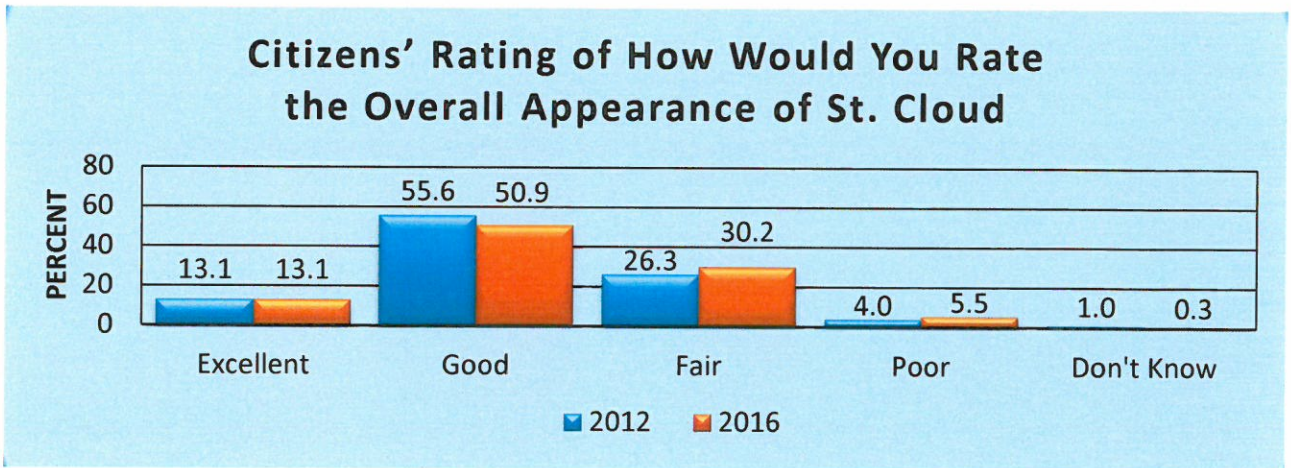


Seth Kauffman, City Clerk



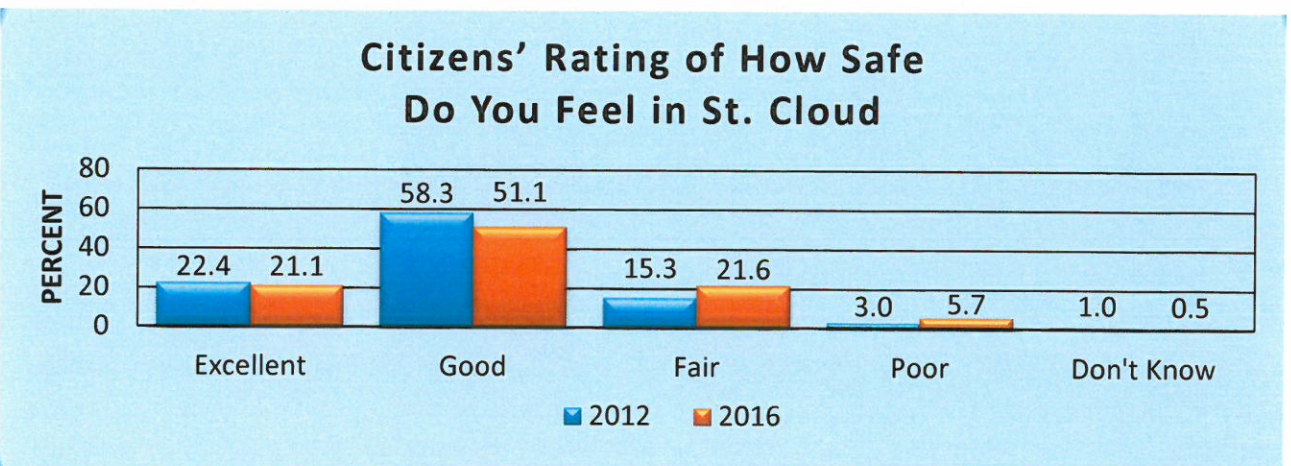
GENERAL

Measure	2015	2016
Percent Change in the Taxable Property Market Value	1.93%	2.85%
Number of Library Visits per 1,000 Population	7,822	7,010
Bond Rating	AA+	AA+



POLICE SERVICES

Measures	2015	2016
Part 1 Crime Rates	3,519	3,086
Part 2 Crime Rates	3,879	3,969
Part 1 Crime Clearance Rates	33.30%	34.10%
Part 2 Crime Clearance Rates	64.60%	66.30%

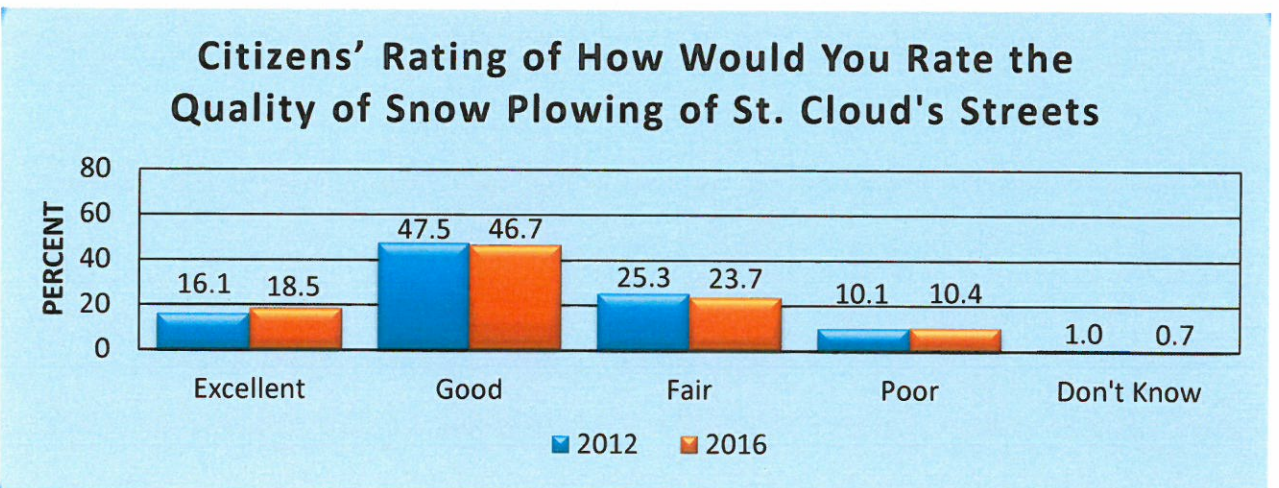
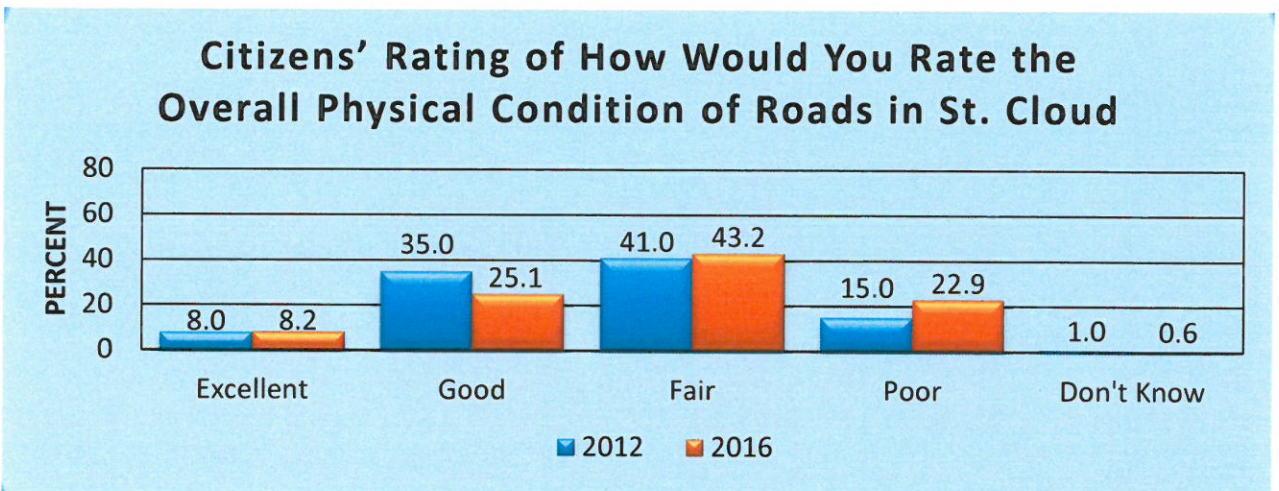


FIRE AND EMS SERVICES

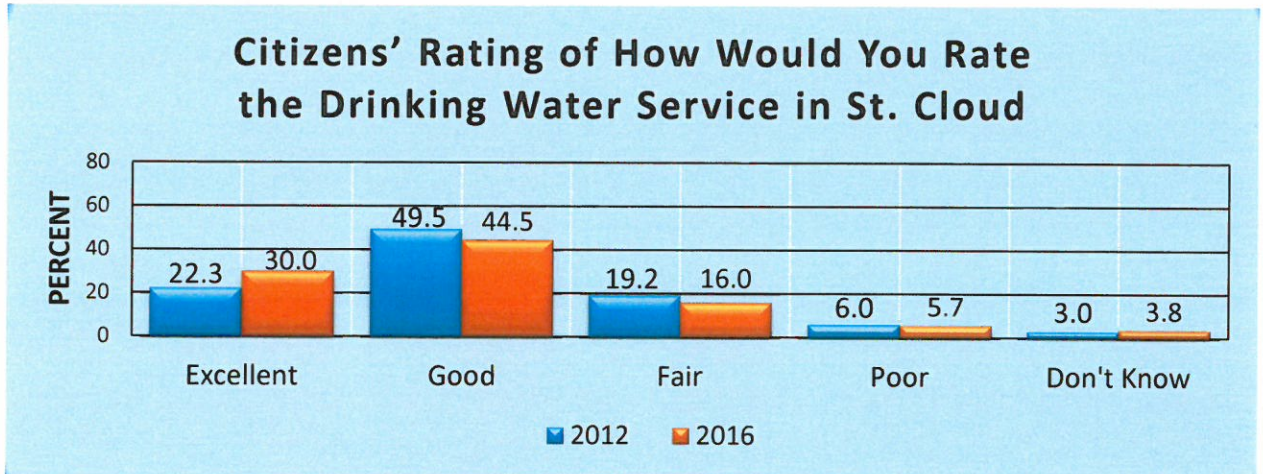
Measures	2015	2016
Insurance Industry Rating of Fire Services	3	3
Average Fire Response Time (Minutes)	4.08	5.09
Fire Calls per 1,000 Population	2.13	1.78
Number of Fires with Loss Resulting in Investigation	34	36
EMS Calls per 1,000 Population	30.10	41.10

STREETS

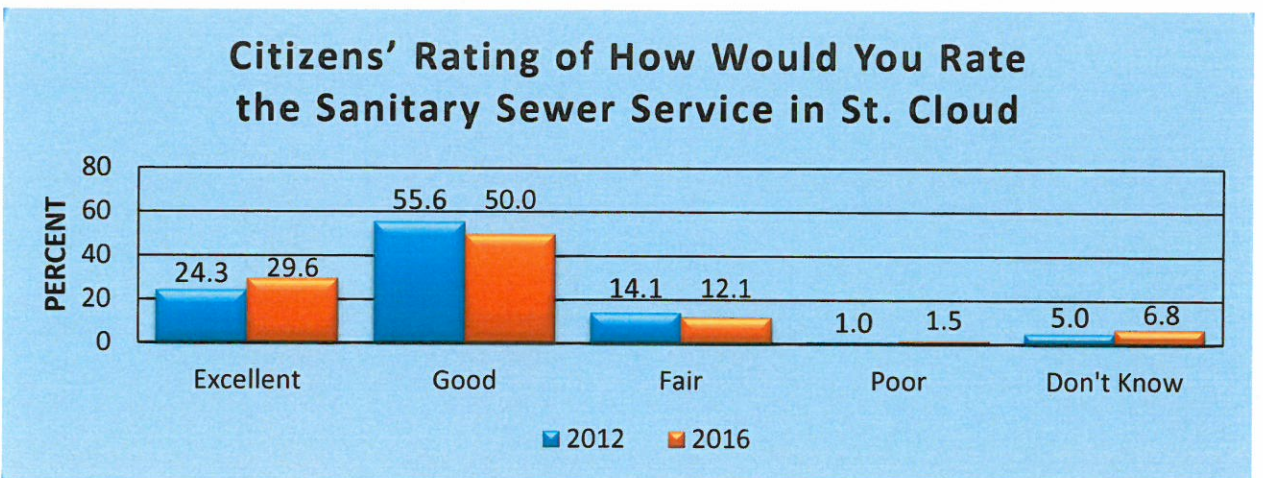
Measures	2015	2016
Average City Street Pavement Condition Rating (PCI)	65.60	68.41



WATER		
Measures	2015	2016
Operating Cost per 1,000,000 Gallons of Water Pumped/Produced	\$1,189	\$1,247

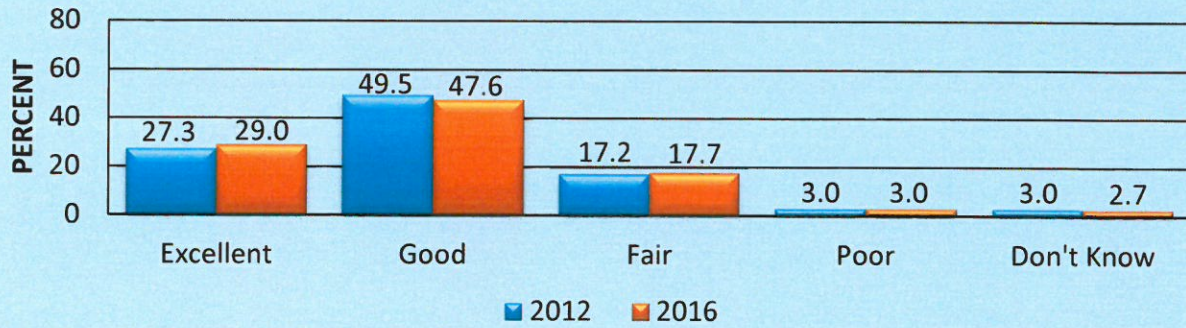


SANITARY SEWER		
Measures	2015	2016
Number of Sewer Blockages on City System per 100 Connections	15	13



PARKS AND RECREATION

Citizens' Rating of How Would You Rate the Parks and Recreation Opportunities in St. Cloud



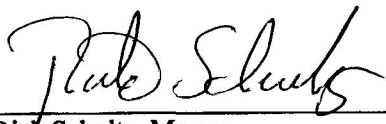
**Resolution 2017-022
Accepting St. Joseph's
Performance Measures Survey Results**

Whereas, pursuant to Minnesota Statute 6.91 the St. Joseph City Council has adopted performance and output measures recommended by the State of Minnesota's Council on Local Results and Innovation and desires to continue with recommended performance measure guidelines and practices.

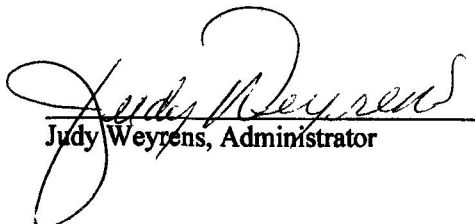
Now therefore be it resolved, the St. Joseph City Council adopted the following performance measures initiatives:

1. That the City has adopted and implemented the minimum 10 performance measures developed by the Council on Local Results and Innovation.
2. That the City has implemented a local performance measurement system as developed by the Council on Local Results and Innovation.
3. That the City will report the results of the 10 adopted measures to its residents before the end of 2017 on the City's Website.
4. That the City has surveyed its residents on the services included in the performance benchmarks and intends to periodically (at least biennially) repeat the survey of its residents to gauge changes in the performance benchmarks.
5. That the City accepting the results of the performance measures survey conducted in 2017.

Adopted this 5th day of June, 2017.



Rick Schultz, Mayor



Judy Weyrens, Administrator

City of St. Joseph
Performance Measurement Survey Results - Charts
June 2, 2017

How many years have you lived in this city?

Years in City	Total Respondents	Number of Years in City Individual Responses
00-15 years	0	
16-20 years	2	16{1}, 19{1}
>20 years	0	

How would you rate the overall appearance of the city?

Both responses reported GOOD.

How would you rate the fiscal management and health of the city?

One response reported FAIR, one report POOR.

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

Both responses reported VERY SAFE.

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

One response reported FAIR, one report GOOD.

How would you rate the overall condition of city streets?

Both responses reported FAIR.

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

One response reported GOOD, one report POOR.

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

Both responses reported GOOD.

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

Both responses reported GOOD.

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

One response reported POOR, one report GOOD.

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

Both responses reported GOOD.

2 respondents

City of St. Joseph

Performance Measurement Survey Results - Comments

June 2, 2017

The following comments were received from survey respondents.

Streets/Plowing Services Comments:

- * Northland addition resurfacing of streets did not raise property value as stated and is cracking at an alarming rate. Seemed like a quick way to raise money.

Utility Services Comments:

- * No comments.

Parks and Recreation Comments:

- * If we are planning to spend 12 million on a community center, where are the activities for our young population?
- * The people have wanted a pool for quite some time, but no pool indoor or outdoor is planned. Why?

Other City Services Comments:

- * We would like to have the Abu Lance service stationed at the government center for the safety and responsiveness for medical aid.

General Comments:

- * Our elementary education choices are great, but high school options need to be looked at. We are losing good people to surrounding areas because of the lack of a great high school option.
- * Willing to spend tax payer dollars, but unwilling to listen to public input at Council meeting. I watched the council members staring at the ceiling while concerns were raised. Very obvious how members were going to vote even before public input.
- * Lots of decisions are made despite public opposition.

**CITY OF ST. MICHAEL
RESOLUTION NO. 06-27-17-05**

A RESOLUTION REPORTING MODEL PERFORMANCE MEASURES FOR 2017

WHEREAS, benefits to the City of St. Michael's 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, the City Council of St. Michael has adopted and implemented at least ten of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

WHEREAS, the City is responsible for implementing the performance measures, surveying its residents, and reporting on the results to the Office of State Auditor by July 1 of each year; and

WHEREAS, the City conducted a survey and will report the results by July 1, 2017,

NOW THEREFORE, BE IT RESOLVED, that the City Council of the City of St. Michael hereby acknowledges the survey results as found in Exhibit A and directs staff to send the results to the State Auditor and post the results on the City website for public review for the remainder of 2017,

BE IT FURTHER RESOLVED that the City Council hereby reaffirms the performance measurement system as found in Exhibit A.

Adopted by the St. Michael City Council this 27th day of June 2017.

CITY OF ST. MICHAEL, MINNESOTA

By: Kevin Kasel
Mayor

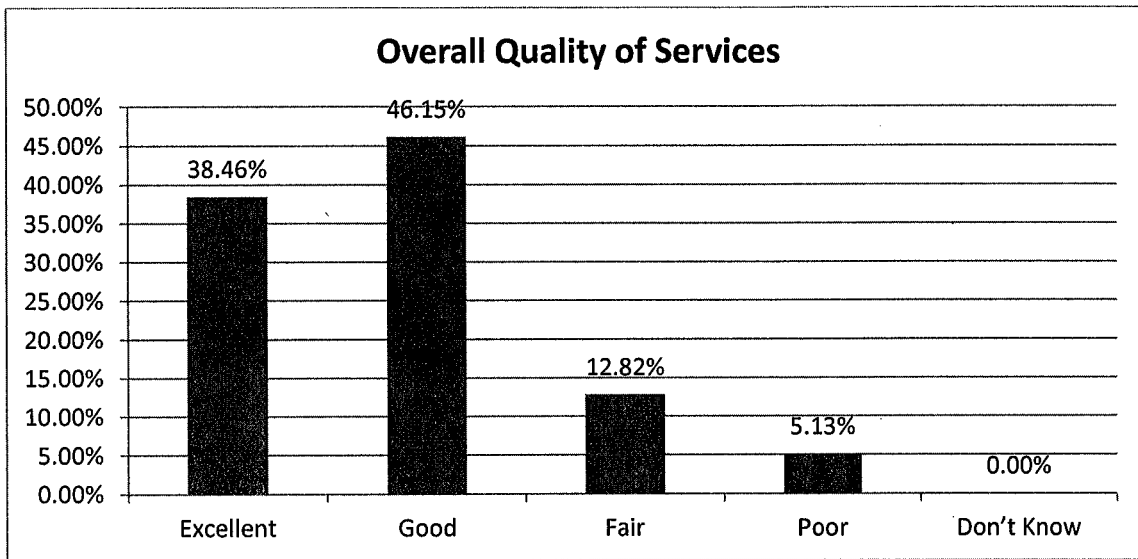
ATTEST:

By: Diana Case
City Clerk



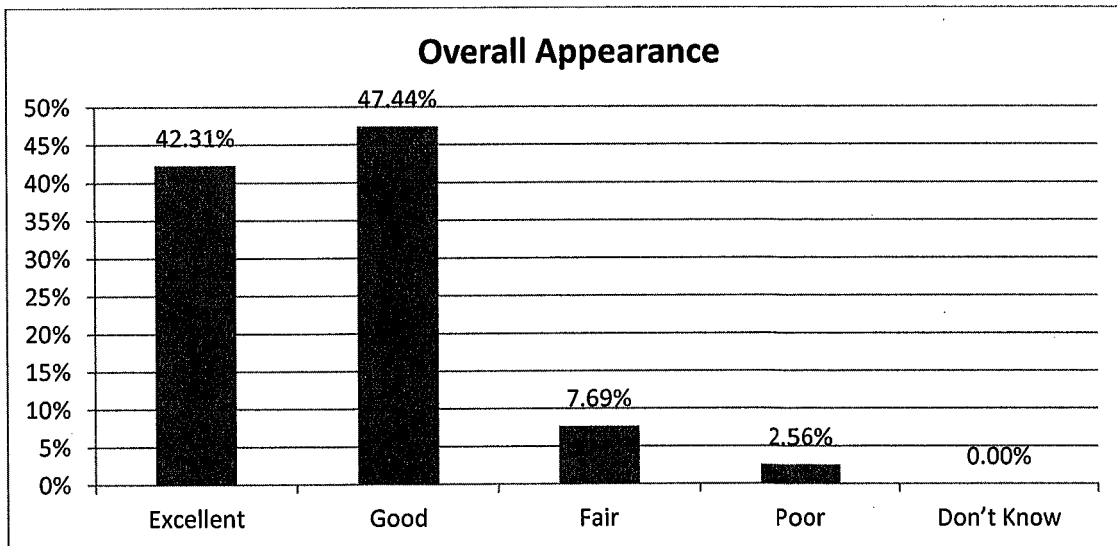
2017 Performance Measures Survey Results

1. How would you rate the overall quality of services provided by St. Michael?

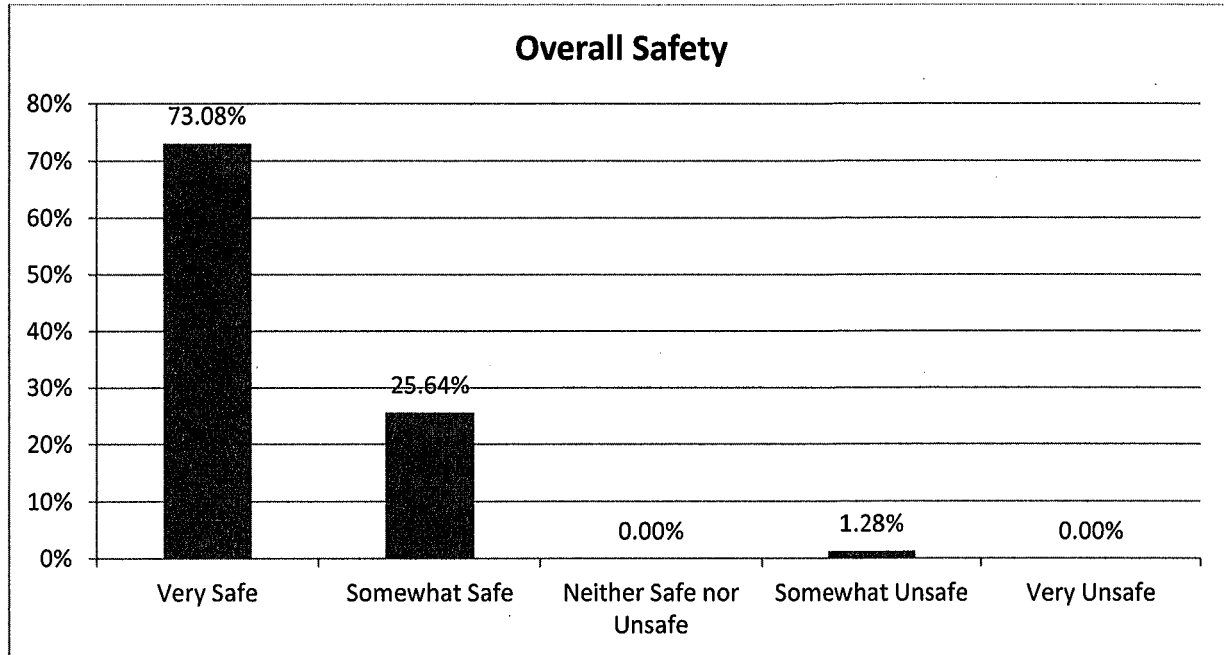


2. The City's taxable property market value increased 5.80% from 2015 to 2016, while Wright County's increased 12.30% during the same period.

3. How would you rate the overall appearance of St. Michael?

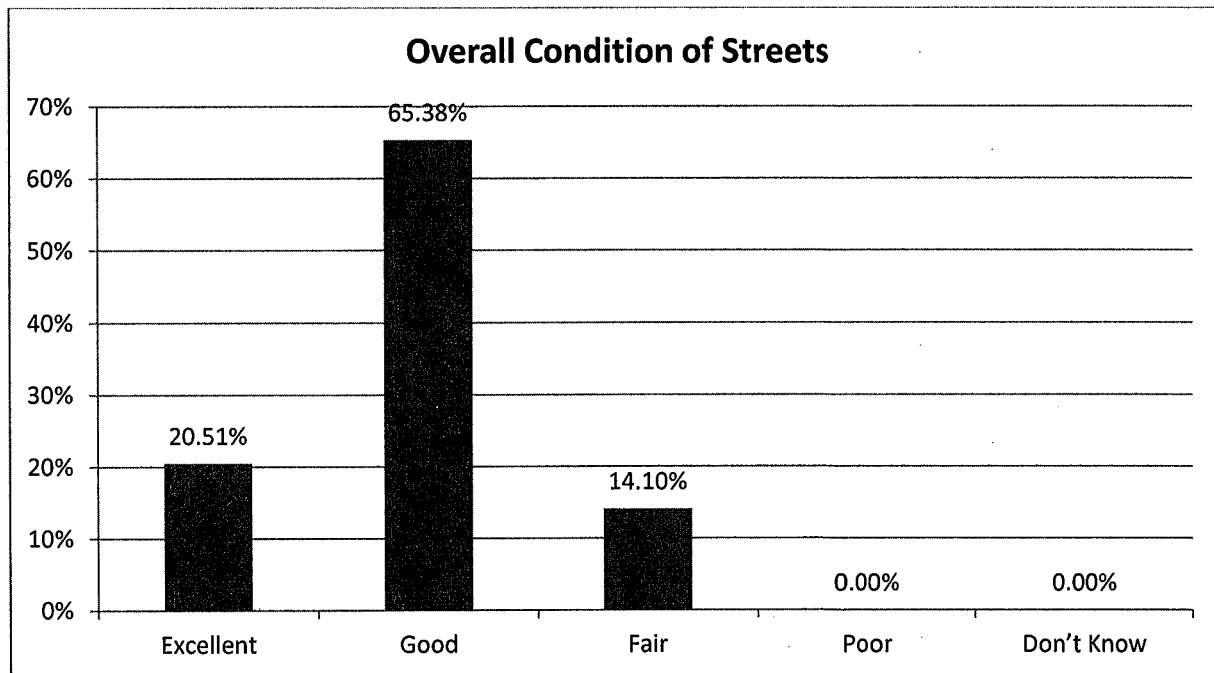


4. How would you rate the overall feeling of safety in St. Michael

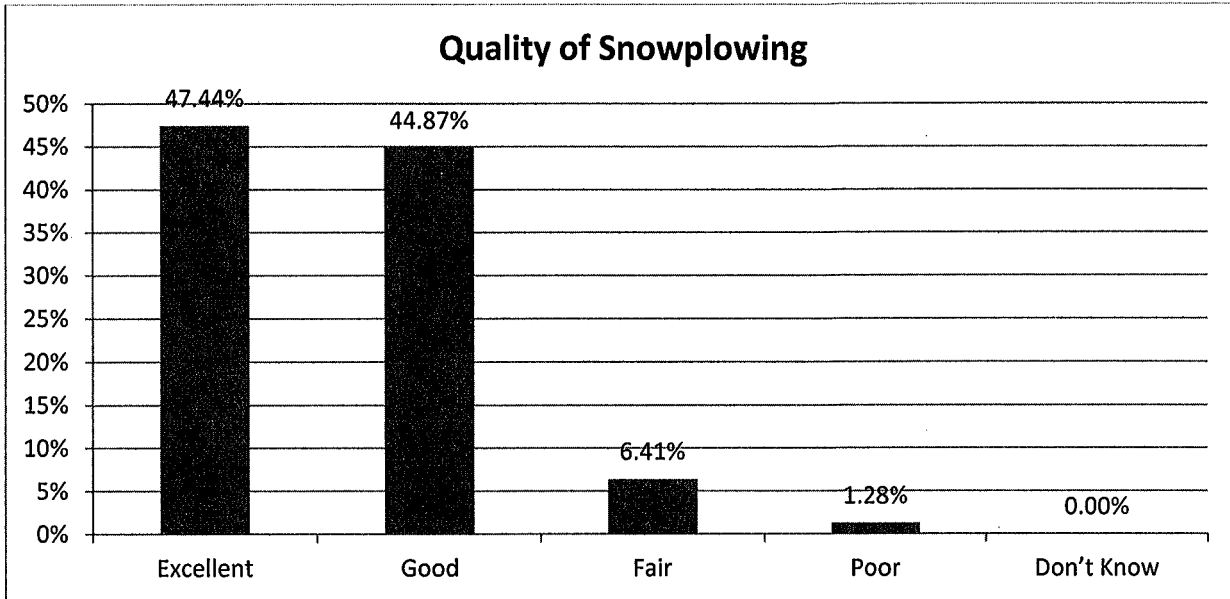


5. The City's ISO Rating is 5 (urban) and 9 (rural).

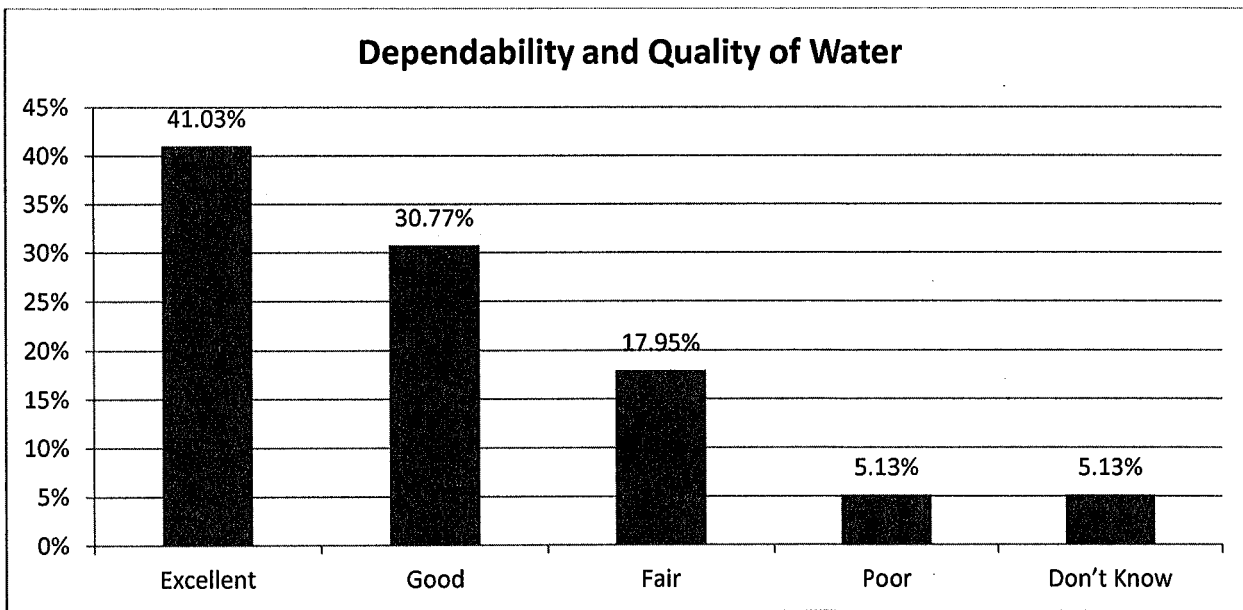
6. How would you rate the overall condition of the streets?



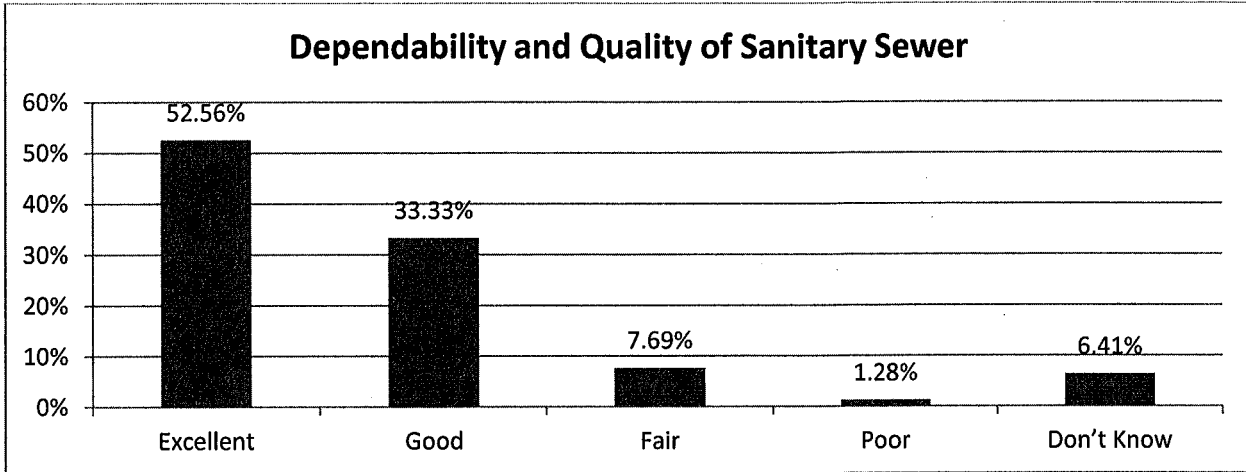
7. How would you rate the overall quality of snowplowing on City streets?



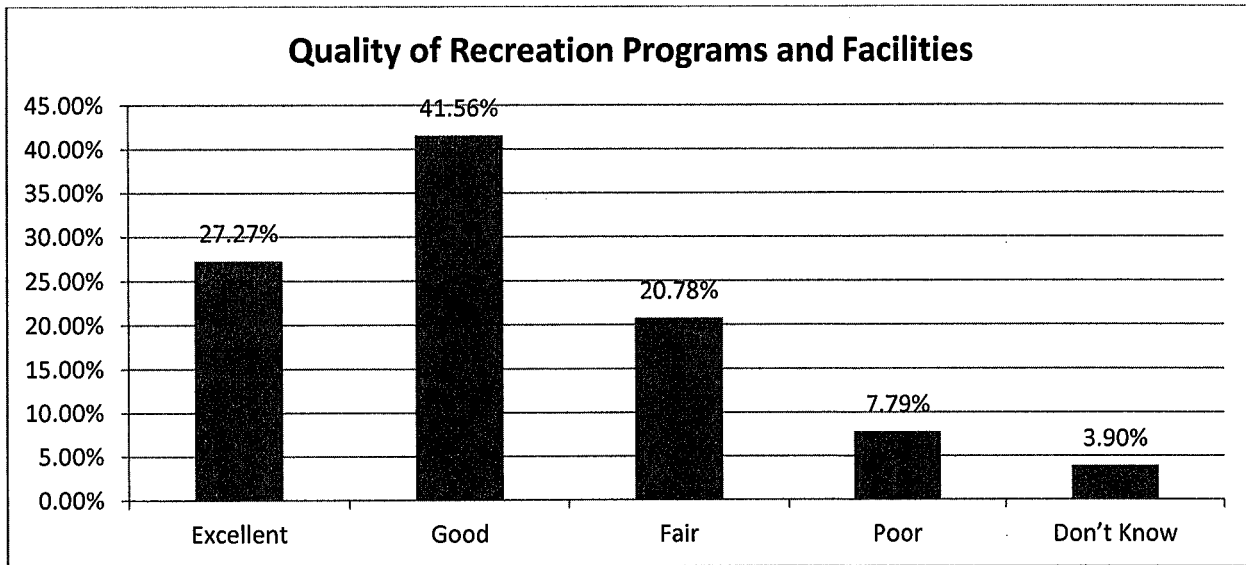
8. How would you rate the dependability and overall quality of the City water supply?



9. How would you rate the dependability and quality of City sanitary sewer?



10. How would you rate the quality of recreational programs and facilities in St. Michael?



Performance Measurement System as Adopted by St. Michael City Council

The City of St. Michael will strive to meet the following performance measures:

1. To provide an **Overall Quality of Services** in which at least 65% or more of its residents rate as Excellent or Good.
2. To maintain a **Taxable Market Value** at an equal or better rate than Wright County as a whole.
3. To have at least 65% or more of its residents rate the **Overall Appearance** of the community as Excellent or Good.
4. To have at least 80% or more of its residents rate the **Overall Safety** of the community as Very Safe or Somewhat Safe.
5. To maintain or improve the City's **ISO Rating** (Fire Safety) as a 5-9.
6. To have at least 65% or more of residents rate the **Overall Condition of City Streets** as Excellent or Good.
7. To have at least 65% or more of residents rate the **Overall Quality of Snowplowing** on City streets as Excellent or Good.
8. To have at least 65% or more of residents rate the **Dependability and Quality of the City Water Supply** as Excellent or Good.
9. To have at least 65% or more of residents rate the **Dependability and Quality of City Sanitary Sewer** as Excellent or Good.
10. To have at least 65% or more of residents rate the **Quality of Recreational Programs and Facilities** as Excellent or Good.

RESOLUTION NO. 43-2017

Councilmember Chisum introduced the following resolution and moved for its adoption:

WHEREAS, Benefits to the City of Sartell 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/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 Sartell 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 Sartell will continue to report the results of the performance measures to its citizenry by the end of the year through posting on the city's website, and/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 Sartell will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city/county.

The foregoing resolution was duly seconded by Councilmember Peterson, upon a vote being taken thereon, the following members voted in favor thereof: Fitzthum, Nicoll, Lynch, Peterson, Chisum, the following members voted against: None; the following members abstained: None; the following members were absent: None.

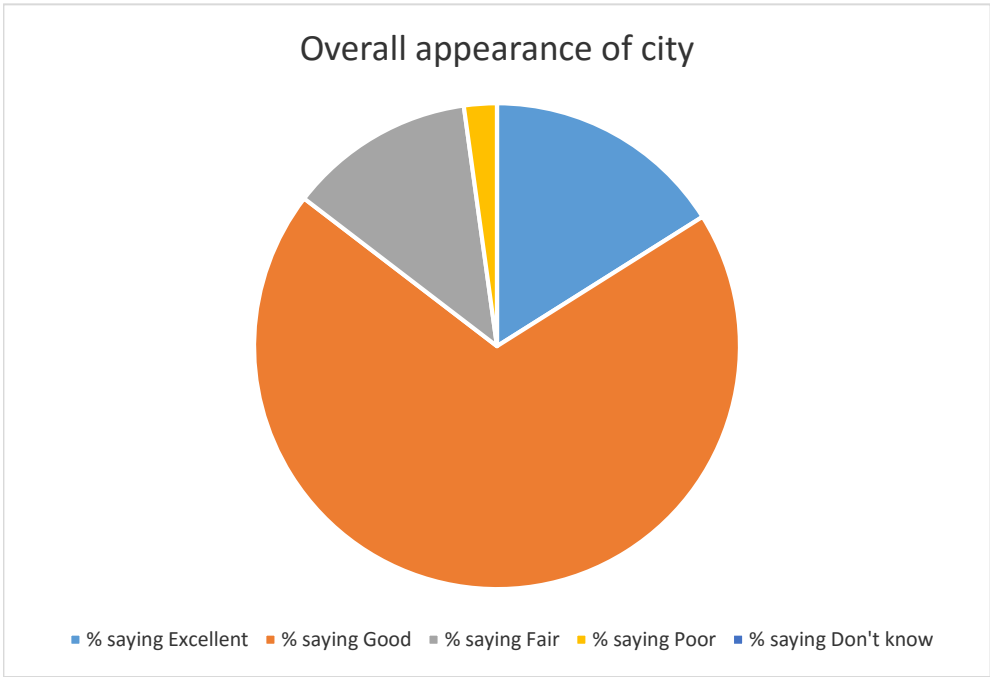
WHEREUPON, said resolution was declared duly passed and adopted this 22nd day of May, 2017.


MAYOR

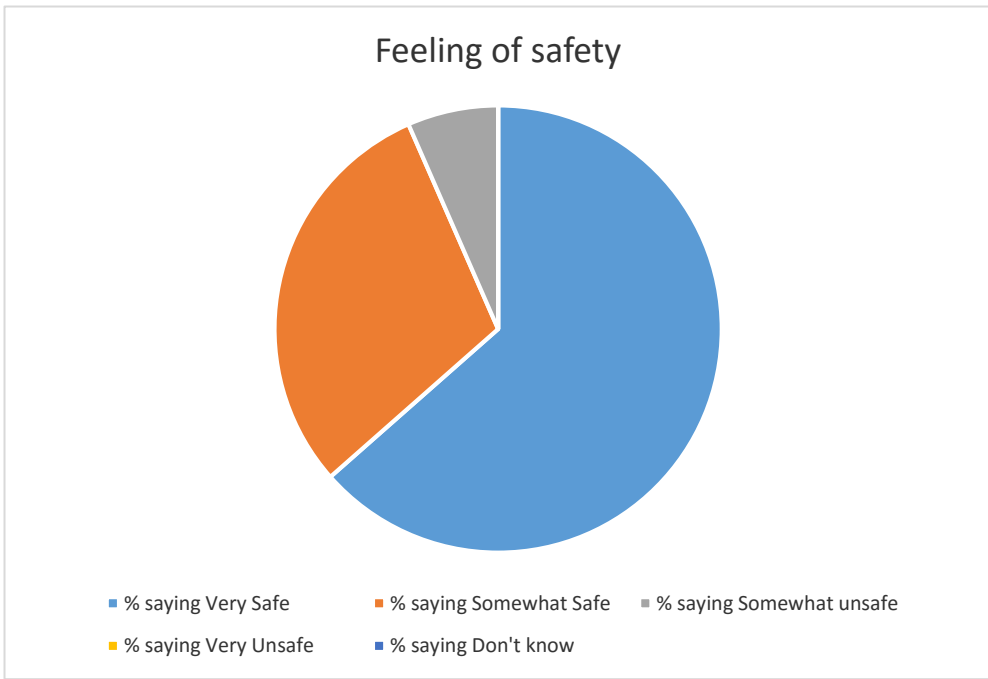

CITY ADMINISTRATOR

SEAL

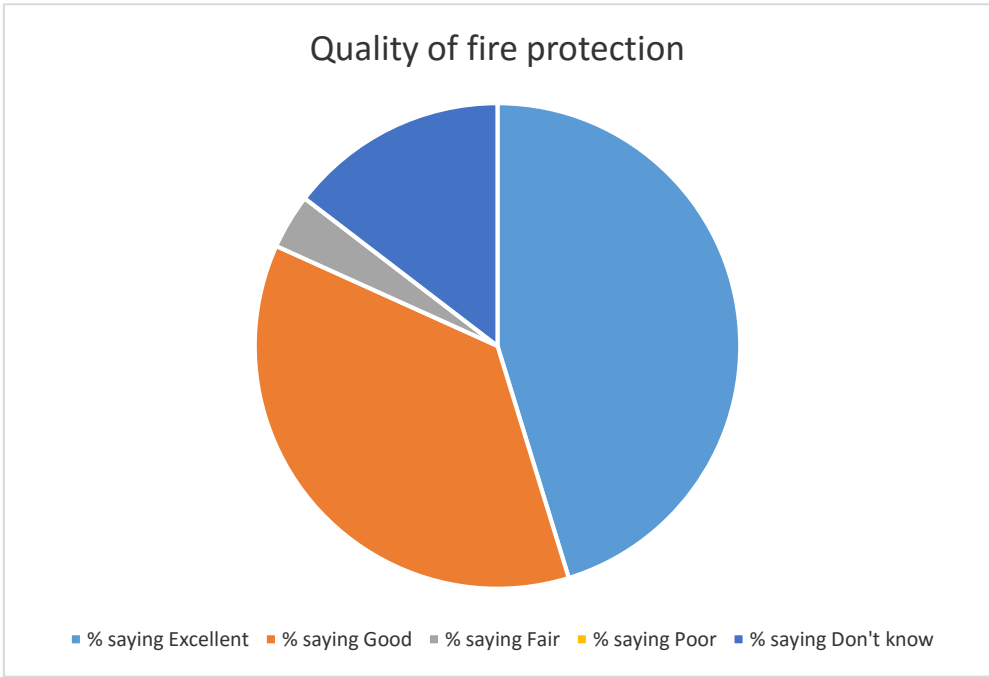
How would you rate the overall appearance of the city?	
# saying Excellent	22
# saying Good	95
# saying Fair	17
# saying Poor	3
# saying Don't know	0
Total Responses	137
% saying Excellent	16%
% saying Good	69%
% saying Fair	12%
% saying Poor	2%
% saying Don't know	0%



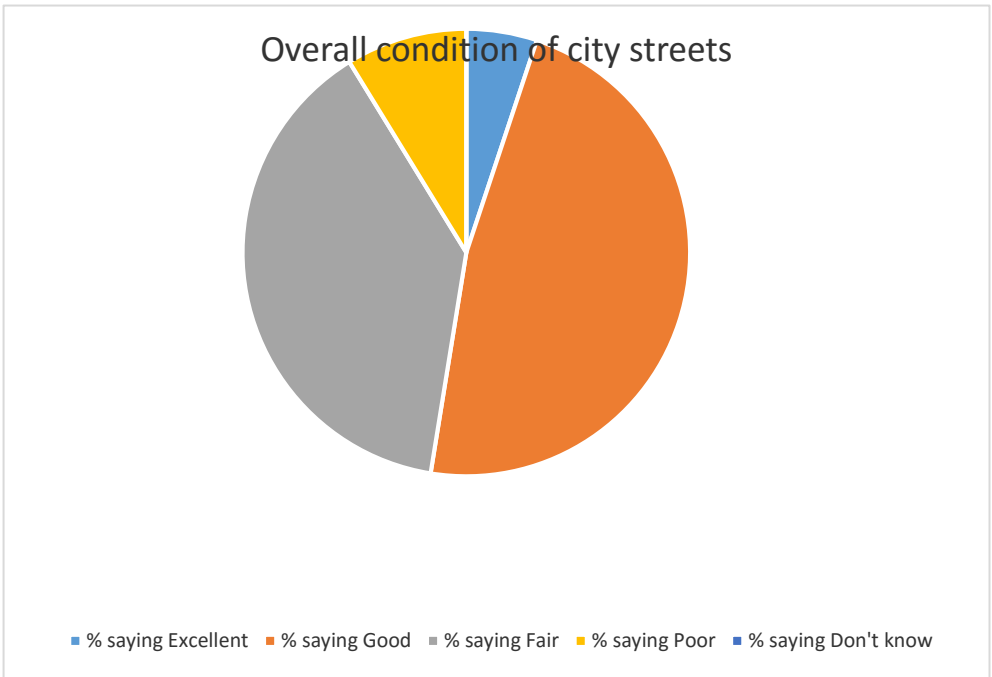
How would you describe your overall feeling of safety in the city?	
# saying Very Safe	87
# saying Somewhat Safe	41
# saying Somewhat unsafe	9
# saying Very Unsafe	0
# saying Don't know	0
Total Responses	137
% saying Very Safe	64%
% saying Somewhat Safe	30%
% saying Somewhat unsafe	7%
% saying Very Unsafe	0%
% saying Don't know	0%



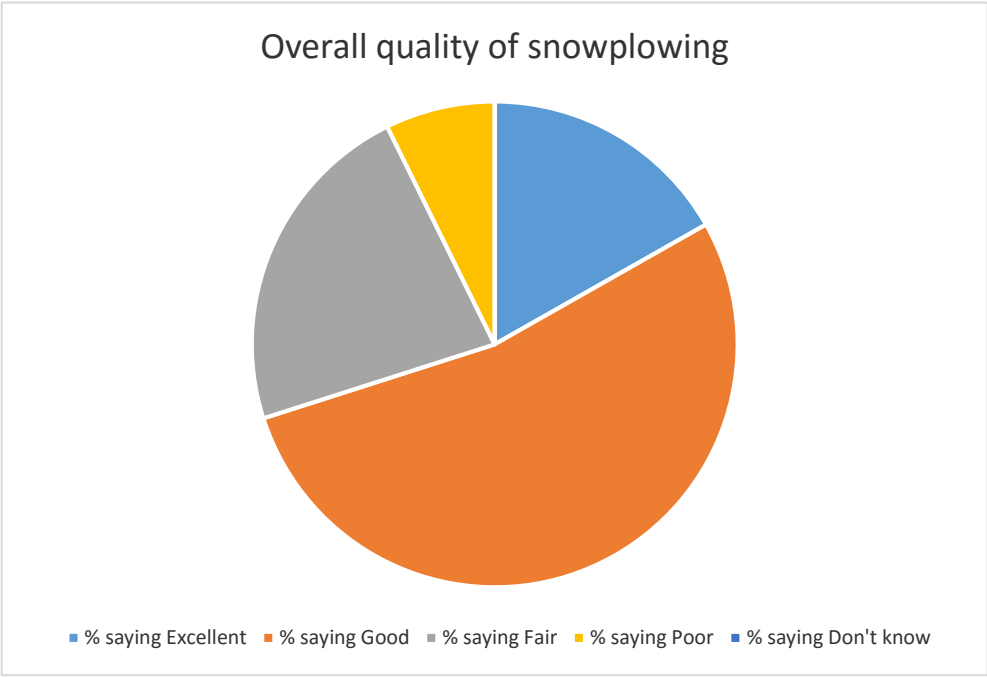
How would you rate the overall quality of fire protection services in the city?	
# saying Excellent	62
# saying Good	50
# saying Fair	5
# saying Poor	0
# saying Don't know	20
Total Responses	137
% saying Excellent	45%
% saying Good	36%
% saying Fair	4%
% saying Poor	0%
% saying Don't know	15%



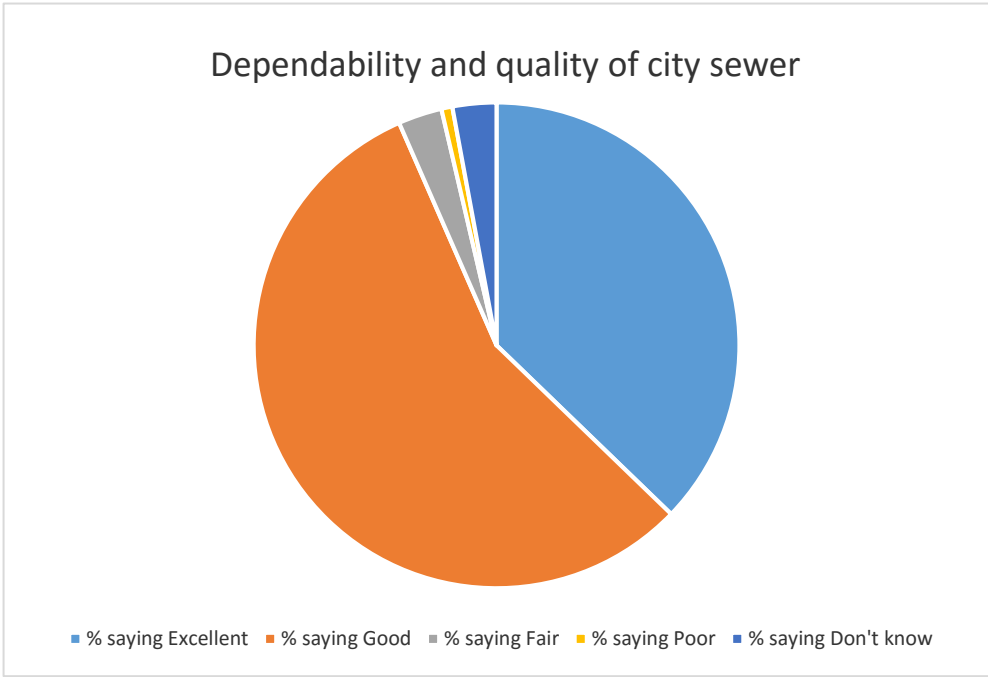
How would you rate the overall condition of city streets?	
# saying Excellent	7
# saying Good	65
# saying Fair	53
# saying Poor	12
# saying Don't know	0
Total Responses	137
% saying Excellent	5%
% saying Good	47%
% saying Fair	39%
% saying Poor	9%
% saying Don't know	0%



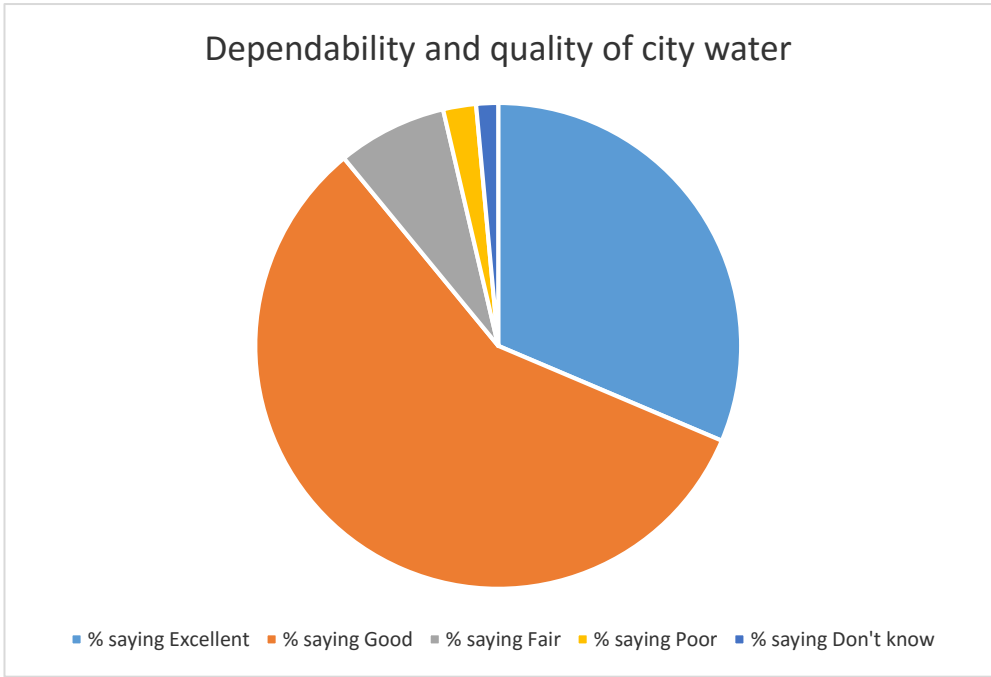
How would you rate the overall quality of snowplowing on city streets?	
# saying Excellent	23
# saying Good	73
# saying Fair	31
# saying Poor	10
# saying Don't know	0
Total Responses	137
% saying Excellent	17%
% saying Good	53%
% saying Fair	23%
% saying Poor	7%
% saying Don't know	0%



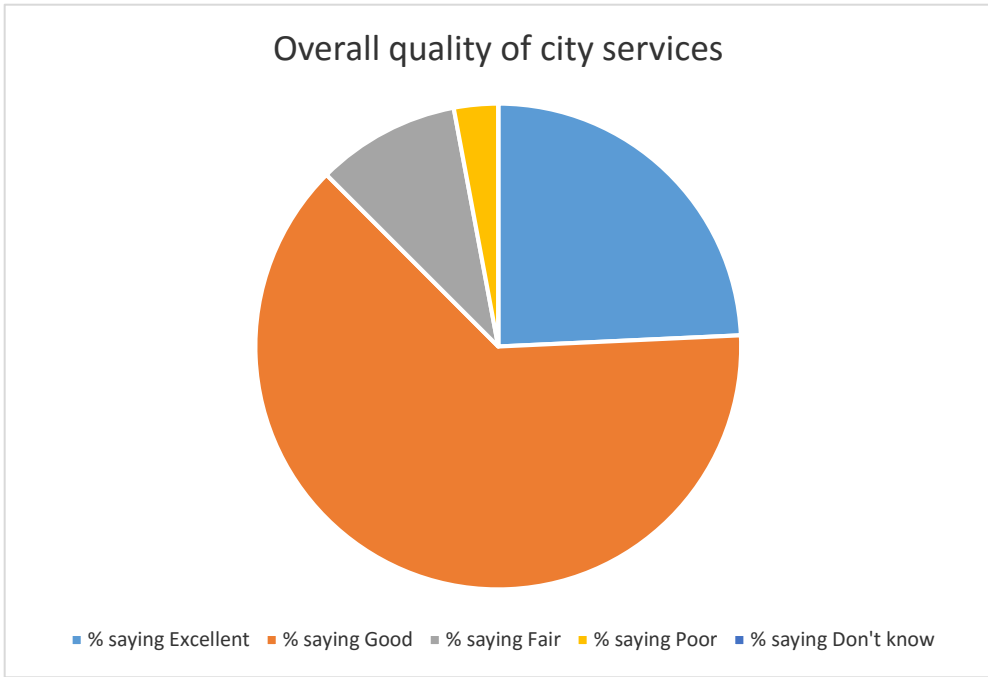
How would you rate the dependability and overall quality of city sanitary sewer service?	
# saying Excellent	51
# saying Good	77
# saying Fair	4
# saying Poor	1
# saying Don't know	4
Total Responses	137
% saying Excellent	37%
% saying Good	56%
% saying Fair	3%
% saying Poor	1%
% saying Don't know	3%



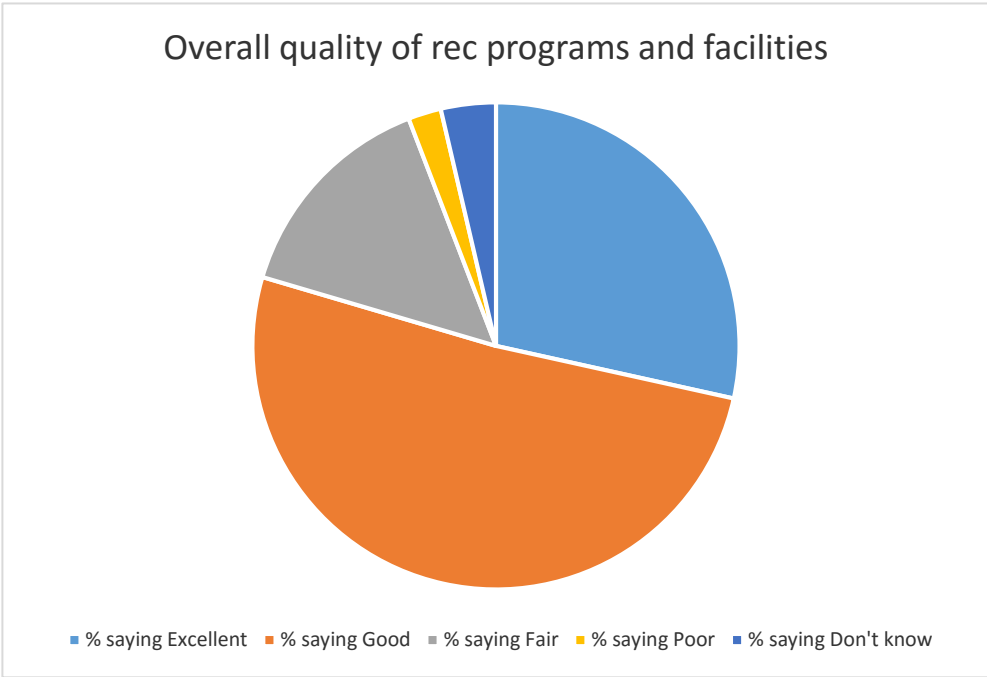
How would you rate the dependability and overall quality of the city water supply?	
# saying Excellent	43
# saying Good	79
# saying Fair	10
# saying Poor	3
# saying Don't know	2
Total Responses	137
% saying Excellent	31%
% saying Good	58%
% saying Fair	7%
% saying Poor	2%
% saying Don't know	1%



How would you rate the overall quality of services provided by the city?	
# saying Excellent	33
# saying Good	86
# saying Fair	13
# saying Poor	4
# saying Don't know	0
Total Responses	136
% saying Excellent	24%
% saying Good	63%
% saying Fair	10%
% saying Poor	3%
% saying Don't know	0%



How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?	
# saying Excellent	39
# saying Good	70
# saying Fair	20
# saying Poor	3
# saying Don't know	5
Total Responses	137
% saying Excellent	28%
% saying Good	51%
% saying Fair	15%
% saying Poor	2%
% saying Don't know	4%



City of Sartell - 2016 Report - Supplemental

City ISO Rating - 4

Taxable Market Value Increased From Pay 2016 to Pay 2017 by 4.98%

RESOLUTION NO. R-17-73

RESOLUTION RE-AUTHORIZING THE PARTICIPATION IN THE PERFORMANCE MEASUREMENT PROGRAM ESTABLISHED BY THE STATE OF MINNESOTA AND THE COUNCIL ON LOCAL RESULTS AND INNOVATION

WHEREAS, Benefits to the City of Savage 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

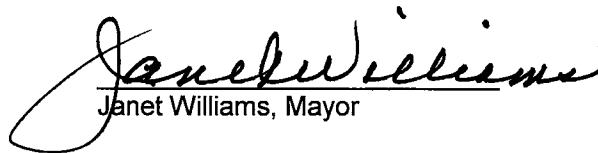
WHEREAS, any city/county participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, The City Council of Savage 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 Savage will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's/county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

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

Adopted by the Mayor and Council of the City of Savage, Scott County, Minnesota this 19th day of June 2017.


Janet Williams, Mayor

Attest:



Barry A. Stock, City Administrator

Report on Model Performance Measures for Cities
City of Savage, MN
2017 Results

The City of Savage's report, on the State recommended model measures of performance outcomes for cities, is below:

General:

1. Rating of the overall quality of services provided by your city:

Excellent: 34%
Good: 50%
Fair: 15%
Poor: 1%

Source: City of Savage National Citizen Survey, Table 1 Question 1

2. Percent change in the taxable property market value:

5.9% increase

3. Citizens' rating of the overall appearance of the city:

Question posed as "Overall build environment of Savage (including design, buildings, parks, and transportation system)."

Excellent: 21%
Good: 49%
Fair: 22%
Poor: 7%

Source: City of Savage National Citizen Survey, Table 2 Question 2

Police Services:

4. Citizens' rating of safety in their community:

Excellent: 35%
Good: 55%
Fair: 7%
Poor: 3%

Source: City of Savage National Citizen Survey, Table 2 Question 2

Output Measure:

Police Response Time (*Time it takes on top priority calls from dispatch to the first officer on scene.*)

Average response time: 4.79 minutes

Source: City of Savage Police Department

Fire Services:

5. Citizens' rating of the quality of fire protection services:

Excellent: 60%
Good: 34%
Fair: 5%
Poor: 1%

Source: City of Savage National Citizen Survey, Table 10, Question 10

Output Measure:

Fire Response Time (*Time it takes from dispatch to apparatus on scene for calls that are dispatched as a possible fire*).

Average response time: 5 minutes

Source: City of Savage Fire Department

Streets:

6. Citizens' rating of the road condition in their city:

Excellent: 16%
Good: 39%
Fair: 32%
Poor: 8%
Don't know/refused: 5%

Source: City of Savage National Citizen Survey, Table 44 Question 10

7. Citizens' rating of the quality of snowplowing on city streets:

Excellent: 29%
Good: 44%
Fair: 19%
Poor: 6%
Don't know/refused: 2%

Source: City of Savage National Citizen Survey, Table 44 Question 10

Water:

8. Citizens' rating of the dependability and quality of city water supply:

Excellent: 22%
Good: 44%
Fair: 20%
Poor: 12%
Don't know/refused: 3%

Source: City of Savage National Citizen Survey, Table 44 Question 10

Output Measure:

Operating cost per 1,000,000 gallons of water pumped/produced (answer if applicable – centrally provided system)
(Actual operating expense for water utility / (total gallons pumped/1,000,000))

\$2,357.35

Sanitary Sewer:

9. Citizens' rating of the dependability and quality of city sanitary sewer service:

Excellent: 25%
Good: 53%
Fair: 9%
Poor: 2%
Don't know/refused: 11%

Source: City of Savage National Citizen Survey, Table 44 Question 10

Output Measure:

Number of sewer blockages on city system per 100 connections (answer if applicable – centrally provided system) (*Number of sewer blockages on city system reported by sewer utility / (population/100)*)

No blockages in 2016

Parks and Recreation:

10. Citizens' rating of the quality of city recreational programs and facilities (parks, trails, park buildings):

Excellent: 25%
Good: 47%
Fair: 21%
Poor: 5%
Don't know/refused: 2%

Source: City of Savage National Citizen Survey, Table 44 Question 10

RESOLUTION NO. 7906

A RESOLUTION TO ADOPT THE STATE OF MINNESOTA PERFORMANCE MEASUREMENT PROGRAM

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

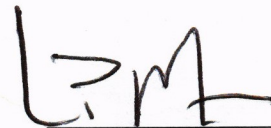
WHEREAS, benefits to the City of Shakopee are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, the City Council of Shakopee 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.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF SHAKOPEE, MINNESOTA, 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 website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

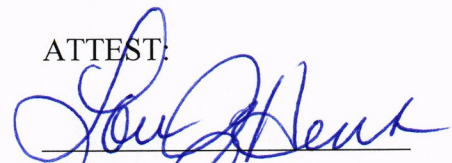
BE IT FURTHER RESOLVED, the City Council of the City of Shakopee will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

Adopted in regular session of the City Council of the City of Shakopee, Minnesota held this 20 day of June, 2017.



William P. Mars
Mayor

ATTEST:



Lori J. Hensen
City Clerk

City of Shakopee Measurement Project

Performance Measure Results from 2016

General:

- 70% of Shakopee citizens believes the overall quality of services provided by the city are 'good' or 'excellent'.
- 69% of Shakopee citizens believe that the quality of the city's recreational programs and facilities are 'good' or 'excellent'.
- The City of Shakopee carries a AA1 bond rating by Moody's.
- 68% of Shakopee citizens believes that the overall appearance of the city is 'good' or 'excellent'.

Police Services:

- In Shakopee 825 Part I crimes and 1321 Part II crimes were reported by the Minnesota Bureau of Criminal Apprehension.
- The clearance of crimes in Shakopee was 238 Part I crimes cleared and 916 Part II crimes cleared.
- 79% of Shakopee citizens believe that the quality of safety in their communities is 'good' or 'excellent'.

Fire Services:

- 91% of Shakopee Citizens rate the quality of fire protection services as 'good' or 'excellent'.

- The number of fire calls per 1,000, in Shakopee, was 20.

Streets:

- 56% of Shakopee Citizens rate the road conditions in Shakopee as 'good' or 'excellent'.

**CITY OF WACONIA
RESOLUTION NO. 2017-117**

**RESOLUTION ADOPTING PERFORMANCE MEASURES
AND AUTHORIZING REPORTING**

WHEREAS, Benefits to the City of Waconia 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

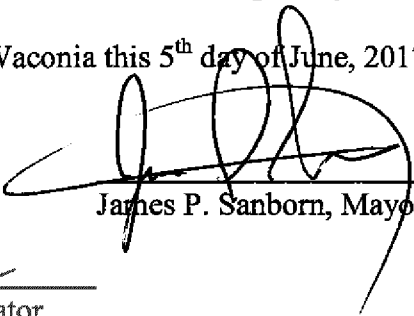
WHEREAS, Any city/county participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, The City Council of Waconia 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 Waconia will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's/county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

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

Adopted by the City Council of the City of Waconia this 5th day of June, 2017.



James P. Sanborn, Mayor

ATTEST: 

Susan MH Arntz, City Administrator

M/ Floudek

S/ Erickson

Ayers	<u>Aye</u>
Bloudek	<u>Aye</u>
Carrier	<u>Aye</u>
Erickson	<u>Aye</u>
Sanborn	<u>Aye</u>

Annual Performance Measures Review							
	2011	2012	2013	2014	2015	2016	
General							
Percent change in the taxable property value	-6.40%	-7.83%	-9.65%	6.83%	13.01%	7.53%	
Number of Library Visits per 1,000 population	n/a	n/a	n/a	9,322	8,340	7,727	
Bond Rating AA AA	AA	AA	AA	AA	AA+	AA+	
Streets							
Average city street pavement condition rating	62	62	73.00	70.71	61.40	61.40	
Average hours to complete road system during snow event	n/a	n/a	2,579	1,651	849	849	
Police Services							
Part I Crimes	204	113	105	78	128	186	
Part II Crimes	304	283	198	210	290	333	
Total Crimes per 1,000 population	46.73	36.43	26.20	24.35	34.59	41.52	
Fire & EMS Services							
Insurance industry rating of fire services	4	4	4	4	4	4	
Average fire response time (minutes)	1	1	1	2	1	2	
Fire calls per 1,000 population	31.0	31.6	30.4	31.7	30.6	29.6	
Total Fire Calls	337	344	352	375	370	370	
Water							
Operating costs per 1,000,000 Gallons of water pumped/produced	\$4,748	\$4,748	\$3,917	\$4,362	\$6,156	\$6,580	
Total Population	10,621	10,873	11,563	11,827	12,085	12,500	
	per 1,000	10.87	10.87	11.56	11.83	12.09	12.50
	per 100	108.73	108.73	115.63	118.27	120.85	125.00

Sewer Connections

**RESOLUTION NO. 060517-03
CITY OF WAITE PARK**

**RESOLUTION SUPPORTING WAITE PARK'S PARTICIPATION IN THE PERFORMANCE
MEASUREMENT PROGRAM AND DECLARING THE STANDARD PERFORMANCE
MEASUREMENTS**

WHEREAS, In 2010, the Minnesota Legislature created the Council on Local Results and Innovation which developed a standard set of performance measures that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of cities in providing services and measure residents' opinion of those services; and

WHEREAS, the City of Waite Park acknowledges performance measurements provide feedback to their citizens, taxpayers, elected officials, staff and other interested parties about the effectiveness and efficiency of services provided by the City of Waite Park. Benefits to the City of Waite Park 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 Waite Park adopts the following standard performance measures, as developed by the Council on Local Results and Innovation,

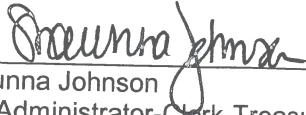
1. Citizen's rating of the overall quality of services provided by the City of Waite Park.
2. Citizen's rating of the overall feeling of safety in Waite Park.
3. Citizen's rating of the overall quality of fire protection services in Waite Park.
4. Citizen's rating of the overall condition of Waite Park city streets.
5. Citizen's rating of the overall quality of snowplowing on Waite Park city streets.
6. Citizen's rating on the dependability and overall quality of Waite Park sanitary sewer service.
7. Citizen's rating on the dependability and overall quality of Waite Park's water supply.
8. Citizen's rating of the overall quality of Waite Park recreational facilities (e.g. parks, trails, park facilities).
9. Citizen's rating of the quality of transit services in Waite Park.
10. Citizen's rating of licensing, permitting, and building inspection services in Waite Park.
11. Citizen's rating of the quality of code enforcement services in Waite Park (e.g. zoning, property
12. maintenance).
13. Citizen's rating of the library services in Waite Park.
14. Citizen's rating of the overall quality of services in Waite Park; and

WHEREAS, The City of Waite Park will utilize the results of the survey annually to help plan, budget, manage and evaluate programs and processes for optimal future outcomes.

NOW THEREFORE, BE IT RESOLVED THAT THE CITY OF WAITE PARK, MINNESOTA declares the above standard performance measurements and will submit to the Office of the State Auditor the actual results of the performance measures adopted by the City of Waite Park.

BE IT FURTHER RESOLVED THAT, The City Council of Waite Park will also report the results of the performance measures to its citizenry by the end of the year through posting on the city's website. Citizens will also be provided an opportunity to publicly comment during the public hearing on the budget and levy in December annually.

Adopted by the City Council this 5th day of June 2017.



Shaunna Johnson
City Administrator-Clerk-Treasurer

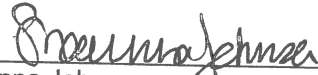


Richard E. Miller
Mayor

ACTION ON THIS RESOLUTION:

Motion for adoption: Member Schulz
Seconded by: Member Theisen
Voted in favor of: Mayor Miller, Members Linquist, Schneider, Schulz, Theisen
Voted against: None
Abstained: None
Absent: None
Resolution Adopted.

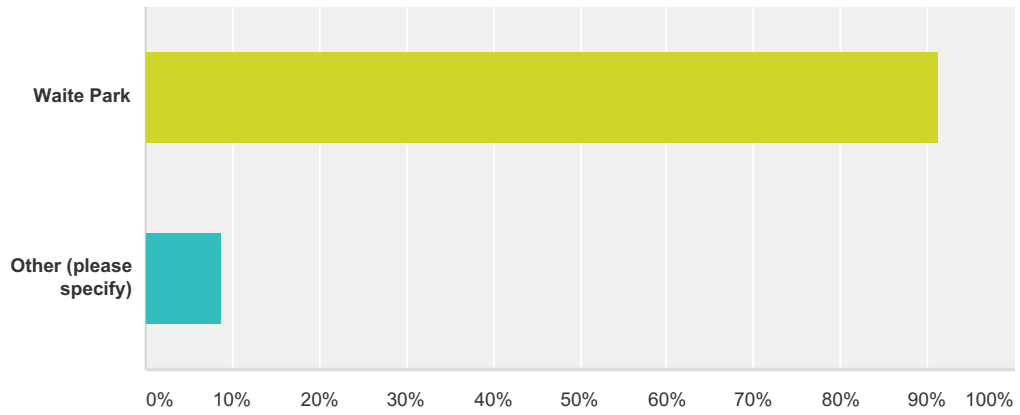
I hereby certify that the foregoing is a true and correct copy of a resolution adopted by the Waite Park City Council at a duly authorized meeting held on 6/5/17.



Shaunna Johnson
City Administrator-Clerk-Treasurer

Q1 In which city do you currently reside?

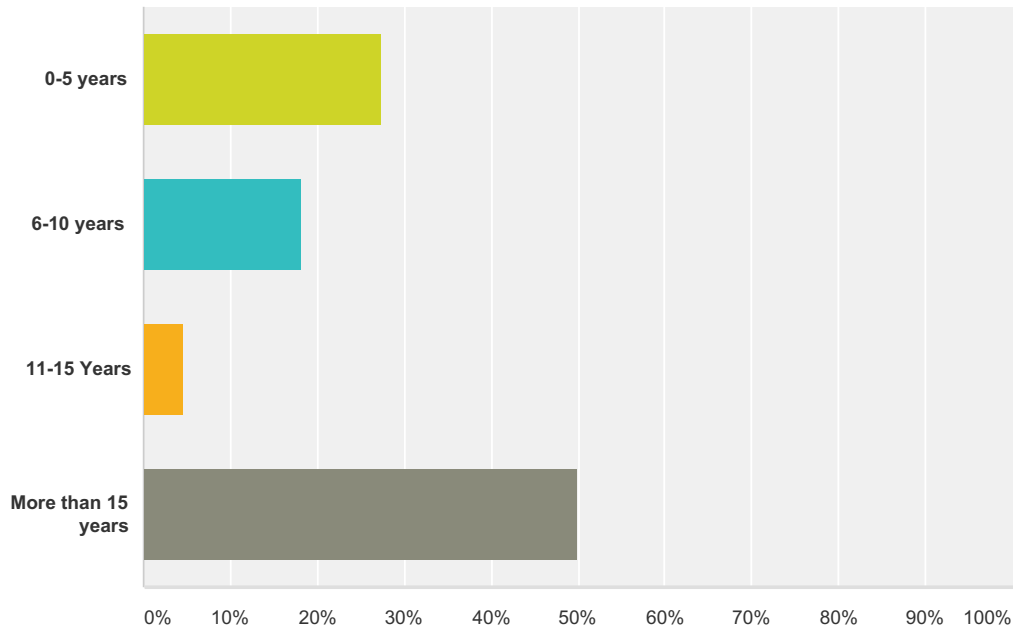
Answered: 23 Skipped: 0



Answer Choices	Responses	
Waite Park	91.30%	21
Other (please specify)	8.70%	2
Total		23

Q2 How long have you lived in this City?

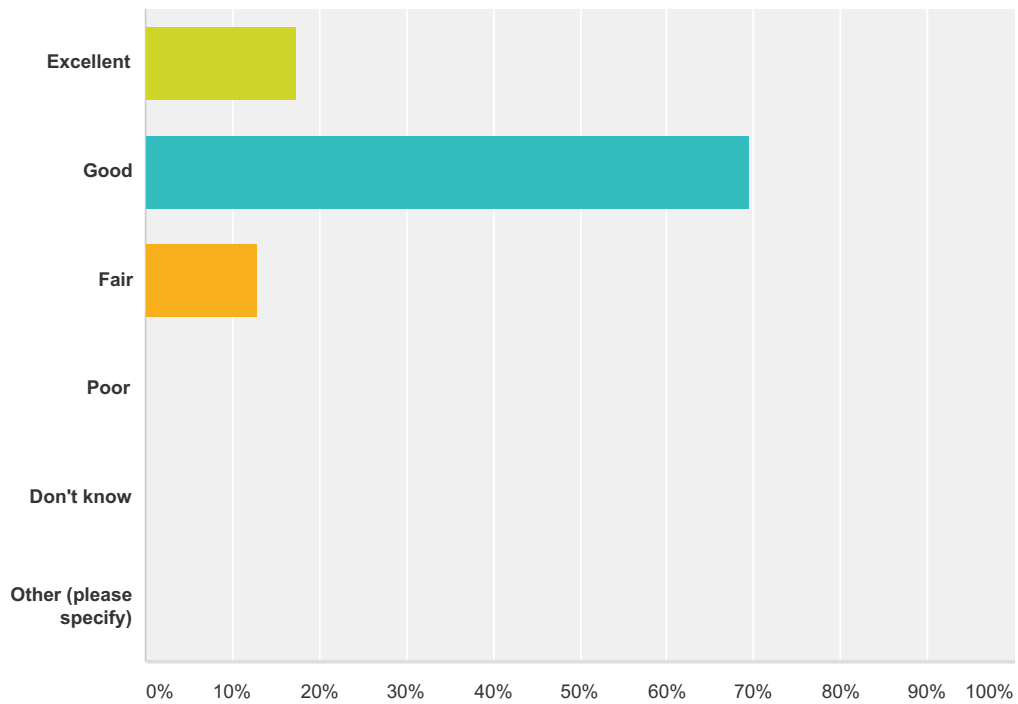
Answered: 22 Skipped: 1



Answer Choices	Responses
0-5 years	27.27% 6
6-10 years	18.18% 4
11-15 Years	4.55% 1
More than 15 years	50.00% 11
Total	22

Q3 How would you rate the overall appearance of Waite Park?

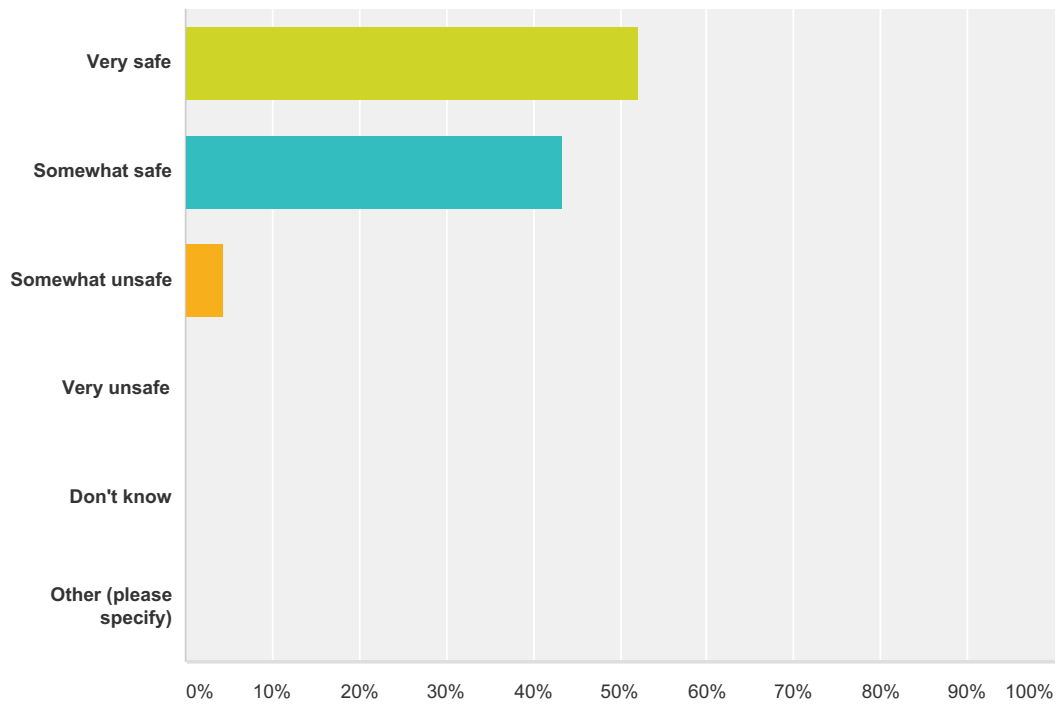
Answered: 23 Skipped: 0



Answer Choices	Responses	
Excellent	17.39%	4
Good	69.57%	16
Fair	13.04%	3
Poor	0.00%	0
Don't know	0.00%	0
Other (please specify)	0.00%	0
Total		23

Q4 How would you describe your overall feeling of safety in Waite Park?

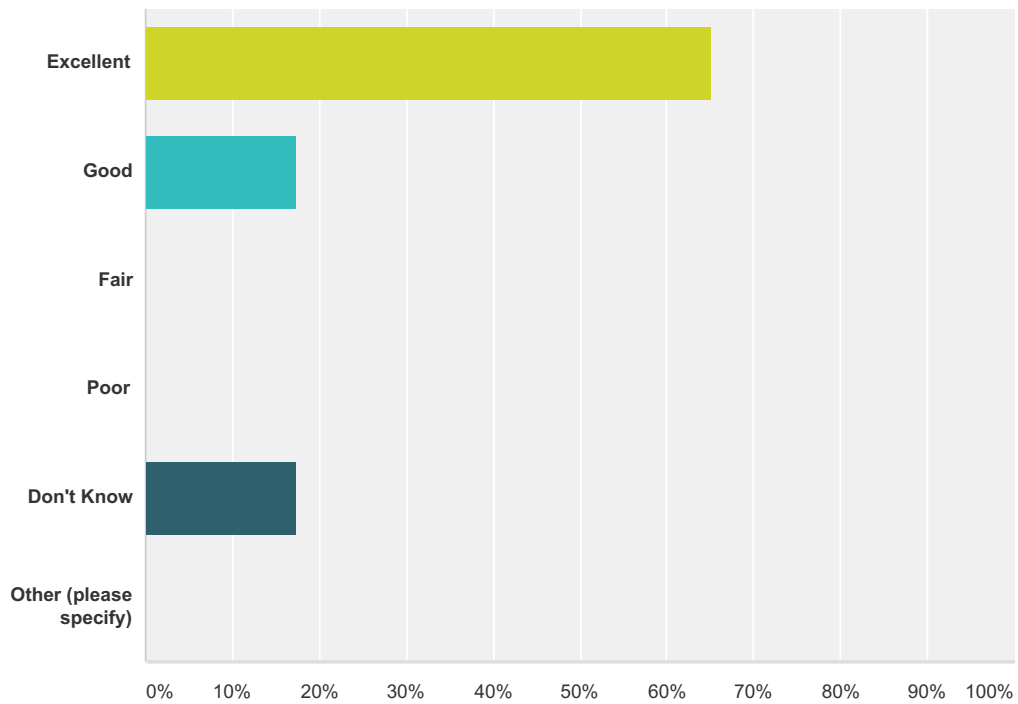
Answered: 23 Skipped: 0



Answer Choices	Responses	
Very safe	52.17%	12
Somewhat safe	43.48%	10
Somewhat unsafe	4.35%	1
Very unsafe	0.00%	0
Don't know	0.00%	0
Other (please specify)	0.00%	0
Total		23

Q5 How would you rate the overall quality of fire protection services in Waite Park?

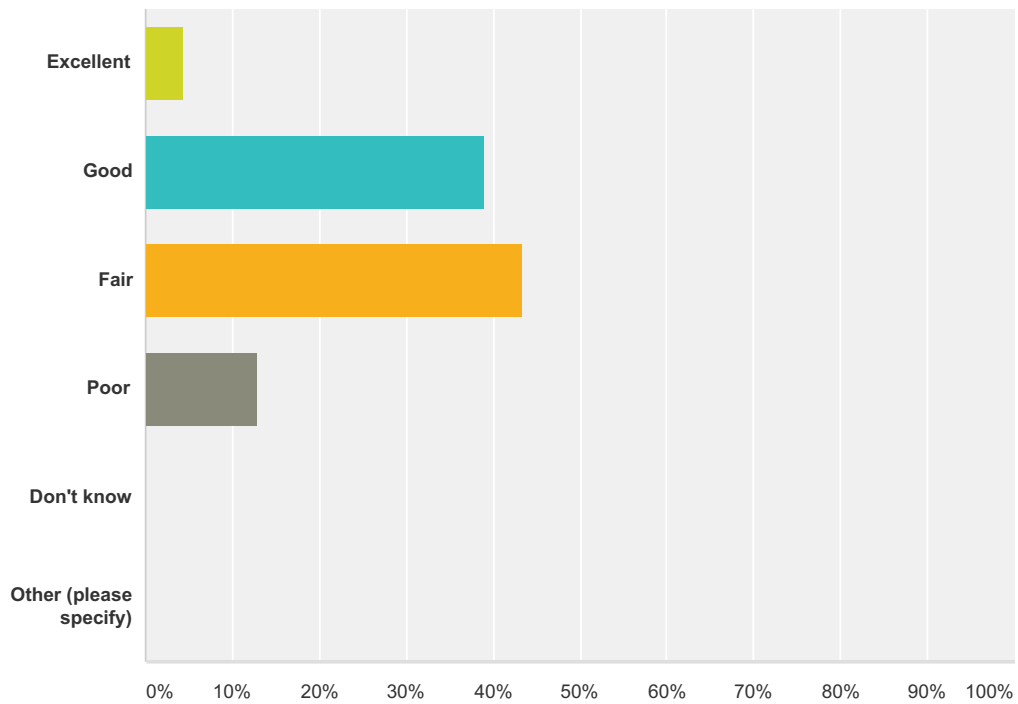
Answered: 23 Skipped: 0



Answer Choices	Responses	
Excellent	65.22%	15
Good	17.39%	4
Fair	0.00%	0
Poor	0.00%	0
Don't Know	17.39%	4
Other (please specify)	0.00%	0
Total		23

Q6 How would you rate the overall condition of Waite Park city streets?

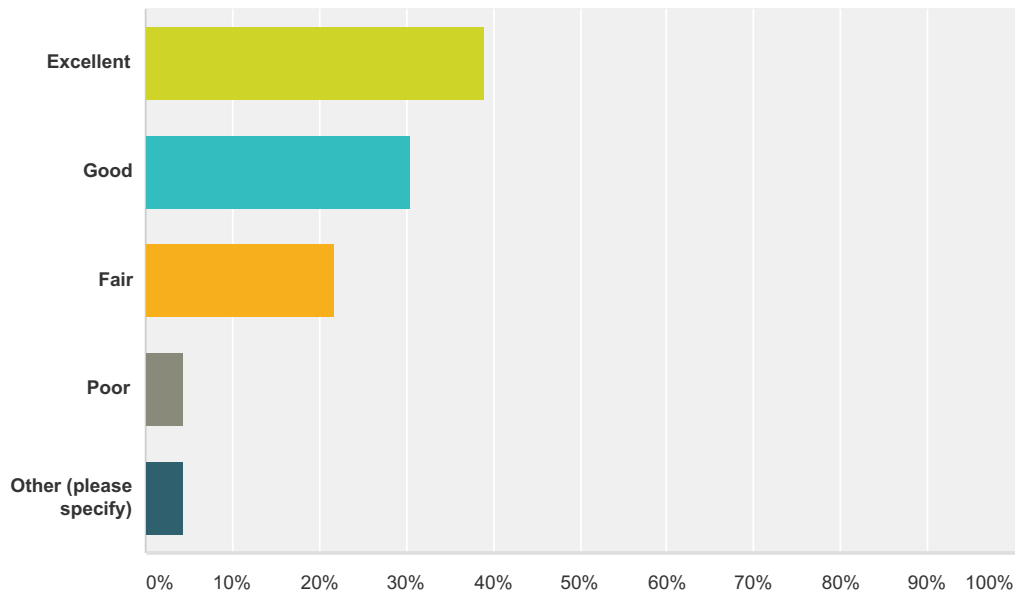
Answered: 23 Skipped: 0



Answer Choices	Responses	
Excellent	4.35%	1
Good	39.13%	9
Fair	43.48%	10
Poor	13.04%	3
Don't know	0.00%	0
Other (please specify)	0.00%	0
Total		23

Q7 How would you rate the overall quality of snowplowing on Waite Park city streets?

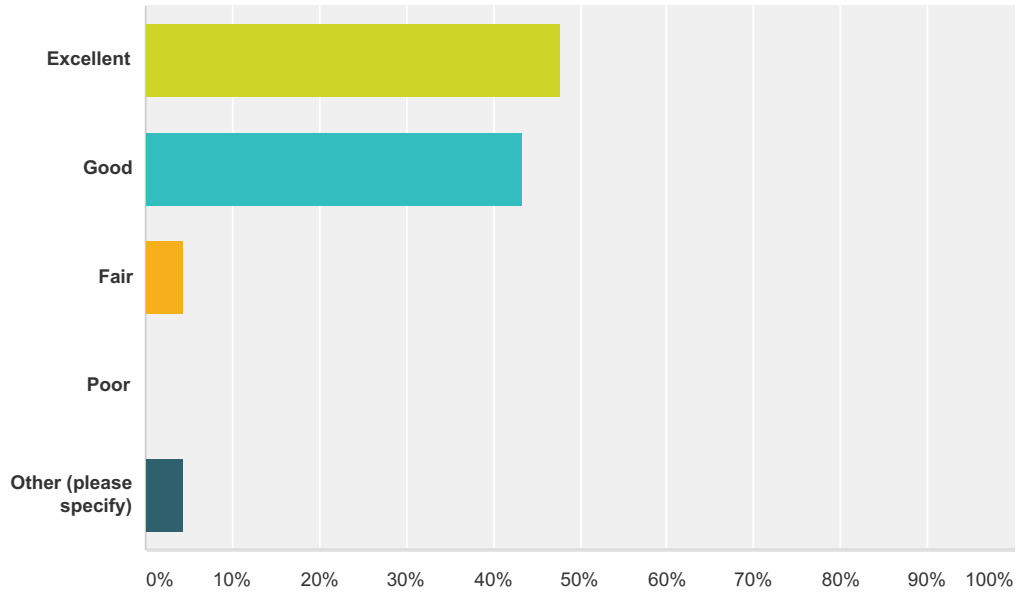
Answered: 23 Skipped: 0



Answer Choices	Responses
Excellent	39.13% 9
Good	30.43% 7
Fair	21.74% 5
Poor	4.35% 1
Other (please specify)	4.35% 1
Total	23

Q8 How would you rate the dependability and overall quality of Waite Park sanitary sewer service?

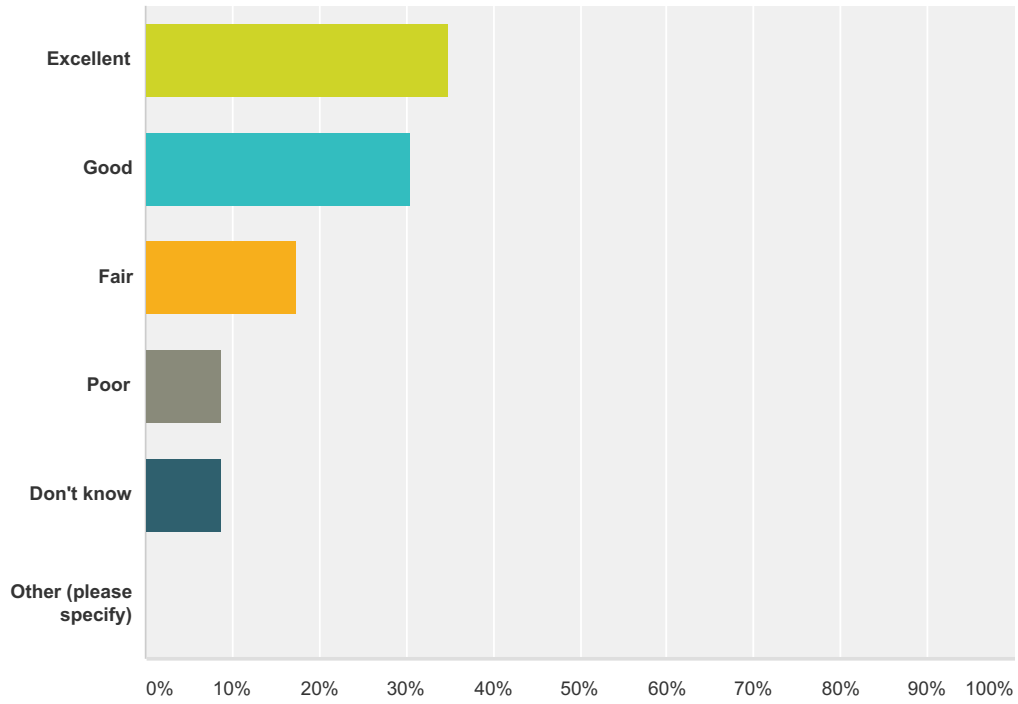
Answered: 23 Skipped: 0



Answer Choices	Responses	
Excellent	47.83%	11
Good	43.48%	10
Fair	4.35%	1
Poor	0.00%	0
Other (please specify)	4.35%	1
Total		23

Q9 How would you rate the dependability and overall quality of Waite Park's water supply?

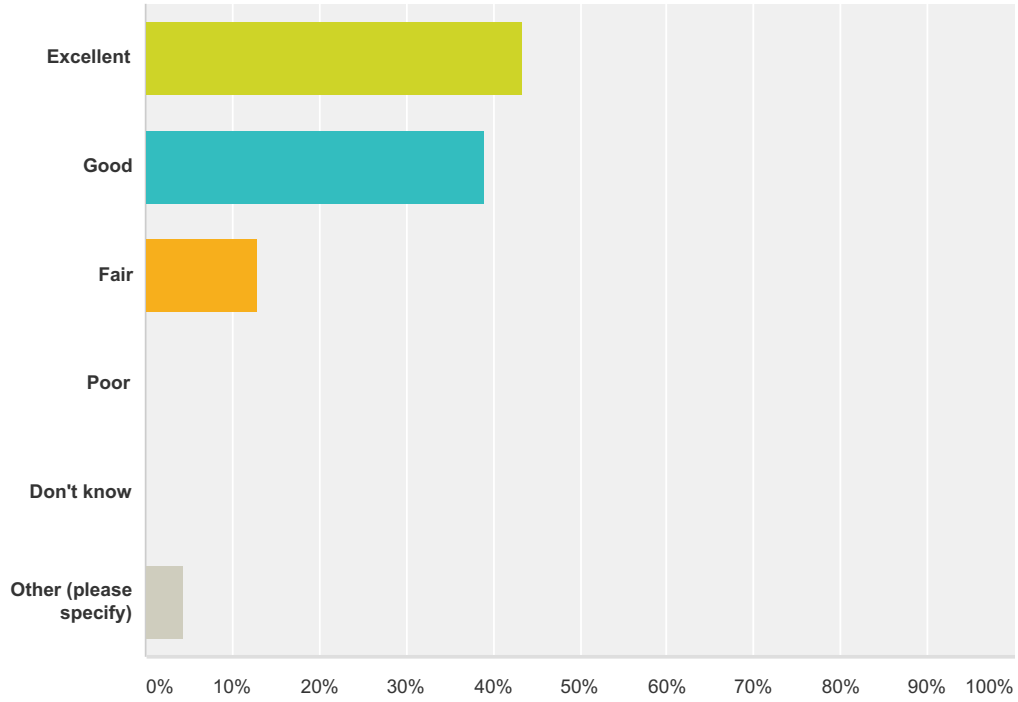
Answered: 23 Skipped: 0



Answer Choices	Responses	
Excellent	34.78%	8
Good	30.43%	7
Fair	17.39%	4
Poor	8.70%	2
Don't know	8.70%	2
Other (please specify)	0.00%	0
Total		23

Q10 How would you rate the overall quality of Waite Park recreational facilities (e.g. parks, trails, park facilities, etc.)

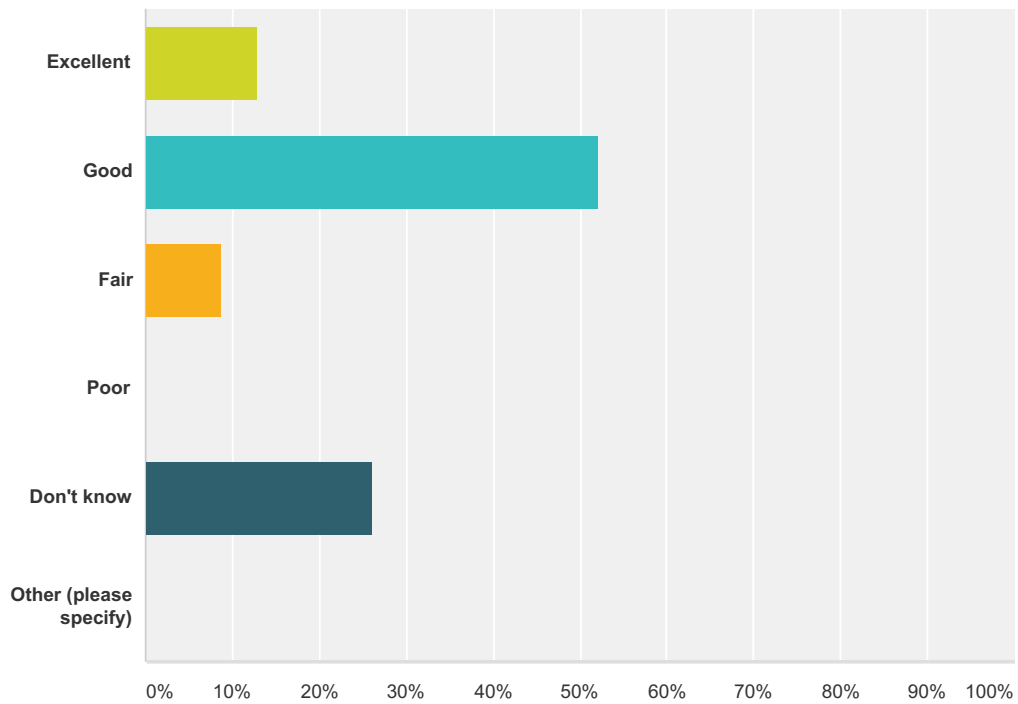
Answered: 23 Skipped: 0



Answer Choices	Responses	
Excellent	43.48%	10
Good	39.13%	9
Fair	13.04%	3
Poor	0.00%	0
Don't know	0.00%	0
Other (please specify)	4.35%	1
Total		23

Q11 How would you rate the quality of transit services in Waite Park?

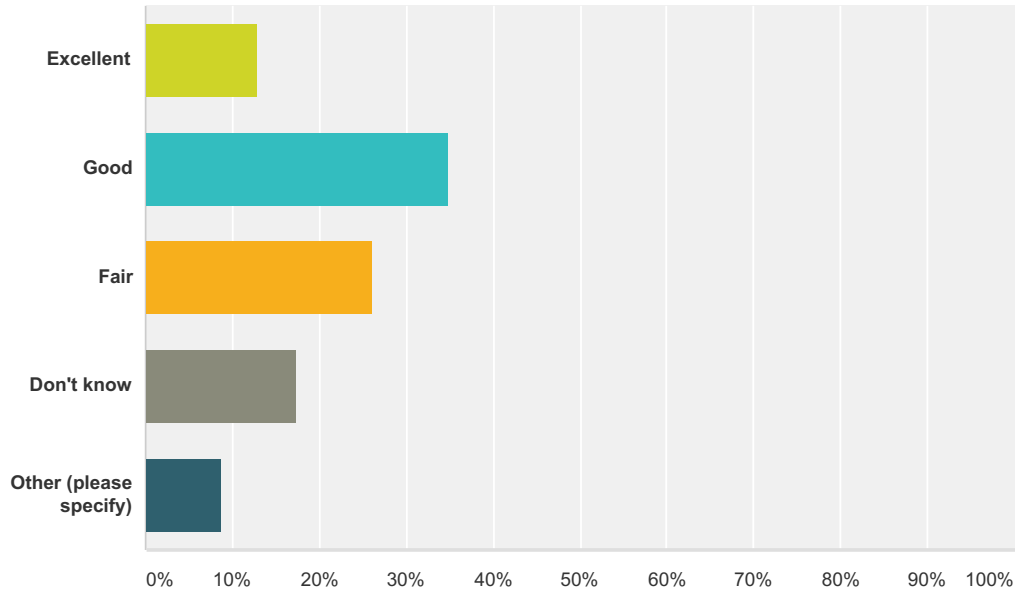
Answered: 23 Skipped: 0



Answer Choices	Responses	
Excellent	13.04%	3
Good	52.17%	12
Fair	8.70%	2
Poor	0.00%	0
Don't know	26.09%	6
Other (please specify)	0.00%	0
Total		23

Q12 How would you rate the quality of licensing, permitting and building inspection services in Waite Park?

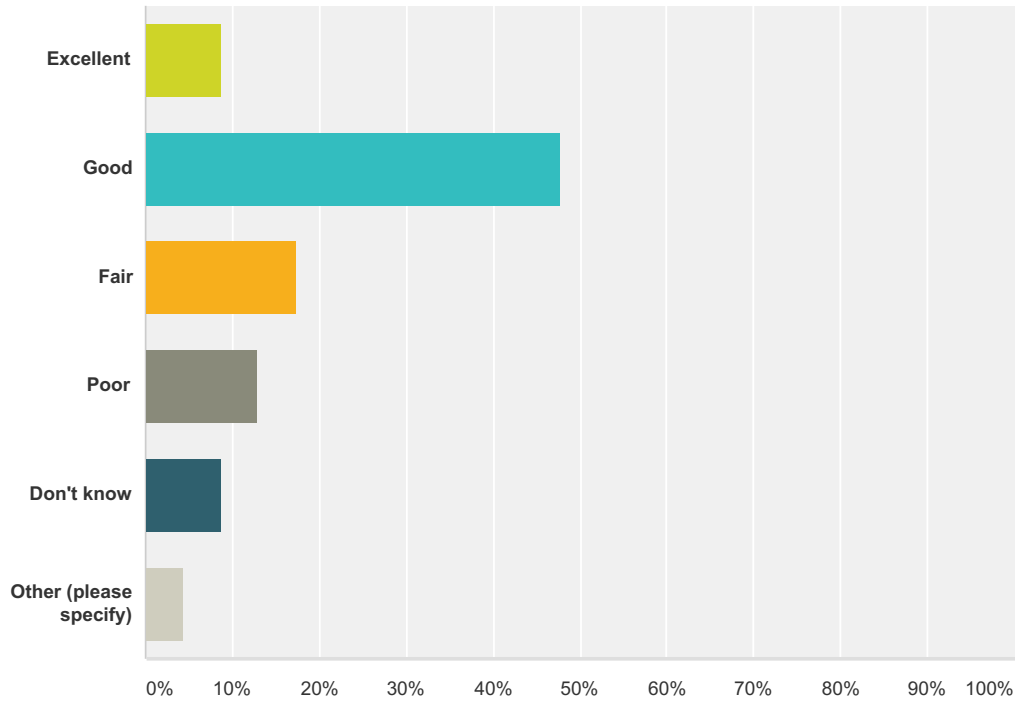
Answered: 23 Skipped: 0



Answer Choices	Responses	
Excellent	13.04%	3
Good	34.78%	8
Fair	26.09%	6
Don't know	17.39%	4
Other (please specify)	8.70%	2
Total		23

Q13 How would you rate the quality of code enforcement services in Waite Park (e.g. zoning, property maintenance)?

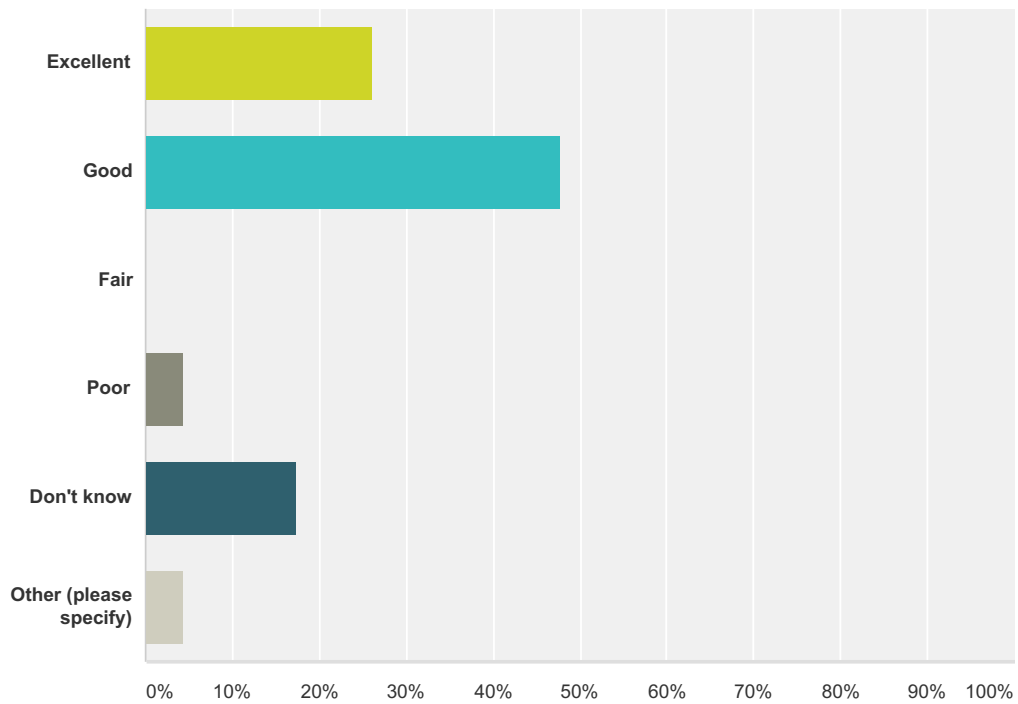
Answered: 23 Skipped: 0



Answer Choices	Responses
Excellent	8.70% 2
Good	47.83% 11
Fair	17.39% 4
Poor	13.04% 3
Don't know	8.70% 2
Other (please specify)	4.35% 1
Total	23

Q14 How would you rate the library services in Waite Park?

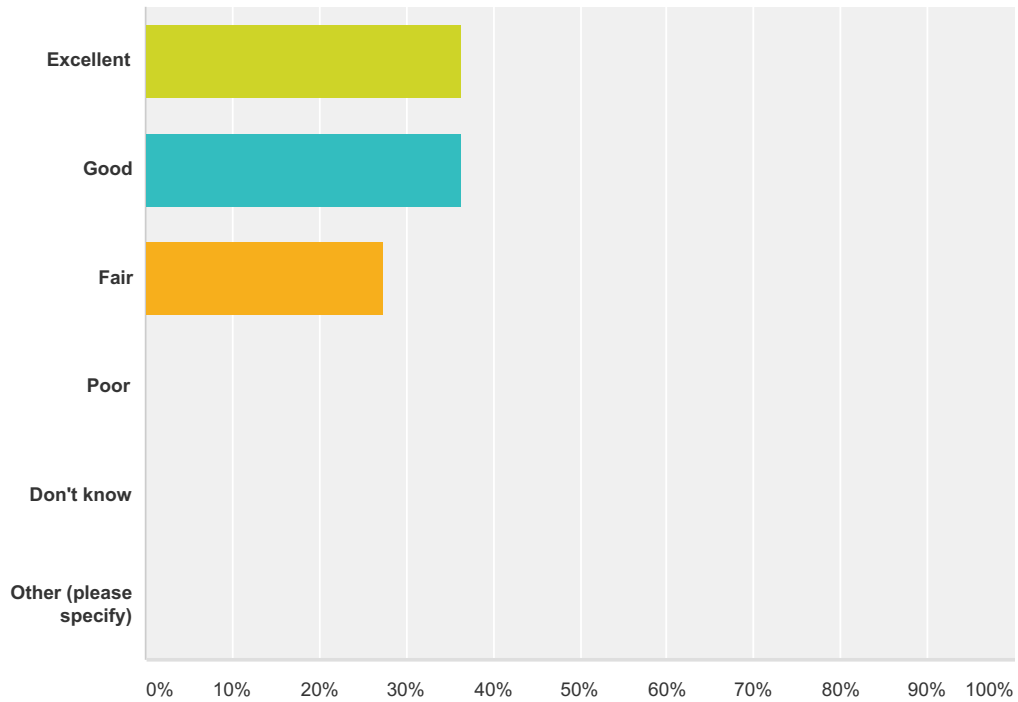
Answered: 23 Skipped: 0



Answer Choices	Responses	
Excellent	26.09%	6
Good	47.83%	11
Fair	0.00%	0
Poor	4.35%	1
Don't know	17.39%	4
Other (please specify)	4.35%	1
Total		23

Q15 How would you rate the overall quality of services in Waite Park?

Answered: 22 Skipped: 1




Answer Choices	Responses	
Excellent	36.36%	8
Good	36.36%	8
Fair	27.27%	6
Poor	0.00%	0
Don't know	0.00%	0
Other (please specify)	0.00%	0
Total		22

STATE OF MINNESOTA)
)
COUNTY OF WASHINGTON) ss
)
CITY OF WOODBURY)

I, Kimberlee K. Blaeser, being the duly qualified and acting City Clerk of the City of Woodbury, Minnesota, DO HEREBY CERTIFY that I have compared the attached and foregoing **Council Resolution No. 17-96, "AUTHORIZATION TO PARTICIPATE IN THE PERFORMANCE MEASUREMENT PROGRAM ESTABLISHED BY THE STATE OF MINNESOTA AND THE COUNCIL ON LOCAL RESULTS AND INNOVATION"**, with the original thereof on file in my office, and that the same is a true and complete transcript of the resolution of the City Council of said municipality at a meeting duly called and held on the 31st day of May 2017.

WITNESS my hand and the seal of said City this 1st day of June 2017.


Kimberlee K. Blaeser
City Clerk

(SEAL)

Attachment: Resolution No. 17-96

RESOLUTION NO. 17-96

**RESOLUTION OF THE CITY OF WOODBURY,
WASHINGTON COUNTY, MINNESOTA**

**AUTHORIZATION TO PARTICIPATE IN THE PERFORMANCE
MEASUREMENT PROGRAM ESTABLISHED BY THE STATE OF MINNESOTA
AND THE COUNCIL ON LOCAL RESULTS AND INNOVATION**

WHEREAS, a voluntary performance measurement and reporting program has been established by the State of Minnesota; and

WHEREAS, participation in this program will provide the City of Woodbury with a reimbursement of \$0.14 (fourteen cents) per capita annually; and

WHEREAS, this program is being implemented by the Council on Local Results and Innovation (CLRI) and the Minnesota State Auditor's Office; and

WHEREAS, the CLRI has established a set of performance measures for cities to adopt and report; and


WHEREAS, this set of measures must be formally adopted to meet the requirements set forth by the enacting legislation of this program; and

WHEREAS, the City currently collects all needed data and has given permission by the State Auditor's Office to use the biennial citizen survey to satisfy annual reporting requirements.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Woodbury, that the City has adopted the set of city measures established by the CLRI and that the City will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's/county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.


BE IT FURTHER RESOLVED, the City Council of the City of Woodbury will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city.

This Resolution was declared duly passed and adopted and was signed by the Mayor and attested to by the City Administrator on the 31st day of May 2017.



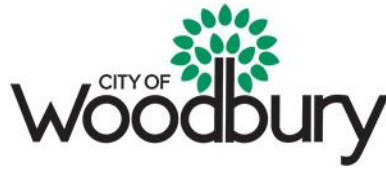
Mary Giuliani Stephens, Mayor

Attest:



Clinton P. Gridley, City Administrator

(SEAL)



8301 Valley Creek Road • Woodbury, MN 55125-3330 • www.ci.woodbury.mn.us
(651) 714-3500 • TDD (651) 714-3568 • FAX (651) 714-3501

MEMORANDUM

To: State of Minnesota – Council on Local Results and Innovation
From: Jonathan Williams-Kinsel, Assistant to the City Administrator
Date: June 1, 2017
Re: 2016 Performance Measurement Report for the City of Woodbury

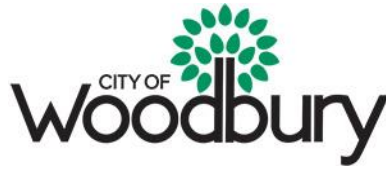
On May 31, 2017, the Woodbury City Council adopted a resolution authorizing city staff to report on the following measures for the State of Minnesota Performance Measurement Program through the Council on Local Results and Innovation. A minimum of 10 performance measures, as suggested by the “standard measures for cities” document, will be submitted to the Office of the State Auditor.

The City of Woodbury performs a biennial survey, and the survey results included in the reporting are from the 2017 survey.

Attached to this memorandum is the City Council resolution that authorized the City of Woodbury to participate in this program.

General

1. Rating of the overall quality of services provided by the city (467 responses)
 - Excellent: 30%**
 - Good: 60%**
 - Fair: 9%**
 - Poor: 1%**
 - Don't Know/Refused: 0%**
2. Percent change in the taxable property market value:
 - a. **3.4%** increase in taxable market value to total **7.8 billion** in 2017.
3. Citizens' rating of the overall appearance of the city (467 responses)
 - Excellent: 45%**
 - Good: 46%**
 - Fair: 7%**
 - Poor: 2%**
 - Don't Know/Refused: 1%**
4. Code enforcement cases per 1,000 population: $643 / 68,725 \times 1,000 = 9.4$
5. Number of library visits per 1,000 population: $361,647 / 68,725 \times 1,000 = 5,262.2$
6. Bond rating: AAA
7. Citizens' rating of the quality of city recreational programs and facilities (467 responses)
 - Excellent: 26%**
 - Good: 42%**
 - Fair: 9%**
 - Poor: 1%**
 - Don't Know/Refused: 21%**



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8. Accuracy of post-election audit (% of ballots counted correctly): **NA**

Public Safety (Police, Fire, and EMS)

9. Part I and II crime rate:

a. Part I – **1,401**

b. Part II – **2,367**

10. Part I and II crime clearance rate: **48% of crimes cleared**

11. Citizens' rating of safety in their community (467 responses)

Excellent: 49%

Good: 46%

Fair: 5%

Poor: 0%

12. Average police response time: **Not collected**

13. Insurance industry rating of fire services: **NA**

14. Citizens' rating of the quality of fire protection services (467 responses)

Excellent: 36%

Good: 30%

Fair: 2%

Poor: 1%

Don't Know/Refused: 32%

15. Average fire response time:

a. 5 firefighters on scene in less than 9 minutes: **82%**

b. 6 additional firefighters on scene in less than 13 minutes: **100%**

16. Fire calls per 1,000 population: $899 / 67,875 \times 1,000 = 13.2$

17. Number of fires with loss resulting in investigation: **20**

18. EMS calls per 1,000 population: $3,549 / 67,875 \times 1,000 = 52.2$

19. EMS average response time: **3.7**

Public Works

20. Average city pavement condition rating:

a. Average PCI of non-residential streets: **72.3**

b. Average PCI of residential streets: **68.7**

21. Citizens' rating of the road conditions in their city ("quality of pavement repair and patching" – 467 responses)

Excellent: 10%

Good: 41%

Fair: 34%

Poor: 15%

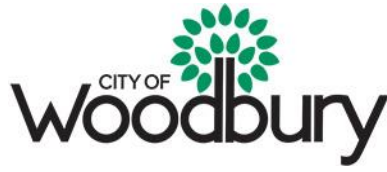
22. Expenditures for road rehabilitation per paved lane mile rehabilitated: **\$1,061**

23. Percentage of all jurisdiction lane miles rehabilitated in the year: **31.5%**

24. Average hours to complete road system during snow event: **7.27**

25. Citizens' rating of snowplowing on city streets:

Excellent: 30%



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Good: 43%
Fair: 22%
Poor: 6%
Don't Know/Refused: 1%

26. Citizens' rating of the dependability and quality of the city water supply (446 responses)

Excellent: 28%
Good: 41%
Fair: 16%
Poor: 9%
Don't Know/Refused: 6%

27. Average cost of operation and maintenance and repair per mile of water main: **\$5,793.35**

28. Citizens' rating of the dependability and quality of the city sanitary sewer service (442 responses)

Excellent: 32%
Good: 39%
Fair: 6%
Poor: 1%
Don't Know/Refused: 21%

29. Number of sewer blockages on city system per 100 connections: **0 blockages**

BOARD OF COUNTY COMMISSIONERS

Anoka County, Minnesota

DATE: June 27, 2017

RESOLUTION #2017-82

OFFERED BY COMMISSIONER: Braastad

RESOLUTION ADOPTING PERFORMANCE MEASUREMENT PROGRAM

WHEREAS, pursuant to the requirements of 2010 Minnesota Laws Chapter 389, Article 2, Sections 1 and 2 ("2010 Law"), the Minnesota State Legislature developed a Performance Measurement Program that is voluntary for counties and cities; and,

WHEREAS, pursuant to the 2010 Law, the Council on Local Results and Innovation submitted a recommended standard set of Model Performance Measures for Counties, a copy of which is on file in the office of the Anoka County administrator; and,

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

WHEREAS, participation in the Performance Measurement Program will allow the county to be better prepared for enhanced or expanded performance measurement initiatives from the State of Minnesota; and,

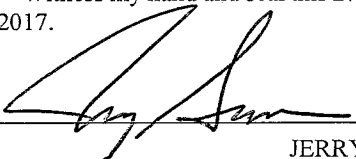
WHEREAS, implementing an outcomes-based system of program evaluation is in the best interests of every Minnesota citizen and local governments that desire to maximize public resources and enhance the quality of life in their communities to the fullest extent possible:

NOW, THEREFORE, BE IT RESOLVED that the Anoka County Board of Commissioners desires to participate in the Performance Measurement Program and hereby adopts the Model Performance Measures for Counties which is on file in the office of the Anoka County administrator.

STATE OF MINNESOTA)
COUNTY OF ANOKA) ^{SS}

I, Jerry Soma, County Administrator, Anoka County, Minnesota, hereby certify that I have compared the foregoing copy of the resolution of the county board of said county with the original record thereof on file in the Administration Office, Anoka County, Minnesota, as stated in the minutes of the proceedings of said board at a meeting duly held on June 27, 2017, and that the same is a true and correct copy of said original record and of the whole thereof, and that said resolution was duly passed by said board at said meeting.

Witness my hand and seal this 27th day of June 2017.



JERRY SOMA
COUNTY ADMINISTRATOR

	<u>YES</u>	<u>NO</u>
DISTRICT #1 – LOOK	<u>X</u>	<u> </u>
DISTRICT #2 – BRAASTAD	<u>X</u>	<u> </u>
DISTRICT #3 – WEST	<u>Absent</u>	<u> </u>
DISTRICT #4 – KORDIAK	<u>X</u>	<u> </u>
DISTRICT #5 – GAMACHE	<u>X</u>	<u> </u>
DISTRICT #6 – SIVARAJAH	<u>X</u>	<u> </u>
DISTRICT #7 – SCHULTE	<u>X</u>	<u> </u>

**Anoka County
Performance Measurement Outcomes 2016**

<u>Function / program</u>	<u>2014</u>		<u>2015</u>		<u>2016</u>		
<u>Public Safety:</u> Deputy Response Time (<i>Time it takes on top-priority calls from dispatch to the first officer on scene.</i>)	8 min 18 sec		5 min 59 sec		5 min 45 sec		Jayne Faust
<u>Probation/Corrections:</u> Percent of adult offenders with a new felony conviction within 3 years of discharge	23.50%		23.00%		21.30%		Kim Powell
<u>Public Works:</u> Hours to plow complete system during a snow event	6-8 hours day shift	8-10 hours night shift	6-8 hours day shift	8-10 hours night shift	6-8 hours day shift	8-10 hours night shift	Doug Fischer/Joe MacPherson
Average county pavement condition rating	75		67		68		
<u>Public Health:</u> Life Expectancy generally and by sex - Male - Female	80.3 yrs - Est*		80.6 yrs - Est		80.6 yrs - Est		Jonelle Hubbard/Cindy Cesare
	78.9 yrs - Est*		78.3 yrs - Est		78.3 yrs - Est		
	82.7 yrs - Est*		82.9 yrs - Est		82.9 yrs - Est		
<u>Social Services:</u> Workforce participation rate for MFIP participants	49.10%		38.90%		42.50%		Nicole Swanson
Participants served in MFIP and DWP	3166		2524		2791		Miriam Kopka
Percentage of children where there is a recurrence of maltreatment within 12 months following an intervention	5 out of 176 cases	2.80%	12 out of 276 cases	4.20%	16 out of 302 cases	5.30%	George Borrel/Jerry Pederson
<u>Taxation:</u> Level of assessment ratio (<i>If the median ratio falls between 90% and 105%, the level of assessment is determined to be acceptable.</i>)	93.22%		93.54%		93.27%		Pam LeBlanc/Kristie Olson
Met turn-around time of 10 days for recording, indexing and returning real estate documents	100%		100%		99%		
<u>Elections:</u> Accuracy of post-election audit (<i>Percentage of ballots counted accurately.</i>)	100%		non-election year		100%		Cindy Reichert
<u>Veterans' Services:</u> Percent of veterans surveyed who said their questions were answered when seeking benefit information from their County Veterans' Office	100%		100%		100%		John Kriesel
<u>Parks:</u> Annual number of Visits to Park and Trail System	3,900,000		3,900,000		4,100,000		John VonDeLinde/Jody Lis/Andy Soltvedt
Annual number of rounds at Chomonix Golf Course	23,651		28,761		24,837		
Annual Attendance at Bunker Beach Water Park	86,129		120,040		112,644		
<u>Library:</u> Number of annual visits per 1,000 residents	2.68		2.7		2.6		Maggie Snow

*The recommendation was using data from the Institute for Health Metrics and Evaluation (IHME). I have attached a spreadsheet showing the Anoka County life expectancy estimates from 1989-2009 (released in April, 2012). At the bottom of the spreadsheet, I've added a line for the 2010 estimates which were published in an IHME County Profile for Anoka County (also attached). There will always be a time lag in available life expectancy estimates.

2017 Performance Measures Report

Brown County, Minnesota



This Report Contains:

- Resolution 2017.17 - Authorizing Participation in the 2017 Program
- Actual Results of the performance measures adopted by Brown County for 2017

Respectfully Submitted to the
Minnesota Office of the State Auditor
By: Jean Prochniak, Auditor-Treasurer

Resolution No. 2017-17
Brown County Resolution

The following Resolution was offered by Commissioner Windschitl and moved for adoption at a Regular Meeting held on May 23, 2017 at the Brown County Courthouse, New Ulm, MN:

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

WHEREAS, in February 2011 the council released a standard set of ten performance measures for counties that will aid residents, taxpayers and state and local elected officials in determining the efficacy of counties in providing services, and

WHEREAS, counties that elect to participate in the Performance Measures Program for 2017 are eligible for a reimbursement on \$0.14 per capita in local government aid, and are also exempt from levy limits under section 275.70 to 275.74 for taxes payable in the following calendar year, if levy limits are in effect.

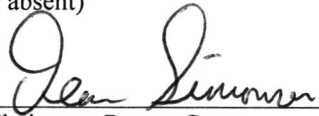
BE IT FURTHER RESOLVED, that the following performance benchmarks are adopted by the Brown County Board of Commissioners:

- **Public Safety:** Deputy Response Time
- **Public Works:** Hours to plow complete system during a snow event and the average bridge sufficiency rating
- **Public Health:** General life expectancy, Generally and by Sex and Race – and – Tobacco and Alcohol Use
- **Taxation:** Level of Assessment Ratio – and – turn-around time for recording, indexing and returning real estate documents.
- **Veterans Services:** Dollars brought into county for Veteran's Benefits – and – percentage of benefits receiving federal benefits.
- **Budget, Financial:** Bond rating – and – Debt service per capita; outstanding debt per capita.
- **Environment:** Recycling percentage – and – Amount of hazardous wasted and electronics collected.


BE IT FURTHER RESOLVED, that the results of the adopted performance measures will be shared on the Brown County website and at the public hearing for proposed taxes by December 31, 2017.

Seconded by Commissioner Simonsen and the same being put to a vote was duly carried.
This Resolution shall become effective immediately and without publication.

Adopted by the following vote: Ayes 4 Nays 0. (Potter absent)
Dated this 23rd day of May, 2017.


Chairman, Brown County

ATTEST:


Administrator, Brown County

CERTIFICATION

State of Minnesota
County of Brown

I, Charles Enter, duly appointed, qualified and acting County Administrator for the County of Brown, State of Minnesota, do hereby certify that I have compared the foregoing copy of a Resolution with the original minutes of the proceedings of the Board of County Commissioners, Brown County, Minnesota, at their session held on the 23rd day of May, 2017, now on file in my office, and have found the same to be a true and correct copy thereof.

Witness my hand and official seal at New Ulm, Minnesota, this 23rd day of May, 2017.


County Administrator

**ACTUAL RESULTS OF 2017 PERFORMANCE MEASURES ADOPTED BY BROWN COUNTY
(All reported results are for 2016, except where otherwise noted)**

Executive Summary: The Brown County Board of Commissioners voted to participate in the 2017 Performance Measure Program on May 23, 2017. Resolution 2017. Adopted ten benchmarks on which to measure output which include the areas of Public Safety, Public Works, Taxation, Elections and Veteran's Services. The actual results of those performance measures are included in the following report.

Benchmark 1: Environment

Recycling Percentage:

Actual results as listed in the Score report = 67% of total waste in the county is recycled.

Benchmark 2: Environment

Amount of Hazardous household waste and electronics collected.

Actual results as listed in the Score report = 37,000 lbs of Hazardous waste
= 3,410,000 lbs of Electronic waste

Benchmark 3: Public Works

Average Bridge Sufficiency Rating

Actual sufficiency rating of our bridges is 91.7 on a scale of 100.

Benchmark 4: Public Works

Hours to plow complete system during a snow event.

Actual: It takes 2-3 hours to open roads to clear driving lanes and that same amount to make a second pass to clear shoulders. This is the amount required for an average snowfall with little or no ice.

Benchmark 5: Public Works

Average county Pavement condition rating.

Actual: MNDOT measured pavement condition in Brown County at PQI of 3.3 which is in the good category.

Benchmark 6: Property Records, Valuation, Assessment

Turn-around time for recording, indexing, and returning real estate documents.

Actual: Electronically filed documents are completed and returned in 5 business days or less. Paper filed documents are returned within 10 business days or less.

Benchmark 7: Property Records, Valuation, Assessment

Level of Assessment Ratio

Actual: 95-97% for all classes of property.

Benchmark 8: Elections

Accuracy of post-election audit (% of ballots counted accurately)

Actual: Post Election Review of Precincts indicated 100% accuracy in ballot counts.

Benchmark 9: Budget/Financial

Bond Rating.

Actual: Standard & Poor's Global Ratings "AA" was certified in 2017.

Benchmark 10: Veterans' Services

Dollars brought into county for veteran's benefits.

Actual: The most recent year we have on record is for 2015 when \$14.1M were received by veterans from October thru September 2015.

Benchmark 11: Public Safety

Total number of accidents that occur on CSAH, County Roads and Township roads that involve fatalities.

Actual: 2 for 2015 - Fatalities are not finalized for 2016 until the third quarter of 2017 due to injuries that may have occurred in 2016 and resulted in a later death.

Actual: There were 53 personal injury accidents in 2016

Benchmark 12: Public Health

General Life Expectancy

Actual: Female = 83 years

Male = 77.1 years



CARVER
COUNTY

Program Year 2017

Performance Measures

BOARD OF COUNTY COMMISSIONERS CARVER COUNTY, MINNESOTA

DATE June 20, 2017

RESOLUTION NO. 44-17

MOTION BY COMMISSIONER Workman

SECONDED BY COMMISSIONER Ische

Performance Measurement Program, 2017 Report

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

WHEREAS, the Council on Local Results and Innovation developed a Performance Measurement Program that is voluntary for counties and cities to participate in; and

WHEREAS, Carver County has elected to participate in the Performance Measurement Program since 2011; and

WHEREAS, there are direct financial impacts for participation in this program, \$13,832 was received for 2016; and

WHEREAS, the 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, BE IT RESOLVED, that the Carver County Board will continue to report the results of the performance measures to its citizens by the end of 2017.

BE IT FINALLY RESOLVED, that the Carver County Board approves submission of the Carver County Performance Measures Report.

YES

ABSENT

NO

Degler
Ische
Lynch
Workman

Maluchnik

STATE OF MINNESOTA
COUNTY OF CARVER

I, David Hemze, duly appointed and qualified County Administrator of the County of Carver, State of Minnesota, do hereby certify that I have compared the foregoing copy of this resolution with the original minutes of the proceedings of the Board of County Commissioners, Carver County, Minnesota, at its session held on the 20th day of June, 2017, now on file in the Administration office, and have found the same to be a true and correct copy thereof.

DocuSigned by:

David Hemze

County Administrator

About This Program

The Minnesota State Legislature in 2010 created the Council on Local Results and Innovation to develop standard performance measures to aid residents, taxpayers, and state and local elected officials in determining the efficiency and effectiveness of counties and cities in providing services and measuring residents' opinion of those services. The Council released a standard set of 10 performance measures for counties and created a comprehensive performance measurement system for counties to implement.

Carver County voluntarily agreed to participate in the state's Performance Measurement Program in 2011 and has participated each year since that time. The County follows the guidelines sent out by the Council and receives Local Government Aid reimbursement for its participation in the program. Carver County is one of 19 counties in the state (22 percent of all counties) that participate in the Performance Measurement Program.

The Performance Measurement Program reinforces Carver County's work to achieve its vision, mission, and goals listed and described as follows:

Vision: Where the future embraces the past in keeping Carver County a great place to live, work and play for a lifetime.

Mission: To meet the service requirements and special needs of our residents in a fiscally responsible and caring way. We will plan the county's growth to preserve its uniqueness and will encourage rural and urban compatibility. We will protect our history while planning for a dynamic future.

Goals and Outcome/Output Measures: Carver County's Strategic Plan outlines five goals designed to serve as the foundation for all future strategies, work, and priorities of the County. Each year, the County Board works with County staff to develop an Implementation Plan that outlines outcome/output measures that address the following five goals:

- **Communities Goal:** Create and maintain safe, healthy, and livable communities.
- **Connections Goal:** Develop strong public partnerships and connect people to services and information.
- **Finances Goal:** Improve the County's financial health and economic profile.
- **Growth Goal:** Manage the challenges and opportunities resulting from growth and development.
- **Culture Goal:** Provide an organizational culture which fosters individual accountability to achieve goals and sustain public trust and confidence in County government.

Within this Performance Measurement and Indicators Report, the County's goal statements related to Communities, Connections, Finances, and Growth are listed with one or more performance measures or indicators listed under the goal. No performance measures or indicators for the Culture goal were included in this report since none of the state standards for performance measures align with the County's goal statement related to Culture.

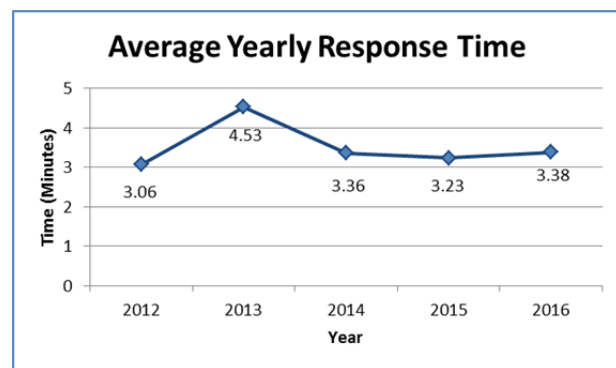
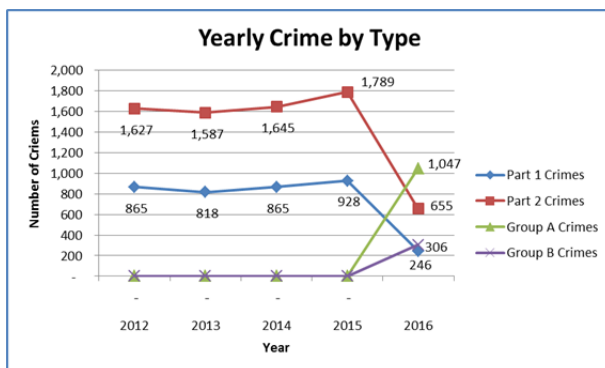
Communities Goal

Create and maintain safe, healthy, and livable communities.

Public Safety Standard Measures

Crime Rates and Response Times: One aspect of public safety is reflected in data submitted by the Minnesota Bureau of Criminal Apprehensions on Part I and Part II crimes committed in Carver County. Part 1 crimes include: homicide, rape, aggravated assault, burglary, robbery, auto theft, theft, and arson. Part II crimes include: other assaults, forgery, fraud, stolen property, vandalism, weapons, prostitution, other sex offenses, narcotics, gambling, family/children crime, driving under the influence (DUI), liquor laws, disorderly conduct, and other offenses. In 2016 a government mandated change in classification for crimes was released, Group A and Group B. Group A crimes include: animal cruelty, arson, assault, aggravated assault, bribery, burglary, counterfeiting/forgery, property damage, drugs, embezzlement, extortion/blackmail, fraud, gambling, homicide, human trafficking, kidnapping, theft/larceny, motor vehicle theft, pornography, prostitution, robbery, sex offenses (forcible and non-forcible), stolen property offenses, and weapons. Group B crimes include: bad checks, curfew/loitering, disorderly conduct, driving under the influence (DUI), drunkenness, family offenses (non-violent), liquor law violation, peeping tom, runaway, trespassing, ordinances, and all other offenses. The following table indicates Part I, Part II, Group A, and Group B crime rates for Carver County and the Carver County Deputy average response times for these types of crimes. The average response time is indicated in minutes from the time the call was dispatched to the first squad on the scene for a top-priority call for Part I, Part II, Group A, and Group B crimes:

Public Safety					
Year	Part I Crimes	Part II Crimes	Group A Crimes	Group B Crimes	Average Response Time In Minutes
2012	865	1,627	-	-	3.06
2013	818	1,587	-	-	4.53
2014	865	1,645	-	-	3.36
2015	928	1,789	-	-	3.23
2016	246	655	1,047	306	3.38



Adult Offenders with New Felony Convictions: The recidivism rate for felony offenders is another measure of public safety. Data from the Minnesota Sentencing Guidelines Commission is used to determine the percent of adult offenders with a new felony conviction within three years of discharge. Pre-trial supervision cases were excluded as these cases are not formal supervision, and different results are expected for cases placed on supervision post-adjudication.

Adult Offenders with New Felony Convictions Within 3 Years of Discharge	
Data Sample Analysis Year	Percent of Recidivism
2009-2010 Data Sample Analyzed in 2012	6.3% (1)
2010-2011 Data Sample Analyzed in 2013	5.6% (2)
2011-2012 Data Sample Analyzed in 2014	4.0% (3)
2012-2013 Data Sample Analyzed in 2015	6.0% (4)
2013-2014 Data Sample Analyzed in 2016	4.0% (5)

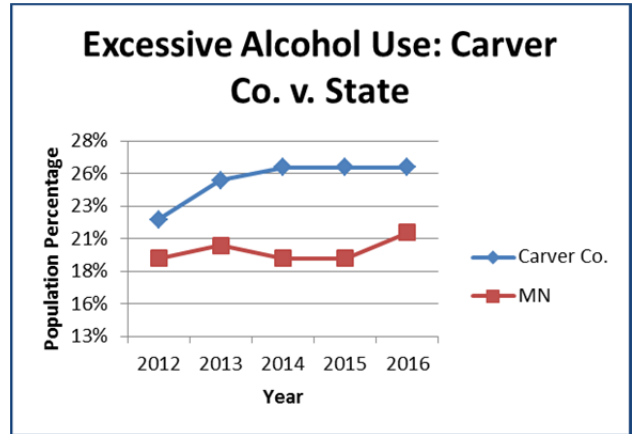
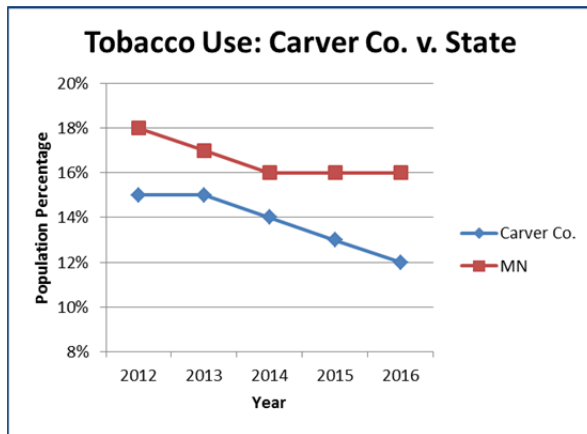
- (1) *Sample generated from a Court Services Tracking System (CSTS) report of closed cases from 4/1/09 to 4/1/10. Out of the sample of 644 cases, every fifth case was selected to total a sample of 128 offenders, which is approximately a 20% sample. Recidivism was tracked on these cases. Eight offenders reoffended at a felony level.*
- (2) *Sample generated from a Court Services Tracking System (CSTS) report of closed cases from 6/1/10 to 6/1/11. Out of the sample of 539 cases, every fifth case was selected to total a sample of 107 offenders, which is approximately a 20% sample. Recidivism was tracked on these cases. Six offenders reoffended at a felony level.*
- (3) *Sample generated from Court Services Tracking System (CSTS) report of closed cases from 6/1/11 to 6/1/12. Out of the sample of 537 cases, the first three pages of clients were selected to total a sample of 125 offenders, which is approximately a 23% sample. Recidivism was tracked on these cases. Five offenders reoffended at a felony level.*
- (4) *Sample generated from a Court Services Tracking System (CSTS) report of closed cases from 6/1/12 to 6/1/13. Out of the sample of 540 cases, random clients were selected to total a sample of 79 offenders, which is approximately a 15% sample. Recidivism was tracked on these cases. 5 offenders reoffended at a felony level.*
- (5) *Sample generated from a Court Services Tracking System (CSTS) report of closed cases from 6/1/13 to 6/1/14. Three year recidivism was tracked. Only felony convictions were counted as recidivism for this result. Pre-Trial Supervision cases were excluded, as these cases are not formal "supervision" and we expect different results for cases placed on supervision post-adjudication. Out of the sample of 556 cases, random clients were selected to total a sample of 75 offenders, which is approximately a 13% sample. Recidivism was tracked on these cases. 3 offenders reoffended at a felony level.*

Public Health/Social Services Standard Measures

Tobacco and Alcohol Use: In assessing the health of the County, areas of focus for the Public Health Department have included tobacco use and excessive alcohol use by County residents. The department uses the County Health Rankings to obtain information on tobacco and alcohol use by County residents.

The table below compares the percentage of County residents who use tobacco with the state average, and it compares the percentage of County residents who drink alcohol excessively with the state average.

Tobacco and Excessive Alcohol Use				
Year	Carver County Tobacco Use	Minnesota Tobacco Use	Carver County Excessive Alcohol Use	Minnesota Excessive Alcohol Use
2012	15%	18%	22%	19%
2013	15%	17%	25%	20%
2014	14%	16%	26%	19%
2015	13%	16%	26%	19%
2016	12%	16%	26%	21%



Low-Weight Births: Another measure of a healthy community is reflected in the percentage of low-weight births that occur each year. Data from the Minnesota Department of Health and the County Health Rankings provide information on the percentage of low-birth-weight babies born to County residents. As the table below indicates, the percentage of low-weight births in the County has remained consistently below the state average from 2012-2016.

Low-Weight Births		
Year	Carver County	Minnesota
2012	5.3%	6.5%
2013	5.7%	6.5%
2014	5.7%	6.5%
2015	5.7%	6.5%
2016	5.7%	6.5%

Maltreatment of Children: The safety of children in terms of the prevention of child abuse and neglect is also a measure of a community’s health and safety. County records are used to determine the percent of children where there is a recurrence of maltreatment following an intervention. The measures indicated in the table below follow federal measurement guidelines used to determine the percentage of children who were victims of substantiated or indicated child abuse and/or neglect during the reporting period that had another substantiated or indicated report within 12 months.

Maltreatment of Children Recurrence	
Year	Percent of Recurrence of Child Abuse and/or Neglect in 12-Month Period
2012	0%
2013	0%
2014	0%
2015	2.1%
2016	2.7%

Elections Standard Measures

Accuracy of Post-Election Audit: One measure of a livable community is participation in elections and confidence in the accuracy of election results. Minnesota counties perform a post-election audit of election results returned by the optical scan ballot counters used in state general elections. The review is a hand count of the ballots for each eligible election in the precinct compared with the results from the voting system used in the precinct. The following table indicates the percentage of accuracy for the past three state elections.

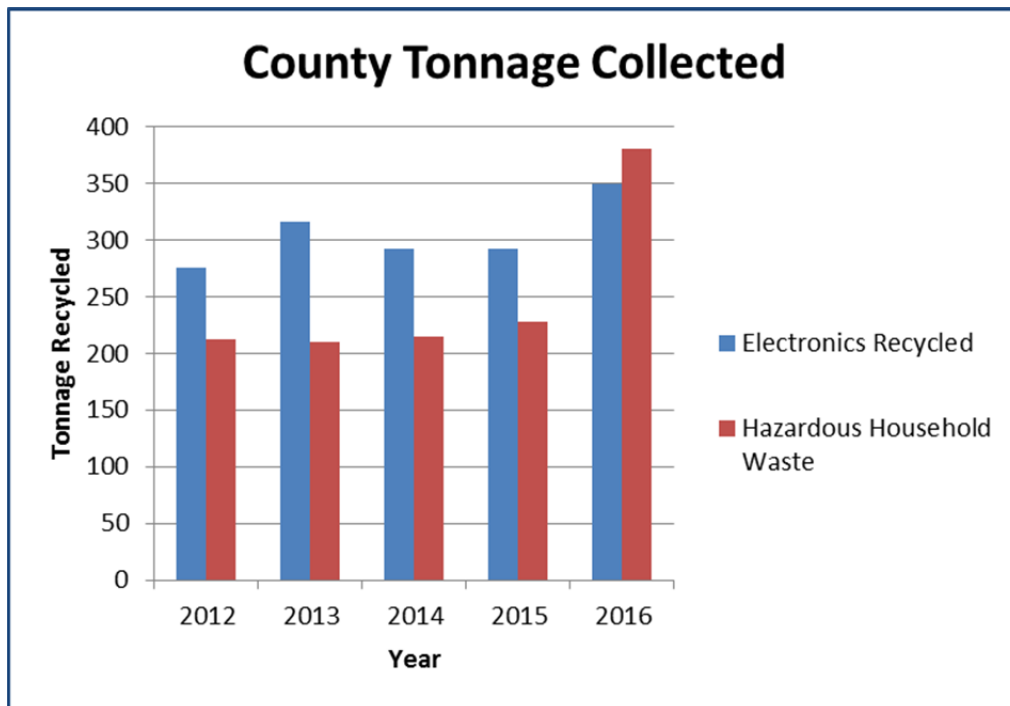
Election Results Accuracy Base on Post-Election Audit	
Year	Percentage of Accuracy
2010	100%
2012	100%
2014	100%
2016	100%

Environment Standard Measures

Collection of Hazardous Household Waste and Electronics: Hazardous waste can contaminate the soil and/or water supply if not disposed of properly, posing a threat to health and the environment. Recycling rates for hazardous household waste and electronic provide another measure of a healthy community.

The Carver County Environmental Center records the total tonnage of hazardous household waste and electronics collected for recycling. The following table lists the tonnage for electronics recycled in the County and the combined total for hazardous household waste and electronics.

Hazardous Household Waste and Electronics Collected			
Year	Electronics Recycled	Hazardous Household Waste	Total Hazardous Household Waste and Electronics Recycled
2012	276 tons	212 tons	488 tons
2013	316 tons	210 tons	526 tons
2014	292 tons	215 tons	507 tons
2015	292 tons	228 tons	520 tons
2016	350 tons	380 tons	730 tons



Connections Goal

Develop strong public partnerships and connect people to services and information.

Social Services Standard Measures

Workforce Participation Rates: The Minnesota Family Investment Program (MFIP) is the state's welfare reform program for low-income families with children. It helps families work their way out of poverty by expecting, supporting, and rewarding work. Direct benefits include food support and cash assistance. MFIP clients also receive Medical Assistance (MA), child care help, and employment services. When most families first apply for cash assistance, they will participate in the Diversionary Work Program, or DWP. This is a four-month program that helps parents go immediately to work rather than receive welfare. Connecting MFIP/DWP participants to services and information so they can become self-sufficient through employment is one measure of strong public partnerships.

The table below reflects data from the Minnesota Department of Human Services on the percent of MFIP/DWP adult residents of the County who are working 30 or more hours per week or are off cash assistance three years after beginning the program.

Workforce Participation Rate for MFIP/DWP Participants	
Year	Percentage Working or Off Cash Assistance After Three Years
2012	55.4%
2013	52.8%
2014	53.8%
2015	48.1%
2016	45.2%

Library Standard Measures

Library Use: Another measure of the County's efforts to connect people to services and information is reflected in the number of annual visits to County libraries. The County's Library System consists of six public branch libraries in the communities of Chanhassen, Chaska, Norwood Young America, Victoria, Waconia and Watertown, a law library at the Government Center in Chaska, and four express library locations in Carver, Cologne, Mayer and Victoria.

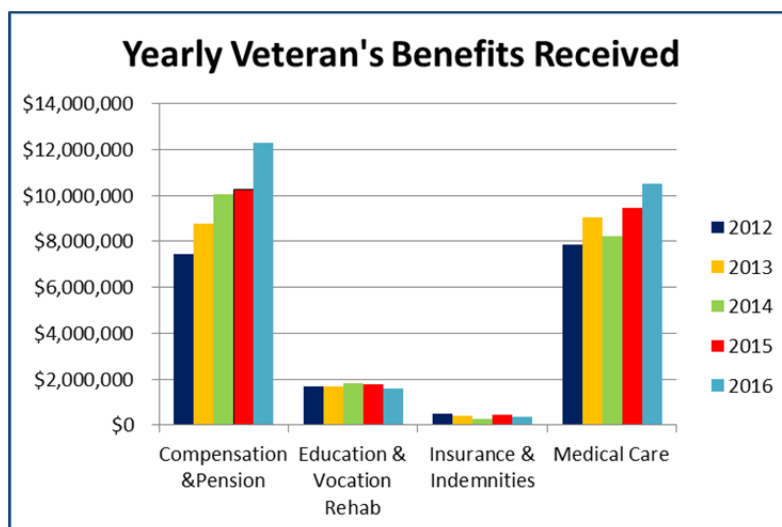
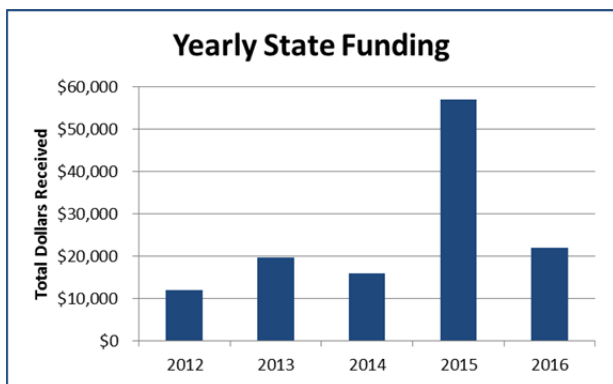
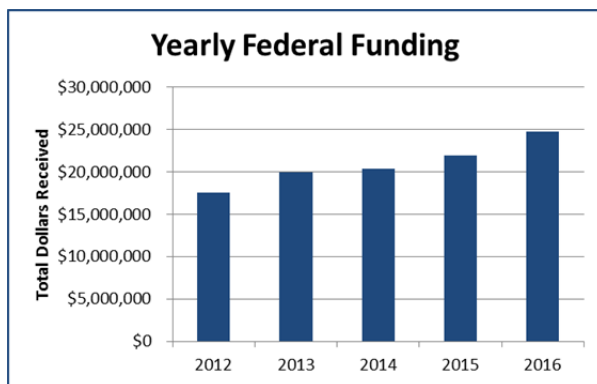
The following table reflects the number of Library visits using County records to compare the total population, total number of visits per year, and the number of visits per 1,000 residents.

Library Annual Visits			
Year	County Population	Total Library Visits	Visits per 1,000 Residents
2012	93,584	580,242	6.2
2013	95,463	557,219	5.8
2014	97,162	551,358	5.7
2015	98,714	535,064	5.4
2016	100,262	525,656	5.2

Veterans Services Standard Measures

Veterans Benefits: A main purpose of the County's Veterans Services Office is to connect veterans and their families with the benefits they are entitled to receive. One measure of the County's ability to connect veterans to the services and information they need is reflected in the total number of dollars brought into the County as benefits for veterans. The table below reflects the totals for federal and state programs.

Veterans Benefits					
Year	Federal: Compensation & Pension	Federal: Education & Vocation Rehab	Federal: Insurance & Indemnities	Federal: Medical Care	State: Soldiers Assistance
2012	\$7,460,000	\$1,662,000	\$489,000	\$7,880,000	\$11,914
2013	\$8,791,000	\$1,705,000	\$419,000	\$9,063,000	\$19,610
2014	\$10,071,324	\$1,829,524	\$288,026	\$8,212,363	\$15,797
2015	\$10,251,000	\$1,783,000	\$458,000	\$9,457,000	\$57,069
2016	\$12,303,000	\$1,572,000	\$343,000	\$10,517,000	\$21,917



Finances Goal

Improve the County’s financial health and economic profile.

Financial Standard Measures

Bond Ratings: One indication of a county’s financial health is its bond rating. Bond ratings are expressed as letters ranging from “AAA,” which is the highest grade, to “C,” also referred to as “Junk,” which is the lowest grade. An issuer that is rated AAA has an exceptional degree of creditworthiness and can easily meet its financial commitments.

Carver County’s ratings shown in the table below were issued by Standard and Poor’s (S&P) Rating Services. Carver County is one of six Minnesota counties that received an “AAA” rating. Carver County’s rating is also higher than Minnesota’s rating of AA+.

Bond Ratings	
Year	S&P Rating
2012	AAA
2013	AAA
2014	AAA
2015	AAA
2016	AAA

Growth Goal

Manage the challenges and opportunities resulting from growth and development.

Taxation Standard Measures

Level of Assessment Ratio: Carver County is among the fastest growing counties in the state. As the number of households in the County increases along with population growth, the challenge is to provide accurate property value assessments. The level of assessment ratio is an indication of the quality and accuracy of the County's property value assessments. It is based on the difference between a property's assessed value and the actual sale price of the property. If the ratio falls between 90% and 105%, the level of assessment is determined to be acceptable. The following table shows the level of assessment ratio for all property types.

Level of Assessment Ratio	
Year	Median Ratio Percent
2012	93.7%
2013	96.3%
2014	95.0%
2015	94.2%
2016	94.8%*

**Based on 2016 assessment for the sales during 2016, brought forward for 2017 assessment.*

Public Works Standard Measures

Snow Plowing: As the County's population has increased, so has traffic on its County road system. One of the challenges the County faces is to meet the financial challenge associated with plowing 274 miles of roadway in a timely manner during snow events. The following table provides estimates of how much time it takes to plow all County roads each year.

Snow Plowing –Hours to Plow County Road System		
Year	Range	Average
2012	8-10 hours	N/A
2013	8-10 hours	N/A
2014	8-10 hours	N/A
2015*	5.50 - 6.50 hours	5.45 hours
2016*	5.50 - 6.50 hours	6.00 hours

**2015 and 2016 were abnormally light winters*

County Pavement Condition Rating: Another challenge brought about by increased use of the County's road system is maintaining road pavement conditions. The Public Works Division uses a rating of the surface quality of the pavement known as the Pavement Condition Index (PCI). The PCI uses a scale of 0 to 100 in which a rating of 85+ is Excellent, 55-84 is Acceptable, and 0-55 is Failed. The table below shows that the pavement conditions for all County Roads for each year.

Average County PCI Rating	
Year	Pavement Condition Index Rating
2012	80.3
2013	79.2
2014	76.9
2015	76.1
2016	75.0

COUNTY BOARD OF COMMISSIONERS

Clay County, Minnesota 56560

Date	June 27, 2017	Resolution No.	<u>2017-22</u>
Motion by		Second by	
Commissioner/Council		Commissioner/Council	
Member	<u>Gross</u>	Member	<u>Weyland</u>

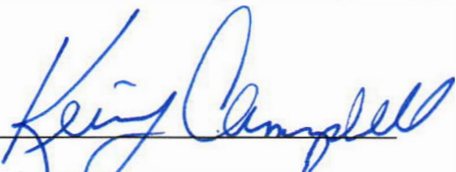
WHEREAS, Benefits to Clay County for participation in the Minnesota Council on Local Results and Innovation’s comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

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

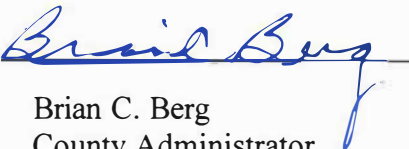
WHEREAS, The Clay County Board has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

NOW THEREFORE LET IT BE RESOLVED THAT, Clay County will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, and posting on the 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, Clay County will submit to the Office of the State Auditor the actual results of the performance measures adopted by the county.



 Kevin Campbell, Chair
 Clay County Board of Commissioners

ATTEST:


 Brian C. Berg
 County Administrator

Detail of Voting: Ayes 5 Nays 0

Enclosure 1

Sheriff Department - Public Safety - Clay County Only								
Crime	2013		2014		2015		2016	
	2013 Actual Offenses	2013 Cleared by Arrest	2014 Actual Offenses	2014 Cleared by Arrest	2015 Actual Offenses	2015 Cleared by Arrest	2016 Actual Offenses	2016 Cleared by Arrest
Murder	0	0	1	1	0	0	0	0
Rape	3	2	3	2	0	0	0	0
Robbery	0	0	0	0	0	0	1	0
Assault	8	4	3	3	8	6	4	3
Burglary	23	3	29	2	19	6	27	5
Larceny	52	6	57	12	49	6	29	3
Auto Theft	4	2	5	0	13	4	9	1
Total w/o Arson	90	19	98	20	89	21	70	12
Total w/ Arson	90	19	99	20	90	22	70	12
Other Assaults	35	27	29	20	37	25	34	21
Forgery/Counterfeit	4	3	1	0	0	0	1	0
Fraud	64	28	66	33	46	23	39	12
Embezzlement	0	0	0	0	0	0	0	0
Stolen Property	0	0	2	1	10	5	5	4
Vandalism	30	3	33	3	17	2	22	2
Weapons	2	1	0	0	7	6	1	1
Prostitution	0	0	0	0	0	0	0	0
Other Sex Offenses	2	2	6	3	1	1	4	2
Narcotics	16	16	40	37	90	81	30	25
Gambling	0	0	0	0	0	0	0	0
Family/Children	12	4	6	1	12	8	12	8
D.U.I	93	91	118	114	122	117	116	116
Liquor Laws	23	23	28	27	28	22	9	9
Drunkenness	0	0	0	0	0	0	0	0
Disorderly	17	7	16	12	17	9	18	12
Vagrancy	0	0	0	0	0	0	0	0
Other	44	28	65	47	282 *	187 *	321 *	279 *

* 2015 and 2016 using state provided statistics.

Enclosure 1a

Clay County Crash Report							
Category	2010	2011	2012	2013	2014	2015	2016
Fatal Crashes	5	2	4	5	4	2	*
Injury Crashes	222	203	199	187	206	214	*
Property Damage Crashes	617	629	439	648	497	437	*
Total Crashes	844	834	642	840	707	653	*
Number Killed	8	2	4	6	4	3	*
Number Injured	280	273	282	247	282	291	*

* 2016 Statistics not yet released prior to report.

Reference:

<https://dps.mn.gov/divisions/ots/reports-statistics/Pages/crash-facts.aspx>

Clay County Closed 2012 Adult Felons

2008

2009

2010

2011

2012

Recid_6mos

casetype		Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent
Probation	No	160	98.2	164	98.2	158	96.3	188	99.5	187	98.4
	Yes	3	1.8	3	1.8	6	3.7	1	.5	3	1.6
	Total	163	100.0	167	100.0	164	100.0	189	100.0	190	100.0
Supervised Release	No	81	95.3	81	95.3	80	100.0	79	98.8	91	96.8
	Yes	4	4.7	4	4.7	0	.0	1	1.3	3	3.2
	Total	85	100.0	85	100.0	80	100.0	80	100.0	94	100.0

Recid_1yr

casetype		Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent
Probation	No	160	98.2	160	95.8	158	96.3	185	97.9	184	96.8
	Yes	3	1.8	7	4.2	6	3.7	4	2.1	6	3.2
	Total	163	100.0	167	100.0	164	100.0	189	100.0	190	100.0
Supervised Release	No	78	91.8	80	94.1	78	97.5	76	95.0	87	92.6
	Yes	7	8.2	5	5.9	2	2.5	4	5.0	7	7.4
	Total	85	100.0	85	100.0	80	100.0	80	100.0	94	100.0

Recid_2yrs

casetype		Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent
Probation	No	153	93.9	158	94.6	153	93.3	179	94.7	175	92.1
	Yes	10	6.1	9	5.4	11	6.7	10	5.3	15	7.9
	Total	163	100.0	167	100.0	164	100.0	189	100.0	190	100.0
Supervised Release	No	71	83.5	75	88.2	73	91.3	71	88.8	81	86.2
	Yes	14	16.5	10	11.8	7	8.8	9	11.3	13	13.8
	Total	85	100.0	85	100.0	80	100.0	80	100.0	94	100.0

Recid_3yrs

casetype		Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent
Probation	No	144	88.3	155	92.8	149	90.9	171	90.5	168	88.4
	Yes	19	11.7	12	7.2	15	9.1	18	9.5	22	11.6
	Total	163	100.0	167	100.0	164	100.0	189	100.0	190	100.0
Supervised Release	No	69	81.2	70	82.4	71	88.8	69	86.3	79	84.0
	Yes	16	18.8	15	17.6	9	11.3	11	13.8	15	16.0
	Total	85	100.0	85	100.0	80	100.0	80	100.0	94	100.0

Clay County Highway Department Performance Measures Standards

Hours to Plow complete system during a snow event:		Average Bridge Sufficiency Rating	
Year	Hours	Year	Rating
2011 - 2012	12	2014	92.69
2012 - 2013	12	2015	91.75
2013 - 2014	12	2016	93.00
2014 - 2015	12		
2015 - 2016	12		

Average Clay County Pavement Condition Rating			
Year	Ride Quality Index (RQI)	Surface Rating (SR)	Pavement Quality Index (PQI)
2011 - 2012	2.70	3.30	2.90
2012 - 2013	2.57	3.43	2.93
2013 - 2014	2.24	3.33	2.64
2014 - 2015	2.09	3.28	2.44
2015 - 2016	2.00	3.20	2.52

MN/DOT Pavement Condition Indices		
Index Name	Pavement Attribute Measured by Index	Rating Scale
Ride Quality Index (RQI)	Pavement Roughness	0.0 - 5.0
Surface Rating (SR)	Pavement Distress	0.0 - 4.0
Pavement Quality Index (PQI)	Overall Pavement Quality	0.0 - 4.5

Public Health Rankings for Minnesota

Ref: www.countyhealthrankings.org

Ranking out of 87 Counties

2016 Population = 61,286

	2011 Clay County	2012 Clay County	2013 Clay County	2014 Clay County	2015 Clay County	2016 Clay County
Health Outcomes	71	64	43	51	57	62
Premature death before age 75 (per 100,000)	6459	6427	5097	5097	5563	5900
% of live births with low birthweight	7.3%	6.9%	6.7%	6.7%	6.7%	7.0%
Health Factors	22	22	32	20	22	14
% of Adult Smokers	19%	18%	17%	17%	17%	16%
% of Adults reporting BMI of 30 or more	28%	30%	30%	31%	30%	28%
% of people reporting Excessive/Binge Drinking	22%	20%	21%	23%	23%	23%
Alcohol -impaired driving deaths (%)				14%	22%	25%
Teen Births Age 15-19 (Per 1000)	15	16	16	15	15	14
Clinical Care	22	23	23	24	18	23
% of persons under age 65 without health insurance	11%	11%	9%	9%	8%	9%
Ratio of Primary care physicians to population	3981 : 1	3981 : 1	4550 : 1	3738 : 1	3760 : 1	3790 : 1
Social and Economic Factors	18	17	31	21	21	18
% High School Graduation	85%	78%	75%	79%	77%	82%
% of adults 25 - 44 with some college	75.1%	73.5%	73.6%	73.1%	73.2%	75.0%
% Unemployment	4.9%	4.8%	5.0%	4.2%	3.7%	3.3%
% of Children in Poverty (Under age 18)	13%	15%	17%	13%	13%	15%
% of Children in single-parent households	29%	26%	27%	27%	25%	23%

Demographics

	Clay County, MN	Minnesota
Population	61,286	5,457,173
% below 18 years of age	23.20%	23.50%
% 65 and older	12.70%	14.30%
% Non-Hispanic African American	1.60%	5.70%
% American Indian and Alaskan Native	1.60%	1.30%
% Asian	1.40%	4.70%
% Native Hawaiian/Other Pacific Islander	0.00%	0.10%
% Hispanic	4.30%	5.10%
% Non-Hispanic white	89.30%	81.40%
% not proficient in English	0.00%	2.00%
% Females	50.60%	50.30%
% Rural	27.90%	26.70%

Social Services:

Of all children who were victims of substantiated child abuse and/or neglect during the reporting period, what percentage had a subsequent substantiated allegation within twelve months?

	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>
Substantiated Victims of Maltreatment.	40	58	35	136	125
No recurrence within 12 months.	37	55	34	123	122 (97.6%)
Recurrence within 12 months.	3	3	1	13	3 (2.4%)

Work Participation Rate among MFIP and DWP recipients:

	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>
Percent of Participation	42.50%	51.90%	44.70%	39.6%	31.35%

Child Support Cost Effectiveness:

	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>
Cost Effectiveness for every dollar spent:	\$5.72	\$5.73	\$5.84	5.35%	\$5.06

Enclosure 6

Auditor-Treasurer					
Name	2012	2013	2014	2015	2016
Bond Rating	AA	AA	AA	AA	AA
Debt service levy per capita	11.43	11.38	19.84	19.45	20.27
Outstanding debt per capita	185.05	361.93	318.07	265.13	372.25

Enclosure 6a

Assessor - Level of Assessment Ratio										
Type of Property	Median Ratio									
	2007	2008	2009	2010	2011	A2012*	A2013	A2014	A2015	A2016
Residential/SRR Aggregation	94.3%	95.4%	96.5%	93.9%	97.8%	97.2%	97.4%	92.4%	95.8%	94.6%
Residential/SRR off water	94.3%	95.3%	96.5%	93.9%	97.8%		97.4%	92.4%	95.8%	94.6%
Residential/SRR on water	NA	103.8%	75.8%	NA	86.0%	85.8%	105.8%	NA	96.1%	94.1%
Apartment	85.7%	87.5%	87.6%	93.9%	93.8%	89.5%	100.9%	103.4%	98.8%	94.2%
Commercial/Industrial	86.0%	87.2%	85.2%	99.9%	100.3%	88.3%	92.0%	100.1%	N/A	
Commercial only									99.5%	96.3%
Ag/Rural > 34.5 Acres	NA	NA	85.4%	83.6%	91.9%		NA	NA	96.7%	93.5%
2a/2b > 34.5 Acres	NA	NA	85.4%	83.6%	91.9%		NA	NA	N/A	
2a/2b > 34.5 Acres w/o water influence	NA	NA	85.4%	83.6%	91.9%		NA	NA	N/A	
2a Agricultural	NA	NA	79.5%	82.9%	93.5%	83.0%	NA	NA	N/A	
2b Rural Vacant 34.5 or more	NA	NA	NA	88.8%	NA		NA	88.3%	90.6%	102.9%
2a/2b Bare Land	NA	NA	81.3%	82.9%	93.5%		NA	92.9%	N/A	
2a Agricultural Bare Land	NA	NA	79.5%	82.9%	95.4%		NA	NA	N/A	
2b Rural Vacant Bare Land	NA	NA	NA	88.8%	NA		NA	NA	N/A	
2b/2c >34.5 Acres	NA	NA	NA	88.8%	NA		NA	NA	N/A	
Total Ag/Rural < 34.5 Acres	NA	NA	87.1%	136.8%	85.8%		NA	NA	N/A	
2a/2b < 34.5 Acres	NA	NA	87.1%	136.8%	85.8%		NA	NA	N/A	
2a Agricultural < 34.5 Acres	NA	NA	107.5%	136.8%	125.8%		NA	NA	N/A	
2a/2b Bare Land < 34.5 Acres	NA	NA	NA	136.8%	169.8%		NA	NA	N/A	
2a Agricultural Bare Land <34.5 Acres	NA	NA	NA	136.8%	169.8%		NA	NA	N/A	
Agricultural	NA	NA	NA	NA	NA	83.0%	98.6%	NA	N/A	
Timber Seas & Ag	NA	NA	NA	NA	NA	83.0%	98.6%	NA	N/A	
Ag Improved/Unimproved (34.5+) Aggregation	NA	NA	NA	NA	NA		NA	93.0%	97.2%	93.5%
* This was the year the DOR didn't have current data to set ratios										

Elections	
<u>Accuracy of post-election audit (% of ballots counted accurately)</u>	
<u>Year</u>	<u>Percent</u>
2011	No elections held this year
2012	100%
2013	No elections held this year
2014	100%
2015	No elections held this year
2016	100%
2017	

Veteran Services										
Clay County										
Federal dollars Distributed - Clay County - (\$000)										
Year	Veteran Population	Total Expenditure	Compensation & Pension	Construction	Ed & Vocational Rehab Employment	Loan Guaranty #	General Operating Expenses	Insurance & Indemnities	Medical Care	Unique Patients
2013	4150	\$33,302	\$12,149	\$0	\$1,732	\$0	\$0	\$284	\$19,137	\$1,639
2014	4304	\$35,598	\$13,807	\$0	\$1,840	\$0	\$0	\$289	\$19,662	\$1,684
2015	3270	\$34,413	\$13,806	\$0	\$1,740			\$512	\$18,356	\$1,674
2016	3108	\$37,348	\$15,578	\$0	\$2,021	\$0	\$0	\$667	19,081	\$1,681

State Soldiers Assistance Program \$\$		MACV Funds Received	Volunteer Hours for the VSO Office	
Year	Dollar Amount	\$\$ Amount	Year	# of Hours
2013	\$97,770		2010	1337
2014	\$66,701	\$18,300	2011	1444
2015	\$109,866	\$23,293	2012	1360
2016	\$68,365	\$22,236.00	2013	1333
			2014	1368
			2015	1346
			2016	1408

Unemployment Rates for Veterans Compared with General Population			
Year	Clay County General Unemployment Rate	Clay County Vet Unemployment Rate	MN Unemployment Rate
2009 - 2013	4.42%	2.76%	5.80%
2008 - 2012	4.50%	2.70%	5.70%
2012 - 2015	4.10%	2.80%	5.20%
2016	3.60%	1.30%	3.70%

2009 - 2016 Veterans Population Breakdown							
Years	Population	Veterans	Veterans (%)	Male Vets	Male Vets (%)	Female Vets	Female Vets (%)
2009-2013	59,638	3,423	5.7	3,262	95.3	161	4.7
2008-2012	58937	3602	6.1	3421	95.0	181	5.0
2012-2015	60,249	3,270	5.40%	3,053	93.40%	217	6.60%
2016	60,879	3,108	5.10%	2,907	93.50%	201	6.50%

Enclosure 9

Recorder Compliance Rating	
Year	Compliance Percentage
2012	97.89%
2013	95.39%
2014	100%
2015	96.92
2016	100

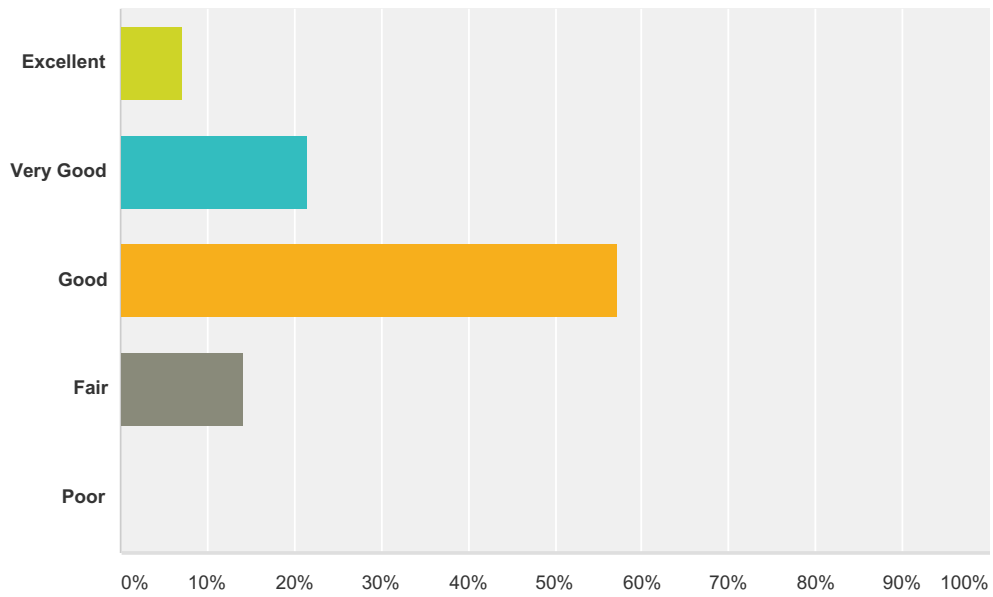
Lake Agassiz Regional Library System				
<u>Year</u>	<u>Total Visits</u>	<u>County Population</u>	<u>Visits/1000 residents</u>	<u>Annual Visits</u>
2011	352833	58999	59	5980
2012	328354	60118	60	5473
2013	321399	60118	60	5357
2014	288626	60426	60	4810
2015	292344	61196	61	4793
2016	271830	62181	62	4384

Enclosure 11

Environment				
Name	2013	2014	2015	2016
Recycling Rate (%)	36%	Not Yet Published	34%	Not Yet Published
Pounds of Electronics Recycled		326,715	228,290	343,080
Pounds of Hazourdous waste Collected (Gal.)		9,126	10,414	10,341
2014 first year reporting				

Q1 How would you rate your overall quality of life in Clay County?

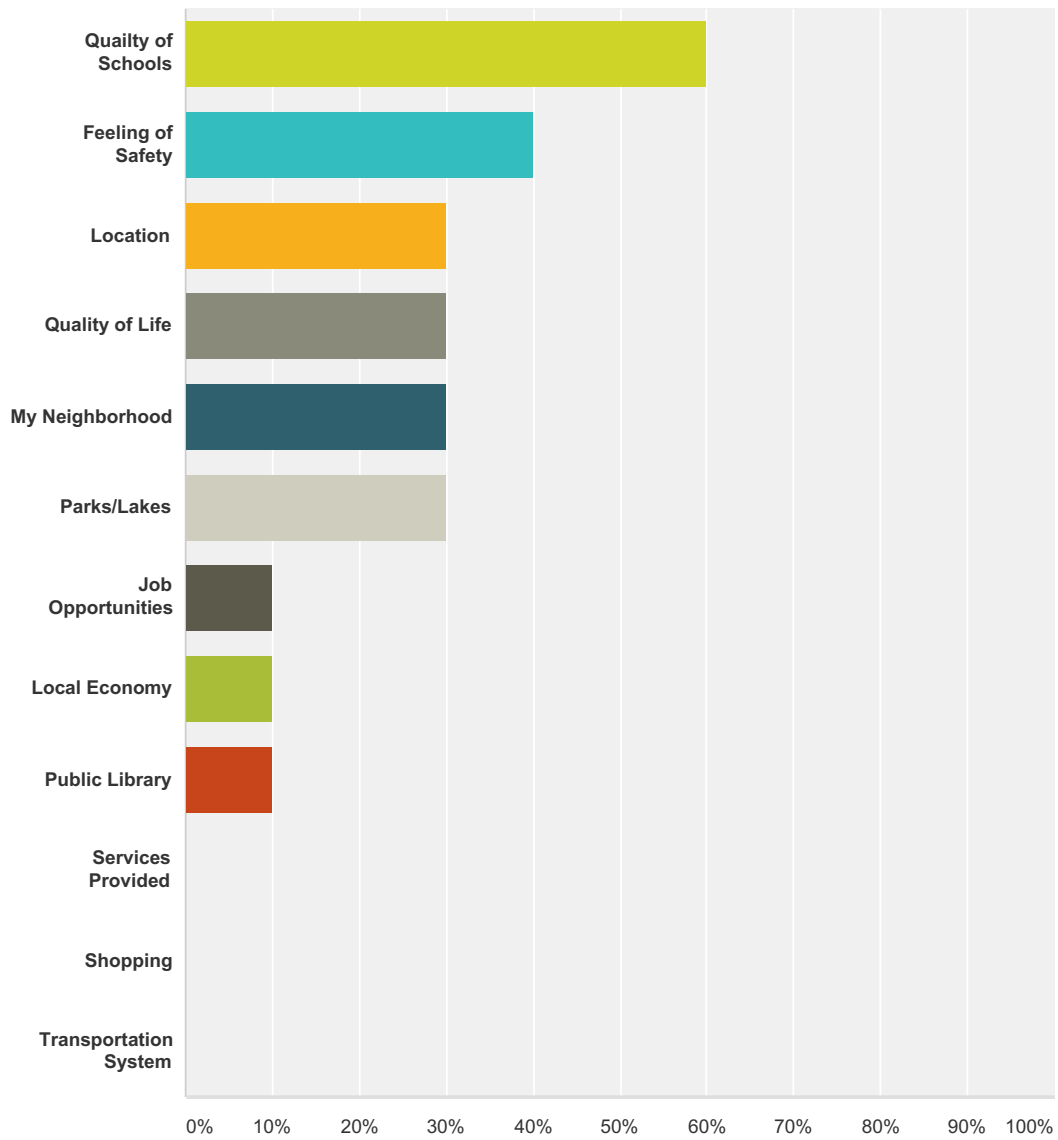
Answered: 14 Skipped: 1



Answer Choices	Responses
Excellent	7.14% 1
Very Good	21.43% 3
Good	57.14% 8
Fair	14.29% 2
Poor	0.00% 0
Total	14

Q2 What are the best things about living in Clay County? (Select all that apply.)

Answered: 10 Skipped: 5

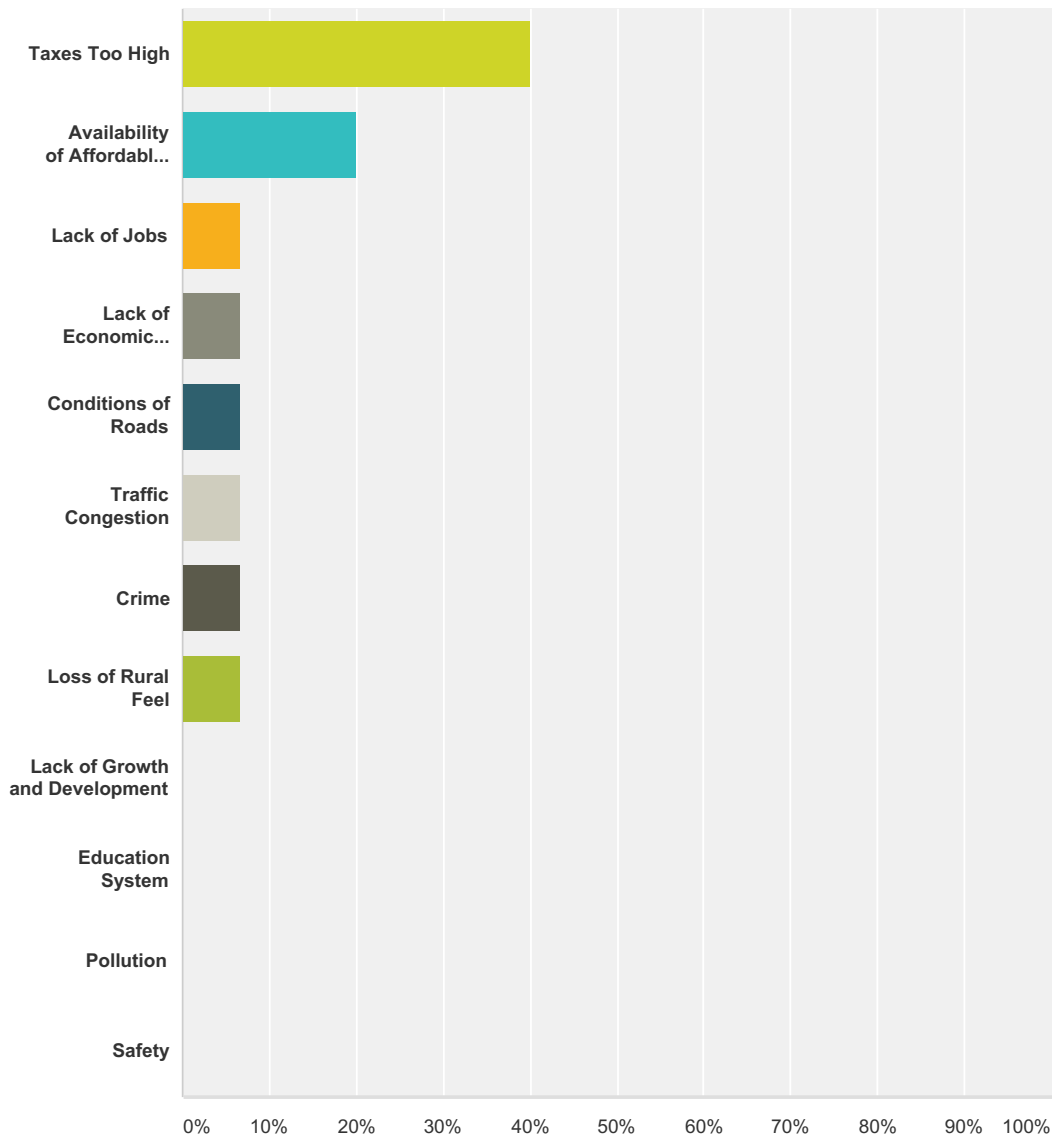


Answer Choices	Responses
Quality of Schools	60.00% 6
Feeling of Safety	40.00% 4
Location	30.00% 3
Quality of Life	30.00% 3
My Neighborhood	30.00% 3
Parks/Lakes	30.00% 3
Job Opportunities	10.00% 1

Local Economy	10.00%	1
Public Library	10.00%	1
Services Provided	0.00%	0
Shopping	0.00%	0
Transportation System	0.00%	0
Total Respondents: 10		

Q3 What do you feel is the most serious issue facing Clay County at thistime?

Answered: 15 Skipped: 0

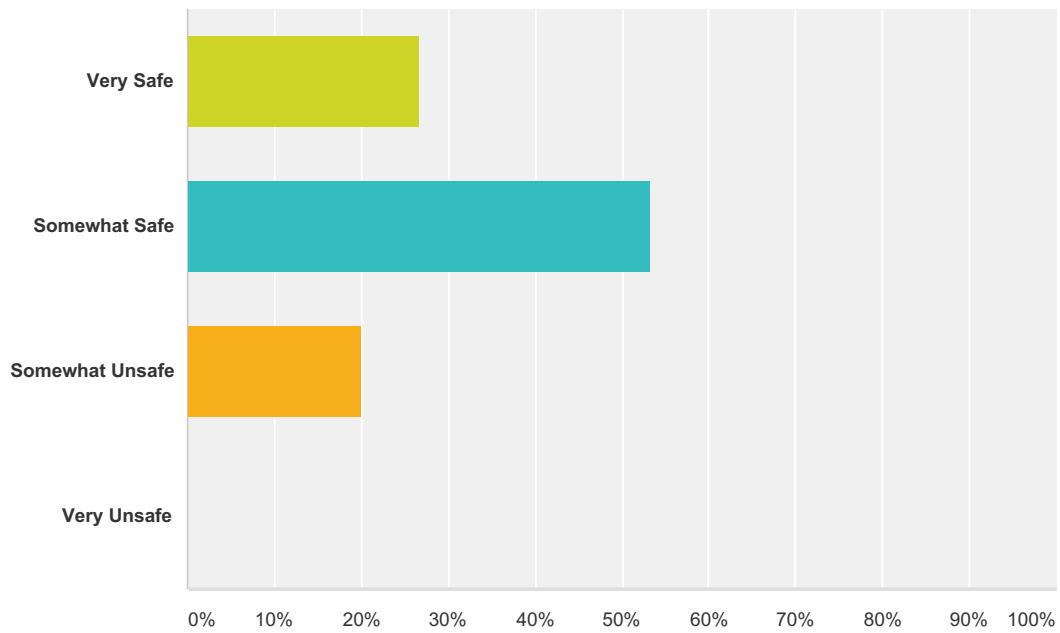


Answer Choices	Responses
Taxes Too High	40.00% 6
Availability of Affordable Housing	20.00% 3
Lack of Jobs	6.67% 1
Lack of Economic Development	6.67% 1
Conditions of Roads	6.67% 1
Traffic Congestion	6.67% 1
Crime	6.67% 1

Loss of Rural Feel	6.67%	1
Lack of Growth and Development	0.00%	0
Education System	0.00%	0
Pollution	0.00%	0
Safety	0.00%	0
Total		15

Q4 Please rate how safe or unsafe you feel in Clay County.

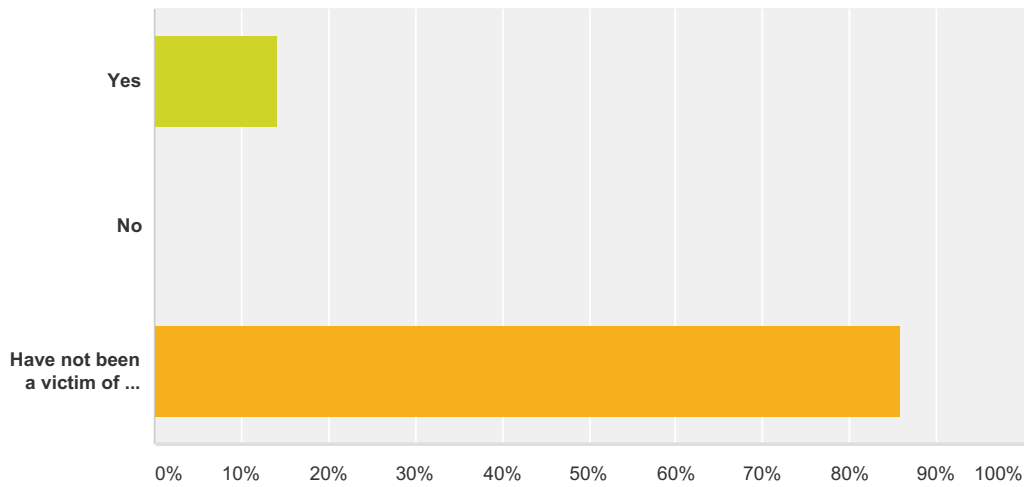
Answered: 15 Skipped: 0



Answer Choices	Responses
Very Safe	26.67% 4
Somewhat Safe	53.33% 8
Somewhat Unsafe	20.00% 3
Very Unsafe	0.00% 0
Total	15

Q5 If you have ever been a victim of a crime, did you call law enforcement?

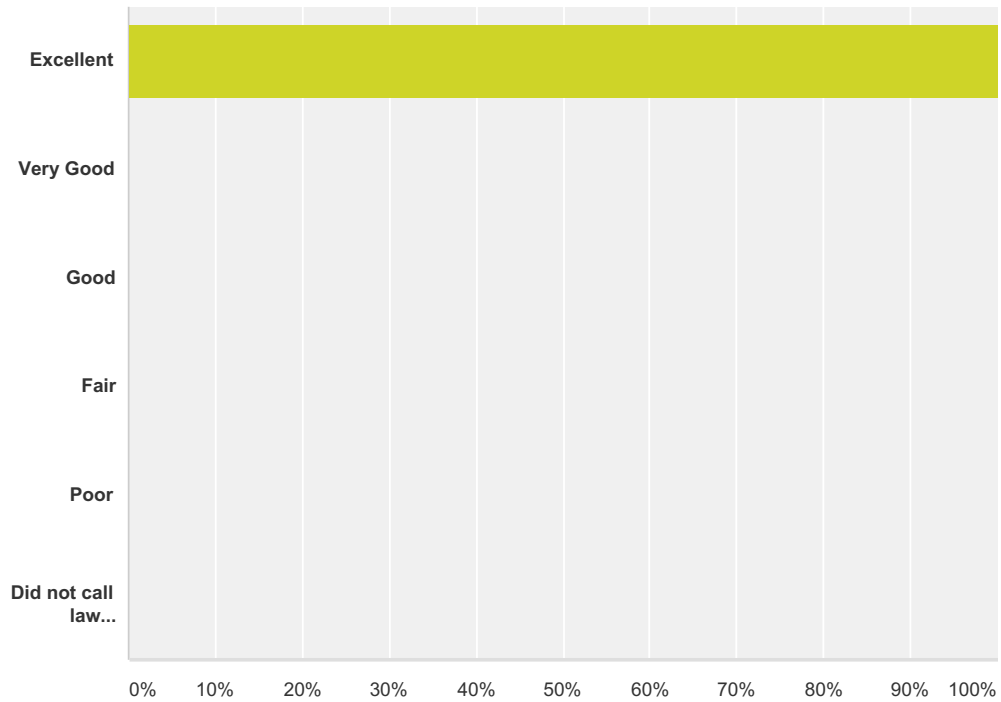
Answered: 14 Skipped: 1



Answer Choices	Responses
Yes	14.29% 2
No	0.00% 0
Have not been a victim of a crime.	85.71% 12
Total	14

Q6 If law enforcement was dispatched, how would you rate their response time?

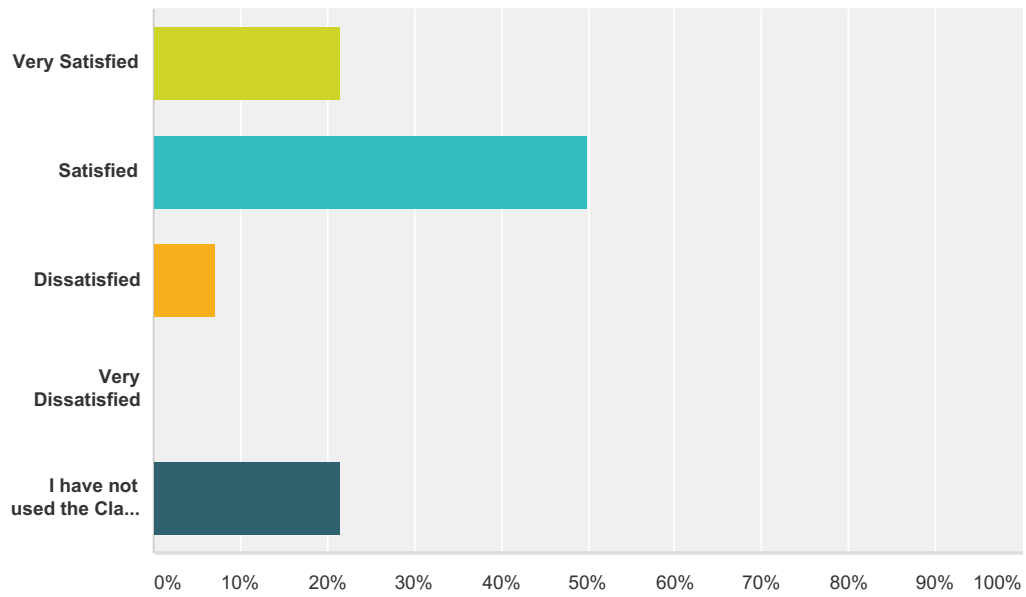
Answered: 2 Skipped: 13



Answer Choices	Responses	Count
Excellent	100.00%	2
Very Good	0.00%	0
Good	0.00%	0
Fair	0.00%	0
Poor	0.00%	0
Did not call law enforcement.	0.00%	0
Total		2

Q7 How satisfied are you with the Clay County Sheriff Department?

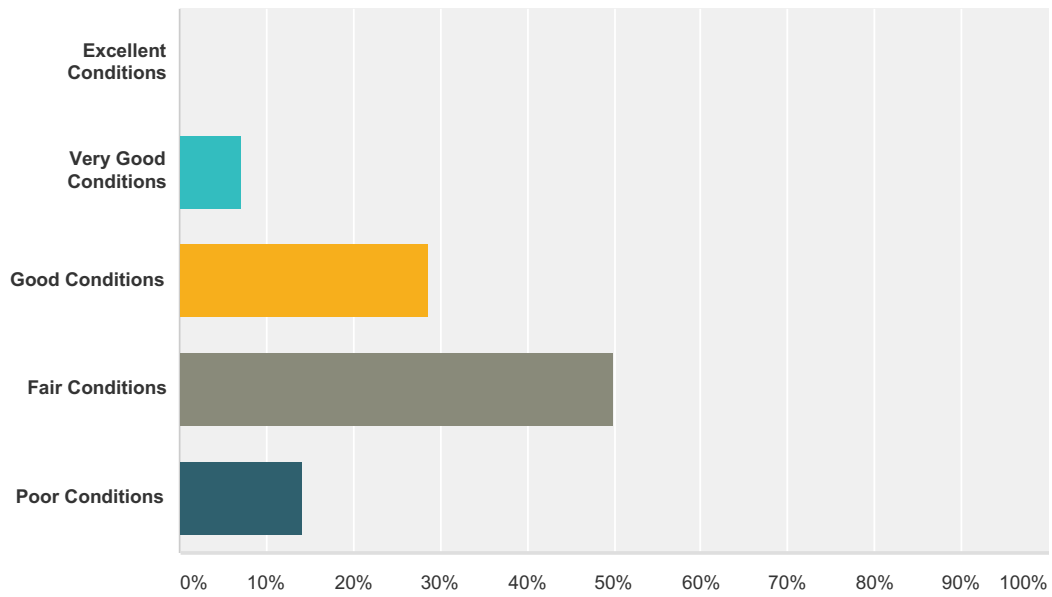
Answered: 14 Skipped: 1



Answer Choices	Responses
Very Satisfied	21.43% 3
Satisfied	50.00% 7
Dissatisfied	7.14% 1
Very Dissatisfied	0.00% 0
I have not used the Clay County Sheriff Department	21.43% 3
Total	14

Q8 How would you rate the road conditions within the county?

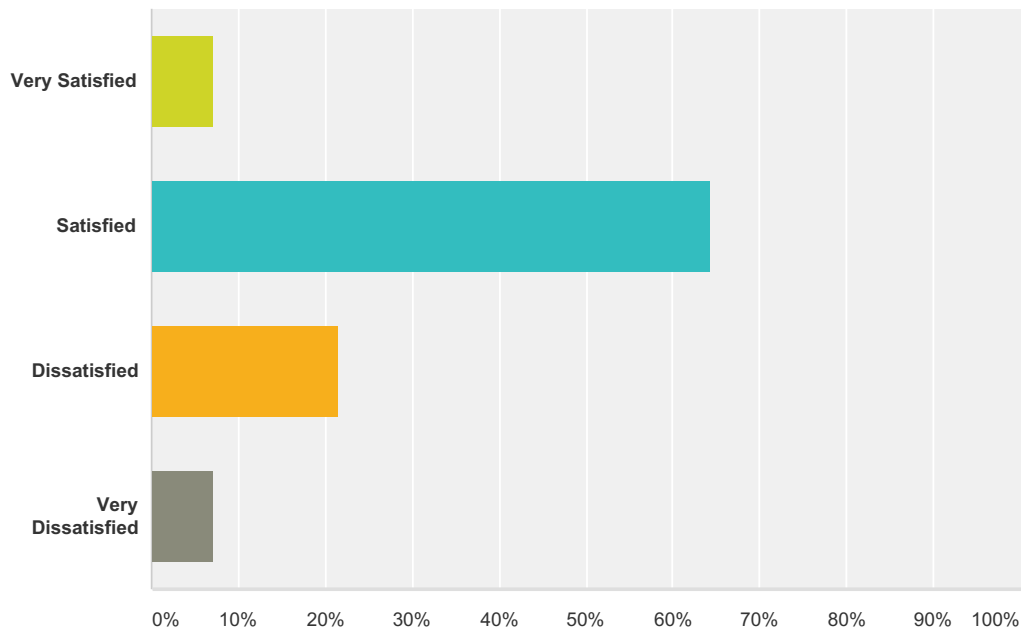
Answered: 14 Skipped: 1



Answer Choices	Responses
Excellent Conditions	0.00% 0
Very Good Conditions	7.14% 1
Good Conditions	28.57% 4
Fair Conditions	50.00% 7
Poor Conditions	14.29% 2
Total	14

Q9 How satisfied are you with snow removal in the winter?

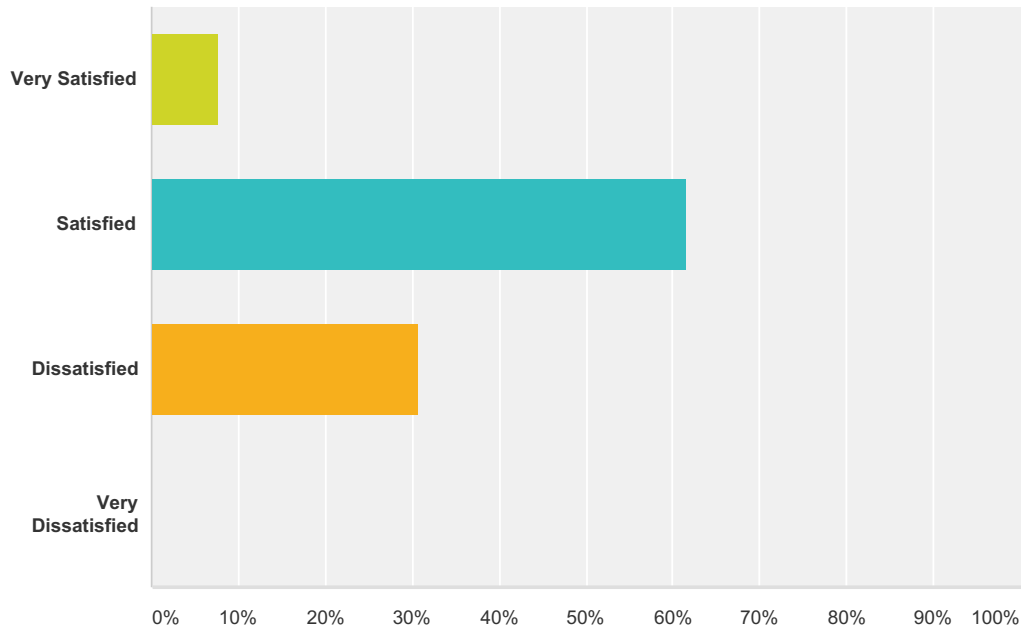
Answered: 14 Skipped: 1



Answer Choices	Responses	Count
Very Satisfied	7.14%	1
Satisfied	64.29%	9
Dissatisfied	21.43%	3
Very Dissatisfied	7.14%	1
Total		14

Q10 How satisfied are you with weed and grass control in the summer?

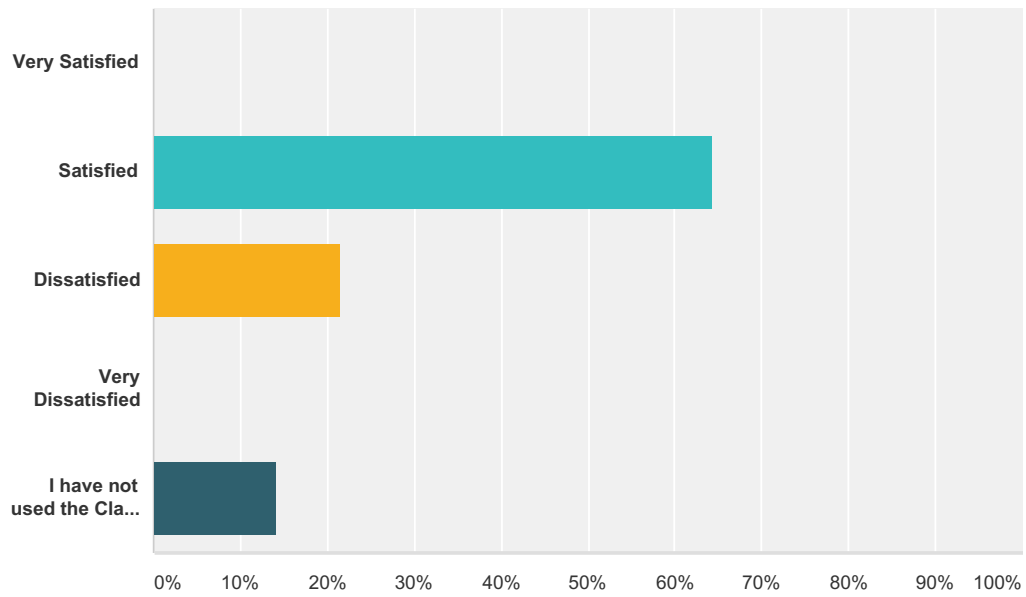
Answered: 13 Skipped: 2



Answer Choices	Responses	Count
Very Satisfied	7.69%	1
Satisfied	61.54%	8
Dissatisfied	30.77%	4
Very Dissatisfied	0.00%	0
Total		13

Q11 How satisfied are you with the Clay County Highway Department?

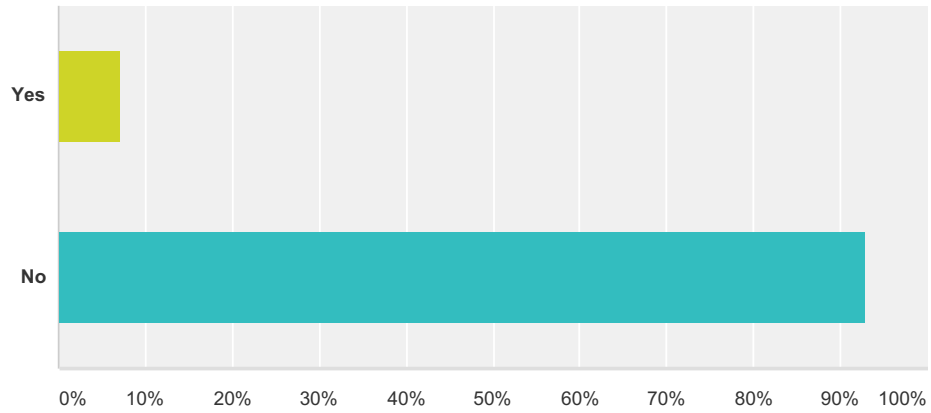
Answered: 14 Skipped: 1



Answer Choices	Responses
Very Satisfied	0.00% 0
Satisfied	64.29% 9
Dissatisfied	21.43% 3
Very Dissatisfied	0.00% 0
I have not used the Clay County Highway Department services.	14.29% 2
Total	14

Q12 Have you used any of the Clay County Public Health services within the past two years?

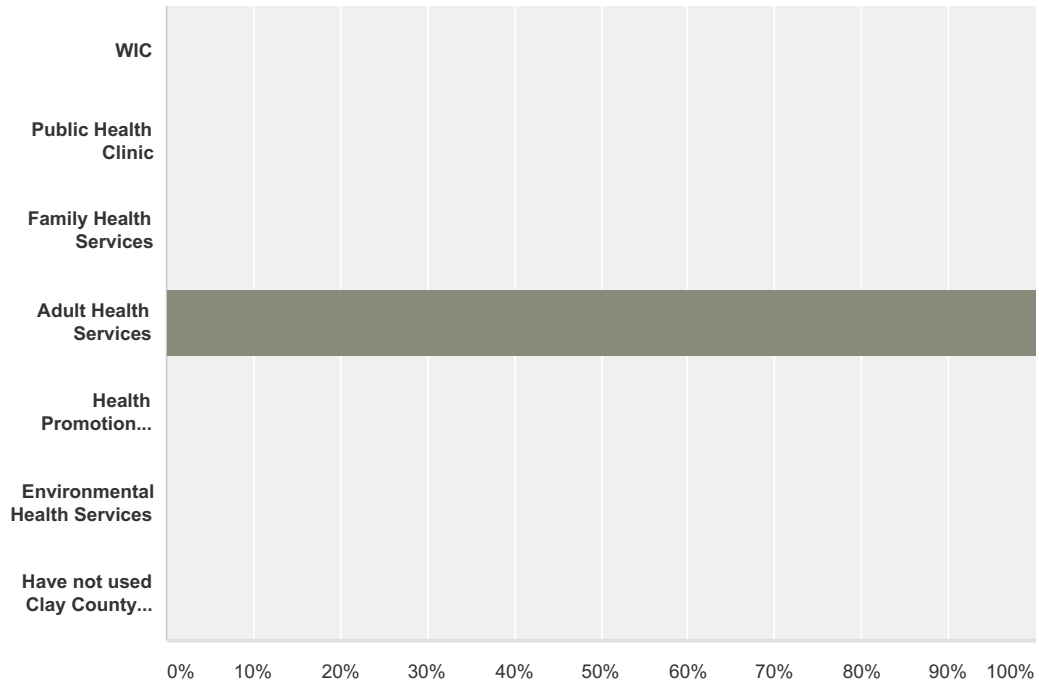
Answered: 14 Skipped: 1



Answer Choices	Responses
Yes	7.14% 1
No	92.86% 13
Total	14

Q13 If you have used Clay County Public Health, what services have you used? (select all that apply)

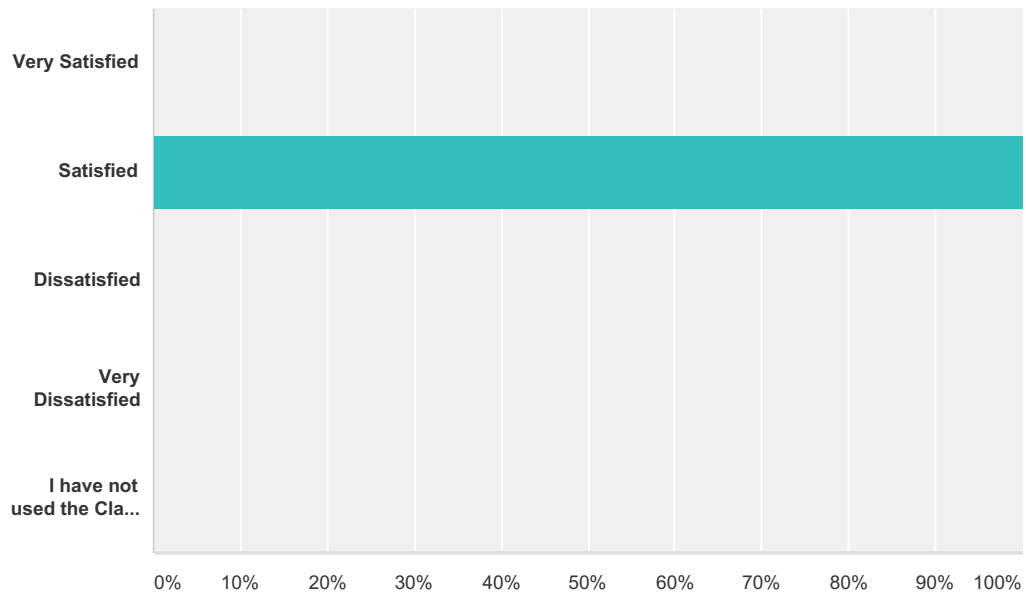
Answered: 1 Skipped: 14



Answer Choices	Responses
WIC	0.00% 0
Public Health Clinic	0.00% 0
Family Health Services	0.00% 0
Adult Health Services	100.00% 1
Health Promotion Activities	0.00% 0
Environmental Health Services	0.00% 0
Have not used Clay County Public Health services	0.00% 0
Total Respondents: 1	

Q14 How satisfied are you with the Clay County Public Health system?

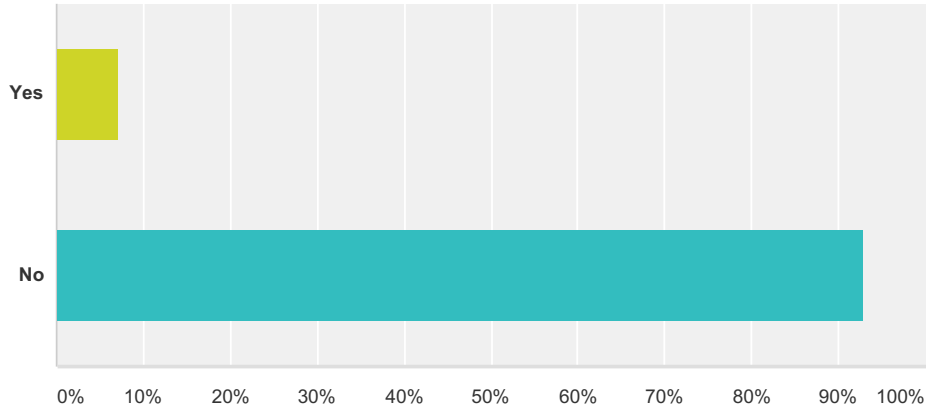
Answered: 1 Skipped: 14



Answer Choices	Responses
Very Satisfied	0.00% 0
Satisfied	100.00% 1
Dissatisfied	0.00% 0
Very Dissatisfied	0.00% 0
I have not used the Clay County Public Health Department services.	0.00% 0
Total	1

Q15 Have you used the Clay County Veterans Service Office in the past two years?

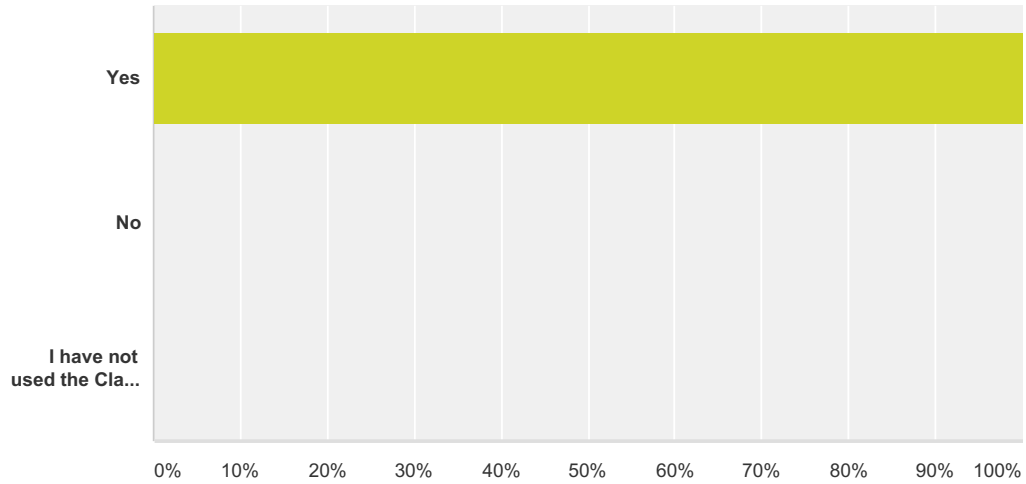
Answered: 14 Skipped: 1



Answer Choices	Responses
Yes	7.14% 1
No	92.86% 13
Total	14

Q16 During your visit to the Clay County Veterans Service Office, did you receive the answers and/or information that you were requesting?

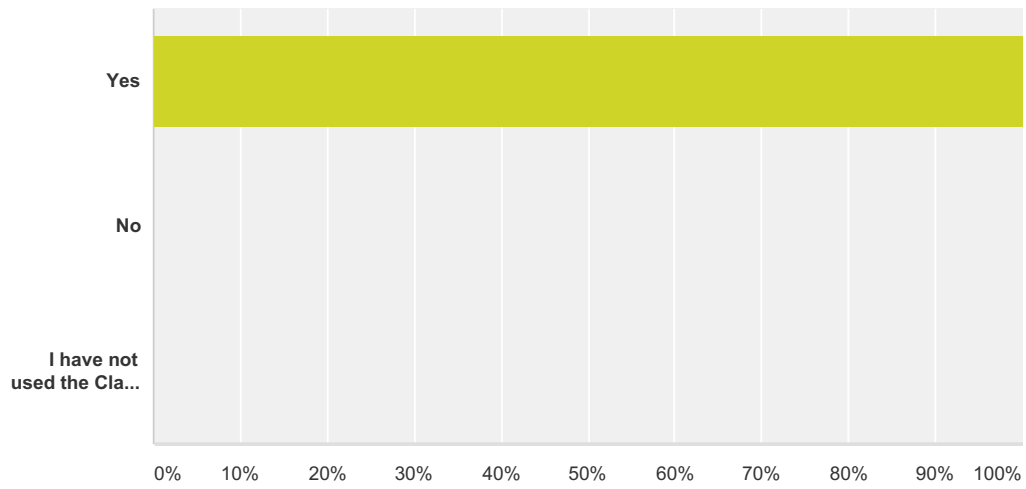
Answered: 1 Skipped: 14



Answer Choices	Responses
Yes	100.00% 1
No	0.00% 0
I have not used the Clay County Veterans Service Office services.	0.00% 0
Total	1

Q17 Did the Clay County Veterans Service Office appear to understand your inquiry?

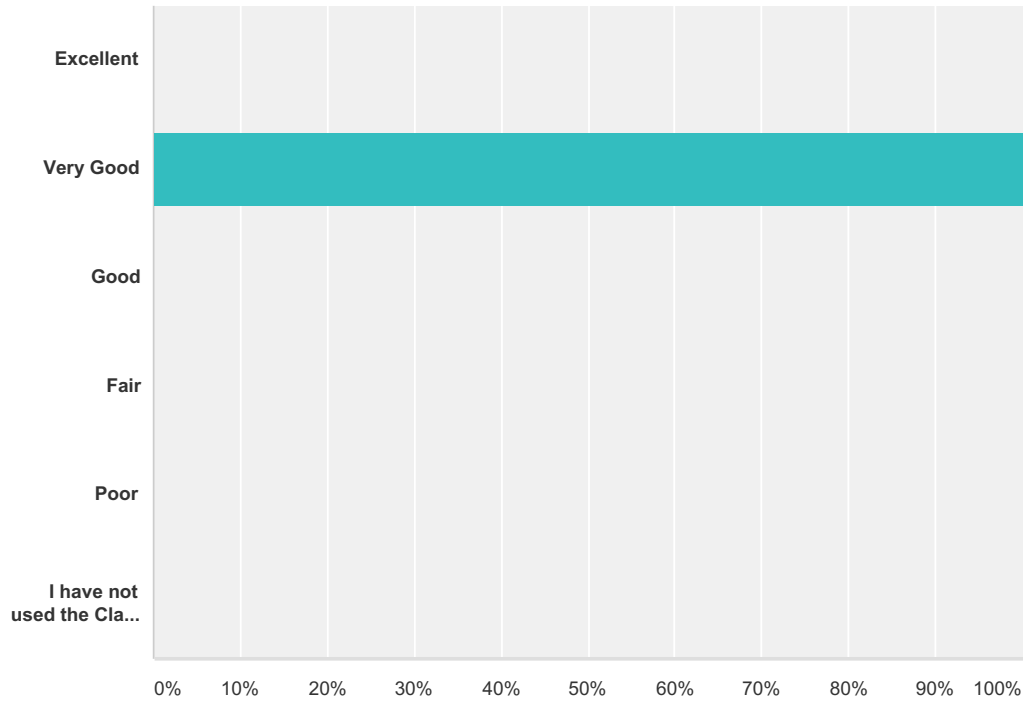
Answered: 1 Skipped: 14



Answer Choices	Responses
Yes	100.00% 1
No	0.00% 0
I have not used the Clay County Veterans Service Office services.	0.00% 0
Total	1

Q18 Please rate the level of service you received from your Clay County Veterans Service Office in resolving your issues or answering your questions:

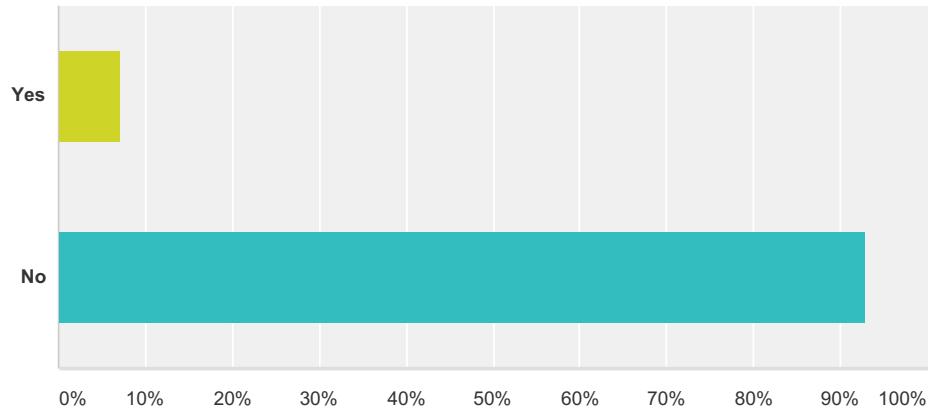
Answered: 1 Skipped: 14



Answer Choices	Responses
Excellent	0.00% 0
Very Good	100.00% 1
Good	0.00% 0
Fair	0.00% 0
Poor	0.00% 0
I have not used the Clay County Veterans Service Office services.	0.00% 0
Total	1

Q19 Have you used any of the Clay County Social Services programs within the past two years?

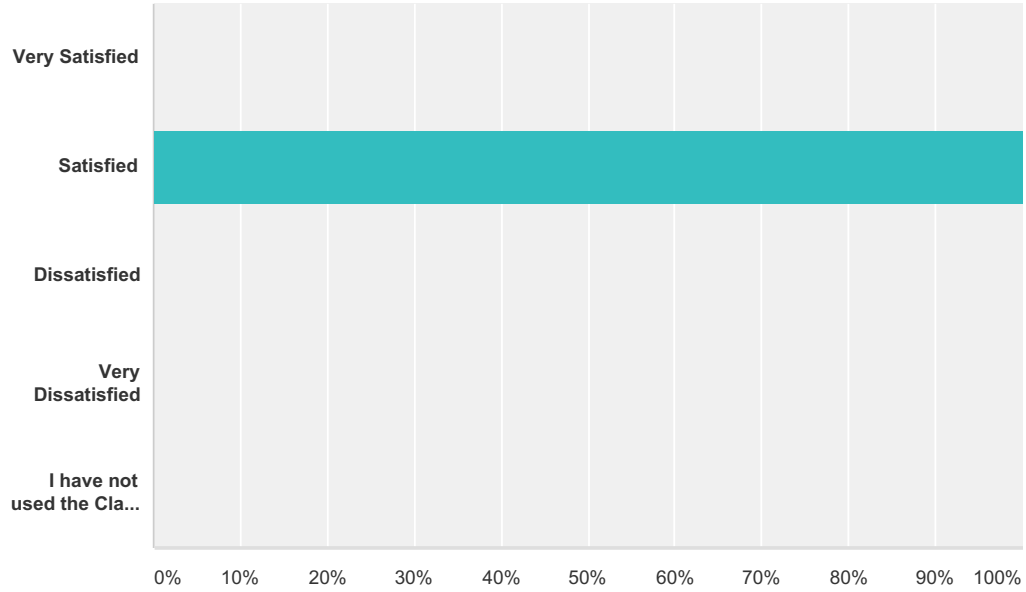
Answered: 14 Skipped: 1



Answer Choices	Responses	
Yes	7.14%	1
No	92.86%	13
Total		14

Q20 How satisfied were you with the services you received from the Clay County Social Services Department?

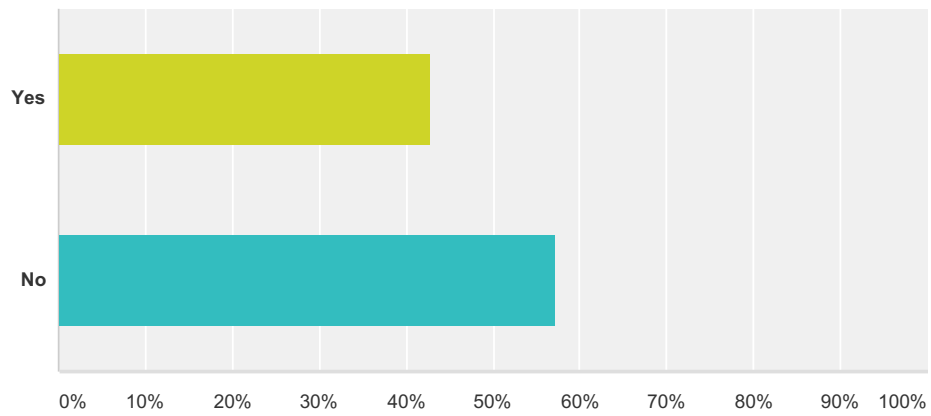
Answered: 1 Skipped: 14



Answer Choices	Responses	Count
Very Satisfied	0.00%	0
Satisfied	100.00%	1
Dissatisfied	0.00%	0
Very Dissatisfied	0.00%	0
I have not used the Clay County Social Services Office.	0.00%	0
Total		1

Q21 Have you visited one of Clay County's Lake Agassiz libraries in the last two years?

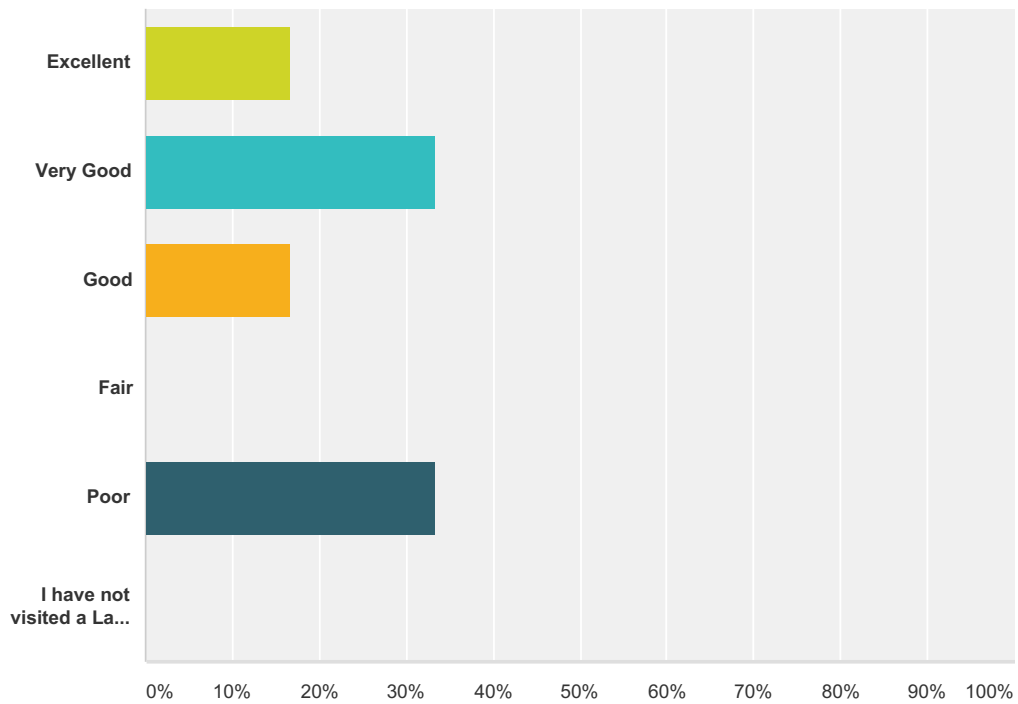
Answered: 14 Skipped: 1



Answer Choices	Responses
Yes	42.86% 6
No	57.14% 8
Total	14

Q22 How would you rate the Lake Agassiz facilities and services?

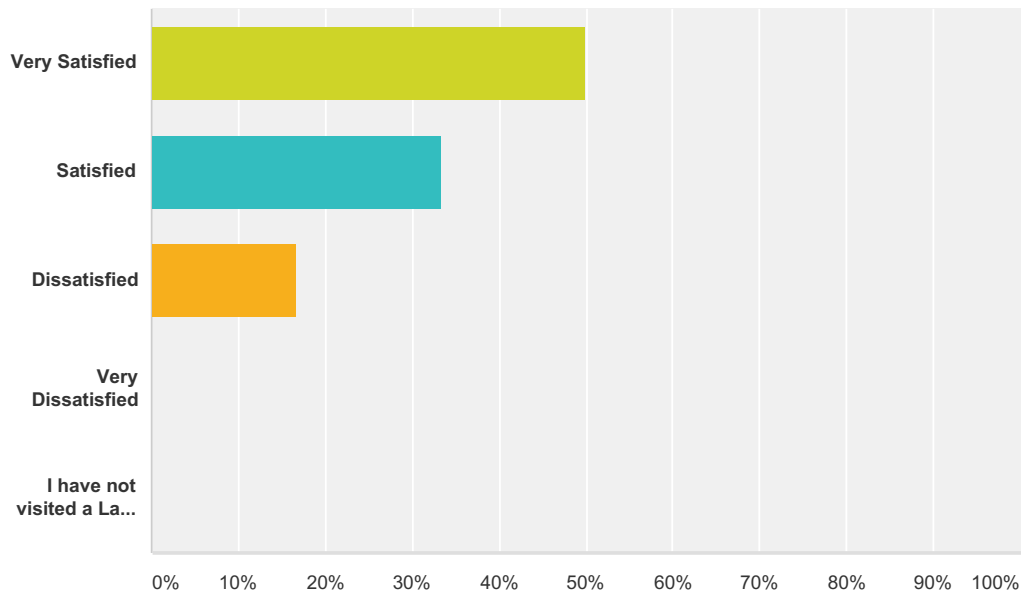
Answered: 6 Skipped: 9



Answer Choices	Responses
Excellent	16.67% 1
Very Good	33.33% 2
Good	16.67% 1
Fair	0.00% 0
Poor	33.33% 2
I have not visited a Lake Agassiz Regional Library.	0.00% 0
Total	6

Q23 Were you satisfied with the quality of service you received from the Lake Agassiz Library staff?

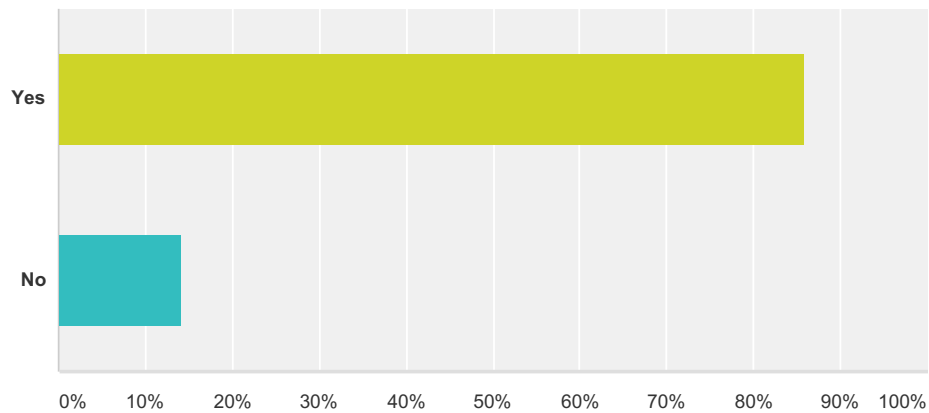
Answered: 6 Skipped: 9



Answer Choices	Responses	Count
Very Satisfied	50.00%	3
Satisfied	33.33%	2
Dissatisfied	16.67%	1
Very Dissatisfied	0.00%	0
I have not visited a Lake Agassiz Regional Library.	0.00%	0
Total		6

Q24 Have you used the services provided by the Motor Vehicle Department in Clay County? (License plates, tabs, vehicle transfers, new vehicle and out-of-state registrations, boat, snowmobile, all-terrain, motorcycle and trailer licensing. Driver's licensing includes driver's license renewals, name and address changes, identification cards and instruction permits.)

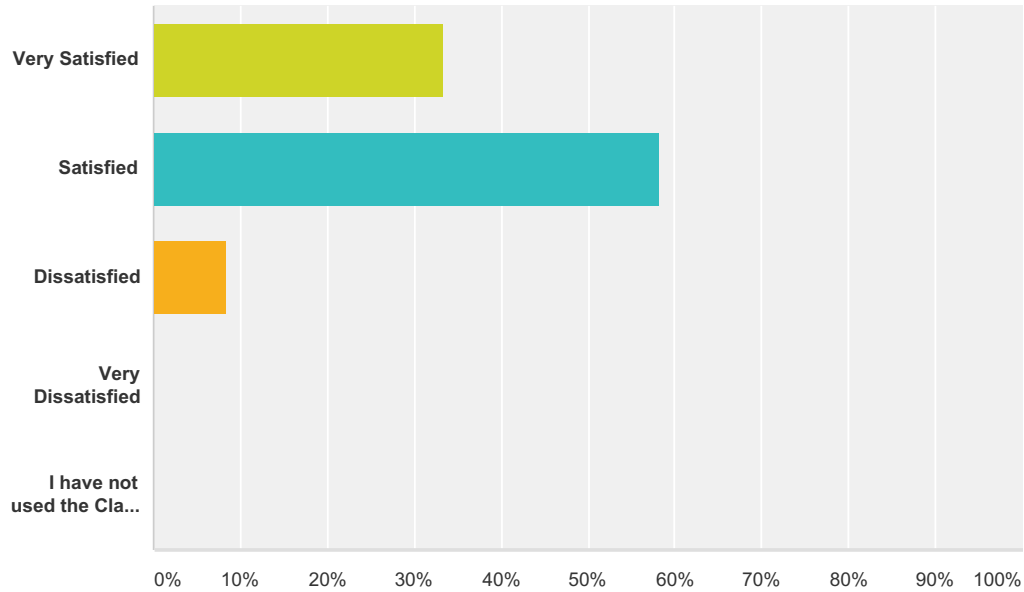
Answered: 14 Skipped: 1



Answer Choices	Responses
Yes	85.71% 12
No	14.29% 2
Total	14

Q25 Were you satisfied with the service you received by the Clay County Motor Vehicle Department staff?

Answered: 12 Skipped: 3



Answer Choices	Responses
Very Satisfied	33.33% 4
Satisfied	58.33% 7
Dissatisfied	8.33% 1
Very Dissatisfied	0.00% 0
I have not used the Clay County Motor Vehicle Department services.	0.00% 0
Total	12

**BOARD OF COUNTY COMMISSIONERS
DAKOTA COUNTY, MINNESOTA**

June 20, 2017

Resolution No. 17-322

Motion by Commissioner Holberg

Second by Commissioner Workman

Approval To Continue Participation In State Standard Measures Program

WHEREAS, the Minnesota Legislature created the Council on Local Results and Innovation in 2010, and the Council released a standard set of performance measures for cities and counties in 2011; and

WHEREAS, the Dakota County Board of Commissioners adopted Resolution No. 11-318 (June 21, 2011), to participate in the voluntary performance measurement program and began assembling the necessary data; and

WHEREAS, Dakota County values the use of performance measurement to continually improve program and services for the residents of Dakota County; and

WHEREAS, participation in the standard measures program by a city or county is voluntary, but those who choose to participate in the program must officially adopt the corresponding performance measures developed by the Council, and file a report with the Office of the State Auditor by July 1, 2017, as part of annual reporting requirements; and

WHEREAS, cities and counties who participate in the program must implement a local performance measurement system as defined by the Council on Local Results and Innovation, to include: outcome goals; outcome and output performance measures; and reporting on results of the performance measures to their residents.

NOW, THEREFORE, BE IT RESOLVED, That the Dakota County Board of Commissioners hereby adopts the following standard performance measures developed by the Council on Local Results and Innovation and authorized by the Minnesota Legislature:

- Part I and II Crime
- Average County Pavement Condition Rating
- Workforce Participation Rate Among Minnesota Family Investment Program and Diversionary Work Program Participants
- Percentage of Children Where There Is a Recurrence of Maltreatment Within 12 Months Following an Intervention
- Level of Assessment Ratio
- Accuracy of Post-Election Audit
- Dollars Brought into the County for Veterans' Benefits
- Bond Rating
- Citizens' Rating of the Quality of County Park, Recreational Programs, and/or Facilities

STATE OF MINNESOTA
County of Dakota

	YES		NO
Slavik	<u> X </u>	Slavik	_____
Gaylord	<u> X </u>	Gaylord	_____
Egan	<u> X </u>	Egan	_____
Atkins	<u> X </u>	Atkins	_____
Workman	<u> X </u>	Workman	_____
Holberg	<u> X </u>	Holberg	_____
Gerlach	<u> X </u>	Gerlach	_____

I, Jeni Reynolds, Clerk to the Board of the County of Dakota, State of Minnesota, do hereby certify that I have compared the foregoing copy of a resolution with the original minutes of the proceedings of the Board of County Commissioners, Dakota County, Minnesota, at their session held on the 20th day of June, 2017, now on file in the County Administration Department, and have found the same to be a true and correct copy thereof.

Witness my hand and official seal of Dakota County this 22nd day of June, 2017.

Jeni Reynolds

Clerk to the Board

- Amount of Hazardous Household Waste and Electronics Collected; and

BE IT FURTHER RESOLVED, That the Dakota County Board of Commissioners hereby directs the County Manager to cause the collection, maintenance, and publication of the set of performance measures, as defined by the Council on Local Results and Innovation.

STATE OF MINNESOTA
County of Dakota

	YES		NO
Slavik	<u> X </u>	Slavik	<u> </u>
Gaylord	<u> X </u>	Gaylord	<u> </u>
Egan	<u> X </u>	Egan	<u> </u>
Atkins	<u> X </u>	Atkins	<u> </u>
Workman	<u> X </u>	Workman	<u> </u>
Holberg	<u> X </u>	Holberg	<u> </u>
Gerlach	<u> X </u>	Gerlach	<u> </u>

I, Jeni Reynolds, Clerk to the Board of the County of Dakota, State of Minnesota, do hereby certify that I have compared the foregoing copy of a resolution with the original minutes of the proceedings of the Board of County Commissioners, Dakota County, Minnesota, at their session held on the 20th day of June, 2017, now on file in the County Administration Department, and have found the same to be a true and correct copy thereof.

Witness my hand and official seal of Dakota County this 22nd day of June, 2017.

Jeni Reynolds

Clerk to the Board

Performance Measure Results

State Standard Measures Program 2017



BACKGROUND

In 2010, the state Legislature created the Council on Local Results and Innovation to develop standard performance measures for Minnesota cities and counties. In February 2011, the Council released a standard set of performance measures to help residents, taxpayers, and elected officials determine whether counties provide services efficiently and effectively, and to measure residents' opinions of those services. In 2011, Dakota County voluntarily agreed to participate in the program. To meet 2017 program requirements, the following results are reported for the 10 adopted measures using the most recent data available.

PUBLIC SAFETY

PART I AND II CRIME

Part I crimes include murder, rape, aggravated assault, burglary, larceny, motor vehicle theft, arson, and human trafficking. Part II crimes include other assaults, forgery/counterfeiting, embezzlement, stolen property, vandalism, weapons, prostitution, other sex offenses, narcotics, gambling, family/children crime, D.U.I., liquor laws, disorderly conduct, and other offenses. The figures are rates per 1,000 residents (2016).

Part I:	21.29
Part II:	27.82

PUBLIC WORKS

AVERAGE COUNTY PAVEMENT CONDITION RATING

The Minnesota Department of Transportation rates Dakota County roads every two years on a scale from 0 (poor) to 100 (excellent) based on the types of pavement distresses and the smoothness of the surface (2014).

	72
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PUBLIC HEALTH, SOCIAL SERVICES

WORKFORCE PARTICIPATION RATE AMONG MFIP AND DWP RECIPIENTS

This measure shows the percent of Minnesota Family Investment Program (MFIP) and Diversionary Work Program (DWP) adults working 30 hours or more per week or who have left cash assistance three years after baseline (April 2015-March 2016) in Dakota County.

	72.8%
--	--------------

PERCENTAGE OF CHILDREN WHERE THERE IS A RECURRENCE OF MALTREATMENT WITHIN 12 MONTHS FOLLOWING AN INTERVENTION

This measure is calculated on a rolling 12-month period (January-December 2015). It looks at all maltreatment (abuse or neglect) findings in the reporting period, and then counts the number of cases that had a subsequent maltreatment finding within 12 months of the first.

	7.5%
--	-------------

Performance Measure Results

State Standard Measures Program 2017



PROPERTY RECORDS, VALUATION, ASSESSMENT

LEVEL OF ASSESSMENT RATIO (MEDIAN BETWEEN 90% AND 105% IS ACCEPTABLE)

The level of assessment ratio measures the accuracy of County assessments by comparing the actual market value of homes (as measured by the sales/purchase price) with the County-assigned assessed value (2016). **94%**

ELECTIONS

ACCURACY OF POST-ELECTION AUDIT

The percentage of ballots counted correctly in the last election (2016). **100%**

VETERANS SERVICES

DOLLARS BROUGHT INTO COUNTY FOR VETERANS' BENEFITS

The state Department of Veteran Affairs tracks and publishes yearly program and service expenditures for veterans. The dollars spent on veterans includes health care, insurance and indemnity, educational benefits, and compensation and pension (2015). **\$183,497,000**

BUDGET, FINANCIAL

BOND RATING

Moody's Investors Service annually assesses the quality of the County's financial management, current financial condition, and financial outlook (2016). **Aaa**

PARKS, LIBRARIES

CITIZENS' RATING OF THE QUALITY OF COUNTY PARKS, RECREATIONAL PROGRAMS, AND/OR FACILITIES

Every two years, via a statistically valid mailed survey, residents rate the quality of County parks and recreation from poor to excellent (2016). Sample size (N)=867.

Parks and Recreation Rating	Percent of Respondents
Excellent	56%
Good	40%
Fair	4%
Poor	0%

Performance Measure Results

State Standard Measures Program 2017



ENVIRONMENT

AMOUNT OF HAZARDOUS HOUSEHOLD WASTE AND ELECTRONICS COLLECTED

Properly disposing of leftover chemicals, household products, and electronic devices helps protect the environment and people's health. In 2016, Dakota County collected electronics and household hazardous waste (paints, pesticides, acids/bases, solvents, batteries, fluorescent bulbs, and other miscellaneous chemicals) at The Recycling Zone and during four, one-day collection events.

Hazardous Waste:
2,080,780 lbs.
Electronics:
2,214,839 lbs.

PROJECT CONTACT

Josh Hill
Office of Performance and Analysis
(651) 438-8391
Josh.Hill@co.dakota.mn.us

**BOARD OF COUNTY COMMISSIONERS
DODGE COUNTY, MINNESOTA**

Date: June 27, 2017

Resolution # 2017- 28

Motion by Commissioner: *Kenworthy*

Division: Administration
Department: County Administrator
Name: 2016 State Performance
Standards Annual Result Report

Seconded by Commissioner: *Toquam*

WHEREAS, Benefits to the Dodge County 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/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 Dodge 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

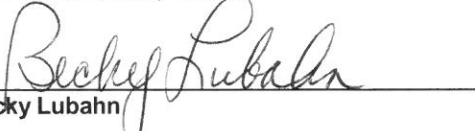
NOW THEREFORE LET IT BE RESOLVED THAT, Dodge County will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the county’s website, or through a public hearing at which the budget and levy will be discussed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

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

ATTEST:



Rodney Peterson
Vice Chair, County Board



Becky Lubahn
Deputy Clerk

		AYE	NAY
	Allen	X	_____
	Kenworthy	X	_____
	Peterson	X	_____
Absent	Tjosaas	_____	_____
	Toquam	X	_____

Dodge Results

	2013	2014	2015	2016	Comments
Part 1 and 2 Crimes					
1	334	362		183	351
2	1165	1455		812	1133
Deputy Response Time	3.9	NA		5.375	
Total accidents - Fatalities/Injury				13	112 Total Crashes
Adult Offender Recidivism - 3 years	5.5	NA		6.2	
Hours to complete system/ snow event	4	4		4	
Pavement Condition Rating	54	59		48	
Bridge Sufficiency Rating				91.8	16 b rated under 68 (241 total)
General Life Expectancy					
	M	76.5	78.8		79.4
	F	81.2	83.4		83.8
Tobacco/Alcohol Use					
Percent Current Smokers				14	
Percent reported heavy drinkers				23	
Percent of low birth-weight births				1.8	
Percentage of recurrence maltreatment	0	0		0	
Child support cost effectiveness				4.27	
Workforce participation MFIP and DWP	37.6	44.6		41.8	
Assessment Ratio					
	Ag	93.71	95.66		101.81
	Comm	unqual	unqual		unqual
	Res	98.05	98.24		93.13
Accuracy Post Election Audit				100	
Number of Annual Visit - Library (per 1000 residents)	2953	2842		2736	
Debt Service Per Capita				54.06	
Outstanding Debt Per Capita				553.29	
Bond Rating	AA-	AA		AA	
Recycling Percentage (% of discarded items)				44%	
Amount of hazardous waste annual (tons)				60	
Dollars brought into county for vet. Benefits				\$6,872,000	
Percentage of veterans receiving federal benefits				47	

RESOLUTION

FILLMORE COUNTY BOARD OF COMMISSIONERS
Preston, Minnesota 55965

Date June 27, 2017 Resolution No. 2017-022

Motion by Commissioner Lentz Second by Commissioner Bakke

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 Fillmore County are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and
WHEREAS, Any 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 Fillmore 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, Fillmore 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 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, Fillmore County will submit to the Office of the State Auditor the actual results of the performance measures adopted by the county/city.

VOTING AYE

Commissioners Dahl Lentz Bakke Prestby Peterson

VOTING NAY

Commissioners Dahl Lentz Bakke Prestby Peterson

STATE OF MINNESOTA
COUNTY OF FILLMORE

I, Bobbie Vickerman, Clerk of the Fillmore County Board of Commissioners, State of Minnesota, do hereby certify that the foregoing resolution is a true and correct copy of a resolution duly passed at a meeting of the Fillmore County Board of Commissioners held on the 27th day of June, 2017.

Witness my hand and official seal at Preston, Minnesota the 27th day of June, 2017.

SEAL



Bobbie Vickerman, Coordinator/Clerk
Fillmore County Board of Commissioners

RESOLUTION
FILLMORE COUNTY BOARD OF COMMISSIONERS
Preston, Minnesota 55965

Date June 27, 2017 Resolution No. 2017-023

Motion by Commissioner Lentz Second by Commissioner Peterson

WHEREAS The Fillmore County Board of Commissioners has adopted the following mission: Fillmore County's mission is to provide quality services to the citizens in an efficient, cost effective manner; and

WHEREAS Setting goals and measuring results of each year's expenditures helps accomplish that overall mission; and

WHEREAS Fillmore Department Heads have determined the following goals and recommend that the Board adopt the goals to provide quality and efficient, cost effective service to the citizens of Fillmore County.

NOW THEREFORE BE IT RESOLVED That the Fillmore County Board of Commissioners adopts the following goals for the upcoming year.

FILLMORE COUNTY GOALS	MEASURES - SUMMARY
1) Reduce the total number of accidents that occur on County State Aid Highways, County Roads and Un-Organized Township Roads that involve fatalities and injury from prior year	Available in Towards Zero Death Reports
2) Maintain Pavement Quality Index rating of 72	MN Dept. of Transportation records
3) Tobacco use among adults to national benchmark	County Health Rankings
4) Child Support Program Cost Effectiveness	Recommended from 2012 Steering Committee report; Available from MN Dept. of Human Services
5) Percentage of low birth-weight births	MN Dept. of Human Services or www.countyhealthrankings.org
6) Median ratio between 90% and 105% for 3 types of assessment ratios	Department of Revenue records
7) Meet 10 day turn-around time for document recording	MN Statutes 357.182, Subd. 6 standard, 90% of the time
8) 100% post-election results	State/County records
9) Increase by 5% State and Federal dollars brought into county for veterans benefits	Federal and State dollars (this measure was recommended by 2008 OLA report)
10) Maintain 85% of veterans receiving services and/or benefits	This measure was recommended by 2008 OLA report
11) Goal of 7200 per 1000 residents for annual library visits	Southeastern Libraries Cooperating (SELCO) records
12) Goal to keep debt service levy under 11%	County records, Comprehensive Annual Financial Report
13) Goal of 40% recycling rate of Municipal Solid Waste	SCORE report

VOTING AYE

Commissioners Dahl Lentz Bakke Prestby Peterson

VOTING NAY

Commissioners Dahl Lentz Bakke Prestby Peterson

STATE OF MINNESOTA
COUNTY OF FILLMORE

I, Bobbie Vickerman, Clerk of the Fillmore County Board of Commissioners, State of Minnesota, do hereby certify that the foregoing resolution is a true and correct copy of a resolution duly passed at a meeting of the Fillmore County Board of Commissioners held on the 27th day of June, 2017.

Witness my hand and official seal at Preston, Minnesota the 27th day of June, 2017.

SEAL



Bobbie Vickerman, Coordinator/Clerk
Fillmore County Board of Commissioners

FILLMORE COUNTY
REVIEW AND STATUS OF 2016 PERFORMANCE MEASURES

2016 Performance Measure 1) Reduce the total number of accidents that occur on County State Aid Highways, County Roads and Un-Organized Township Roads that involve fatalities and injury from prior year:

From our reports we are showing 7 personal injury crashes for 2016. From 2015 to 2016, Fillmore County went from 11 personal injury crashes down to 7. However, in 2016 we had 3 fatalities compared to 2 fatalities in 2015.

2016 Performance Measure 2) Maintain Pavement Quality Index rating of 72:

This performance measure was reached, as the current MPQI is 72 for the County. With the State testing this year we expect this rating to improve yet this year.

2016 Performance Measure 3) Tobacco use among adult to national benchmark:

This performance measure was not reached for 2016 as the performance measure was 14% and Fillmore County was at 15%. The State benchmark is 16% and Fillmore did meet that. We may not have reached the national benchmark but our percentage did go down an entire percent from 2015.

2016 Performance Measure 4) Child Support Program Cost Effectiveness:

This performance measure outlines what a tremendous job that Fillmore County staff does for Child Support collections. We collect \$7.18 for every \$1.00 spent on the child support program. The State average is \$3.30. We are the fourth highest overall.

2016 Performance Measure 5) Percentage of low birth-weight births:

This performance measure is surprisingly good for the high number of pregnant women not receiving prenatal care and delivering babies at home. We are 2nd lowest in SE Minnesota at 2.8%, Houston is at 2.7%, with the national and state percentages at 6%.

2016 Performance Measure 6) Median ratio between 90% and 105% for three types of assessment ratios:

This performance measure was reached as follows:

- Commercial/Industrial Classification 96%
- Ag/Rural Vacant Classification 96%
- Residential Classification 93%

2016 Performance Measure 7) Meet 10 day turn-around time for document recording:

This performance measure was reached for 2016.

2016 Performance Measure 8) 100% post-election results:

This performance measure was reached for 2016 with the general election.

2016 Performance Measure 9) Increase by 5% State and Federal dollars brought into County for veterans benefits:

For 2016, the federal and state dollars brought into the County increased by 5.07%, Compensation/Pension went up from \$4,981,000 in 2015 to \$5,234,000 in 2016.

2016 Performance Measure 10) Maintain 85% of veterans receiving services and/or benefits:

For 2016, we believe we have maintained 85% of veterans receiving services and/or benefits, however we are awaiting the official report.

2016 Performance Measure 11) Goal of 7200 per 1000 residents for annual library visits:

For 2016, 6,200 was the number of residents per 1000, so we were short of the performance measure. Total visits for 2016 was 129,373.

2016 Performance Measure 12): Goal to keep debt service levy under 11%:

The debt service levy was at 2.89% for 2016. Which per capita is \$12.89 for the debt service levy.

2016 Performance Measure 13) Performance Measure of 40% recycling rate of Municipal Solid Waste:

The recycling rate for 2015 was 44% and we believe that 2016 should be close to that percentage. We currently are without a Solid Waste Administrator and have been working with the state to help us to calculate this percentage.

STATE OF MINNESOTA

COUNTY OF HENNEPIN

CLERK TO THE COUNTY BOARD

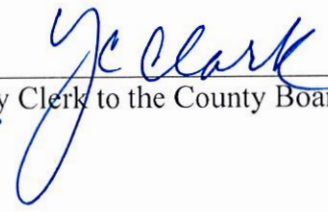
I, MARIA ROSE, Clerk to the County Board of the above named County, do hereby certify that I have compared the papers writing, to which this certificate is attached, with the original

Resolution No. 17-0238 adopted by the County Board of Commissioners on June 27, 2016

as the same appears of record and on file in the said Clerk to the Board's office, at the Government Center in said Hennepin County, and find the same to be true and correct copy thereof.

IN TESTOMONY WHEREOF, I have hereunto set my hand and affixed the seal of said County at the City of Minneapolis, this 30th day of June A.D. 2017

YOLANDA C. CLARK
Deputy Clerk to the County Board

by: 
Deputy Clerk to the County Board

HENNEPIN COUNTY

MINNESOTA

Hennepin County, Board of Commissioners

RESOLUTION 17-0238

2017

The following resolution was moved by Commissioner Mike Opat and seconded by Commissioner Peter McLaughlin:

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

WHEREAS, the Council on Local Results and Innovation released a standard set of eleven performance measures for counties 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, Hennepin County is committed to performance management and reporting; and

WHEREAS, Hennepin County has implemented a local performance measurement system as developed by the Council on Local Results and Innovation; and

WHEREAS, Hennepin County does not have jurisdiction for Parks and, therefore, will not participate in the Parks' performance measurement in 2017; and

WHEREAS, Hennepin County has adopted and implemented the minimum ten performance measures for counties developed by the Council on Local Results and Innovation; and

WHEREAS, a county that elects to participate in the standard measures program for 2017 may be eligible for a reimbursement of \$.014 per capita in government aid, not to exceed \$25,000;

BE IT RESOLVED, that the county will publish the 2016 results of the ten adopted performance measures on the county's web site by the end of the 2017 calendar year; and

BE IT FURTHER RESOLVED, that the Hennepin County Board of Commissioners authorizes staff to notify the Office of the State Auditor by July 1, 2017 of Hennepin County's commitment to participate in the 2017 Performance Measurement Program.

The question was on the adoption of the resolution and there were 5 YEAS and 0 NAYS, as follows:

**County of Hennepin
Board of County Commissioners**

YEAS	NAYS	ABSTAIN	ABSENT
Mike Opat			Jeff Johnson
Linda Higgins			Marion Greene
Peter McLaughlin			
Debbie Goettel			
Jan Callison			

RESOLUTION ADOPTED ON **6/27/2017**

ATTEST: M. Roge
Deputy/Clerk to the County Board



HENNEPIN COUNTY
MINNESOTA

Model Performance Measures for Counties

2017

Center of Innovation and Excellence
701 4th Avenue South – Suite 360, Minneapolis, MN 55415
612-348-4466
612-348-7423

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Public Safety

Part I and II Crime Rate

- Part I crimes include murder, rape, aggravated assault, burglary, larceny, motor vehicle theft, and arson.
- Part II crimes include other assaults, forgery/counterfeiting, embezzlement, stolen property, vandalism, weapons, prostitution, other sex offenses, narcotics, gambling, family/children crime, Driving Under the Influence, liquor laws, disorderly conduct, and other offenses.

Offenses, Clearances, Percent Cleared, and Crime Rate by Agency - 2016

Population 1,239,456	Grand Total	Total Part 1	Total Part 2
Offenses	95,299	40,922	52,962
Clearances	34,250	9,608	23,590
Clearance Rate	36%	23%	45%
Crime Rate Per 100,000 pop	7,689	3,302	4,273

Offenses, Clearances, Percent Cleared, and Crime Rate by Agency - 2015

Population 1,229,084	Grand Total	Total Part 1	Total Part 2
Offenses	95,521	40,984	54,537
Clearances	30,919	10,068	20,851
Clearance Rate	32%	25%	38%
Crime Rate Per 100,000 pop	8,310	3,334	4,976

Offenses, Clearances, Percent Cleared, and Crime Rate by Agency - 2014

Population 1,211,265	Grand Total	Total Part 1	Total Part 2
Offenses	99,441	43,045	56,396
Clearances	37,274	10,250	27,024
Clearance Rate	37%	24%	48%
Crime Rate Per 100,000 pop	8,210	3,554	4,656

Offenses, Clearances, Percent Cleared, and Crime Rate by Agency - 2013

Population 1,179,108	Grand Total	Total Part 1	Total Part 2
Offenses	102,697	44,253	58,444
Clearances	41,544	10,780	30,764
Clearance Rate	40%	24%	53%
Crime Rate Per 100,000 pop	6,449	3,736	2,763

Offenses, Clearances, Percent Cleared, and Crime Rate by Agency - 2012

Population 1,163,318	Grand Total	Total Part 1	Total Part 2
Offenses	103,625	44,839	58,786
Clearances	42,800	10,425	32,375
Clearance Rate	41%	23%	55%
Crime Rate Per 100,000 pop	8,923	3,861	5,052

Offenses, Clearances, Percent Cleared, and Crime Rate by Agency - 2011

Population 1,211,265	Grand Total	Total Part 1	Total Part 2
Offenses	104,380	44,335	60,045
Clearances	45,548	10,787	34,761
Clearance Rate	44%	24%	58%
Crime Rate Per 100,000 pop	6,855	3,798	3,057

Offenses, Clearances, Percent Cleared, and Crime Rate by Agency - 2010

Population 1,211,265	Grand Total	Total Part 1	Total Part 2
Offenses	107,654	44,349	66,305
Clearances	49,564	10,773	38,791
Clearance Rate	46%	24%	61%
Crime Rate Per 100,000 pop	9,386	3,869	5,509

Offenses, Clearances, Percent Cleared, and Crime Rate by Agency - 2009

Population 1,138,316	Grand Total	Total Part 1	Total Part 2
Offenses	111,630	45,502	66,128
Clearances	50,175	11,274	38,901
Clearance Rate	45z5	25%	59%
Crime Rate Per 100,000 pop	9,806	3,997	5,809

State of Minnesota, Department of Public Safety, 2009-2016, Bureau of Criminal Apprehension Minnesota Justice Information Services, Uniform Crime Report.

Probation/Corrections

Recidivism for the purposes of this report means the percentage of adult offenders with a felony supervision event ending for any reason outside of death or incarceration in prison in a given year who receive a new felony conviction within three years of the end of the supervision event.

- This does not include juveniles or non-felon adults.
- This includes only subsequent convictions in Minnesota. No effort is made to identify out of state convictions

Measure: Percent of Adult Probation Offenders with new felony conviction

Felony Recidivism	2008	2009	2010	2011	2012
No – Did <u>NOT</u> recidivate	80.8%	84.4%	82.4%	85.1%	83.7%
Yes – DID recidivate	19.2%	15.6%	17.6%	14.9%	16.3%
Total	100%	100%	100%	100%	100%

Public Works

Hours to plow complete system during snow event

Year (2 A.M. Events Only)	Urban	Rural
2016-2017	4:30	4:19
2015-2016	4:01	4:04
2014-2015	4:01	4:06
2013-2014	4:54	4:42
2012-2013	4:42	4:36
2011-2012	4:36	4:36
2010-2011	4:36	4:23
2009-2010	4:26	3:41
2008-2009	4:29	4:08
2007-2008	4:41	4:36
2006-2007	5:00	4:36
2005-2006	4:28	4:34

Hennepin County roadway system is monitored via an annual inspections program which rates pavements for their ride quality.

- This data is used by the pavement management system to produce the Pavement Serviceability Rating (PSR).
- The rating varies from "Very Poor" (0.0) to "Very Good" (5.0).

Average county payment condition rating

Year	Percent of Lane Miles Rated "Good" (4.0) or "Very Good" (5.0)
2016	66.2%
2015	52.8%
2014	58.7%
2013	61.9%
2012	60.5%
2011	52.9%
2010	54.3%
2009	46.6%
2008	48.1%
2007	51.5%
2006	49.4%
2005	47.0%
2004	32.6%
2003	28.7%
2002	43.5%
2001	48.5%
2000	51.1%
1999	52.7%
1998	50.6%
1997	44.0%

Contact James Grube, Director of Transportation, Public Works Department, 612-596-0307

Public Health

Behavioral Risk Factor Surveillance System Rating

- Client Survey: Excellent, Very Good, Good, Fair, Poor

SHAPE 2014 – Adult Data Book:

“Overall Health – In general, would you say your health is...?”

	Sample Size (N=)	Excellent	Very Good	Good	Fair	Poor
Male	3,118	18.8% ±2.2	44.1% ±2.6	30.4% ±2.5	5.7% ±1.1	1.1% ±0.5
Female	5,422	18.1% ±1.5	45.8% ±1.8	27.6% ±1.7	7.5% ±1.1	1.0% ±0.4
Hennepin County Total	8,541	18.5% ±1.3	45.0% ±1.6	28.9% ±1.5	6.6% ±0.8	1.0% ±0.3

Social Services

Workforce participation rate among Minnesota Family Investment Program (MFIP) and Diversionary Work Program (DWP) recipients.

Minnesota Department of Human Services MFIP Management Indicator: TANF Work Participation Rates

Year	Annualized TANF Work Participation Rate
2016 (April 2015-March 2016)	60.4%*
2015 (April 2014 – March 2015) Published 07/2015	38.18%
2014 (April 2013 – March 2014) Published 7/2017	38.10%
2013 (April 2012 – March 2013) Published 7/2013	37.40%

* The 2016 data provided in the annualized SS-I average the three-year SS-I for quarters two, three, and four of 2015 and the first quarter of 2016, weighted by the number of adult sin each baseline quarter. This is a change in methodology from prior computations of this measure.

Data Source: Minnesota Department of Human Services Publication. Minnesota Family Investment Program Annualized Self-support Index (SS-I) and Work Participation Rate for the year (For Determination of Performance-Based Funds for the Following Year).

Percentage of children where there is NOT a recurrence of maltreatment within 12 months following an intervention

Federal or State Target: 100%

Year	Percentage
July 2015 – June 2016	83.7%
July 2014 – June 2015	87.9%
July 2013 – June 2014	92.4%
July 2012 – June 2013	90.7%
July 2011 – June 2012	90.3%
July 2010 – June 2011	89.7%
July 2009 – June 2010	90.4%

Data Source: SSIS Charting and Analysis for a 12 month period for all children who were victims of substantiated child abuse and/or neglect during the reporting period.

Contact Rex Holzemer, Assistant County Administrator, Human Services and Public Health Department, 612-348-3456.

Taxation

Level of assessment ratio

Note: If the median ratio falls between 90% and 105%, the level of assessment is determined to be acceptable.

Year	Median Ration (%)	Mean Ratio (%)
2017	95.0	95.6
2016	94.9	95.5
2015	92.3	93.3
2014	93.3	91.1
2013	95.3	97.3
2012	95.4	97.1
2011	95.3	96.9
2010	95.3	97.4
2009	95.0	96.3
2008	95.0	95.9
2007	95.8	96.0
2006	95.9	96.2
2005	95.8	96.3
2004	95.7	96.1
2003	95.9	96.3
2002	95.4	95.6

Elections

Accuracy of post-election audit (percentage of ballots counted accurately)

Year	Accuracy
2016	The County Canvassing Board randomly selected 13 precincts to be hand counted and compared against the election night machine count. All 13 had 100% accuracy.
2015	The County Canvassing Board did not conduct a post-election audit because, by law, these are only conducted in even years. There is no change from 2014 data.
2014	The County Canvassing Board randomly selected 13 precincts to be hand counted and compared against the election night machine count. All 13 had 100% accuracy.
2013	The County Canvassing Board did not conduct a post-election audit because, by law, these are only conducted in even years. There is no change from 2012 data.
2012	The last even-year election — 13 precincts were randomly selected for audit: All 13 precincts had 100% accuracy.
2011	The County Canvassing Board did not conduct a post-election audit because, by law, these are only conducted in even years. There is no change from 2010.
2010	The County Canvassing Board randomly selected 13 precincts to be hand counted and compared against the election night machine count. Listed below were the precincts selected and the difference by percentage on how the hand count compared to the election night results.

Contact Mark Chapin, Resident and Real Estate Services Department. 612-348-5297.

Veterans' Services

Output Measure: Percent of veterans who said their questions were answered when seeking benefit information from their County Veterans' Office

Full Year – 2016 (N=233)

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	48%	49%	3%	0%	223
Staff members at this location pay attention to what I say.	68%	30%	2%	0%	227
I have opportunity to make choices that are important to me.	55%	43%	2%	0%	223
The services I receive at this service location make me better able to do the things I want to do now.	49%	49%	2%	0%	221
Staff members give me clear information on the different service choices available to help me.	50%	46%	4%	0%	221
Staff members here clearly explain to me what I need to do next to get the services I need or want.	57%	40%	2%	0%	224

First Quarter 2015

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	37%	59%	4%	0%	75

Staff members at this location pay attention to what I say.	62%	36%	1%	0%	77
I have opportunity to make choices that are important to me.	47%	49%	3%	1%	77
The services I receive at this service location make me better able to do the things I want to do now.	48%	47%	4%	1%	75
Staff members give me clear information on the different service choices available to help me.	52%	45%	1%	1%	73
Staff members here clearly explain to me what I need to do next to get the services I need or want.	57%	40%	1%	1%	75

First Quarter 2014

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	49%	51%	0%	0%	39
Staff members at this location pay attention to what I say.	69%	31%	0%	0%	39
I have opportunity to make choices that are important to me.	59%	38%	0%	3%	39
The services I receive at this service location make me better able to do the things I want to do now.	51%	49%	0%	0%	37
Staff members give me clear information on the different service choices available to help me.	47%	53%	0%	0%	36

Staff members here clearly explain to me what I need to do next to get the services I need or want.	53%	47%	0%	0%	36
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First Quarter 2013

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	49%	51%	0%	0%	40
Staff members at this location pay attention to what I say.	69%	31%	0%	0%	39
I have opportunity to make choices that are important to me.	59%	38%	0%	3%	39
The services I receive at this service location make me better able to do the things I want to do now.	51%	49%	0%	0%	37
Staff members give me clear information on the different service choices available to help me.	47%	53%	0%	0%	36
Staff members here clearly explain to me what I need to do next to get the services I need or want.	53%	47%	0%	0%	36

First Quarter 2012

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when	35%	65%	0%	0%	20

I need it.					
Staff members at this location pay attention to what I say.	35%	65%	0%	0%	20
I have opportunity to make choices that are important to me.	53%	47%	0%	0%	19
The services I receive at this service location make me better able to do the things I want to do now.	45%	55%	0%	0%	20
Staff members give me clear information on the different service choices available to help me.	50%	45%	0%	5%	20
Staff members here clearly explain to me what I need to do next to get the services I need or want.	50%	50%	0%	0%	20

First Quarter 2011

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
I am able to get what I need at this service location, when I need it.	26%	63%	11%	0%	19
Staff members at this location pay attention to what I say.	57%	43%	0%	0%	21
I have opportunity to make choices that are important to me.	47%	47%	5%	0%	19
The services I receive at this service location make me better able to do the things I want to do now.	45%	50%	5%	0%	20
Staff members give me clear information on the different service choices available to help me.	33%	67%	0%	0%	18

Staff members here clearly explain to me what I need to do next to get the services I need or want.	44%	56%	0%	0%	18
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Contact Jim Baxter, Interim Director of Veterans Services, Human Services and Public Health Department 612-348-5879.

Library

Library Visits

Year	Number of Residents	Library Visits	Visits per Resident
2016	1,223,149	5,379,722	4.40
2015	1,210,720	5,462,859	4.51
2014	1,195,058	5,568,480	4.66
2013	1,180,138	5,240,918	4.44
2012	1,184,576	5,400,000	4.56
2011	1,152,425	5,856,792	5.08
2010	1,168,983	5,764,193	4.93

Contact Lois Thompson, Library Director, 612-543-8541.

Contact information

Center of Innovation and Excellence
701 4th Avenue South – Suite 360, Minneapolis, MN 55415
612-348-4466
612-348-7423



RESOLUTION 17-024
TO PARTICIPATE IN THE 2017 PERFORMANCE MEASUREMENT PROGRAM

WHEREAS, the 2010 Legislature created the Minnesota 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 Jackson County for participation in the Performance Measurement Program for 2016 are outlined in MS 6.91 and include a reimbursement of \$0.14 per capita in local government aid, and exemption from levy limits under section 275.70 to 275.74 for taxes payable in 2017, if levy limits are in effect under those statutes; and

WHEREAS, Jackson County was certified for the program in 2013.

NOW THEREFORE BE IT RESOLVED, by the Jackson County Board of Commissioners that Jackson County hereby elects to participate in the 2017 Performance Measurement Program.

BE IT FURTHER RESOLVED, that the following performance measures are adopted by the Jackson County Board of Commissioners:

- Public Safety: Part I and II Crime Rates, as Reported by the Minnesota Bureau of Criminal Apprehension.
- Public Works: Average Bridge Sufficiency Rating, based on County and Minnesota Department of Transportation records.
- Social Services: Percentage of children where there is a recurrence of maltreatment within 12 months following an intervention, based on data available in County records.
- Property Records, Valuation, & Assessment: Level of assessment ratio, based on data available from the Minnesota Department of Revenue.
- Elections: Accuracy of post-election audit, based on data available in County records.
- Veteran's Services: Dollars brought into the county for veterans' benefits.
- Veteran's Services: Percentage of veterans receiving federal benefits.
- Libraries: Number of annual visits per 1,000 residents, based on data available in County records.
- Budget & Financial: Bond rating based on Standard & Poor's Rating.
- Budget & Financial: Debt service levy per capita and outstanding debt per capita, based on data available in County records.
- Environment: Amount of hazardous household waste and electronics collected, based on data available in County records.

BE IT FURTHER RESOLVED, that the results of the adopted performance measures will be published on the Jackson County website by December 31, 2017.


BE IT FURTHER RESOLVED, that Jackson County will submit to the Office of the State Auditor the actual results of the performance measures adopted by the county.

Adopted this 6th day of June 2017

ATTEST:



Steve Duncan, County Coordinator (SEAL)



Kim Hummel, Chair

Jackson County

Results of Adopted Performance Measures

The Jackson County Board elected to participate in the 2017 Performance Measurement Program on June 6th, 2017 by way of Resolution 17-024, in which the Board adopted eleven performance measures. The results of those measures are included in this report.

All reported results are the most current available.

Public Safety

Benchmark 1: Part I and II Crime Rates, as Reported by the Minnesota Bureau of Criminal Apprehension

Actual Results: Based on Population of 10,500 (2016)

Part I: Total Crimes = 86; Population Crime Rate = 819

Part II: Total Crimes = 212; Population Crime Rate = 2019

Public Works

Benchmark 2: Average Bridge Sufficiency Rating, based on County and Minnesota Department of Transportation records.

Actual Results: 90.20 (2016)

Social Services

Benchmark 3: Percentage of children where there is a recurrence of maltreatment within 12 months following an intervention, based on data available in County records.

Actual Results: 7.7% (April, 2016 –April, 2017)

Property Records, Valuation & Assessment

Benchmark 4: Level of assessment ratio, based on data available from the Minnesota Department of Revenue.

Actual Results: 94.73% (2018 Study Period)

Elections

Benchmark 5: Accuracy of post-election audit, based on data available in County records.

Actual Results: 100% (2016)

Veteran's Services

Benchmark 6: Dollars brought into the county for veterans' benefits.

Actual Results: \$5,351,300

Federal Veteran Benefits: \$5,348,000

State Soldiers Assistance: \$3,300

Benchmark 7: Percentage of veterans receiving federal benefits.

Actual Results: 42% (2016)

Libraries

Benchmark 8: Number of annual visits per 1,000 residents, based on data available in County records.

Actual Results: 33.735 visits per 1,000 residents (2016)

Total visitors: 50,414

- *Jackson: 22,204*
- *Lakefield: 8,528*
- *Heron Lake: 3,003*

Budget & Financial

Benchmark 9: Bond rating based on Standard & Poor's Rating

Actual Results: AA (2016)

Benchmark 10: Debt service levy per capita and outstanding debt per capita, based on data available in County records.

Actual Results: (2016 Data based on 2015 population estimates)

Debt service levy per capita = \$144.16

Outstanding debt per capita = \$1,488.68

Environment

Benchmark 11: Amount of hazardous household waste and electronics collected, based on data available in County records.

Actual Results: (2016)

Hazardous Household Waste = 8.5 tons

Electronics = 10.79 tons

RESOLUTION 2017 - 34

RESOLUTION DECLARING PARTICIPATION IN THE PERFORMANCE MEASUREMENT PROGRAM AND FILING OF THE 2016 PERFORMANCE MEASUREMENT PROGRAM REPORTING REQUIRMENTS

WHEREAS, on June 21, 2011, the Kandiyohi County Board of Commissioners voted to participate in the Performance Measurement Program created by the Council on Local Results and Innovations; and

WHEREAS, Kandiyohi County understands that by electing to participate in the standard measures program for 2017 that Kandiyohi County is eligible for a reimbursement of \$0.14 per capita in local government aid, not to exceed \$25,000 and is also exempt from levy limits under sections 275.70 to 275.74 for taxes payable in 2017, if levy limits are in effect; and

WHEREAS, by July 1, 2017, Kandiyohi County understands that annual reporting to the Office of the Minnesota State Auditor will be required by the County to participate in the program.

NOW, THEREFORE, BE IT RESOLVED, that the Kandiyohi County Board of Commissioners agrees to continue to participate in the Performance Measurement Program created by the Council on Local Results and Innovations.

BE IT FURTHER RESOLVED, Kandiyohi County has adopted and implemented ten performance measures developed by the Council on Local Results and Innovation and agreed to by the Office of the State Auditor.

BE IT FURTHER RESOLVED, Kandiyohi County has implemented a local performance measurement system as developed by the Council on Local Results and Innovation.

BE IT FURTHER RESOLVED, Kandiyohi County will report the results of the ten adopted measures to its residents before the end of the calendar year by posting the results on the County's website.

BE IT FURTHER RESOLVED, Kandiyohi County will survey its residents by the end of the calendar year on the services included in the adopted performance benchmarks that require survey results to establish output measures for a performance benchmark.

BE IT FURTHER RESOLVED, Kandiyohi County will submit to the Office of the State Auditor the actual results of the performance measures adopted by the County.

Adopted by Kandiyohi County this 20th day of June, 2017

County Board of Commissioners

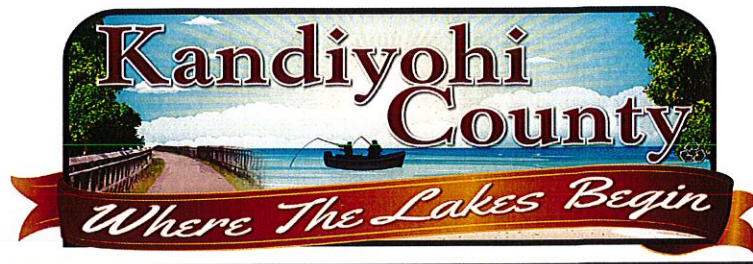


Roger Imdieke, Chairperson

I, Mark Thompson, Auditor for the County of Kandiyohi, Minnesota, do hereby certify that the above is a true and correct copy of a resolution adopted by the Board of County Commissioners on the 20th day of June, 2017.



Mark Thompson, County Auditor



In 2011, Kandiyohi County declared to participate in the Performance Measurement Program created by the Council on Local Results and Innovations. The County adopted the ten performance benchmarks developed by the Council and implemented them in 2011. The results of these measures are required to be reported to the Office of the State Auditor on an annual basis. Below are the ten performance measures, goals, and outcomes for 2016:

Public Safety

1. **Performance Measure:** Part I and II Crime Rates

Performance Goal: To decrease crime rates over 5 years

Outcome: In 2016, the Kandiyohi County Sheriff's Office reported 204 Part I crimes, compared to 229 in 2015. We had 837 Part II crimes reported in 2016, compared to 847 in 2015. In looking at the figures, you can see that we had a decrease in our Part I and Park II crimes. The arrests for Part I crimes in 2016 involved 32 adults and 4 juveniles. The arrest rate for Part II crimes in 2016 involved 399 adults and 58 juveniles. The overall population for Kandiyohi County is 42,300.

2. **Performance Measure:** Total number of accidents that occur on County State Aid Highways, County Roads and Un-Organized Township Roads that involve fatalities and injury

Performance Goal: To decrease the number of accidents on these roads

Outcome: In 2016, the Kandiyohi County Sheriff's Office reported 172 motor vehicle crashes that occurred on County State Aid Highways, County Roads, and Un-organized township roads. In looking at the crash details no crashes involved a fatality and 21 involved personal injury. In 2015, Kandiyohi County Sheriff's Office reported 209 motor vehicle crashes on county state aid highways, county roads, and unorganized township roads. In looking at those crashes, 4 involved a fatality, and 15 involved personal injury. Kandiyohi County overall had a decrease in fatal crashes to zero, and in increase of 6 personal injury; however, we had an overall decrease of 37 crashes. Again, these figures only involve the above mentioned roads, not state highways.

Public Works

3. **Performance Measure:** Hours to plow complete system during a snow event

Performance Goal: Kandiyohi County plans to clear ice and snow from its complete road system in 6 to 7 hours during a snow event. The actual time required is impacted by the variable nature of snow events, and thus can significantly fluctuate from event to event. Therefore, our goal remains that the County is using efficient and safe methods for proper snow removal. We will continue to report the average hours to plow each year, but this number will be subjective to the weather and road conditions.

Outcome: During 2016, Kandiyohi County averaged 6-7 hours per snow event to plow the complete system on a typical snowfall. However, during excessive snowfall or wind events, it often takes 2-3 more hours per day to re-plow and sand parts of the system in order to maintain safe and passable roads. Snow and ice control costs were normal to less than that of an average winter in 2016.

4. **Performance Measure:** Average county pavement condition rating

Performance Goal: To maintain the county pavement condition over 5 years to achieve good pavement conditions as defined by the State.

Outcome: Kandiyohi County pavement condition rating was "Good" in 2016. The Kandiyohi PQI average is 3.3 and ranged from 3.2 to 3.5. New condition ratings were available in 2016 as they are updated on a 4 year cycle. Kandiyohi County's overlay program surfaced 18 miles or 4 % of its total paved mileage in 2016.

Public Health, Social Services

5. **Performance Measure:** General Life Expectancy

Performance Goal: To increase the life expectancy for county residents over 5 years

Outcome: According to the Institute for Health Metrics and Evaluation (IHME), Kandiyohi County life expectancy in 2014 (most recent year available) for males was 78.97 years and (MN 78.85) and females was 83.37 years (MN 82.9). The national average for females is 81.5 and males is 76.7. Source: www.healthmetricsandevaluation.org

6. **Performance Measure:** Workforce participation among Minnesota Family Investment Program (MFIP) and Diversionary Work Program (DWP) recipients

Performance Goal: To increase the workforce participation rate over 5 years

Outcome: Kandiyohi County has a 73.8 – 3 year self-support index for October – December 2016, which is 1.2% below the expected range of performance (75.0 – 80.3). Source: Minnesota Department of Human Services, MFIP Management Indicators Report, October – December 2016

7. **Performance Measure:** Child Support Program Cost Effectiveness

Performance Goal: Maintain a low cost rate

Outcome: Kandiyohi County's cost effectiveness for the Child Support program for FFY 2015 is \$5.47. Minnesota average is \$3.30. This means that for every \$1.00 spent on child support services in Kandiyohi County, \$5.47 was collected for children. This is substantially above the Minnesota average of \$3.30. Source: Minnesota Department of Human Services, 2016 Minnesota Child Support Performance Report.

8. **Performance Measure:** Percentage of low birth-weight children

Performance Goal: To decrease the percentage

Outcome: Kandiyohi County percent low birth weight for 2015 is 4.2% as compared to the statewide average for 2015 of 4.8%. Source: Minnesota Department of Health, 2016 County Health Table.

Public Safety – Community Corrections

9. **Performance Measure:** Percent of adult offenders with a new felony conviction within 3 years of discharge

Performance Goal: To decrease percentage of adult offenders with a new conviction over 10 years

Outcome:

For adult felony probation (offenders not sent to prison) cases closed in calendar year 2012:

- 1 year recidivism – 87.3% did not recidivate, 12.7% did recidivate
- 2 year recidivism – 83.8% did not recidivate, 16.2% did recidivate
- 3 year recidivism – 78.2% did not recidivate, 21.8% did recidivate

For adult felony supervised release (offenders released from prison) cases:

- 1 year recidivism – 93.0% did not recidivate, 7.0% did recidivate
- 2 year recidivism – 84.2% did not recidivate, 15.8% did recidivate
- 3 year recidivism – 70.2% did not recidivate, 29.8% did recidivate

Parks and Libraries

10. **Performance Measure:** Citizens' rating of the quality of county parks, recreational programs, and/or facilities

Performance Goal: To improve the quality of county parks over 5 year period

Outcome: The 2016 Campground Satisfaction Survey overall results were "Excellent".

OR/AND

Performance Measure: Number of annual visits per 1,000 residents

Performance Goal: To increase the number of visits to county libraries over 5 years

Outcome: Total visits in 2016 are 111,500 made to the Willmar Public Library. Kandiyohi County has a population of 42,300 which equals 2,640 annual visits per 1,000 residents.

Elections

11. **Performance Measure:** Accuracy of election ballot counting

Performance Goal: To Maintain 100% accuracy of ballots counted for each election

Outcome: Kandiyohi County had 100% accuracy of the ballots counted during its Post-Election Audit of the 2016 election.

Property Records, Valuation, Assessments

12. **Performance Measure:** Level of Assessment ratio

Performance Goal: Maintain an acceptable ratio of between 90% and 105%

Outcome: Current year 2016

Residential.....96.7%
Agricultural (bare land)..... 93.34%
Commercial..... 97.68%
Industrial.....103.97%
Agricultural improved and unimproved...93.34%

13. **Performance Measure:** Turn-around time for recording, indexing and returning real estate documents

Performance Goal: Meet MN Statutes 357.182, Subd. 3, 4, & 6 requirements; record and return recordable real estate documents within 10 business days beginning 2010 and later, 90% of the time

Outcome: 99.94% of 2016 recordable real estate documents were recorded and returned within 10 business days, exceeding the MN Statute requirements.

Environment

14. **Performance Measure:** Volumes of Household Hazardous Waste (HHW) and Electronics collected in the County

Performance Goal: The goal of the County is to reduce the level of HHW in the solid waste stream, and educate the residents and businesses on the proper disposal of hazardous waste. The goal for the County is to provide opportunities to the residents of the County for the management of electronics.

Outcome: In 2016, the regional HHW program in Kandiyohi County collected and properly disposed of approximately... Latex: 7,975 gallons, Oil Base: 2,024 gallons, Fuels: 1, 400 gallons, Lab Pack: 10,354 pounds, Aerosols: 5,584 pounds, and Ag. Pesticides: 10,983 pounds. **REUSE:** Latex: 498 gallons, Oil Base: 163 gallons, Aerosols: 488 and Other: 1,056 items.

Veterans Services

15. **Performance Measure:** Dollars brought into county for veteran's benefits

Performance Goal: The goal is to increase amount of dollars brought into the County from veteran's benefits. The goal of the County is to insure every Veteran receives all benefits available to them.

Outcome: The total for the year 2016 was \$12,797,000.00. Total Veteran population in Kandiyohi County is 2,628. Total receiving compensation, pension and health care benefits are 1,021 Veterans.

Budget, Financial

16. **Performance Measure:** Bond Rating

Performance Goal: The goal is to increase the County's credit rating creating a strong financial operation and continued growth base

Outcome: In 2009, Standard & Poor's rated Kandiyohi County a Credit Rating of "AA", Higher Rating = Lower Interest Cost. As of 2016, this rating of "AA" has not changed.



County of McLeod

830 11th Street East
Glencoe, Minnesota 55336
FAX (320) 864-1809

COMMISSIONER RON SHIMANSKI
1st District
Phone (320) 327-0112
23808 Jet Avenue
Silver Lake, MN 55381
Ron.Shimanski@co.mcleod.mn.us

COMMISSIONER DOUG KRUEGER
2nd District
Phone (320) 864-5944
9525 County Road 2
Glencoe, MN 55336
Doug.Krueger@co.mcleod.mn.us

COMMISSIONER PAUL WRIGHT
3rd District
Phone (320) 587-7332
15215 County Road 7
Hutchinson, MN 55350
Paul.Wright@co.mcleod.mn.us

COMMISSIONER RICH POHLMEIER
4th District
Phone (320) 587-6084
207 1st Ave S
Brownton, MN 55312
Rich.Pohlmeier@co.mcleod.mn.us

COMMISSIONER JOE NAGEL
5th District
Phone (320) 587-8693
20849 196th Road
Hutchinson, MN 55350
Joseph.Nagel@co.mcleod.mn.us

**COUNTY ADMINISTRATOR
PATRICK MELVIN**
Phone (320) 864-1363
830 11th Street East, Suite 110
Glencoe, MN 55336
Pat.Melvin@co.mcleod.mn.us

RESOLUTION 17-CB-22

DECLARING THAT MCLEOD COUNTY HEREBY ADOPTS THE PERFORMANCE MEASURES DEVELOPED BY THE COUNCIL ON LOCAL RESULTS AND INNOVATION

WHEREAS, McLeod County has adopted and implemented the minimum 10 performance measures developed by the Council on Local Results and Innovation.

WHEREAS, McLeod County has implemented a local performance measurement system as developed by the Council on Local Results and Innovation.

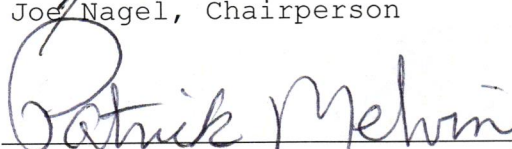
WHEREAS, McLeod County has reported the results of the 10 adopted measures to its residents before the end of the calendar year through publication, direct mailing, posting on the entity's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

NOW, THEREFORE BE IT RESOLVED, that McLeod County hereby declares adoption of the Performance Measures for Counties developed by the Council on Local Results and Innovation.

Adopted this 20th day of June, 2017.



Joe Nagel, Chairperson



Pat Melvin, County Administrator

McLeod County Sheriff's Office - 2016 Statistics

	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Part I	8	7	9	3	4	7	11	17	8	11	6	9	100
Part II	104	74	95	64	66	98	97	71	76	101	89	75	1010
Part II - w/o FTA, FTC, Prob Viol	35	28	55	25	27	48	48	30	19	31	27	19	392
Domestic - Calls	4	6	3	3	7	3	3	6	6	6	0	5	52
Domestic - Arrests	1	8	1	1	2	2	2	0	1	4	2	0	24
Assault - Arrests (not domestic)	0	1	0	2	3	2	0	0	2	2	1	1	14
Accidents - No Injuries	53	22	11	4	10	10	6	6	21	7	17	50	217
Accidents - Injuries	2	1	1	0	0	1	1	3	4	3	2	2	20
Accidents - Fatality	0	0	0	1	0	0	0	0	0	1	0	0	2
Car-Deer Accidents	8	2	0	2	5	3	3	2	12	11	16	10	74
DUI/DWI - Arrests	12	3	4	7	4	2	3	9	3	6	3	3	59
Traffic Citations	53	53	49	37	64	93	83	48	60	59	64	45	708
Drug Cites/Arrests	1	8	3	4	5	4	3	4	5	6	6	8	57
Complaint Warrants	0	3	3	3	4	6	4	15	7	17	24	31	117
Medicals	36	24	26	26	20	66	27	23	28	24	25	29	354
Total	317	240	260	182	221	345	291	234	252	289	282	287	3200

2016 Statistics - Part I Crimes

	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Homicide	0	0	0	0	0	0	0	0	0	0	0	0	0
Rape	1	1	0	0	0	1	1	1	1	0	1	0	7
Robbery	0	0	0	0	0	0	0	0	0	0	0	0	0
Aggravated Assault	1	0	1	0	1	1	2	1	0	0	0	2	9
Burglary	0	0	2	1	3	0	5	7	4	2	0	2	26
Larceny/Theft	6	5	5	2	0	5	3	7	3	7	4	5	52
Motor Vehicle Theft	0	1	1	0	0	0	0	1	0	2	1	0	6
Arson	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	8	7	9	3	4	7	11	17	8	11	6	9	100

2016 Statistics - Part II Crimes

	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Simple Assault (& Domestic)	2	9	1	4	6	4	3	2	3	6	4	2	46
Forgery and Counterfeit	0	0	0	0	0	0	0	0	0	0	0	0	0
Fraud/Theft Related	3	0	0	1	2	5	4	1	1	4	1	2	24
Embezzlement	0	0	0	0	0	0	0	0	0	0	0	0	0
Stolen/Possessing	0	0	0	0	0	0	1	0	2	0	0	0	3
Property Damage	1	2	6	1	5	8	3	6	5	4	2	3	46
Trespass	0	0	0	0	1	2	0	0	0	1	0	0	4
Littering	5	2	7	3	3	2	3	5	0	5	10	1	46
Weapons	0	0	0	2	0	1	0	0	0	0	1	1	5
Other Sex Offenses	2	0	0	0	2	1	3	0	0	0	0	0	8
Drug	1	8	3	5	5	4	4	4	5	6	6	8	59
Offenses Against Family	3	1	0	0	0	0	0	1	0	0	1	2	8
DUI	12	3	5	7	4	2	6	9	3	5	3	3	62
Liquor Laws	4	0	0	1	0	17	17	2	0	0	0	0	41
Disorderly Conduct	3	1	1	0	0	0	1	0	1	2	1	1	11
Flee Peace Officer	1	0	0	0	0	3	1	0	0	0	0	1	6
Failure to Appear	47	28	34	22	29	28	33	28	34	41	31	33	388
Contempt of Court	9	9	18	8	2	8	7	7	12	11	11	10	112
Probation Violation	10	8	18	7	6	7	8	6	10	15	18	7	120
All Other	1	3	2	3	1	6	3	0	0	1	0	1	21
Total	104	74	95	64	66	98	97	71	76	101	89	75	1010

MCSO - 2016 Response Times	
Part 1 Crimes	
Assault	6
Burglary	14.5
Theft	21.8
Part 2 Crimes	
Simple Assault (& Domestic)	8.5
Forgery and Counterfeit	0
Fraud/Theft Related	19.9
Embezzlement	0
Stolen/Possessing	13.6
Property Damage	20.2
Trespass	4.8
Littering	16
Weapons	14.3
Other Sex Offenses	15
Drug	8.4
Offenses Against Family	6
DUI	<i>All Officer Initiated</i>
Liquor Laws	15.2
Disorderly Conduct	11.1
Flee Peace Officer	4.7

Minutes

2016 Performance Measures for State Auditor

McLeod County Highway Department

A) What is the average time to plow the County's complete system in a snow event?

Answer: (6) six hours

B) Citizen's rating of the road conditions in their county. (*Citizen Survey: good condition, mostly good condition, many bad spots*)

Answer: Pavement Quality Index testing was done in 2015, results show an **average rating of 3.2** out of a possible total of 4.5, which is good.

Post Election Review Results

**State General Election
Tuesday, November 8, 2016**

**Printed: 11/21/2016 11:26 AM
Printed By: schcia43**

County - Mcleod, Precinct - 0035 - GLENCOE CITY P-2

Precinct: 0035 - GLENCOE CITY P-2						Mcleod County
Office: U.S. President & Vice President						
Candidate Name	Total Votes	Total Hand-Counted Votes	Total Unadjusted Difference *	Total Explained Difference	Total Adjusted Difference	Explanation
Donald J. Trump and Michael R. Pence	389	389	0	0	0	AB/MB:
Hillary Clinton and Tim Kaine	232	232	0	0	0	AB/MB:
Darrell Castle and Scott Bradley	0	0	0	0	0	
Dan R. Vacek and Mark Elworth, Jr.	4	4	0	0	0	
Alyson Kennedy and Osborne Hart	1	1	0	0	0	
Jill Stein and Howie Hawkins	3	3	0	0	0	
"Rocky" Roque De La Fuente and Michael Steinberg	1	1	0	0	0	
Evan McMullin and Nathan Johnson	12	12	0	0	0	AB/MB:
Gary Johnson and William Weld	24	24	0	0	0	AB/MB:
BLANK FOR OFFICE	4	4	0	0	0	AB/MB:
OVER / DEFECTIVE FOR OFFICE	5	5	0	0	0	AB/MB:
WRITE-IN**	8	8	0	0	0	AB/MB:
Totals	683	683	0	0	0	
Final Results					0%	ACCEPTABLE

Precinct: 0035 - GLENCOE CITY P-2

McLeod County

Office: U.S. Representative District 7

Candidate Name	Total Votes	Total Hand-Counted Votes	Total Unadjusted Difference *	Total Explained Difference	Total Adjusted Difference	Explanation
Dave Hughes	314	314	0	0	0	AB/MB:
Collin Peterson	326	326	0	0	0	AB/MB:
BLANK FOR OFFICE	43	43	0	0	0	AB/MB:
OVER / DEFECTIVE FOR OFFICE	0	0	0	0	0	
WRITE-IN**	0	0	0	0	0	
Totals	683	683	0	0	0	
Final Results					0%	ACCEPTABLE

* Total Unadjusted Difference is the sum of Unadjusted Difference for polling place votes and Unadjusted Difference for absentee/mail ballot votes. It will not always equal the difference between Total Votes and Total Hand Counted Votes.

Cindy Schultz Ford
11/21/16

Post Election Review Results

**State General Election
Tuesday, November 8, 2016**

**Printed: 11/21/2016 12:17 PM
Printed By: schcia43**

County - Mcleod, Precinct - 0100 - LESTER PRAIRIE CITY

Precinct: 0100 - LESTER PRAIRIE CITY						Mcleod County
Office: U.S. President & Vice President						
Candidate Name	Total Votes	Total Hand-Counted Votes	Total Unadjusted Difference *	Total Explained Difference	Total Adjusted Difference	Explanation
Donald J. Trump and Michael R. Pence	615	615	0	0	0	AB/MB:
Hillary Clinton and Tim Kaine	199	199	0	0	0	AB/MB:
Darrell Castle and Scott Bradley	4	4	0	0	0	
Dan R. Vacek and Mark Elworth, Jr.	5	5	0	0	0	
Alyson Kennedy and Osborne Hart	1	1	0	0	0	
Jill Stein and Howie Hawkins	3	3	0	0	0	
"Rocky" Roque De La Fuente and Michael Steinberg	0	0	0	0	0	
Evan McMullin and Nathan Johnson	15	15	0	0	0	AB/MB:
Gary Johnson and William Weld	34	34	0	0	0	AB/MB:
BLANK FOR OFFICE	1	1	0	0	0	
OVER / DEFECTIVE FOR OFFICE	7	7	0	0	0	
WRITE-IN**	5	5	0	0	0	
Totals	889	889	0	0	0	
Final Results					0%	ACCEPTABLE

Precinct: 0100 - LESTER PRAIRIE CITY

McLeod County

Office: U.S. Representative District 7

Candidate Name	Total Votes	Total Hand-Counted Votes	Total Unadjusted Difference *	Total Explained Difference	Total Adjusted Difference	Explanation
Dave Hughes	546	546	0	0	0	AB/MB:
Collin Peterson	300	300	0	0	0	AB/MB:
BLANK FOR OFFICE	42	42	0	0	0	AB/MB:
OVER / DEFECTIVE FOR OFFICE	0	0	0	0	0	
WRITE-IN**	1	1	0	0	0	
Totals	889	889	0	0	0	
Final Results					0%	ACCEPTABLE

* Total Unadjusted Difference is the sum of Unadjusted Difference for polling place votes and Unadjusted Difference for absentee/mail ballot votes. It will not always equal the difference between Total Votes and Total Hand Counted Votes.

Cindy Schulz Fed
11/21/16

Post Election Review Worksheet

State General Election
 Tuesday, November 8, 2016

Printed: 11/16/2016 12:52 PM
 Printed By: schcia43

County - Mcleod

Precinct: 0035 - GLENCOE CITY P-2 Polling Place
 Office: U.S. President & Vice President

Candidate Name	Polling Place Votes	Hand Count	Explained Difference	Explanation
Donald J. Trump and Michael R. Pence	322	<u>322</u>	_____	_____
Hillary Clinton and Tim Kaine	173	<u>173</u>	_____	_____
Darrell Castle and Scott Bradley	0	<u>0</u>	_____	_____
Dan R. Vacek and Mark Elworth, Jr.	4	<u>4</u>	_____	_____
Alyson Kennedy and Osborne Hart	1	<u>1</u>	_____	_____
Jill Stein and Howie Hawkins	3	<u>3</u>	_____	_____
"Rocky" Roque De La Fuente and Michael Steinberg	1	<u>1</u>	_____	_____
Evan McMullin and Nathan Johnson	11	<u>11</u>	_____	_____
Gary Johnson and William Weld	21	<u>21</u>	_____	_____
BLANK FOR OFFICE	<u>2</u>	<u>2</u>	_____	_____
OVER / DEFECTIVE FOR OFFICE	<u>2</u>	<u>2</u>	_____	_____
WRITE-IN**	7	<u>7</u>	_____	_____
Totals	<u>547</u>	<u>547</u>	_____	_____

Precinct: 0035 - GLENCOE CITY P-2 Polling Place
 Office: U.S. Representative District 7

Candidate Name	Polling Place Votes	Hand Count	Explained Difference	Explanation
Dave Hughes	256	<u>256</u>	_____	_____
Collin Peterson	261	<u>261</u>	_____	_____
BLANK FOR OFFICE	<u>30</u>	<u>30</u>	_____	_____
OVER / DEFECTIVE FOR OFFICE	<u>0</u>	<u>0</u>	_____	_____
WRITE-IN**	0	<u>0</u>	_____	_____
Totals	<u>547</u>	<u>547</u>	_____	_____

Precinct: 0035 - GLENCOE CITY P-2 AB/MB

Office: U.S. President & Vice President

Candidate Name	AB/MB Votes	Hand Count	Explained Difference	Explanation
Donald J. Trump and Michael R. Pence	67	<u>67</u>	_____	_____
Hillary Clinton and Tim Kaine	59	<u>59</u>	_____	_____
Darrell Castle and Scott Bradley	0	<u>0</u>	_____	_____
Dan R. Vacek and Mark Elworth, Jr.	0	<u>0</u>	_____	_____
Alyson Kennedy and Osborne Hart	0	<u>0</u>	_____	_____
Jill Stein and Howie Hawkins	0	<u>0</u>	_____	_____
"Rocky" Roque De La Fuente and Michael Steinberg	0	<u>0</u>	_____	_____
Evan McMullin and Nathan Johnson	1	<u>1</u>	_____	_____
Gary Johnson and William Weld	3	<u>3</u>	_____	_____
BLANK FOR OFFICE	<u>2</u>	<u>2</u>	_____	_____
OVER / DEFECTIVE FOR OFFICE	<u>3</u>	<u>3</u>	_____	_____
WRITE-IN**	1	<u>1</u>	_____	_____
Totals	<u>136</u>	<u>136</u>	_____	_____

Precinct: 0035 - GLENCOE CITY P-2 AB/MB

Office: U.S. Representative District 7

Candidate Name	AB/MB Votes	Hand Count	Explained Difference	Explanation
Dave Hughes	58	<u>58</u>	_____	_____
Collin Peterson	65	<u>65</u>	_____	_____
BLANK FOR OFFICE	<u>13</u>	<u>13</u>	_____	_____
OVER / DEFECTIVE FOR OFFICE	<u>0</u>	<u>0</u>	_____	_____
WRITE-IN**	0	<u>0</u>	_____	_____
Totals	<u>136</u>	<u>136</u>	_____	_____

Precinct: 0100 - LESTER PRAIRIE CITY Polling Place

Office: U.S. President & Vice President

Candidate Name	Polling Place Votes	Hand Count	Explained Difference	Explanation
Donald J. Trump and Michael R. Pence	586	586	_____	_____
Hillary Clinton and Tim Kaine	186	186	_____	_____
Darrell Castle and Scott Bradley	4	4	_____	_____
Dan R. Vacek and Mark Elworth, Jr.	5	5	_____	_____
Alyson Kennedy and Osborne Hart	1	1	_____	_____
Jill Stein and Howie Hawkins	3	3	_____	_____
"Rocky" Roque De La Fuente and Michael Steinberg	0	0	_____	_____
Evan McMullin and Nathan Johnson	14	14	_____	_____
Gary Johnson and William Weld	30	30	_____	_____
BLANK FOR OFFICE	1	1	_____	_____
OVER / DEFECTIVE FOR OFFICE	7	7	_____	_____
WRITE-IN**	5	5	_____	_____
Totals	<u>842</u>	<u>842</u>	_____	_____

Precinct: 0100 - LESTER PRAIRIE CITY Polling Place

Office: U.S. Representative District 7

Candidate Name	Polling Place Votes	Hand Count	Explained Difference	Explanation
Dave Hughes	516	516	_____	_____
Collin Peterson	285	285	_____	_____
BLANK FOR OFFICE	40	40	_____	_____
OVER / DEFECTIVE FOR OFFICE	0	0	_____	_____
WRITE-IN**	1	1	_____	_____
Totals	<u>842</u>	<u>842</u>	_____	_____

Precinct: 0100 - LESTER PRAIRIE CITY AB/MB

Office: U.S. President & Vice President

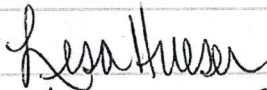
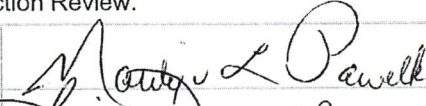
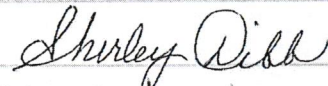
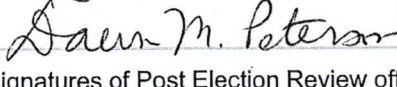
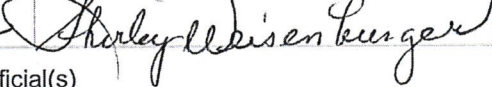
Candidate Name	AB/MB Votes	Hand Count	Explained Difference	Explanation
Donald J. Trump and Michael R. Pence	29	29		
Hillary Clinton and Tim Kaine	13	13		
Darrell Castle and Scott Bradley	0	0		
Dan R. Vacek and Mark Elworth, Jr.	0	0		
Alyson Kennedy and Osborne Hart	0	0		
Jill Stein and Howie Hawkins	0	0		
"Rocky" Roque De La Fuente and Michael Steinberg	0	0		
Evan McMullin and Nathan Johnson	1	1		
Gary Johnson and William Weld	4	4		
BLANK FOR OFFICE	0	0		
OVER / DEFECTIVE FOR OFFICE	0	0		
WRITE-IN**	0	0		
Totals	47	47		

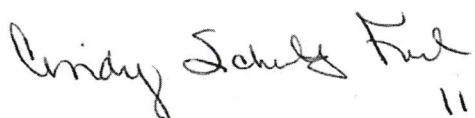
Precinct: 0100 - LESTER PRAIRIE CITY AB/MB

Office: U.S. Representative District 7

Candidate Name	AB/MB Votes	Hand Count	Explained Difference	Explanation
Dave Hughes	30	30		
Collin Peterson	15	15		
BLANK FOR OFFICE	2	2		
OVER / DEFECTIVE FOR OFFICE	0	0		
WRITE-IN**	0	0		
Totals	47	47		

We certify that the numbers entered on this Post Election Review summary statement correctly show the recounted number of votes for each candidate in this Post Election Review.






 Date: 11/21/16
 Signatures of Post Election Review official(s)


 11/21/16

Performance Measurement Program

A.) Country health rankings showed that only 8% of people in McLeod Country ranked their health as fair or poor so 92% of them rated it as good, very good or excellent. These percentages are unchanged from the previous year.

Updated stats for 2017: Country health rankings showed that 12% of people in McLeod Country ranked their health as fair or poor so 88% of them rated it as good, very good, or excellent. These percentages have changed from the previous year. There is a 4% increase in the number of people who reported their health as fair or poor.

B.) In 2000 average life expectancy at age 65 was 19 years for women (84) and 16 years for men (81). Average life expectancy at age 85 was 7 years for women (92) and 6 years for men (91).

2017 Updates:

A.) County health rankings showed that 12% of people in McLeod Country ranked their health as fair or poor. 88% of them rated it as good, very good, or excellent. These percentages have changed from the previous year. There is a 4% increase in the number of people who reported their health as fair or poor.

Source:

<http://www.countyhealthrankings.org/app/minnesota/2017/rankings/mcleod/county/outcomes/overall/snapshot>

B.) In 2015, the average life expectancy at birth in McLeod County for women was 83.5 years; for men it was 79 years

Source: Community Health Status Indicators (CHSI) 2015, Centers for Disease Control and Prevention <https://wwwn.cdc.gov/CommunityHealth/profile/currentprofile/MN/McLeod/310011>

MN STATE AUDITOR PERFORMANCE MEASUREMENT PROGRAM 2017 – 6/6/2017

McLeod County Social Services

Workforce participation rate for MFIP was about 48.43% during 2016 – of adults working 30 or more hours per week or off cash assistance three years after baseline.

Workforce participation rate for DWP was about 89.97% during 2016 - of adults working 30 or more hours per week or off cash assistance three years after baseline.

7.7% Recurrence in CY2016 (92.3% No Recurrence) – of children where there is a recurrence of maltreatment within 12 months following an intervention.

Child Support Program Cost Effectiveness: FFY2016 = \$6.86
FFY2015 = \$6.60

Assessor

Residential 91.39

Commercial/Industrial 100.20

Agricultural 101.69

Veteran Services

VA Benefits Paid to/for McLeod County Veterans

Compensation/Pension Benefits Paid	\$8.379 million
Medical Care Services Provided	\$7.733 million
Education/Vocational Rehab Benefits	\$680,000
<u>Insurance Benefits Paid</u>	<u>\$ 82,000</u>
Total for FY2016	\$16.875 million

Veterans Transportation Program

Veterans Transported:	404 veterans
Miles Drive	46,405 miles

Administrative Actions

Veterans Files Maintained	9,740
Veterans Files Accessed/Edited	6,311

Requests for Military VA Records Submitted	145
New Claims Filed	447
Death Benefit Claims Filed	121
New Health Enrollments Completed	93
Total Health Enrollments Maintained	1,076

Parks

Survey 32 people, either by phone or people that were camping at the 2 regional parks.

Question 1. What do you think about the new reservation system that the county started on February 27 of this year

- 30 people thought the new system was easy to use and it was great that Mcleod county was going online with reservation
- 2 people like the old system(why). Human touch and not wanting to use a computer.

Question 2. What does the parks need to improve on

- 11 people want more playground equipment
- 14 people want better beach at both parks
- 9 people want more activities *for the kids*
- 13 people want trails upgrade , better surface

The survey was taken from May22 to June 19 2017

PinoneerLand Library

Here are the figures for 2016 Annual visits of patrons in McLeod County public libraries.

Brownton: 6,240

Glencoe: 46,150

Hutchinson: 70,510

Winsted: 14,274

Solid Waste

- Household Hazardous Waste Program served 6,709 households (46% of households).
- Material Recovery Facility Processed 13,735.02 tons of commercial and residential recycling, yielding a 17% residue rate.

2017 Performance Measures Report

Murray County, Minnesota



This Report Contains:

- Page 2-3: Resolution 2017-05-02-01 – Authorizing Participation in 2017 Program
- Pages 4-5: Actual results of the performance measures adopted by Murray County for 2016

Respectfully Submitted to the
Minnesota Office of the State Auditor
On June 26, 2017
By Heidi E. Winter, Auditor-Treasurer



County Coordinator
2848 Broadway Ave.
P.O. Box 57
Slayton, MN 56172
(507) 836-1148

EXCERPT FROM THE PROCEEDINGS OF
THE MURRAY COUNTY BOARD OF COMMISSIONERS
MURRAY COUNTY GOVERNMENT CENTER – SLAYTON, MINNESOTA
April 18, 2017

Commissioner Kluis introduced the following resolution and moved its adoption:

RESOLUTION 2017-05-02-01

A Resolution to Participate in the 2017 Performance Measures Program

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

WHEREAS, in February 2011 the council released a standard set of ten performance measures for counties that will aid residents, taxpayers and state and local elected officials in determining the efficacy of counties in providing services, and

WHEREAS, counties that elect to participate in the Performance Measures Program for 2017 are eligible for a reimbursement of \$0.14 per capita in local government aid, and are also exempt from levy limits under section 275.70 to 275.74 for taxes payable in the following calendar year, if levy limits are in effect, and

WHEREAS, Murray County was certified for the program in 2011, 2012, 2013, 2014, 2015 and 2016.

NOW THEREFORE BE IT RESOLVED, by the Murray County Board of Commissioners that Murray County hereby elects to participate in the 2017 Performance Measures Program.

BE IT FURTHER RESOLVED, that the following performance benchmarks are adopted by the Murray County Board of Commissioners:

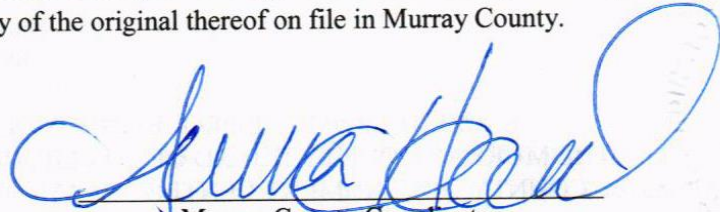
- **Public Safety:** Part I and II Crime Rates, as Reported by the Minnesota Bureau of Criminal Apprehension; Deputy Response Time; total number of accidents that occur on County State Aid Highways, County Roads and Un-Organized Township Roads that involve fatalities and injury.
- **Probation/Corrections:** Percent of adult offenders with a newly felony conviction within three (3) years of discharge.
- **Public Works:** Hours to plow complete system during a snow event – and - Average County Pavement Condition Rating, Based on County Engineer’s Evaluation.
- **Public Health:** Life Expectancy Generally and by Sex and Race.
- **Social Services:** Workforce Participation Rate Among MFIP and DWP Recipients – and – Percentage of Children Where There is a Recurrence of Maltreatment Within 12 Months Following an Intervention.
- **Taxation:** Level of Assessment Ratio.
- **Elections:** Accuracy of Post-Election Audit.
- **Veterans’ Service:** Percentage of Veterans Surveyed Who Said His/Her Questions Were Answered When Seeking Benefit Information from the County Veterans’ Office.
- **Parks:** Citizens’ Rating of the Quality of County Parks, Recreational Programs, and/or Facilities.
- **Libraries:** Number of Annual Visits per 1,000 Residents.

BE IT FURTHER RESOLVED, that the results of the adopted performance measures will be published on the Murray County Website by December 31, 2017.

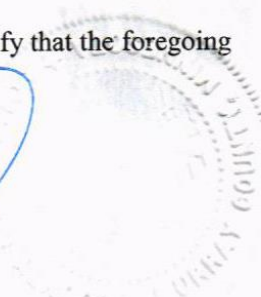
The foregoing resolution was duly seconded by Commissioner Jens with all members voting in favor.

I, Aurora Heard, County Coordinator of the County of Murray, State of Minnesota, do hereby certify that the foregoing copy represents a true and correct copy of the original thereof on file in Murray County.

Dated: May 10, 2017



Murray County Coordinator



Actual Results of 2017 Performance Measures Adopted by Murray County (All reported results are for 2016, except where otherwise noted)

Executive Summary: The Murray County Board of Commissioner voted to participate in the 2017 Performance Measure Program on May 2, 2017. Resolution 2017-05-02-01 adopted ten benchmarks on which to measure output which include the areas of Public Safety, Probation/Corrections, Public Works, Public Health, Social Services, Taxation, Elections, Veterans' Service, Parks and Libraries. The actual results of those performance measures are included in the following report.

Benchmark 1: Public Safety

Part I and II crime rates:

- Actual Results: Part I: 61, Part II: 156

Deputy Response Time for top-priority calls from dispatch to the first officer on scene:

- Actual Results: 17 minutes

Number of accidents resulting in fatality or serious injury on county or township roads:

- Actual Results: 0

Benchmark 2: Probation/Corrections

Percent of adult offenders with a new felony conviction within 3 years of discharge

- Actual Results: 20% (4 of 20 offenders committed a new felony level crime within 3 years of discharge. 2012 is most recent data available).

Benchmark 3 - Public Works

Hours to plow complete system during a snow event

- Actual Results: 8 hours (4 hours to get routes open initially, with two additional rounds made for cleaning and winging out the snow)

Average county pavement condition rating

- Actual Results: 7 (Based on 1 to 10 scale)

Benchmark 4 - Public Health

Life Expectancy generally and by sex and race

- Actual Results:
 - General Life Expectancy: 81.6 years
 - Male Life Expectancy: 79.4 years
 - Female Life Expectancy: 83.7 yeas
 - No data available on race

Benchmark 5: Social Services

Workforce participation rate among MFIP and DWP recipients

- Actual Results:
 - Workforce Participation Rate for MFIP: 34.2%
 - Workforce Participation Rate for DWP: 39.2%

Percentage of children where there is a recurrence of maltreatment within 12 months following an intervention

- Actual Results: 0%

Benchmark 6: Taxation

Level of assessment ratio

- Actual Results: 100% (Per Department of Revenue)

Benchmark 7: Elections

Accuracy of post-election audit (Percentage of ballots counted accurately.)

- Actual Results: 100% (Based on Post-Election Equipment Review (PEER) for the 2016 General Election. Precincts reviewed were Bondin Township and Dovray City)

Benchmark 8: Veterans' Services

Percent of veterans surveyed who said their questions were answered when seeking benefit information from their County Veterans' Office

- Actual Results: 97% (Based on 263 client visits)

Benchmark 9: Parks

Citizens' rating of the quality of county parks, recreational programs, and/or facilities.

- Actual Results: (Taken from 2016 citizen surveys)
 - Excellent 30%
 - Good 64%
 - Fair 6%
 - Poor 0%

Benchmark 10: Library

Number of annual visits per 1,000 residents

- Actual Results: (Taken from the Plum Creek Library System)
 - 22.8 visits per 1,000 residents
 - Total Visitors: 22,876 as follows:
 - Fulda Public Library: 10,192
 - Slayton Public Library: 11,076
 - Outreach (Formerly Bookmobile): 1,608



"A dynamic, world-class County delivering excellence every day"

OLMSTED COUNTY ADMINISTRATION
GOVERNMENT CENTER
151 4th STREET SE
ROCHESTER MN 55904-3710
TELEPHONE 507.328.6007
Email: krenik.belinda@co.olmsted.mn.us
FAX 507.328.7967
www.co.olmsted.mn.us

Minnesota Council on Local Results and Innovation

State Performance Measurement Program Results Report - July 1, 2017

Prepared for the Office of the State Auditor

Submitted on behalf of Olmsted County by
Belinda J. Krenik
Director of Communications & Strategic Planning

RESOLUTION No. 17-41

WHEREAS, Olmsted County declares its intention to continue its voluntarily participation in the Minnesota Council on Local Results and Innovation (hereinafter "the Council") Standard Performance Measures Program, as it has through past Resolutions No. 2011-038, No. 2012-38, No. 2013-049, No. 2014-046, No. 2015-51, and No. 2016-49.

WHEREAS, Benefits to Olmsted County for participation in the Council's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute, (\$0.14 per capita in local government aid, not to exceed \$25,000); and

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

WHEREAS, Olmsted County has adopted and implemented at least 10 of the performance measures, as developed by the Council, and integrated these measures into its Managing for Results (M4R) Strategic Management 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, Olmsted County will continue to report the results of the performance measures to its residents by the end of the year through publication, direct mailing, posting on the County's website, or through a public hearing at which the budget and levy will be discussed and public input allowed; and

BE IT FURTHER RESOLVED, Olmsted County will submit to the Office of the State Auditor the actual results of the performance measures adopted by the County, along with this resolution by July 1, 2017.

Dated at Rochester, Minnesota this 20th day of June, 2017.

OLMSTED COUNTY BOARD OF COMMISSIONERS



Kenneth Brown, Chairperson

ATTEST:



Heidi Welsch, Clerk/Deputy Administrator

Olmsted County has been a voluntary participant in the Minnesota Council on Local Results and Innovation's (Council's) Standard Performance Measure Program since 2011.

In Olmsted County, our strategic management system is called "Managing for Results" (M4R). M4R includes county-wide performance measures as well as a framework for departments to report on performance measures specific to their service area.

As required since 2013's report, we need to show the Council how these measures have been adopted and implemented into our performance measurement system. Olmsted County's performance measures and results have been organized within our M4R Strategy Map and Balanced Scorecard format.

The Council also believes counties should adopt community goals related to the services that are provided. In Olmsted County, we have adopted Strategic Priorities for each of the balanced scorecard perspectives (categories of performance) including Build the Community. These community-related goals/priorities include: Plan for the Future; Assure Effective, Accessible and Responsive Services; Assure a Safe and Healthy Community; and Be Good Stewards of Our Environment.

Definitions of our Strategic Priorities and the components of our Balanced Scorecard Template are included in this report. Please note:

Olmsted County Strategy Map – Page 3. Each "bubble" within the four perspectives represents a county-wide strategic priority. The Building the Community perspective is especially aligned with community goals.

Strategic Priority Definitions – Page 4.

Template of Balanced Scorecard Components and Definitions – Page 5.

Balanced Scorecard Excerpt containing our eleven State Standard Performance Measures and Results – Pages 6-13.

Definition of Terms used on the Strategy Map:

Mission = Why We Exist

Vision = A word picture of a desired future state

Values = Represent the deeply held beliefs within the organization and are demonstrated through the day-to-day behaviors of employees.

Per the Council's reporting requirements, a copy of the resolution approved by the Olmsted County Board to participate in this program will be submitted electronically to the Minnesota Office of the State Auditor, along with this report.

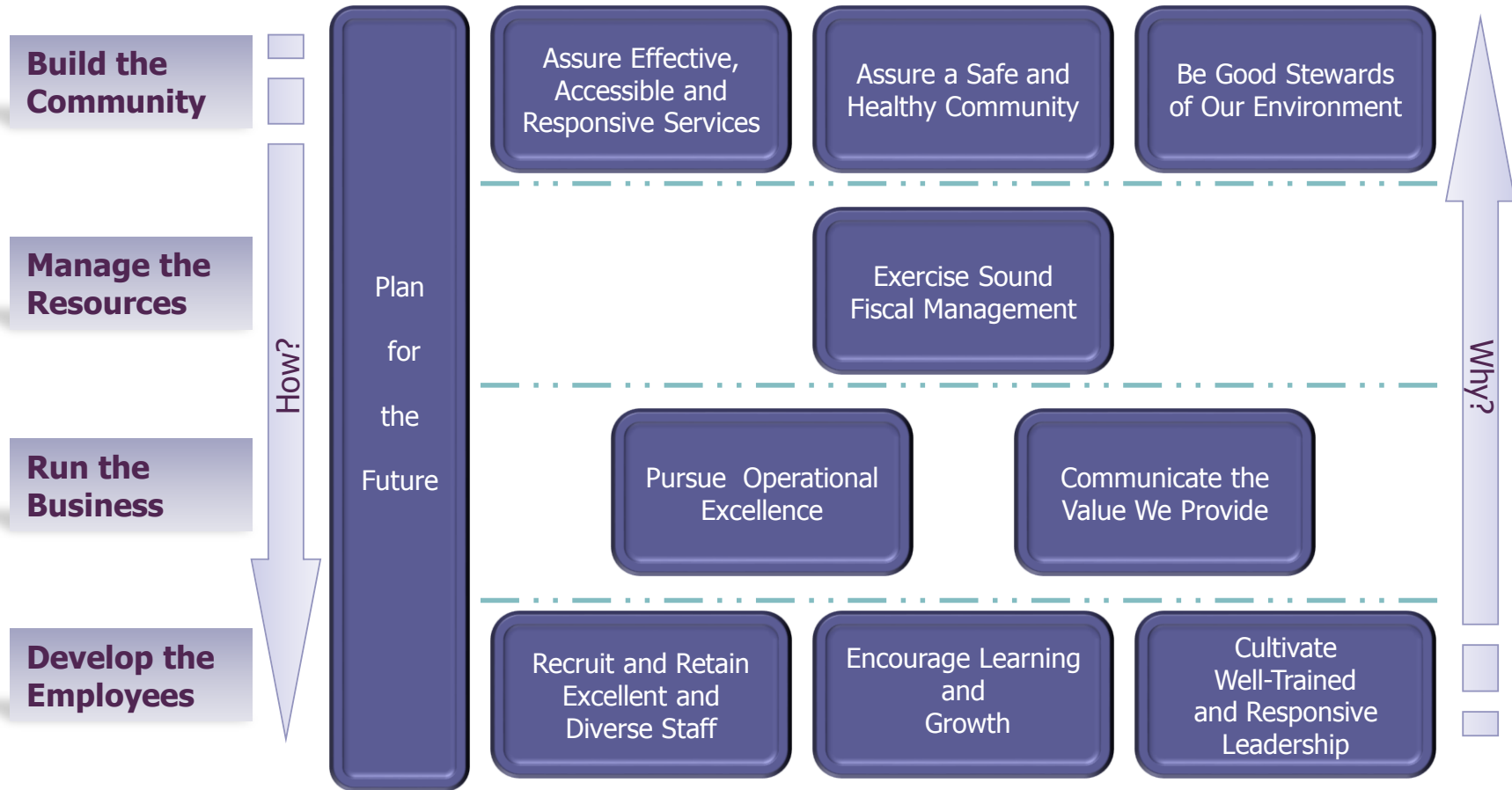
- Belinda J. Krenik, Director of Communications & Strategic Planning, July 1, 2017.



Olmsted County's Strategic Management System

Olmsted County Strategy Map

MISSION: Provide the foundation of a vibrant community
VISION: **A dynamic, world-class County delivering excellence every day**
VALUES: Integrity, Innovation, Pro-Activity, Respect, Reliability





County-wide Strategic Priorities

Strategic Priorities—are the broad directional areas or methods our organization needs to pursue to take us from where we are today – to achieving our vision: should be easy to understand, brief and broad, measurable, no “start/stop” time.

STRATEGIC PRIORITY	DEFINITION
Plan for the Future	We anticipate issues and opportunities and develop strategies to successfully position our organization to meet the needs of our residents.
Assure Effective, Accessible and Responsive Services	Community members are confident that County Government is providing valuable services and achieving expected results; staff and elected officials are easily contacted; and community needs are responded to quickly and sufficiently.
Assure a Safe and Healthy Community	Community members feel safe. Good health is encouraged through promotion of healthy lifestyle choices. The general economic conditions of individuals and the community are improving.
Be Good Stewards of Our Environment	The County promotes and models reasonably sustainable, use of natural resources.
Exercise Sound Fiscal Management	The County delivers services in a cost-effective manner and ensures adequate resources to carry out its responsibilities; the County's infrastructure assets are managed responsibly.
Pursue Operational Excellence	The County employs a culture of continuous improvement and seeks to improve operations by implementing best practices and research-based programs.
Communicate the Value We Provide	The County seeks effective tools and messages to provide meaningful information about the impact of the work we do.
Recruit and Retain Excellent and Diverse Staff	The County recruits and retains a diverse, highly competent first-rate staff. We understand a diverse, first-rate staff makes us a stronger and smarter, more effective organization.
Encourage Learning and Growth	The County's working environment enables an inspired workforce with many opportunities for learning and growth.
Cultivate Well-Trained and Responsive Leadership	Personal actions of senior leaders (Department Heads and Administration) guide and sustain the organization by supporting and promoting the County's vision, creating opportunities for open communication throughout the organization, assuring a positive work environment, and encouraging high performance.



Balanced Scorecard Template

Perspectives	Strategic Priorities	Performance Measures	Targets and Results	Initiatives	Owners
<p>Categories of performance:</p> <p>Build the Community (Customer/Stakeholder)</p> <p>Manage the Resources (Financial/Asset Management)</p> <p>Run the Business (Internal Business Processes)</p> <p>Develop the Employees (Learning & Growth)</p>	<p>Broad directional areas or methods organization needs to take us from where we are today – to achieving our vision.</p>	<p>Standards used to evaluate and communicate performance against expected results.</p>	<p>Targets Desired results of measures.</p> <p>Results What actually happened numerically, qualitatively, etc.</p>	<p>Specific program, activity, project or action we will undertake in an effort to meet or exceed our performance targets.</p>	<p>Individuals responsible for reporting on specific performance measure results.</p>

Olmsted County Balanced Scorecard – Standard State Performance Measures

July 1, 2016 – July 1, 2017

Administration ♦ Community Services ♦ County Attorney's Office ♦ Data Practices, Intergovernmental Relations, and Organizational Development
 ♦ Environmental Resources ♦ Facilities & Building Operations ♦ Finance
 Human Resources ♦ Information Technology Solutions ♦ Property Records & Licensing ♦ Public Health Services
 Public Works ♦ Rochester/Olmsted Planning ♦ Sheriff's Office



Mission: Provide the foundation of a vibrant community
Vision: A dynamic, world-class County delivering excellence every day
Values: Integrity, Innovation, Pro-Activity, Respect, Reliability

As voluntary participants in the Minnesota Council on Local Results and Innovation's State Performance Measures Program, we have adopted and implemented 11 state-approved performance measures. The requirement is a minimum of ten.

Types of Model Program Measures (as defined by the Council):

- Outcome** – describe the results of service efforts. Used to help assess whether the outcome goals/targets are being met.
- Output** – details the units produced, goods or service provided, or people served.

Here are the results as integrated into our Managing for Results (M4R) system framework:

PERFORMANCE MEASURES	TARGETS AND RESULTS	INITIATIVES	OWNERS
PERSPECTIVE: BUILD THE COMMUNITY/Strategic Priority: 1. Assure Effective, Accessible and Responsive Services			
<p>State Performance Measure 1.1 – Public Works</p> <p>Hours to Plow Complete System during a Snow Event</p> <p>Measure Type: Output</p> <p><i>"Arterials" - Both classes serve to carry longer-distance flows between important centers of activity. Arterials are laid out as the backbone of a traffic network and should be designed to afford the highest level of service, as is practical.*</i></p>	<p>1.1.1 Olmsted County has 512 miles of roadway under its jurisdiction for snow and ice control. The Olmsted County Snow and Ice Policy has different requirements based on the classification of the roads. Our highest classification of road requires substantially bare pavement within 48 hours of the event:</p> <ul style="list-style-type: none"> a. Principal Arterial – Within 48 hours. b. Minor Arterial – Within 72 hours. <p>Results: Both Targets met.</p> <p>2016-2017 Snow Season (52.7" of snow)</p> <p>2015-2016 Snow Season (59.12" of snow)</p>	<p>Use sand, salt, brine, calcium chloride, magnesium chloride and pre-wetting solutions to maintain roads in a reasonable safe and serviceable condition throughout the winter season.</p> <p>Participate in Automated Vehicle Location (AVL) system project to gather data about a plow truck's location and other information, which gives maintenance personnel more information to respond to changing conditions.</p>	<p>Public Works Director Mike Sheehan</p>

PERFORMANCE MEASURES	TARGETS AND RESULTS	INITIATIVES	OWNERS
<p>* Neuman, Timothy R (1992). "Roadway Geometric Design". In Institute of Traffic Engineers. <i>Traffic Engineering Handbook</i>. Prentice Hall. p. 155. ISBN 0-13-926791-3.</p>			
<p>State Performance Measure 1.2 – Public Works</p> <p>Average County Pavement Condition Rating</p> <p>Measure Type: Outcome</p> <p><i>The County Public Works Department is responsible for about 518 miles of roadway: approximately 87 miles of concrete, 293 miles of bituminous and 141 of gravel roadways.</i></p> <p><i>They utilize the Pavement Condition Index (PCI) to evaluate and prioritize upgrades and maintenance of the Highway System. Roads are scored from 0-100 (0 = Failed, 100 = Excellent) based on a number of different factors. The lower the score, the more intense the required maintenance, with reconstruction occurring on the lowest ranked roads.</i></p>	<p>1.2.1 Average PCI score of 72.</p> <p>Results: <i>2016 PCI score data not available in time for July 1, 2017 report due date. Will update as soon as data is obtained.</i></p> <p>2015:</p> <ul style="list-style-type: none"> a. Bituminous (asphalt) pavement – 73 b. Concrete pavement - 87 	<p><i>Will update as soon as 2016 data is available.</i></p> <p>Secure adequate funding for capital improvement projects.</p> <p>In 2015, approximately 35 miles of bituminous roadway had reclamation and overlay work performed on them. Reclamation is a process that rebuilds worn out asphalt pavements by recycling the existing roadway.</p>	<p>Public Works Director Mike Sheehan</p>
<p>State Performance Measure 1.3 – Property Records, Valuation, Assessment</p> <p>Real Estate Document Turnaround Time</p> <p>Measure Type: Outcome</p> <p><i>New Measure introduced in July 1, 2014 Report</i></p>	<p>1.3.1 Turn-around time for recording, indexing and returning real estate documents require a 10-day turn-around time 90% of the time, (Minnesota Statutes 357.182, Subd 6 by the year 2011).</p> <p>Results: Target exceeded. 5 day turn-around for eRecorded documents and 10 day turnaround for paper Recorded documents.</p>	<p>Increase in imaged documents to provide improved disaster recovery and online access to documents.</p>	<p>Property Records and Licensing Director Mark Krupski</p>

PERFORMANCE MEASURES	TARGETS AND RESULTS	INITIATIVES	OWNERS
<p>State Performance Measure 1.4 – Elections</p> <p>Accuracy of Post-Election Audit Measure Type: Outcome <i>Included in this year's report due to General Election in 2016.</i></p>	<p>1.4.1 Voting system results reconciled against hand counts of three random precincts need to be within one-half of one percent.</p> <p>Results: 2016 - Target met.</p>	<p>Prepare ballots and tabulating system for 84 precincts for estimated population of 151,000 with 85,000 registered voters.</p> <p>Provide convenient and efficient absentee ballot voting.</p> <p>Train 650+ election judges every 2 years.</p> <p>Continue efforts to legislate early voting (would greatly reduce administration of absentee ballot voting).</p>	<p>Property Records and Licensing Director Mark Krupski</p>
<p>State Performance Measure 1.5 – Veterans' Services</p> <p>Measure Type: Output <i>New Measure introduced in July 1, 2014 Report</i></p> <p><i>Senior Veterans' Services Officer Neil Doyle resigned from Olmsted County to work for Hennepin County on June 26, 2017.</i></p> <p><i>This measure was updated using applicable 2016 data, where available, as presented by Mr. Doyle at Human Services Committee on June 20, 2017.</i></p>	<p>1.5.1 Federal and State dollars brought into county for veterans' benefits, (No established target provided by Minnesota Council on Local Results and Innovation).</p> <p>Community Services' M4R Target: Maximize State and Federal Veteran's Administration (VA) expenditures in Olmsted County.</p> <p>Results: Olmsted County Veteran Services - 2016 Veteran Population = 10,646</p> <p>Federal Expenditures* (Dollars Expressed in Millions) \$40,546,993</p> <p><i>*(Compensation & Pension, Education and Vocational Rehab/Employment, Insurance & Indemnities, and Medical Care)</i></p> <p>State Soldiers Assistance Program** (SSAP) Usage – (figure below also includes Local Veteran Service Organizations and non-profit entities financial assistance) (Dollars Expressed in Thousands) \$138,398.55 (2016)</p> <p><i>** (provides cash assistance in the form of shelter payments/ rent and mortgage, utilities, and personal needs grants to Veterans who are unable to work as a result of a temporary disability)</i></p>	<p>Email federal and state employees securely through Microsoft Lync© which gives Veterans' Services Officers (VSOs) the ability to problem solve and fact find much more efficiently than before.</p> <p>Request and coordinate delivery of durable medical equipment, accessibility tools, and prosthetics through the Disabled American Veterans (DAV) Donor Connect Program.</p> <p>Attend court proceedings and child protection hearings involving our veteran families.</p> <p>Assist Olmsted County Veterans in securing SSAP Benefits for Dental Assistance, Optical Assistance, Rent and Utility Assistance, and Subsistence Allowance Benefits.</p> <p>Make claims for death benefits, Death Pension or Dependency and Indemnity Compensation.</p>	<p>Senior Veterans' Services Officer Neil Doyle</p>

PERFORMANCE MEASURES	TARGETS AND RESULTS	INITIATIVES	OWNERS
PERSPECTIVE: BUILD THE COMMUNITY/Strategic Priority: 2. Assure a Safe and Healthy Community			
<p>State Performance Measure 2.1 – Public Safety</p> <p>Reduced Recidivism</p> <p>Measure Type: Outcome</p> <p>Please note: <i>State measurement language is different than the way we report: asks for percent of adult offenders with a new felony conviction within 3 years of discharge. This difference in reporting was approved by the Office of the State Auditor in 2012.</i></p> <p>Definition of Terms: <i>Probation is a court ordered sanction placing certain conditions on a convicted offender, which could include some local jail or workhouse time, but allowing the offender to remain in the community under the supervision of a probation officer.</i></p> <p><i>Supervised Release is the status of a convicted felon who has been released from a state correctional facility. Certain conditions must be met in order to remain in the community.</i></p>	<p>2.1.1 Recidivism is reduced after supervision [adults] – Dodge/Fillmore/Olmsted County (DFO).</p> <p>a. 85% of DFO probationers with a felony case remain free of felony conviction within 3 years of discharge from supervision.</p> <p>b. 75% of DFO supervised releasees remain free of felony conviction within 3 years of discharge.</p> <p>Results:</p> <p>a. 2016 – 91% Target exceeded. 2015 – 93%</p> <p>b. 2016 – 78% Target exceeded. 2015 – 78%</p>	<p>Coordinate Olmsted County Drug Court.</p> <p>Partner with Damascus Way Halfway House Program.</p> <p>Apply Research-driven practices.</p> <p>Teach Cognitive Skills Programming.</p> <p>Use Validated Risk Needs Assessment.</p> <p>Provide Intensive Supervision.</p> <p>Offer Domestic Violence Education and Treatment.</p> <p>Prioritize supervision and treatment interventions to higher risk clients.</p> <p>Target interventions to reduce risk.</p> <p>Utilize effective communication and motivational interview strategies to enhance positive change.</p>	<p>Community Services - DFO</p> <p>Community Corrections Director Travis Gransee</p>
<p>State Performance Measure 2.2 – Public Health</p> <p>Olmsted County Residents’ Life Expectancy at Birth</p>	<p>2.2.1 Comparable Life Expectancies: United States = 78.8 Years State of Minnesota = 80.85 years</p>	<p>A long-term commitment by the Olmsted County Board of Commissioners supports a strong local public health system that contributes to longer life expectancy.</p>	<p>Public Health Services Director Pete Giesen</p>

PERFORMANCE MEASURES	TARGETS AND RESULTS	INITIATIVES	OWNERS
<p>Measure Type: Outcome</p>	<p>Results: Target “Generally” exceeded State and U.S. Average Life Expectancy. 2014 data most recent data available.</p> <p>Generally 82.9 Years (Reported in 2014) 82.7 Years (Reported in 2013) 82.4 Years (Reported in 2012 based on 2008-2010 data)</p> <p>By Gender</p> <p>Male 80.4 Years (2014) 80.6 Years (Reported in 2013) 80.1 Years (Reported in 2012 based on 2008-2010 data)</p> <p>Female 85.2 Years (2014) 84.7 Years (Reported in 2013) 84.4 Years (Reported in 2012 based on 2008-2010 data)</p> <p>Data sources: Minnesota Department of Health, Center for Health Statistics; United States Census</p>	<p>Successful award of five-year accreditation status by the Public Health Accreditation Board (PHAB), 6/16/2017. Olmsted County Public Health Services (OCPHS) is the only local public health agency in the state outside of the metro area to achieve PHAB accreditation.</p> <p>Programs and initiatives throughout Olmsted County reflect the Six Areas of Local Public Health Responsibility which collectively lead to extended – and healthier – lives.</p> <ol style="list-style-type: none"> 1. Promote Healthy Communities and Healthy Behaviors. 2. Assure the Quality and Accessibility of Health Services. 3. Prevent the Spread of Infectious Diseases. 4. Prepare for and Respond to Disasters and Assist Communities in Recovery. 5. Protect Against Environmental Hazards. 6. Assure an Adequate Local Public Health Infrastructure. <p>Multiple other initiatives undertaken for specific focus areas which contribute to overall Life Expectancy outcomes, (ex: Public Health Services and Rochester Parks and Recreation are Minnesota Super Bowl Host Committee (MNSBHC)’s Super Bowl Legacy Fund grant recipient (February 2017). The grant helps the county create an active mobile playground: a trailer loaded with interactive games and equipment that will travel to various locations, such as</p>	

PERFORMANCE MEASURES	TARGETS AND RESULTS	INITIATIVES	OWNERS															
		parks, schools and churches, year-round to engage kids and families in games and physical activity).																
<p>State Performance Measure 2.3 – Social Services</p> <p>Maltreatment Recurrence</p> <p>Measure Type: Outcome</p> <p>Please note: <i>State measurement language is different than the way we report: asks for percentage of children where there is a recurrence of maltreatment within 12 months following an intervention. This difference in reporting was approved by the Office of the State Auditor in 2012.</i></p> <p><i>Child & Family Services (CFS) Director, Jodi Wentland, resigned from Olmsted County to work for Hennepin County. New CFS Director, Amy Shillabeer, will be the owner for this measure next year's report.</i></p>	<p>2.3.1 Percentage of Children where there is NO recurrence of maltreatment WITHIN 6 MONTHS following an intervention, (Child and Family Services Review/CFSR language).</p> <p>94.6% or Greater</p> <p>Results: <i>2016* Data unavailable at time of report deadline.</i></p> <p>2015 – 98% (N = 51 children)</p>	<p>Collaborate with law enforcement, medical personnel, and other agency staff working with the family as well as extended family members and friends.</p> <p>Think through family strengths and dangers, enabling explicit risk assessments.</p> <p>Lead explicit decision making about the best course of action for children.</p> <p>Engage with families to help them to change.</p> <p>Utilize differential response and early intervention services.</p> <p>Use Family Involvement Strategies (FIS): Case Planning Conferences and Family Group Conferences.</p>	<p>Community Services – Child and Family Services Director Jodi Wentland</p>															
<p>State Performance Measure 2.4 – Taxation</p> <p>Level of Assessment Ratio</p> <p>Measure Type: Outcome</p> <p><i>The Level of Assessment Ratio refers mainly to the median sales ratio which is highlighted in this chart. The Sales Ratio Criteria set forth by the Minnesota Department of Revenue is listed below:</i></p>	<p>2.4.1 Acceptable: Median ratio falls between 90% and 105%</p> <p>Results: <i>Updated table and results requested – available July 5, 2017. Will update upon receipt.</i></p> <p style="text-align: center;">See Table Below for Details 2016 Assessment Sales Ratio Study*</p> <table border="1" data-bbox="621 1255 1302 1388"> <thead> <tr> <th>Property Type</th> <th>Median</th> <th>COD</th> <th>PRD</th> <th># Sales</th> </tr> </thead> <tbody> <tr> <td>Residential</td> <td>95.81 Acceptable</td> <td>8.32 Excellent</td> <td>1.01 Acceptable</td> <td>2,723</td> </tr> <tr> <td>Commercial</td> <td>93.45 Acceptable</td> <td>13.49 Acceptable</td> <td>1.09 Regressive</td> <td>63</td> </tr> </tbody> </table>	Property Type	Median	COD	PRD	# Sales	Residential	95.81 Acceptable	8.32 Excellent	1.01 Acceptable	2,723	Commercial	93.45 Acceptable	13.49 Acceptable	1.09 Regressive	63	<p>Assessment aides assist Assessment Services personnel in revaluation.</p> <p>State law mandates that 20% (quintile) of the total county parcels be inspected annually. PRL has met this requirement with the 2016 Assessment.</p>	<p>Property Records and Licensing Director Mark Krupski</p>
Property Type	Median	COD	PRD	# Sales														
Residential	95.81 Acceptable	8.32 Excellent	1.01 Acceptable	2,723														
Commercial	93.45 Acceptable	13.49 Acceptable	1.09 Regressive	63														

PERFORMANCE MEASURES				TARGETS AND RESULTS					INITIATIVES	OWNERS
Median	90% - 105%			Apartment	95.02 Acceptable	**Not Calc – sample too small	Not Calc – sample too small	23		
COD	0-10 Excellent	11-19 Acceptable	>20 Poor	Agriculture	96.04 Acceptable	Not Calc – sample too small	Not Calc – sample too small	20		
PRD	.97-1.02 Acceptable	<.97 Progressive	>1.02 Regres-sive	<p><i>*The "2016" assessment is based upon sales from October 1, 2014 through September 30, 2015.</i></p> <p><i>The assessment date is January 2, 2016, which is based upon sales and inspection activity occurring in 2015 and the last quarter of 2014.</i></p> <p><i>**PRD and COD are not calculated when there are 30 or less sales.</i></p>						
<p>Median—compares sale prices against assessed values.</p> <p>Coefficient of Dispersion (COD) - measures assessment uniformity.</p> <p>Price Related Differential (PRD) - a regressive indicates that high value properties are under-appraised relative to low value properties and progressive indicates that lower priced properties are under-appraised.</p>										

PERSPECTIVE: BUILD THE COMMUNITY/Strategic Priority: 3. Be Good Stewards of Our Environment

<p>State Performance Measure 3.1 – Environment</p> <p>Recycling Percentage (Council Language)</p> <p>Beneficial Use of Waste (in accordance with State Solid Waste Hierarchy – Environmental Resources’ M4R Performance Measure Language)</p> <p>Measure Type: Output <i>New Measure for July 1, 2014 Report</i></p>	<p>3.1.1 Recycling Percentage. <i>(No established target provided by Minnesota Council on Local Results and Innovation).</i></p> <p>Environmental Resources’ M4R Target:</p> <ol style="list-style-type: none"> 45% Recycling Rate. 90% of processable waste processed at Olmsted Waste-to-Energy-Facility (OWEF). >10% household participation in Hazardous Waste reduction program. <p>Results: Targets exceeded “b”. <i>Report to be updated upon receive of data for “a” and “c”.</i></p> <p>2016 Results</p>	<p>Participate in the annual “Help Make Rochester A Litter Bit Better” cleanup event.</p> <p>Participate in Arbor Day Celebration.</p> <p>Act on commitment to environmental education by teaming up with elementary school students to spread the word on the proper place for waste in Olmsted County.</p> <p>Promote “Borrow A Bin” option to make it easy for outdoor party guests easy to recycle.</p>	<p>Environmental Resources Director John Helmers</p>
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PERFORMANCE MEASURES	TARGETS AND RESULTS	INITIATIVES	OWNERS
	a. NA b. 100% c. NA 2015 Results a. 59% b. 100% c. 18%		

PERSPECTIVE: Manage the Resources/Strategic Priority: 4. Exercise Sound Fiscal Management

<p>State Performance Measure 4.1 – Budget, Financial</p> <p>Bond Rating</p> <p>Measure Type: Outcome <i>New Measure introduced in July 1, 2014 Report</i></p> <p><i>Note: Chief Financial Officer Bob Bendzick retired on May 31, 2017. New CFO, Wilfredo Román Cátala will be owner of this measure for next year's report.</i></p>	<p>4.1.1 Standard & Poor's Ratings Services or Moody's Investor Services. <i>(No established target provided by Minnesota Council on Local Results and Innovation).</i></p> <p>Finance's M4R Target: Maintain our bond rating.</p> <p>Results: Target met – Rating maintained: Olmsted County "AAA" Standard & Poor's Rating Services The company rates borrowers on a scale from AAA to D. Investment Grade: An organization who owes debt rated 'AAA' has extremely strong capacity to meet its financial commitments. 'AAA' is the highest issuer credit rating assigned by Standard & Poor's.</p>	<p>Maintain consistent internal control systems.</p> <p>Set example for staff and customers that demonstrates a commitment to ethical and careful work.</p> <p>Work with departments to correct problems.</p> <p>Continue to earn a Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association of the United States and Canada. The Certificate is the highest form of recognition for excellence in state and local government financial reporting.</p>	<p>Chief Financial Officer Bob Bendzick</p>
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**STATEWIDE PERFORMANCE MEASUREMENTS
COUNCIL ON LOCAL RESULTS AND INNOVATION**

Otter Tail County Resolution No. 2017 - 44

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 Otter Tail County are outlined in M.S. 6.91 and includes eligibility for a reimbursement as set by State statute; and

WHEREAS, any 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 Otter Tail 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, Otter Tail 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 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 THAT, Otter Tail County will submit to the Office of the State Auditor the actual results of the performance measures adopted by the County.

Motion for the foregoing Resolution was made by Commissioner Rogness and seconded by Commissioner Johnson and upon a vote being duly taken thereon, the following voted in favor:

Commissioners Huebsch, Johnson, Lindquist, Froemming and Rogness,

and the following were against: None

and the following were absent: None

WHEREUPON, the Resolution was declared duly passed and adopted the 13th day of June 2017.

OTTER TAIL COUNTY BOARD OF COMMISSIONERS

Dated: June 27, 2017

By: 
Doug Huebsch, Chair

Attest: 
John Dinsmore, Clerk

Otter Tail County
Council on Local Results and Innovation
2017 Standard Measures for Counties
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1. Public Safety: Part I and II Crime Rates

	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>Difference 2015 to 2016</u>
Homicide	1	0	0	0	NC
Manslaughter	0	0	0	0	NC
Criminal Sexual Conduct – Child Victim	31	28	42	35	-17%
Criminal Sexual Conduct – Adult Victim	6	6	10	6	-33%
Robbery	0	2	0	0	NC
Domestic Assault	81	89	92	88	-4%
Assaults – Other	43	46	39	31	-21%
Terroristic Threats	24	29	26	24	-8%
Burglary	184	119	155	171	+10%
Theft	272	250	216	243	+13%
Motor Vehicle Theft and Tampering	30	36	43	29	-33%
Arson	0	2	2	3	+50%
Forgery and Counterfeiting	6	7	5	10	+200%
Fraud – Others	51	62	46	59	+28%
Fraud – Checks	13	31	12	15	+20%
Stolen Property Offenses	6	5	12	13	+8%
Vandalism	149	145	135	128	-5%
Trespass	60	64	44	40	-9%
Littering	22	26	38	25	-34%
Weapons Offenses	12	8	16	15	-6%
Other Sex Offenses (Exposure, Peeping, etc.)	1	6	8	9	+13%
Drug Violations	104	90	110	136	+24%
Vulnerable Adults	14	39	33	33	NC
Child Abuse and Neglect	167	274	277	219	-21%
DUI	177	130	131	130	-1%
Liquor Law Violations	59	51	83	49	-41%
Public Peace	160	173	147	96	-35%
Juvenile Runaway	27	25	22	26	+18%
Harassment/Protection Order Violation	52	40	39	46	+18%
Gross Misd. Traffic Violations	21	24	48	35	-27%
All Other Offenses (Part I and II)	<u>65</u>	<u>68</u>	<u>49</u>	<u>162</u>	<u>+330%</u>
Totals Part I and II Offenses	1,838	1,875	1,880	1,876	NC

2. Public Safety: Deputy Response Time: Time it takes on top-priority calls from dispatch to the first officer on scene

- Due to the size of the county¹, the County has not established deputy response time parameters.
- The Sheriff's Office assigns deputies to areas to ensure prompt response to law enforcement calls

¹ Geographically, Otter Tail County is the seventh (7th) largest Minnesota County. Total area is 2,225 square miles, of which 1,972 square miles are comprised of land and 252 square miles (11%) are covered by water

3. Public Safety: Total number of accidents that occur on County State Aid Highways, County Roads and Un-Organized Township Roads that involve fatalities and injury: Two sources – “Towards Zero Death” reports and county records 2016-2017

- 2016-2017²: Injuries crashes totaled 107. Accident Related Fatalities: 2

4. Probation/Corrections: Percent of adult offenders with a new felony conviction within 3 years of discharge: MN Sentencing Guidelines Commission

- Adult offenders who are placed on a formal, supervised probation to County Probation will be tracked for three years following their discharge to determine if they have a new felony conviction in the State of Minnesota.

<u>Category</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>
Cases Closed	100	104	104	94
Subsequent Felony Convictions	11	6	7	7
Percentage with New Felony	11.00%	6.24%	7.28%	6.58%

5. Public Works: Hours to plow complete system during a snow event:

- Four (4) hours.
- Explanation: In a “normal” winter storm event, Otter Tail County’s plow operators can make two rounds on their respective routes with a start time of 4:00 am and end time of 12:00 noon. Given this, to answer the question, we can plow the system in 4 hours meaning the driving lanes are open, however it requires 8 hours for the plowing, clean-up of intersections, shoulders, etc, and the reapplication of sand/salt.

6. Public Works: Average county pavement condition rating: Pavement Quality/Condition Index. Provide average rating and the rating system program/type. Example, 70 rating on the Pavement Condition Index (PCI).

- Average PCI is 68.
- PCI determined by use of Mn/DOT Pavement Condition survey and ICON Pavement Management System software.

7. Public Works: Average Bridge Sufficiency Rating: County records/MN Department of Transportation

- Average Bridge Sufficiency Rating for Otter Tail County bridges is 91.

8. Public Health/Social Services: General life expectancy: See [Institute for Health Metrics and Evaluation](#)

- Findings: Life Expectancy (life expectancy at birth (years) - 2014

<u>Gender</u>	<u>Otter Tail County</u>	<u>Minnesota</u>	<u>National</u>	<u>National Rank</u>	<u>% Change: 1980-2014</u>
Female	82.8	82.9	81.5	333	+2.8
Male	78.2	78.9	76.7	435	+7.1

² The Sheriff’s Office acknowledges that the fatalities data does not reflect deaths of car accident occupants who may have died later of accident related injuries and that the Office was not notified or record was not updated.

9. Public Health/Social Services: Tobacco and Alcohol Use: See Robert Wood Johnson Foundation’s [County Health Rankings & Roadmaps](#)

<u>Category</u>	<u>Otter Tail County</u>	<u>Minnesota (Rank of 87 Counties)</u>	<u>Top U.S. Performers</u>
Adult Smoking	14%	16%	14%
Excessive Drinking	21%	21%	12%
Alcohol-impaired Driving Deaths	27%	31%	13%
Physical Inactivity	20%	19%	19%
Adult Obesity	29%	27%	26%

10. Public Health/Social Services: Percentage of low birth-weight births: MN Dept of Human Services or [County Health Rankings & Roadmaps](#)

<u>Category</u>	<u>Otter Tail County</u>	<u>Minnesota (Rank of 87 Counties)</u>	<u>Top U.S. Performers</u>
Low Birthweight	5%	6%	6%

11. Public Health/Social Services: Workforce participation rate among MFIP and DWP recipients: Defined as "Percent of MFIP/DWP adults working 30 or more hours per week or off cash assistance three years after baseline"; data available from MN Dept of Human Services

- Workforce participation rate among Otter Tail County’s MFIP and DWP recipients³: 76.9%
- Source Data: DHS’s 2016 Annualized Self-Support Index Report: April 2015 - March 2016

12. Public Health/Social Services: Percentage of children where there is a recurrence of maltreatment within 12 months following an intervention: County records

- 23% (this represents 94 of 408 children served in 2016)
- The Minnesota Department of Human Service’s Child Welfare Dashboard defines this measure somewhat differently: Maltreatment Re-reporting: Of children who had a maltreatment report in the prior year, what percentage of children had a subsequent report within 12 months. The State Performance Standard is 15.2% or less and the state average is 20%. Twenty-two (22) county agencies met the standard and 58 did not.

13. Public Health/Social Services: Child Support Program Cost Effectiveness: Recommended from 2012 Steering Committee report; Available from MN Dept of Human Services

- In FFY 2016 (10/01/15 to 09/30/16), Otter Tail County Child Support established, initiated and collected \$6.15 million in child support payments. They expended \$1.79 million to collect these funds
- Otter Tail County’s cost effectiveness was 3.42%, i.e., for every \$1.00 expended, they collected \$3.42 in child support from non-custodial parents. These funds were redirected to the children of two-household families.

14. Public Health/Social Services: Per Capita Cost Report

- In 2015, Otter Tail County’s human services comparative per capita cost was ranked 34th of 87 counties. Otter Tail County’s per capita cost was \$2,391. Otter Tail County’s levy funds portion of this per capita cost was \$125 or 5.2% of the total overall costs. In other words, for every \$100.00 spent on health and human service programs, the county expends \$5.20 of county funds and county residents receive an additional \$94.80 of state & federal funds
- In 2015, Otter Tail County’s health and human service expenditures totaled \$137,938,250. Of that amount, \$66,707,328 was federally funded, \$62,586,180 was state funded, \$7,219,131 was county funded.
- The Per Capita Ranking lists a county’s “Total” human services costs per capita ranking. The per capita county cost is the portion of total costs paid by the county (not funded by federal, state, or miscellaneous revenues).

³ MFIP stands for Minnesota Family Investment Program. DWP stands for Diversionary Work Program. In 2016, 189 Otter Tail County families (164 adults, 370 children) participated in the Minnesota Family Investment Program. Twenty (20) families participated in the Diversionary Work Program

15. Property Records, Valuation, Assessment: Level of assessment ratio

- Otter Tail County's 2017 median sales ratios did fall within the 90%-105% range for two of the three types of assessment ratios utilized by the Minnesota Department of Revenue. The Commissioner of Revenue indicating Otter Tail County was compliant and "No Changes" were mandated.
- Of the three types of assessment ratios utilized by the Minnesota Department of Revenue (DOR), our ratios were:
 - Residential (Property Type 91): 92.9% on 948 sales
 - Commercial/Industrial Properties (Property Type 6): 81.17% on 23 sales
 - Agricultural & Rural Lands (Property Type 93 – 34.5 or more acres): 98.84% on 84 sales

16. Property Records, Valuation, Assessment: Turn-around time: Recording/indexing/returning real estate documents

- (Data was not available at the time of this report. We will update and post this information upon receipt)

17. Elections: Accuracy of post-election audit

- 100% accuracy based on our most recent data collected via our Post Election Review Worksheets, State General Elections, on Tuesday, November 8, 2016

18. Veterans Services: Dollars brought into county for veterans' benefits Federal and State dollars

- Federal Expenditures: For FY2015 (07/01/14 through 06/30/15), Otter Tail County's veteran population was estimated to be 5,246. Federal funds expended totaled \$41.89 million, including: \$21.4 million – VA Medical Care; \$19.4 million – Compensation & Pension; \$915,000 – Education/Vocational Rehabilitation; and \$204,000 – Insurance and indemnities
- State Expenditures: In CY2016 (01/01/16 through 12/31/16), the MN Department of Veterans Affairs' State Soldiers Assistance Program (SSAP) allocated \$94,012 to eligible Otter Tail County veterans

19. Veterans Services: Percentage of veterans receiving federal benefits

- In FY2015 (07/01/14 through 06/30/15), Otter Tail County's veteran population was estimated to be 5,246. A Summary of Expenditures by State indicates that 2,201 "unique patients" were served. Based on this data, 42% of our county's veterans received some type of federal benefits
- For FY2015, Minnesota's veteran population was estimated to be 361,129. A Summary of Expenditures by State indicates that 117,414 "unique patients" were served. Based on this data, an average of 32% of all Minnesota county veterans received some type of federal benefits

20. Parks, Libraries: Number of annual visits per 1,000 residents

- In CY2016, the number of guests who signed the guest book at Phelps Mill Park (the county's only county-run park) was 3,730. Based on our county population of 58,001, the annual visit ratio per 1,000 residents is 15.5
- In CY 2016, the Viking Library System (a federated regional public library system serving six west central Minnesota counties) recorded 36,239 registered users from Otter Tail County. There were a total of 292,203 visits to the libraries.

23. Budget, Financial: Bond rating

- S&P Global Ratings has assigned its 'AA' long-term rating to Otter Tail County, Minn.'s series 2017A general obligation (GO) capital improvement bonds. The outlook is stable.

24. Budget, Financial: Debt service levy per capita; outstanding debt per capita

- The Pay 2017 debt service levy per capita is \$23.37 (Pay 2017 Levy - \$1,355,543/58,001 - most recent estimate)
- The outstanding debt per capita as of December 31, 2016 is the following:
 - Outstanding debt requiring county levy: $\$9,800,000/58,001 = \168.96
 - Outstanding debt paid by other revenues sources: $\$5,935,000/58,001 = \102.33
 - Outstanding debt (issues by Otter Tail County, but technically the responsibility of the joint powers group) paid by other revenues: $\$26,585,000/58,001 = \458.35
 - Total Outstanding Debt Per Capita as of 12/31/2016: $\$729.64$

25. Environmental: Recycling percentage Available in the SCORE report⁴

- Otter Tail County's calculated recycling percentage⁵ for 2016 was **66%**.

26. Environmental: Amount of hazardous household waste and electronics collected – 2016

- Otter Tail County removed:
 - 161,898 pounds of household hazardous waste from the waste stream
 - Removed and recycled 281,568 pounds of electronics, and;
 - Removed and recycled 464,280 pounds of appliances.

⁴ Recycling percentages are no longer available on the SCORE Report

⁵ Household hazardous waste, electronics and appliances are not factored in when calculating the county recycling rate.



BOARD OF COMMISSIONERS

RESOLUTION

Presented By: Commissioner Huffman Date: June 20, 2017 No. B2017-152
Attention: County Manager

WHEREAS, In 2010, the Minnesota Legislature created the Council on Local Results and Innovation with the direction to develop standard performance measures and comprehensive performance measurement systems for cities and counties; and

WHEREAS, The purpose of the Minnesota State Auditor Performance Measurement Program for Local Governments ("Program ") is to "aid residents, taxpayers, and state and local elected officials in determining the efficiency and effectiveness of counties and cities in providing services, and measure residents' opinions of those services" ((Minn. Stat. 6.90, Subd. 2); and

WHEREAS, Each participating county is required to select at least ten measures from the twenty-seven items identified in the "Standard Measures for Counties" prepared by the Council on Local Results and Innovation, implement a system for measuring them, and report the results to residents by the end of the year; and

WHEREAS, The report to residents should be distributed through publication, direct mailing, website posting or at a public hearing at which the budget and levy will be discussed and public input allowed; and

WHEREAS, In 2013, Ramsey County staff examined the items included in the "Standard Measures for Counties" and selected ten measures that provide a brief, high-level view of the County; these are the same measures that are proposed for submission this publishing year; and

WHEREAS, Many of the measures are also included in the County Budget Performance Measures program which is incorporated with the county's budget book; and

WHEREAS, On June 25, 2013, by Resolution 2013 -182, the Ramsey County Board of Commissioners approved County participation in the Program; and

WHEREAS, The county has continued to participate in the program; and

WHEREAS, The 2016 Ramsey County Minnesota Local Government Performance Measures Report was prepared last year according to the Program requirements, it was distributed at the budget hearing on November 28, 2016 at the Union Depot in St. Paul, and has been posted on the county website; the same process for publishing and making the report available will be followed in 2017; and

WHEREAS, One of the benefits of participating in the Program is the ability to receive a reimbursement of up to \$25,000, and

Ramsey County Board of Commissioners

Table with 3 columns: Name, YEA, NAY, OTHER. Rows include Toni Carter, Blake Huffman, Jim McDonough, Mary Jo McGuire, Rafael Ortega, Janice Rettman, and Victoria Reinhardt.

Victoria Reinhardt, Chair

By: [Signature]
Janet M. Guthrie
Chief Clerk - County Board



BOARD OF COMMISSIONERS

RESOLUTION

Presented By: Commissioner Huffman Date: June 20, 2017 No. B2017-152
Attention: County Manager

WHEREAS, In order to participate in this voluntary program, a county must submit a resolution by July 1 declaring its adoption and implementation of a local performance measurement system that meets the minimum standards of the Program, as well as the report of the results; Now, Therefore, Be It

RESOLVED, The Ramsey County Board of Commissioners approves continuation of Ramsey County's participation in the Minnesota Council on Local Results and Innovation's Performance Measurement Program, including reporting the results of the performance measures to its citizenry by posting it on the county's website or by providing it at a public hearing at which the budget and the levy are discussed and public input is allowed.; and Be It Further

RESOLVED, The Ramsey County Board of Commissioners authorizes the County Manager to submit the actual results of the performance measures adopted by Ramsey County to the State Auditor.

Ramsey County Board of Commissioners

Table with 3 columns: YEA, NAY, OTHER. Rows for Toni Carter, Blake Huffman, Jim McDonough, Mary Jo McGuire, Rafael Ortega, Janice Rettman, Victoria Reinhardt.

Victoria Reinhardt, Chair

Signature of Janet M. Guthrie, Chief Clerk - County Board

2016 Ramsey County and the Minnesota Local Government Performance Measures Report

Ramsey County participates in MN Council on Local Results and Innovation’s comprehensive performance measurement system for cities and counties. This program encourages local governments to publish and compare information on their activities. The data items were selected from a list provided by the state. Many of the items in the State system are included in the performance measurement process which the County began in the 1990s.

Public Safety: Crime Rates (per 100,000 people)	2012	2013	2014	2015
Part I Crimes (Serious Crimes)	4,235	3,930	3,738	3,356
Part II Crimes (Other Crimes)	2,004	3,878	3,731	3,903
Total	6,239	7,808	7,469	7,259
<p>The uniform crime statistics program is a standard way of comparing crime patterns across jurisdictions. The increase in the Part II crimes between 2012 and 2013 is due to public safety agencies including information on more categories of crime.</p>				

Public Works: Pavement Conditions	2012	2013	2014	2015
Average pavement condition rating for county roads	58	59	61	62
<p>Pavement conditions affect driver safety and convenience. Every segment of roads is examined and rated regularly using a standardized system developed by MnDOT. The results are used to plan and implement county maintenance operations efficiently. (Maximum points=100)</p>				

Public Health, Social Services: Low Birth Weights, All Births	2011	2012	2013	2014
% low birth weight births, (percent of all live births with weight < 2500 grams)	7.2%	7.3%	7.3%	7.3%
<p>Babies born weighing less than 2500 grams (5lb. 8 oz.) have greater health risks than babies born at a higher birth weight. These risks include a range of poor health outcomes, including death before their first birthday. Reducing poor birth outcomes will reduce health care costs, decrease use of social services programs, and increase family wellbeing.</p>				

Environment: Recycling percentage	2012	2013	2014	2015
% Mixed municipal solid waste (MSW) recycled	41.1%	50.4%	52.5%	55.1%
<p>Recycling is critical for reducing the impact of waste on the environment.</p>				

Property Records, Evaluation, Assessment: Assessment Ratios	2012	2013	2014	2015
Residential Assessment Ratio	99.3	98.1	94.6	96.2
Apartment Assessment Ratio	103.7	99.2	95.1	91.2
Commercial Assessment Ratio	100	96.3	96.3	101.4
<p>Assessment ratios are part of the MN Dept. of Revenue annual analysis of the accuracy of property value assessments. These are ratios of assessed values to market sales. Assessors are required to have ratios between 90% and 105%. (If values are less than 100, the assessed values tend to be lower than market sales. Values over indicate that assessed values tend to be more than market sales.)</p>				

Elections: Accuracy of post-election audit	2012	2013	2014	2015
% of ballots counted accurately -- post-election review	99.80%	**	99.94%	**
After elections, the results of ballot counting are reviewed to determine the accuracy of the counting process. 99.5% is the minimum accuracy required by the state. (** State-county elections are not conducted in odd-numbered years.)				

Veterans Services: Benefits Received by Veterans	2012	2013	2014	2015
Federal pension and disability benefits for veterans and survivor	\$52.62 million	\$60.85 million	\$70.61 million	\$68.63 million
Veterans Services provides assistance, counseling and acts as an advocate for veterans, their dependents and survivors who are entitled to federal and state benefits.				
Value of VA Medical Care Services which includes state of the art Primary and Specialty Care as well as many programs and services.	\$61.45 million	\$75.50 million	\$81.61 million	\$86.61 million
Veterans Services assists veterans with enrollment in the VA Medical Care System. VA Medical Care Veterans Services advocates and refers veterans to programs and services provided within the VA Medical Care System.				

Parks & Recreation: Visits (per 1,000 residents)	2012	2013	2014	2015
Ramsey County Regional Parks Visits per 1,000 population	18,812	20,372	20,263	16,380
Saint Paul Regional Parks Visits per 1,000 population	33,569	31,886	31,528	31,257
Two regional parks provide services in Ramsey County. Ramsey County and Saint Paul Regional Parks. Economics, such as changing gas prices and cautious household spending patterns, and changing demographics have resulted in more people recreating closer to home. This includes increased use of parks and recreational facilities.				

Libraries: Visits (per 1,000 residents)	2012	2013	2014	2015
Ramsey County Library: Physical visits per 1,000 population	7,912	7,464	6,967	6,808
Saint Paul Public Library: Physical visits per 1,000 population	8,021	7,120	6,514	7,194
Ramsey County Library: Virtual visits per 1,000 population	8,673	8,818	9,020	8,886
Ramsey County is the home to two library systems: Ramsey County and Saint Paul. Traditionally, physical visits to a library is a measure of services. Use of digital library materials is becoming more common and Ramsey County is using a measure of virtual visits to track new patterns.				

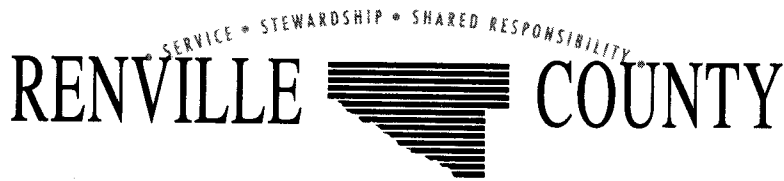
Budget, Financial: Bond ratings	2012	2013	2014	2015
Standard & Poor's Ratings Services	AAA	AAA	AAA	AAA
Moody's Investor Services	Aaa	Aaa	Aaa	Aaa
Rating agencies examine a county's financial and management characteristics in order to rate whether the bonds will be safe investments.				

More information:

- MN Office of the State Auditor Performance Measures Program: [2016 Performance Measurement Program](#)
- <https://www.ramseycounty.us/communityindicators>

Data sources:

- *Crime Rates: MN DPS, Uniform Crime Reports (2012-Table 46, 2013-Table 46, 2014-Table 48, 2015-Tables 312 & 38); American Community Survey Populations Estimates, 1 year, Table B01003.*
- *Low Birth Rate Births: National Center for Health Statistics, Vital Statistics through the National Health Rankings*
- *Park Use: Visits to Regional Parks, Annual Use Estimates of the Metropolitan Regional Parks System, Metropolitan Council Population Estimates*
- *Library Use: MN Public Library Annual Report Worksheets, Ramsey County Budgets; Metropolitan Council Population Estimates Program*
- *All other measures: Ramsey County Critical Success Indicators reported in the County Manager's 2016-17 Proposed Budget or departmental data*



Bob Fox, Chair
Renville County Board of Commissioners
Renville County Government Services Center
Suite 315
105 South 5th Street
Olivia, MN 56277-1484

Phone: 320-523-3710
Fax: 320-523-3801

Affirmative Action - Equal Opportunity Employer

RESOLUTION 12-17

DECLARATION OF PARTICIPATION IN THE PERFORMANCE MEASUREMENT PROGRAM AND FILING OF THE 2017 PERFORMANCE MEASUREMENT PROGRAM REPORTING REQUIREMENTS

WHEREAS, on June 14, 2011, the Renville County Board of Commissioners voted to participate in the Performance Measurement Program created by the Council on Local Results and Innovations; and

WHEREAS, Renville County understands that by electing to participate in the standard measures program for 2017, that Renville County is eligible for a reimbursement of \$0.14 per capita in local government aid, not to exceed \$25,000, and is also exempt from levy limits under Minnesota Statutes, Sections 275.70 to 275.74, for taxes payable in 2018, if levy limits are in effect; and

WHEREAS, by July 1, 2017, Renville County understands that annual reporting to the Office of the Minnesota State Auditor will be required by the County to participate in the program.

NOW, THEREFORE, BE IT RESOLVED THAT The Renville County Board of Commissioners agrees to continue to participate in the Performance Measurement Program created by the Council on Local Results and Innovations.

BE IT FURTHER RESOLVED THAT Renville County has adopted and implemented a minimum of ten performance measures developed by the Council on Local Results and Innovation and agreed to by the Office of the State Auditor.

BE IT FURTHER RESOLVED THAT Renville County has implemented a local performance measurement system as developed by the Council on Local Results and Innovation.

BE IT FURTHER RESOLVED THAT Renville County will report the results of the ten adopted measures to its residents before the end of the calendar year by posting the results on the County's website, publication, or at a public meeting at which the budget and levy will be discussed and public input allowed.

SERVICE • STEWARDSHIP • SHARED RESPONSIBILITY

RENVILLE COUNTY

Renville County, Minnesota

Resolution 12-17

June 27, 2017

Page 2 of 2

BE IT FURTHER RESOLVES THAT Renville County will survey its residents by the end of the calendar year on the services included in the adopted performance benchmarks that require survey results to establish output measures for a performance benchmark.

BE IT FURTHER RESOLVED, THAT Renville County will submit to the Office of the State Auditor the actual results of the performance measures adopted by the County.

Adopted by the Renville County Board of Commissioners on the 27th day of June, 2017.

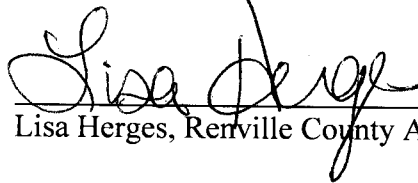
RENVILLE COUNTY BOARD OF COMMISSIONERS



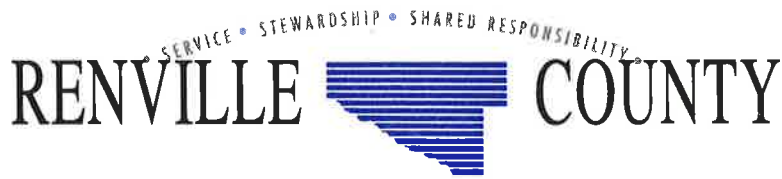
Bob Fox, Chair

CERTIFICATION

I, Lisa Herges, Renville County Administrator, do hereby certify that the above is a true and correct copy of Resolution 12-17 adopted by the Renville County Board of Commissioners on the 27th day of June, 2017



Lisa Herges, Renville County Administrator



June 27, 2017

Kathy Doctor, CPA, CFE
Director
Government Information Division
Office of the State Auditor
performancemeasures@osa.state.mn.us

Dear Ms Doctor:

Following are the most recent performance measurement reporting results for Renville County. With the exception of measures #3 & 4, we have continued to meet or move further toward our goals. Measures #3 & 4 are expected to improve based on additional funding recently made available from the legislature.

- 1. Performance Measure: Part I and Part II Crime Rates**
Performance Goal: Decrease Part I and Part II Crime Rates
Outcome: In 2016, the Renville County Sheriff's Office received reports and investigated 109 Part I crimes and 501 Part II crime. Please note this report contains information for Cities under contract for law enforcement services from the Renville County Sheriff's Office. For 2016, this includes the Cities of Bird Island and Morton; Sacred Heart from April 1 – December 31; and Franklin from July 1 – December 31.
- 2. Performance Measure: Recycling Rate**
Performance Goal: Increase Recycling Rate for Renville County to 50%.
Outcome: The recycling rate for Renville County is approximately 39%.
- 3. Performance Measure: Average County Pavement Condition Rating**
Performance Goal: To improve the average county pavement condition rating over 5 years.
Outcome: Renville County Average Pavement Condition Rating is 2.7/4.
- 4. Performance Measure: Average County Bridge Sufficiency Rating**
Performance Goal: To improve the average county bridge sufficiency rating over 5 years.
Outcome: Renville County Average County Bridge Sufficiency Rating 70/100.
- 5. Performance Measure: Behavioral Risk Factor Surveillance System Rating**
Performance Goal: To attain high quality and longer lives free from preventable disease, disability, injury and premature death in Renville County and to promote quality of life, healthy development and healthy behaviors across all life stages.
Outcome: Percentage of sexually active students who reported always using a condom 64.75% (2016 MN Student Health Survey Result). Percentage of students reporting, in the past 7 days, how many times they ate vegetables: 4 or more per day, 6.38%; 4-6 times in the last 7 days, 24.13%; none in 7 days 9.75%. Renville County premature death rate (under 75 years, adjusted rate 2011 – 2015): Cancer, 73.1; Heart Disease, 55.9; Unintentional Injury, 40.4.

6. **Performance Measure: Workforce Participation Rate**
Performance Goal: To increase the workforce participation rate over 5 years.
Outcome: Workforce participation rate for Renville County was 57.1%.

7. **Performance Measure: Percentage of Children where there is a Recurrence of Maltreatment within 12 Months Following Intervention.**
Performance Goal: Maintain a 0% recurrence rate.
Outcome: in 2016, 0% of children had a recurrence of maltreatment within 12 months following intervention.

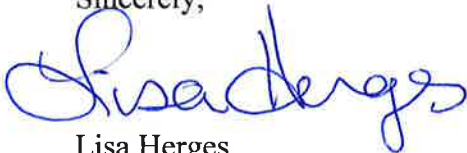
8. **Performance Measure: Level of Assessment Ratio**
Performance Goal: Maintain an acceptable assessment ratio between 90% and 105%.
Outcome: Renville County has an overall assessment ratio for 2016 of 97.82%.

9. **Performance Measure: Accuracy of Post-Election Audit**
Performance Goal: To maintain 100% accuracy of ballots counted for each election.
Outcome: Results from last election attached.

10. **Performance Measure: Percentage of Veterans Surveyed Who Said Their Questions Were Answered When Seeking Benefit Information from their County Veteran's Service Officer.**
Performance Goal: Maintain 100% positive response.
Outcome: 99.99% (1 no reply)

11. **Performance Measure: Citizens Survey of Renville County Parks**
Performance Goal: Provide outdoor recreation opportunities, while protecting the natural resources of Renville County, for the use, enjoyment, and education of present and future generations.
Outcome: 93% of respondents replied that their overall park experience was good.

Sincerely,



Lisa Herges
County Administrator

Post Election Review Proofing Report

State General Election
Tuesday, November 8, 2016

Printed: 11/21/2016 10:51 AM
Printed By: kopgaa65

County - Renville

Precinct: 0110 - KINGMAN TWP. Polling Place						Renville County
Office: U.S. President & Vice President						
Candidate Name	Polling Place Votes	Hand-Counted Votes	Unadjusted Difference	Explained Difference	Adjusted Difference	Explanation
Donald J. Trump and Michael R. Pence	76	76	0	0	0	
Hillary Clinton and Tim Kaine	25	25	0	0	0	
Darrell Castle and Scott Bradley	0	0	0	0	0	
Dan R. Vacek and Mark Elworth, Jr.	0	0	0	0	0	
Alyson Kennedy and Osborne Hart	0	0	0	0	0	
Jill Stein and Howie Hawkins	1	1	0	0	0	
"Rocky" Roque De La Fuente and Michael Steinberg	0	0	0	0	0	
Evan McMullin and Nathan Johnson	2	2	0	0	0	
Gary Johnson and William Weld	1	1	0	0	0	
BLANK FOR OFFICE	0	0	0	0	0	
OVER / DEFECTIVE FOR OFFICE	0	0	0	0	0	
WRITE-IN**	0	0	0	0	0	
Totals	105	105	0	0	0	

Office: U.S. Representative District 7

Candidate Name	Polling Place Votes	Hand-Counted Votes	Unadjusted Difference	Explained Difference	Adjusted Difference	Explanation
Dave Hughes	45	45	0	0	0	
Collin Peterson	57	58	1	1	0	Small Mark in oval by Collin Peterson that was light, was under vote by tabulator.
BLANK FOR OFFICE	3	2	1	1	0	2 ballots were blank, one ballot had very light mark in oval for Collin Peterson.
OVER / DEFECTIVE FOR OFFICE	0	0	0	0	0	
WRITE-IN**	0	0	0	0	0	
Totals	105	105	2	2	0	

Precinct: 0110 - KINGMAN TWP. AB/MB

Renville County

Office: U.S. President & Vice President

Candidate Name	AB/MB Votes	Hand-Counted Votes	Unadjusted Difference	Explained Difference	Adjusted Difference	Explanation
Donald J. Trump and Michael R. Pence	5	5	0	0	0	
Hillary Clinton and Tim Kaine	1	1	0	0	0	
Darrell Castle and Scott Bradley	0	0	0	0	0	
Dan R. Vacek and Mark Elworth, Jr.	0	0	0	0	0	
Alyson Kennedy and Osborne Hart	0	0	0	0	0	
Jill Stein and Howie Hawkins	0	0	0	0	0	
"Rocky" Roque De La Fuente and Michael Steinberg	0	0	0	0	0	
Evan McMullin and Nathan Johnson	0	0	0	0	0	
Gary Johnson and William Weld	0	0	0	0	0	
BLANK FOR OFFICE	0	0	0	0	0	
OVER / DEFECTIVE FOR OFFICE	0	0	0	0	0	
WRITE-IN**	0	0	0	0	0	
Totals	6	6	0	0	0	

Precinct: 0110 - KINGMAN TWP. AB/MB

Renville County

Office: U.S. Representative District 7

Candidate Name	AB/MB Votes	Hand-Counted Votes	Unadjusted Difference	Explained Difference	Adjusted Difference	Explanation
Dave Hughes	3	3	0	0	0	
Collin Peterson	3	3	0	0	0	
BLANK FOR OFFICE	0	0	0	0	0	
OVER / DEFECTIVE FOR OFFICE	0	0	0	0	0	
WRITE-IN**	0	0	0	0	0	
Totals	6	6	0	0	0	

Precinct: 0170 - TROY TWP. Polling Place

Renville County

Office: U.S. President & Vice President

Candidate Name	Polling Place Votes	Hand-Counted Votes	Unadjusted Difference	Explained Difference	Adjusted Difference	Explanation
Donald J. Trump and Michael R. Pence	94	94	0	0	0	
Hillary Clinton and Tim Kaine	31	31	0	0	0	
Darrell Castle and Scott Bradley	1	1	0	0	0	
Dan R. Vacek and Mark Elworth, Jr.	0	0	0	0	0	
Alyson Kennedy and Osborne Hart	0	0	0	0	0	
Jill Stein and Howie Hawkins	0	0	0	0	0	
"Rocky" Roque De La Fuente and Michael Steinberg	0	0	0	0	0	
Evan McMullin and Nathan Johnson	5	5	0	0	0	
Gary Johnson and William Weld	3	3	0	0	0	
BLANK FOR OFFICE	2	2	0	0	0	
OVER / DEFECTIVE FOR OFFICE	0	0	0	0	0	
WRITE-IN**	0	0	0	0	0	
Totals	136	136	0	0	0	

Precinct: 0170 - TROY TWP. Polling Place

Renville County

Office: U.S. Representative District 7

Candidate Name	Polling Place Votes	Hand-Counted Votes	Unadjusted Difference	Explained Difference	Adjusted Difference	Explanation
Dave Hughes	50	50	0	0	0	
Collin Peterson	84	84	0	0	0	
BLANK FOR OFFICE	2	2	0	0	0	
OVER / DEFECTIVE FOR OFFICE	0	0	0	0	0	
WRITE-IN**	0	0	0	0	0	
Totals	136	136	0	0	0	

Precinct: 0170 - TROY TWP. AB/MB

Renville County

Office: U.S. President & Vice President

Candidate Name	AB/MB Votes	Hand-Counted Votes	Unadjusted Difference	Explained Difference	Adjusted Difference	Explanation
Donald J. Trump and Michael R. Pence	15	15	0	0	0	
Hillary Clinton and Tim Kaine	6	6	0	0	0	
Darrell Castle and Scott Bradley	0	0	0	0	0	
Dan R. Vacek and Mark Elworth, Jr.	0	0	0	0	0	
Alyson Kennedy and Osborne Hart	0	0	0	0	0	
Jill Stein and Howie Hawkins	0	0	0	0	0	
"Rocky" Roque De La Fuente and Michael Steinberg	0	0	0	0	0	
Evan McMullin and Nathan Johnson	0	0	0	0	0	
Gary Johnson and William Weld	0	0	0	0	0	
BLANK FOR OFFICE	0	0	0	0	0	
OVER / DEFECTIVE FOR OFFICE	0	0	0	0	0	
WRITE-IN**	0	0	0	0	0	
Totals	21	21	0	0	0	

Precinct: 0170 - TROY TWP. AB/MB

Renville County

Office: U.S. Representative District 7

Candidate Name	AB/MB Votes	Hand-Counted Votes	Unadjusted Difference	Explained Difference	Adjusted Difference	Explanation
Dave Hughes	12	12	0	0	0	
Collin Peterson	9	9	0	0	0	
BLANK FOR OFFICE	0	0	0	0	0	
OVER / DEFECTIVE FOR OFFICE	0	0	0	0	0	
WRITE-IN**	0	0	0	0	0	
Totals	21	21	0	0	0	

**BOARD of COMMISSIONERS
RICE COUNTY, MINNESOTA**

RESOLUTION #17-022

PERFORMANCE MEASURES

WHEREAS, Benefits to Rice County for Participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in Minnesota Statute 6.91 and include eligibility for a reimbursement; and

WHEREAS, Any 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 Rice County Board has adopted and implemented at least 10 of the performance measures from each applicable service category, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage, and evaluate programs and processes for optimal future outcomes.

THEREFORE BE IT RESOLVED THAT, Rice County will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the 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, Rice County will submit to the office of the State Auditor the actual results of the performance measures adopted by the County by July 1st.

Dated this 9th day of May, 2017.

RICE COUNTY BOARD OF COMMISSIONERS



Jake Gillen, Chairperson

ATTEST:



Sara Folsted, County Administrator

2016

State Standard Measures Program

In 2010, the Legislature created the Council on Local Results and Innovation. In February 2011, the Council released a standard set of ten performance measures for counties that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties in providing services and measure residents' opinions of those services. In February of 2012, the Council created a comprehensive performance measurement system for cities and counties to implement. In 2013, the Council revised the performance measures and clarified the system requirements to increase participation in the program. Counties that choose to participate in the standards measure program may be eligible for a reimbursement in LGA and exemption from levy limits.

This document provides summary information on 10 performance measures.

Mission

Rice County Mission Statement

To proactively address the needs of the public we serve in an efficient and effective manner to enhance the quality of life for the citizens.

Public Works

	2014	2015	2016
Hours to plow complete system during a snow event	7.5	7	5.5

There are several factors which impact the amount of time it will take for snow removal and will fluctuate from year to year. Our goal is to ensure the County is using efficient and safe methods for proper snow removal.

	2014	2015	2016
Pavement Condition Index (PCI) rating	64	65	62.5

The PCI rating monitors the surface quality of the pavement. Rice County's goal is to maintain the overall pavement condition of its roadway system while increasing the safety of our county roads.

Source: Rice County Highway Department

Environment

	2014	2015	2016
Amount of hazardous household waste and electronics collected per ton	319.20	176.51	313.90
Recycling percentage	65%	66%	64%

The goal of Rice County is to increase the amount of recycling in residences as well as businesses, therefore reducing the amount of refuse in our landfills.

Source: Rice County Hazardous Waste

Assessment

	2014	2015	2016
Median level of assessment ratio	91.80%	94.22%	92.65%

State law requires county assessors to value each property at its full fair market value. To measure compliance, the sale price of each property sold through an "arm's length" transaction between a willing seller and willing buyer is compared to the assessed value as set by the county, and a sales ratio is created and reported. While the law aims for 100% ratio on individual sales (where the sale price is the same as the assessed value), the board that oversees the assessment process has established an acceptable range of median ratios between 90% and 105%.

Source: Rice County Assessor's office

Elections

	2014	2015	2016
Accuracy of post-election audit (% of ballots counted accurately)	100%	100%	100%

A comparison of the results compiled by the voting system with the postelection review described in this section must show that the results of the electronic voting system differed by no more than one-half of one percent from the manual count of the offices reviewed. Valid votes that have been marked by the voter outside the vote targets or using a manual marking device that cannot be read by the voting system must not be included in making the determination whether the voting system has met the standard of acceptable performance for any precinct.

Source: Rice County Auditor/Treasurer records

Veterans' Services

	2014	2015	2016
Percentage of Veterans surveyed who said their questions were answered when seeking benefit information from their County Veterans' Office (survey data, provide year completed and total response)	100%	100%	100%

For the year 2016, 25 Veterans were surveyed and asked the question, "Were all of your questions answered with satisfaction". All 25 Veterans replied with a positive response and said "yes". Rice County would like to maintain 100% satisfaction as they continue to help provide assistance to Veterans with their benefits and services.

Source: Rice County Veterans service office

Library

	2014	2015	2016
Number of annual visits per 1,000 residents	6168	5029	4947

Rice County would like to continue to see added growth in visitors to our Public Libraries as our community continues to increase in population.

Source: Faribault, Northfield, Lonsdale Public Libraries

Financial

	2014	2015	2016
Bond rating	AA	AA	AA
Debt service levy per capita	44.9	46.81	43.15
Outstanding debt per capita	394.17	349.85	461.31

Our goal is to live within outstanding debt limits per Minnesota Statutes and to Judiciously use debt to meet long term capital needs of the County.

Source: Rice County Auditor/Treasurer records

Social Services

	2014	2015	2016
Workforce participation rate among MFIP and DWP recipients	51%	40%	32%

The Minnesota Family Investment Program (MFIP) is the state's welfare reform program for low-income families with children. MFIP helps families move to work. It includes both cash and food assistance. When most families first apply for cash assistance, they will participate in the Diversionary Work Program (DWP). This is a four-month program that helps parents go immediately to work rather than receive government assistance. Workforce participation rates measure the degree to which parents on MFIP are engaged in work activities that lead to self-sufficiency. The Rice County monthly target is 50% or higher.

Source: Rice County Health Rankings and Roadmaps

	2014	2015	2016
Percentage of children where there is a recurrence of maltreatment within 12 months	3.40%	3.10%	8.30%

Of all children who were victims of substantiated child abuse and/or neglect during the reporting period, what percentage had a subsequent substantiated allegation within twelve months?

Source: Rice County Social Services



Resolution
of the
Board of County Commissioners
St. Louis County, Minnesota
Adopted on: June 13, 2017 Resolution No. 17-376
Offered by Commissioner: Nelson

Minnesota State Auditor's Performance Measurement Program, 2017 Report

WHEREAS, Benefits to St. Louis County for participation in the Minnesota Council on Local Results and Innovation Comprehensive Performance Measurement Program are outlined in Minn. Stat. § 6.91 and include eligibility for a reimbursement as set by state statute; and

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

WHEREAS, The St. Louis County Board has adopted and implemented ten of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes;

THEREFORE, BE IT RESOLVED, That the St. Louis County Board supports continued participation in the Minnesota State Auditor's Performance Measurement Program;

RESOLVED FURTHER, That St. Louis County will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's/county's website, or through a public hearing at which the budget and levy will be discussed and public input allowed;

RESOLVED FURTHER, That the St. Louis County Board approves submission of the 2017 St. Louis County Performance Measures Report found in County Board File No. 60614.

Commissioner Nelson moved the adoption of the Resolution and it was declared adopted upon the following vote:
Yeas – Commissioners Boyle, Olson, Rukavina, Stauber, Nelson, Jugovich and Chair Jewell – 7
Nays – None

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 13th day of June, A.D. 2017, and that this is a true and correct copy.

WITNESS MY HAND AND SEAL OF OFFICE at Duluth, Minnesota, this 13th day of June, A.D., 2017.

DONALD DICKLICH, COUNTY AUDITOR

By

Deputy Auditor/Clerk of the County Board

Measures for Counties

St. Louis County Departmental Key Performance Indicators:

2017 Submission (2016 data, *unless noted*)

St. Louis County utilizes best practices in performance management and measurement. Annually, the County Board adopts the standard set of county performance measures proposed by the Minnesota State Auditor's Performance Measurement Program. Created by the Minnesota State Legislature's Council on Local Results and Innovation, this is a standard set of ten performance measures for counties and ten performance measures for cities that will aid residents, taxpayers, and state and local officials in determining the efficacy of counties and cities in providing services, and measure residents' opinions of those services. Cities and counties that choose to participate in the new standards measure program may be eligible for a reimbursement in Local Government Aid, and exemption from levy limits.

Participation in the Minnesota State Auditor's Performance Measures Program is voluntary; however, St. Louis County is well positioned to participate by virtue of its continued efforts in performance measurement and citizen surveys. Counties that choose to participate must officially adopt the corresponding 10 performance benchmarks developed by the Council, and report on them in order to receive a new local government performance aid, reimbursed at \$0.14 per capita, not to exceed \$25,000.

St. Louis County incorporates performance data in budget and business planning discussions and efforts. Each department does a budget analysis, establishes goals, identifies continuous improvement projects, and develops strategies that guide them for the next three to five years. As part of the budgeting process, Administration's discussions with departments include (but are not limited) to the following:

- **Who Are You?** This includes mission statement, primary lines of business (programs), organizational chart and significant trends and changes impacting the department.
- **What Do You Want To Achieve?** This includes a vision for the department and key initiatives aligned with St. Louis County's Strategic Plan.
- **What Resources Are You Going To Use?** Resource plans such as Finance Plan, Workforce Plan, Technology Plan, Purchasing Plan, and Space Plan.

In 2016, St. Louis County adopted an updated Strategic Plan. The broader county-wide goals for a sustained business planning focus by departments' center on consolidating core organizational efforts and services in support of the following goals as defined by the St. Louis County Board of Commissioners:

1. Public Health and Safety
2. Sound County Infrastructure
3. Natural Resources Management
4. Community Growth and Prosperity

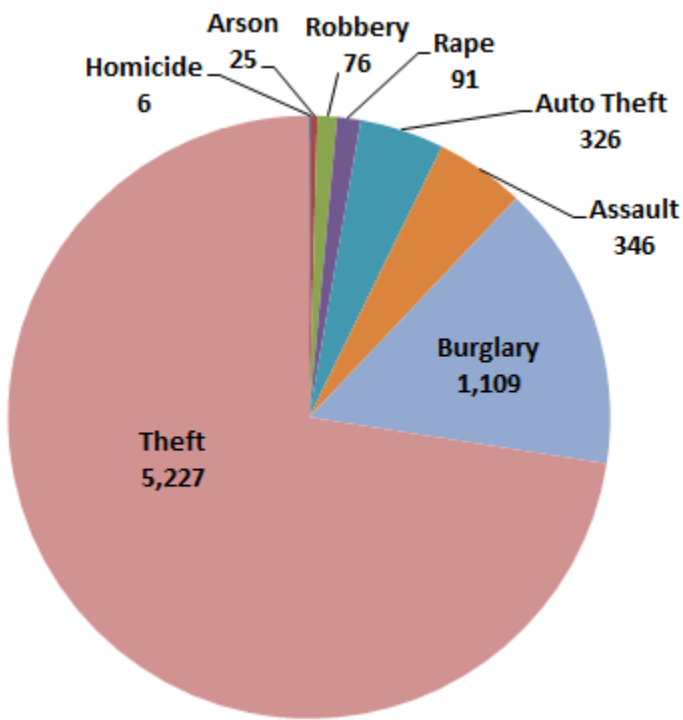
As the county strives for organizational excellence it is of paramount importance to continue to progress in linking departmental program and service initiatives to key organizational priorities and strategies.

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

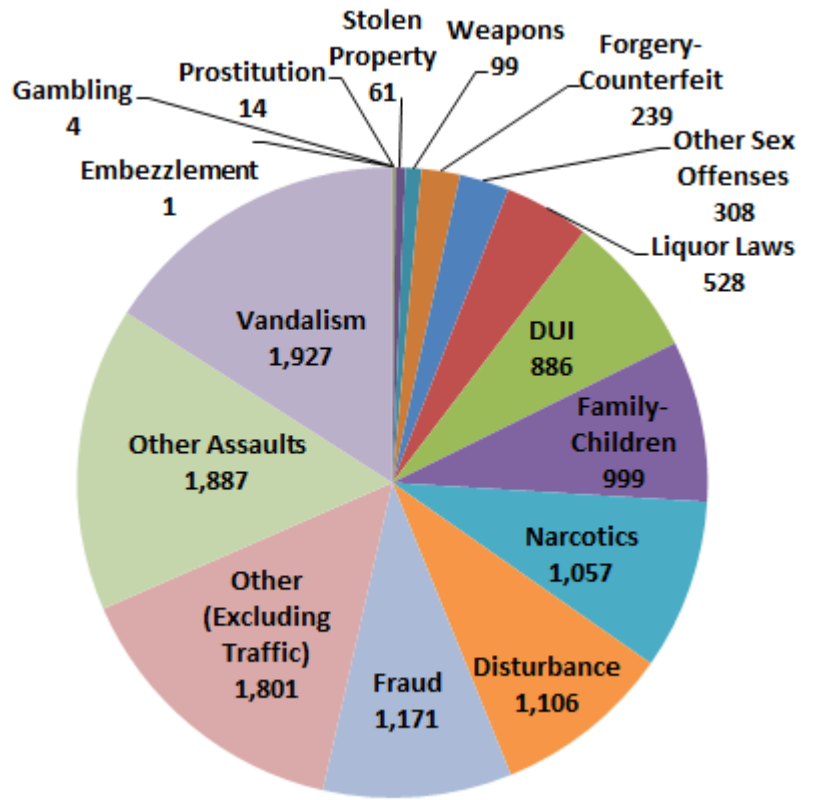
Measure 1. Public Safety – Crime Rates/Citizen Survey

Current Performance: In 2016, St. Louis County (population 200,949, US Census Bureau 2014 population estimate) had the following Part I & II offenses and crime rates:

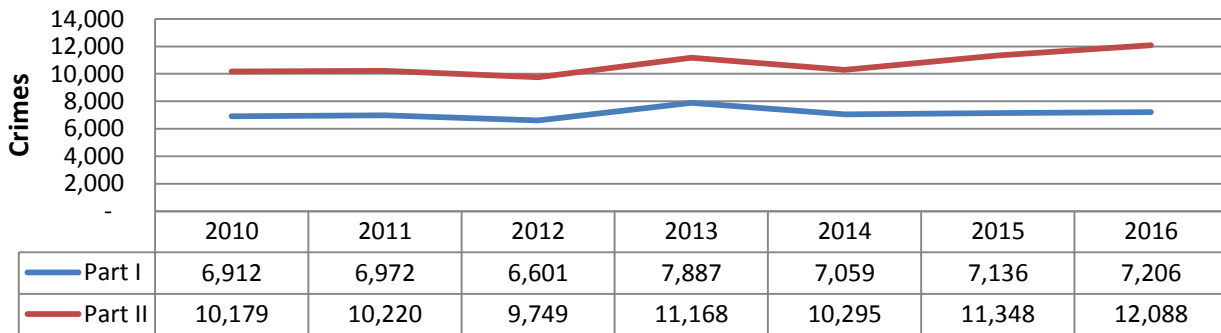
Part 1 Crimes: 7,206 Total



Part II Crimes: 12,088 Total



Part I and II Crime History



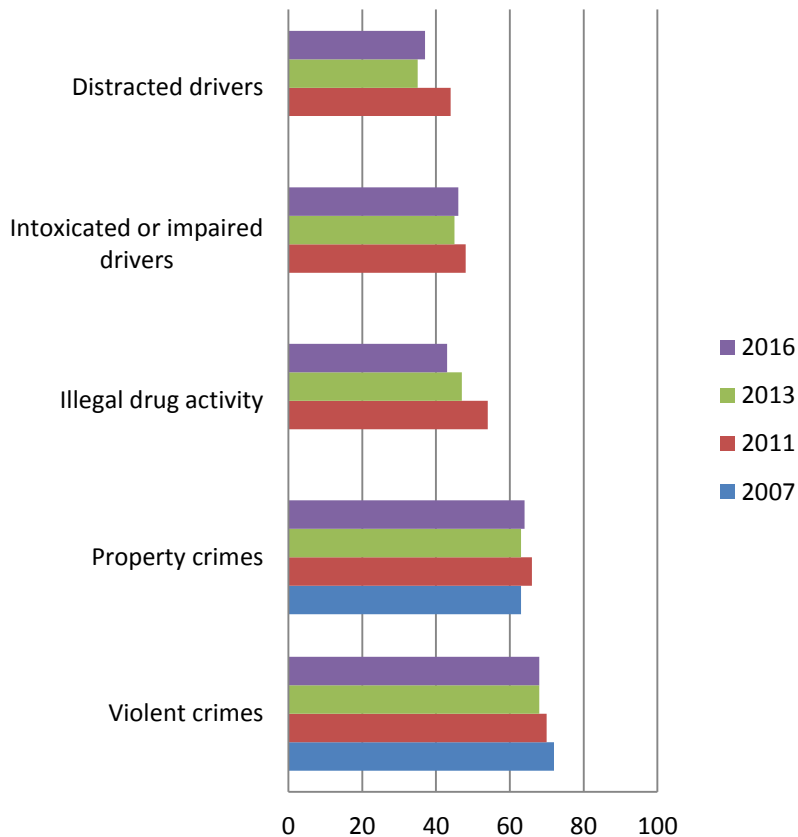
Data Source: MN BCA Uniform Crime Reports

Note: BCA stats are not final until July 1, 2017

Measure 2. Public Safety –Citizen Survey

Current Performance: Residents felt the safest from violent (68 points) and property crimes (63). As shown below, ratings were similar to those given in past survey responses.

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



More about our survey:

St. Louis County partners with other Minnesota counties to work with the National Research Center on a statistically valid and representative residential survey which is conducted every 2-3 years. This survey was conducted in 2007, 2011, 2013 and 2016. The data is summarized here. The 2016 survey response rate was 33% (1,966 households received a survey; 658 surveys were completed).

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

Measure 3. Public Safety – Deputy Response Time

Current Performance: The St. Louis County Sheriff's Office responded to 1,949 Priority One Level Incidents throughout St. Louis County between 1/1/16 and 12/31/16. The average response time from time of dispatch to first unit on scene computes to **14.71 minutes**. The number of calls is down from 2015 (2,111 calls), while the average time to respond is slightly up from last year (14.29 minutes). St. Louis County is unique compared to other Minnesota counties in that it is over 7,000 square miles in size, the type and quality of our roadways varies significantly throughout the county, and great distances between calls often requires extra time to respond, thus impacting the efficacy of this measure as a standard in St. Louis County as compared to other counties in the state.

Public Safety – Arrowhead Regional Corrections (ARC)

Department Goal:	To use evidence-based practices to provide community corrections services in a five county area of Northeastern Minnesota (St. Louis, Carlton, Cook, Koochiching and Lake Counties). ARC operates the (1) Northeast Regional Corrections Center (NERCC), an 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:	Public Health and Safety

Measure 4. Public Safety – Recidivism

Current Performance: Arrowhead Regional Corrections’ goal is to maintain its client recidivism rate at 30% or lower, as defined by the Minnesota Department of Corrections. The MN DOC defines recidivism as “a felony conviction within three years of discharge.” In 2016, ARC's adult probation recidivism rate was **16%**.

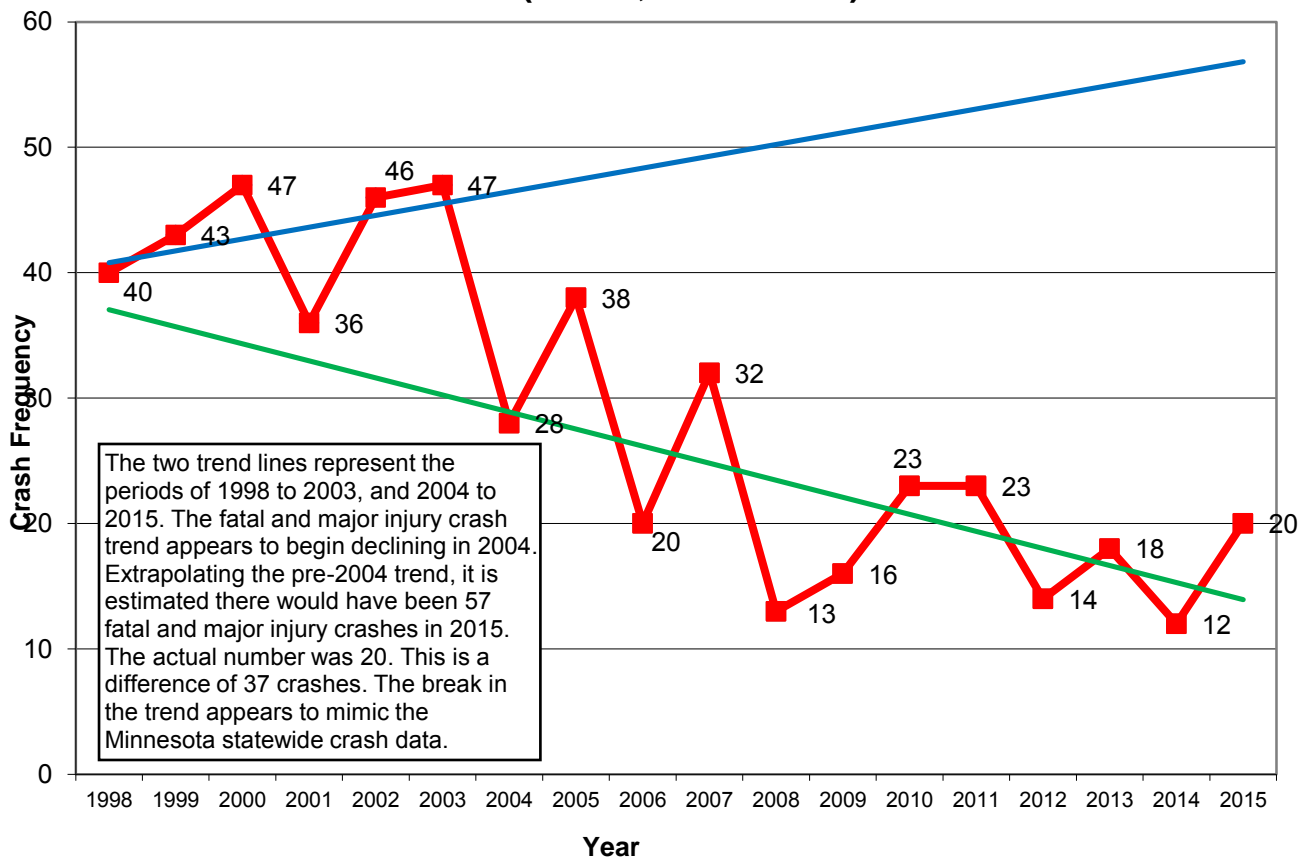
Data Source: 2016 Minnesota Statewide Probation & Supervised Release Outcomes Report (MN DOC)

Public Works	
Department Goal:	To provide a safe, well-maintained road and bridge system.
Commissioner	Sound County Infrastructure
Priority Area:	

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

Current Performance: St. Louis County relies on MnDOT for the crash data used in this KPI. In 2016, the Minnesota Department of Public Safety and MnDOT moved to an entirely new crash report and linear referencing system for crashes. There have been various conflicts/errors with the 2016 crash data, such that MnDOT is not able to access this data. St. Louis County received the following statement from MnDOT in March 2017 (and followed up in May 2017): “DPS is going to attempt another transfer this week, hopefully correcting any errors in the previous attempt. If that goes well, we may have data by the end of the month, but it will still need some evaluation before we can use it/trust it. I’ve been telling people not to expect anything of great value until June/July.” In 2015 St. Louis County experienced **8** fatal and **12** major injury crashes on County State Aid Highways (CSAH), County Roads or Unorganized Township roads. The trend was moving in the right direction due to significant coordination through the Towards Zero Death initiative.

**St. Louis County
Fatal and Major Injury Crashes on County Roads
(CSAH, CR and UT)**



Measure 6. Public Works –Snow Plowing Time

Current Performance: It takes the St. Louis County Public Works Department an average of **12 hours** to plow county roadways during an average snowfall event.

Data Source: Public Works. By using GPS/AVL software, we are able to track our truck fleet, and gather tabular data as to location, travel time (overall, and while plowing), travel distance (overall, and while plowing), and material application amounts. In addition, we are able to generate mapping showing the locations of our fleet and their movements at any given time.

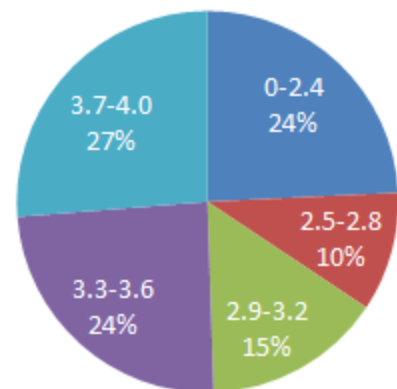
Measure 7. Public Works –County Pavement Condition Rating (PCI/PQI)

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

Using PQI data from 2016, the percentage of roadway miles rated with a PQI of 2.900 or higher is 65.6%, which is under the 75% target. The weighted average PQI for all mileage is 3.006, which is slightly under the target of 3.100.

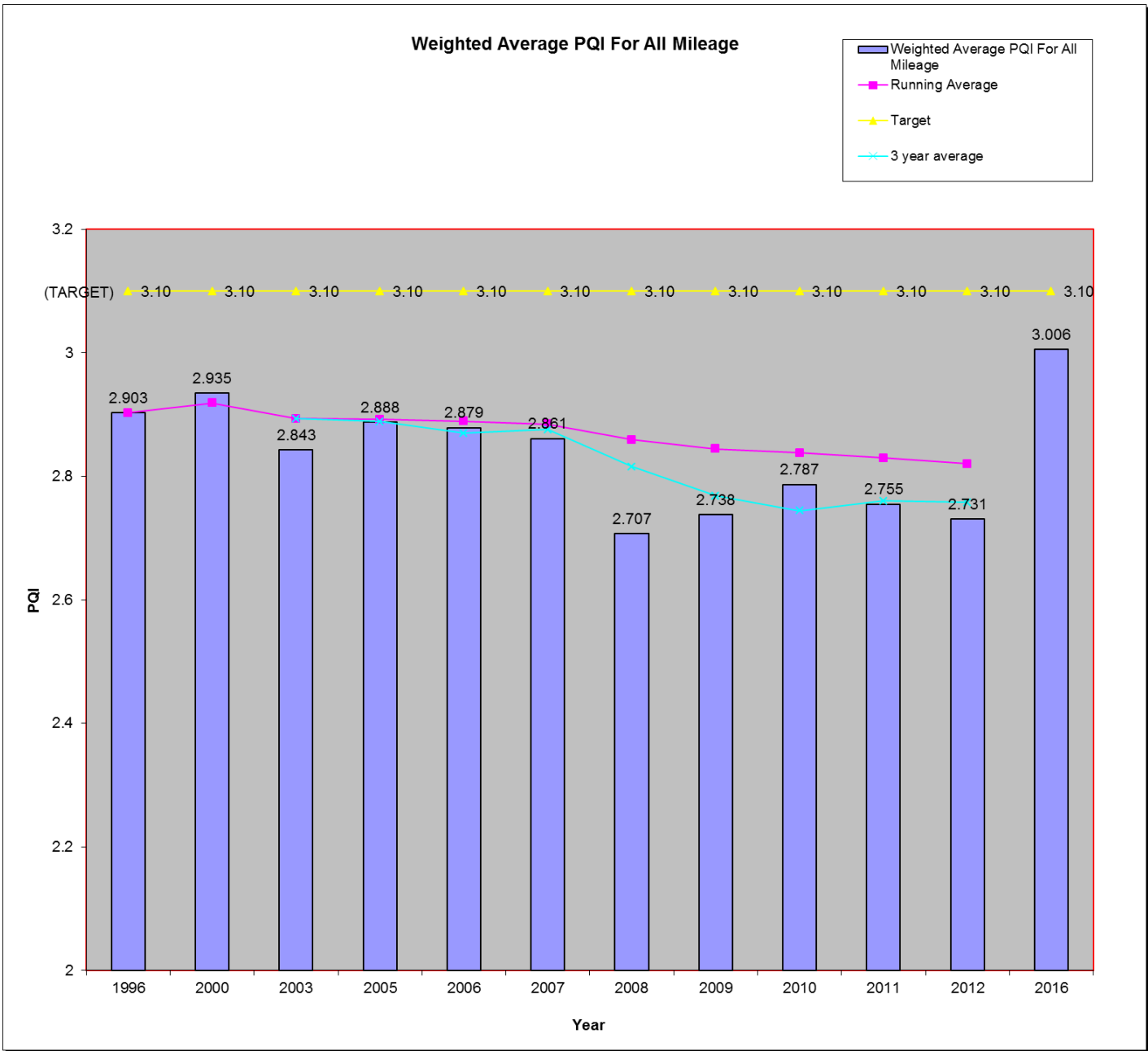
Pavement Quality Index (PQI)

% of paved system



Note: The Minnesota Department of Transportation (MnDOT) was not able to rate St. Louis County's roads in 2013 or 2014 due to workload challenges.

2016 Pavement Rating Results Summary			
	<u>Weighted Avg. PQI</u>	<u>Weighted Avg. PCI</u>	<u>Rating Description</u>
All Roads	3.006	67.0	Middle of Fair
CSAH	3.117	69.3	Top of Fair*
County Roads	2.567	57.0	Middle of Poor
Unorganized Twp. Roads	2.904	64.5	Low End of Fair
	* exceeds KPI target		

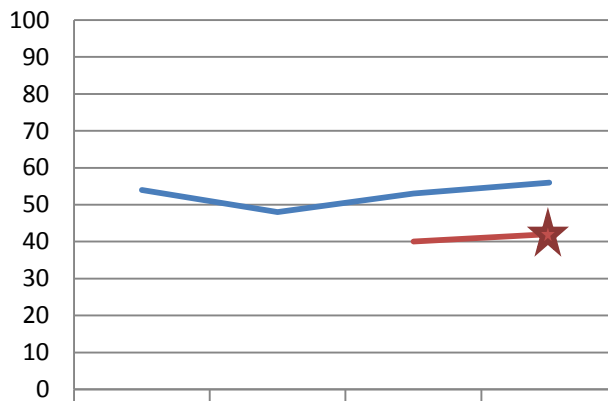


What will be changed to meet this goal: The Department felt it was important to set targets that would reflect where the county's system should be. Since 2012, it has made significant progress toward its goal. A shift toward doing more preservation projects (such as, mill and overlays, reclaim and overlays and bituminous overlays), along with more preventative maintenance (such as crack sealing, chip seals and micro-surfacing) will continue to push the numbers in the right direction. St. Louis County Public Works continues to implement a pavement management system and will further refine its use as well as continue to evaluate all potential sources of revenue.

Measure 8. Public Works –Citizen Survey Ratings

Current Performance: Continuing the trend in citizen survey ratings since 2007, residents again found road conditions to be a major problem in 2016. 11% of residents selected infrastructure (including sewer, water, roads, bridges, etc.) as the most serious issue facing St. Louis County (up from 10% in 2013). The 2013 survey continued to separate snow and ice removal from general maintenance, which is reflected in the following chart. While low, these scores are in line with national trends done by the National Research Center, and slightly improving over results from the last survey.

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



	2007	2011	2013	2016
— Snow and ice removal on county roads	54	48	53	56
— Maintenance of county roads			40	42

More about our survey:

St. Louis County partners with other Minnesota counties to work with the National Research Center on a statistically valid and representative residential survey which is conducted every 2-3 years. This survey was conducted in 2007, 2011, 2013 and 2016. The data is summarized here. The 2016 survey response rate was 33% (1,966 households received a survey; 658 surveys were completed).

Responses have been converted to a 100 point scale for ease of graphical comparison.

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

Measure 9. Public Works –Average Bridge Sufficiency Rating

Current Performance: St. Louis County's average bridge sufficiency rating is **87.9**, up from 86.1 in 2015 and 84.8 in 2014. As this is a newer measure we are still establishing a baseline.

There are several factors to consider when it comes to using the Sufficiency Rating (SR) and setting an annual goal as Sufficiency Rating is a risk-based number (not a condition-based number) and has many factors. It may take some serious thought to determine the best metric to measure our success.

Considerations include:

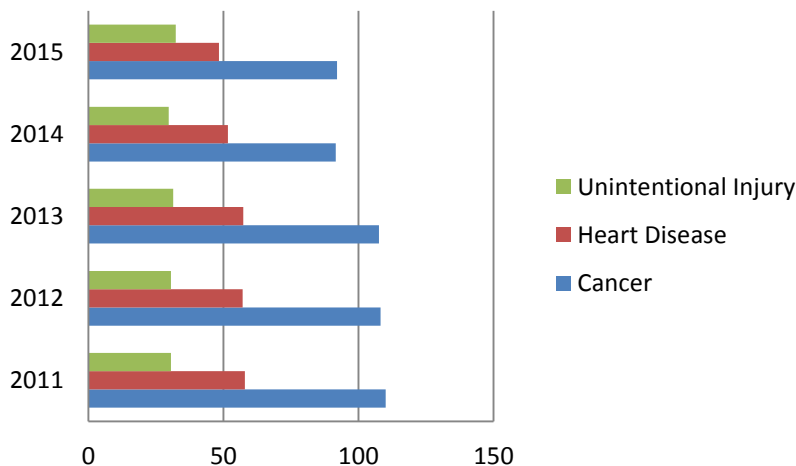
- Establish a clear definition of the Sufficiency Rating (SR).
- Consider using ratings. NBI ratings are the federal portion of the condition ratings of various parts of the bridge (superstructure, substructure, deck, etc.) and are determined by our safety inspectors in the field.
- St. Louis County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

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

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

Current Performance: Potential life lost: the premature death rate (PDR) for those under age 75 is the number of deaths to residents under age 75 per 100,000 persons age-adjusted to the 2000 U.S. standard population. The rate is per the top three leading causes of premature death.

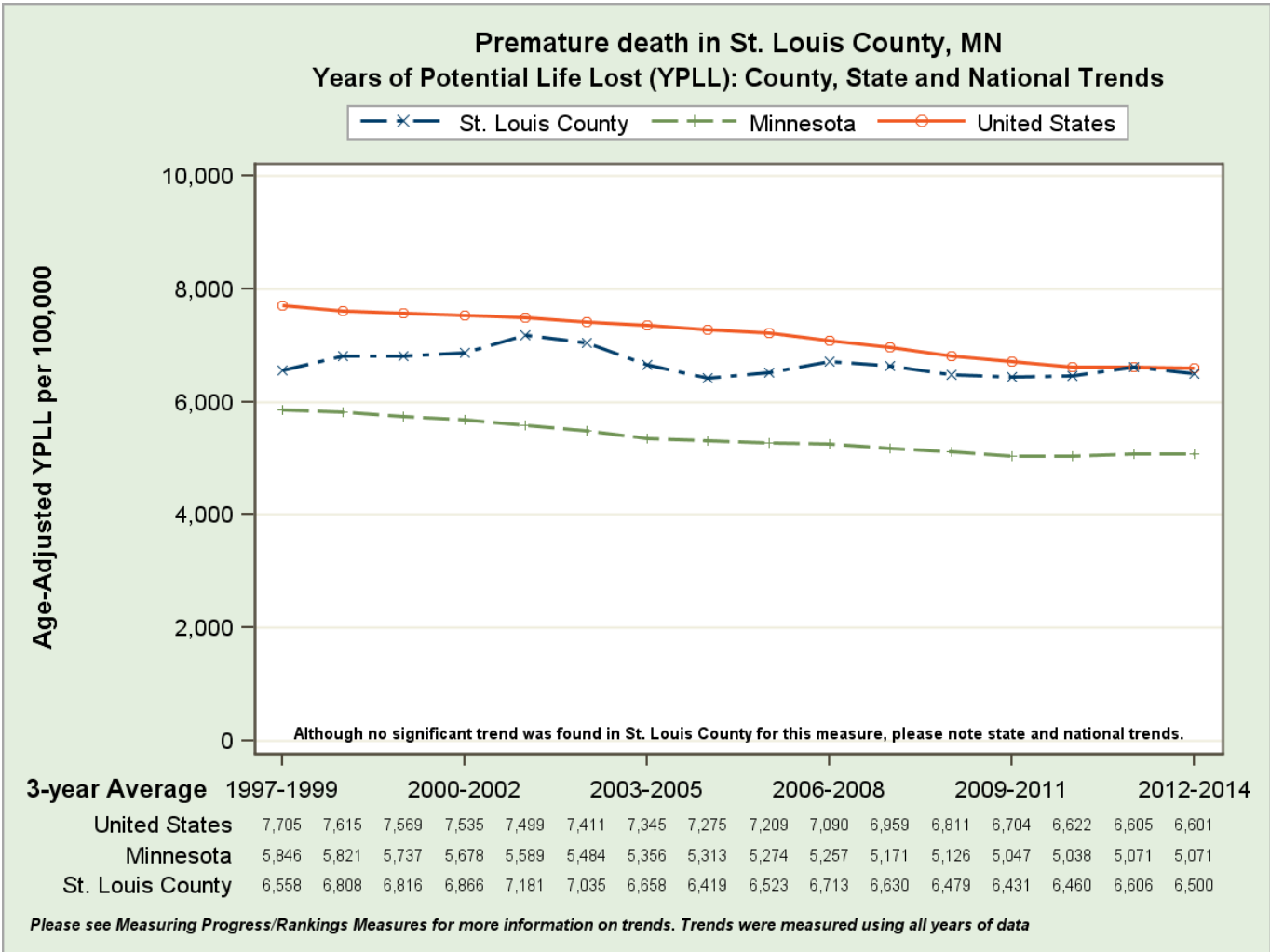
Potential Life Lost Rate per leading causes of premature death (deaths under 75 yrs of age per 100,000):



Data source: <http://www.health.state.mn.us/divs/chs/countytables/>; *2015 is the most recent data – 12 month look back

According to the County Health Rankings, St. Louis County ranks 64 of 87 counties in terms of length of life – premature death for 2017 (2016 data); this is compared to 67 of 87 for 2016 (2015 data).

Another look at this data is provided from the Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute, which have information on premature death based on a calculated years of potential life lost.



Data source: <http://www.countyhealthrankings.org/app/minnesota/2017/rankings/st-louis/county/outcomes/overall/snapshot>

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

Current Performance:

2012	Health Outcomes	72 (Rank out of 87 counties)
2012	Health Factors	64 (Rank out of 87 counties)
2013	Health Outcomes	72 (Rank out of 87 counties)
2013	Health Factors	59 (Rank out of 87 counties)
2014	Health Outcomes	75 (Rank out of 87 counties)
2014	Health Factors	53 (Rank out of 87 counties)
2015	Health Outcomes	74 (Rank out of 87 counties)
2015	Health Factors	59 (Rank out of 87 counties)
2016	Health Outcomes	76 (Rank out of 87 counties)
2016	Health Factors	64 (Rank out of 87 counties)
2017	Health Outcomes	80 (Rank out of 87 counties)
2017	Health Factors	63 (Rank out of 87 counties)

Specifically in regards to tobacco and alcohol use:

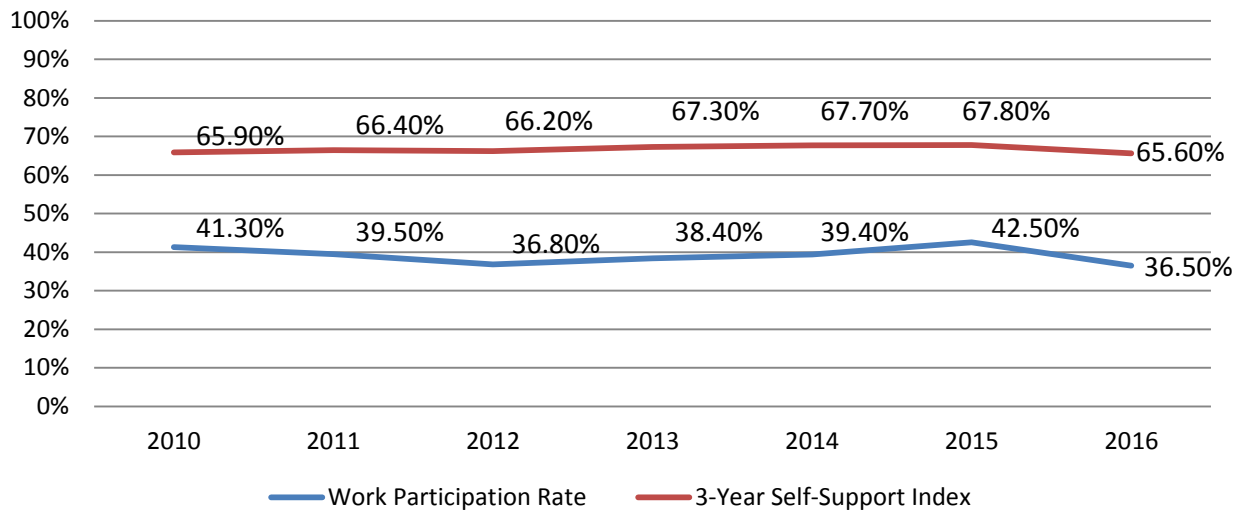
2017	Health Behaviors	70 (Rank out of 87 Counties)
2017	Adult Smoking	18% (Compared to MN at 16% and the National Benchmark at 14%)
2017	“Excessive Drinking”	22% (Compared to MN at 21% and the National Benchmark at 12%)

Data source: <http://www.countyhealthrankings.org/app/minnesota/2017/rankings/st-louis/county/outcomes/overall/snapshot>

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

Current Performance: The department’s work participation rate measures how effectively people are able to enter the workforce and gain economic self-sufficiency. PHHS’ goal is that MFIP and DWP participants will meet or exceed the state’s expectation of a work participation rate of 38.9%. The 3-year Self-Support Index measures whether eligible adults are working an average of 30 or more hours per week or no longer receiving MFIP or DWP cash assistance during the quarter three years from a baseline quarter. The required performance range for St. Louis County is 63.9% to 69.1%

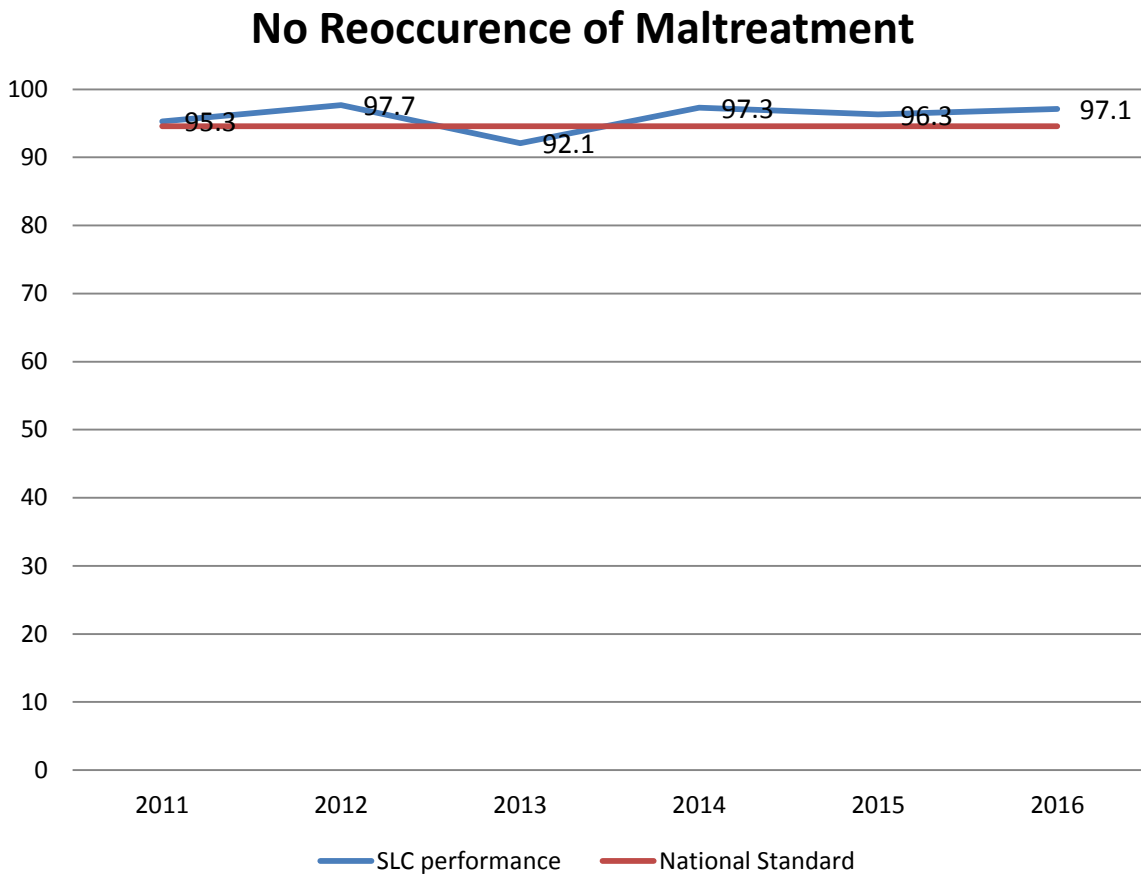
Work Participation Rate & Self-Support Index



Data source: 2016 Minnesota Family Investment Program Annualized Self-support index and Work Participation Report; 2016 WPR 04/2016-01/2017, MN Department of Economic Development

Measure 13. Public Health & Human Services –Maltreatment

Current Performance: A key federal indicator of child safety by which states and counties are measured is the absence of child maltreatment recurrence. The measure is “of all children who were victims of determined maltreatment during the first six months of the reporting period, the percent of children who were not victims of another determined maltreatment allegation within a 6-month period,” which is found as a county-specific report in SSIS Analysis & Charting. County performance (97.1%) is measured against the national standard, which is currently 94.6% or higher.



Data source: SSIS Analysis and Charting – Federal Indicator RT1

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

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

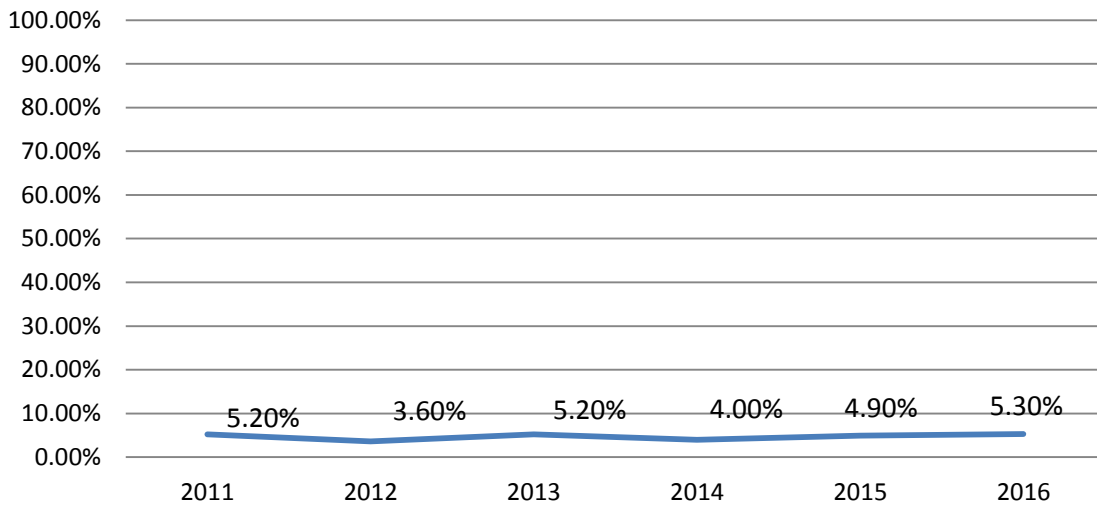
St. Louis County CSPIA Collects/Expense Ratio	
2010	\$5.55
2011	\$4.84
2012	\$5.25
2013	\$5.19
2014	\$5.17
2015	\$4.86
2016	\$4.83
Data source: 2016 Minnesota Child Support Performance Report	

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

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

Please note these numbers have been updated to reflect the new measurement standard with MN Department of Health, noted below.

Low-Birth Weight Births



Data Source: <http://www.health.state.mn.us/divs/chs/countytables/profiles2016/index.html>

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

Measure 16. County Assessor–Assessment Ratio

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

The following are statistics from the 2016 sales ratio report used for taxes payable in 2017 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 2016.

2016 St. Louis County Sales Ratio Report for Taxes Payable 2017		
PROPERTY TYPE	MEDIAN RATIO	DOR Acceptable Range of 90-105%
RESIDENTIAL	93.5%	acceptable
COMMERCIAL/INDUSTRIAL	94.5%	acceptable

Data Source: 2016 Assessment Sales Ratio Study Final Sales Analysis for the State Board of Equalization

Measure 17. County Recorder–Turn-around Time

Current Performance: MN Statutes 357.182, Subd. 6 require a 10 day turn-around time by the year 2011, 90% of the time. 2016 performance documented a turn-around time of **7.60 days**, surpassing the requirement.

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

Measure 18. County Auditor - Accuracy

Current Performance: During the 2016 general election, according to the post-election audit, **100%** of ballots were counted accurately.

Veterans Services	
Department Goal:	To annually increase the number of veterans we work with and to serve them in a timely and customer-oriented manner.
Commissioner Priority Area:	Public Health and Safety; Effective and Efficient Government

Measure 19. Veterans Service Office – Customer Service

Current Performance: Customer satisfaction surveys are used by this office to assure customer satisfaction. There were a total of 98 customer comment cards collected, **97% were rated excellent**, 1% were rated good, 1% were rated poor, and the last 1% was unrated. This is significant, as the St. Louis County Veterans Service Office continues to see an increased number of veterans each year.

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

Current Performance: For 2016, Federal benefits totaled \$109,475,000 (up from 2015) and State benefits totaled \$149,762 (down from 2015), for a grand total of **\$109,624,762** of Veterans’ benefits brought into St. Louis County (up \$676,621 from 2015).

Data Source: VA posted 2015 expenditure data

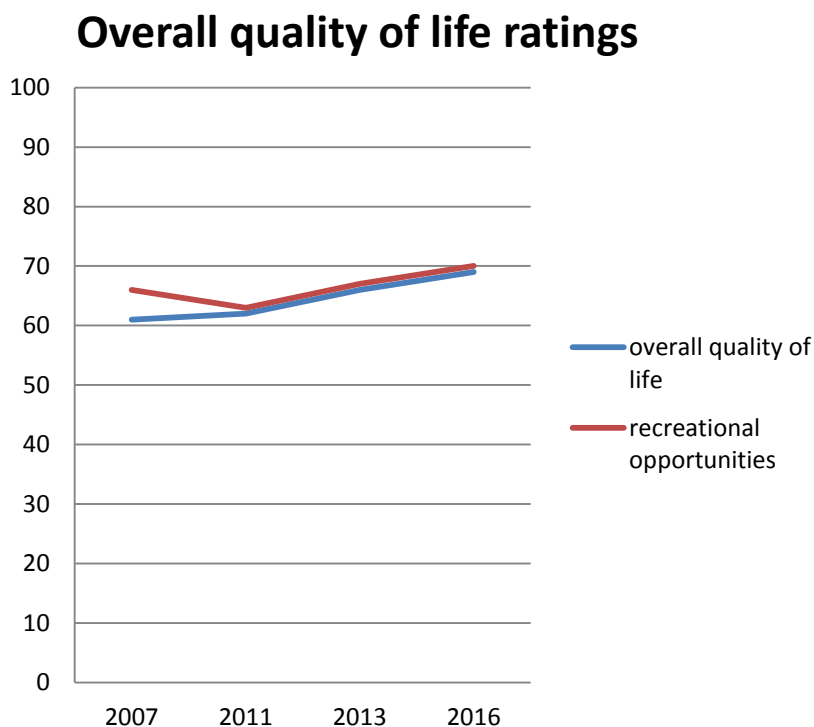
Measure 21. Veterans Service Office – Percentage of Veterans Receiving Benefits

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

Parks, Libraries	
Department Goal:	N/A – St. Louis County does not provide parks or libraries.
Commissioner	Public Health and Safety; Community Growth and Prosperity
Priority Area:	

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

Current Performance: Although St. Louis County does not operate county parks some of the 2016 Residential Survey Data speaks to general ratings in this area. The overall quality of life in St. Louis County is high, with 86% of residents rating overall quality of life “good” or “excellent.” Quality of life was further analyzed by various contributing factors. St. Louis County residents’ ratings of recreational opportunities are *much higher* than national averages.



More about our survey:

St. Louis County partners with other Minnesota counties to work with the National Research Center on a statistically valid and representative residential survey which is conducted every 2-3 years. This survey was conducted in 2007, 2011, 2013 and 2016. The data is summarized here. The 2016 survey response rate was 33% (1,966 households received a survey; 658 surveys were completed).

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

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

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

Public Library	2010 Population	2016 Library Visits	Visits Per Thousand
Aurora	1,709	16,679	9.76
Babbitt	1,475	16,657	11.29
Buhl	1,000	5,468	5.47
Chisholm	4,976	22,151	4.45
Cook	574	13,766	23.98
Duluth	86,265	461,403	5.35
Ely	3,460	70,250	20.30
Eveleth	3,718	15,249	4.10
Gilbert	1,799	13,754	7.65
Hibbing	16,361	83,190	5.08
Hoyt Lakes	2,017	13,381	6.63
Kinney	169	975	5.77
McKinley	128	0	0.00
Mountain Iron	2,869	20,442	7.13
Virginia	8,712	71,604	8.22
ALS Bookmobile	64,994	5,161	0.08
TOTAL	200,226	830,130	4.15

Budget, Financial Performance	
Department Goal:	Provide professional finance and accounting services in keeping with best practices, ensuring that public dollars are used exclusively for authorized public purposes.
Commissioner Priority Area:	Effective and Efficient Government

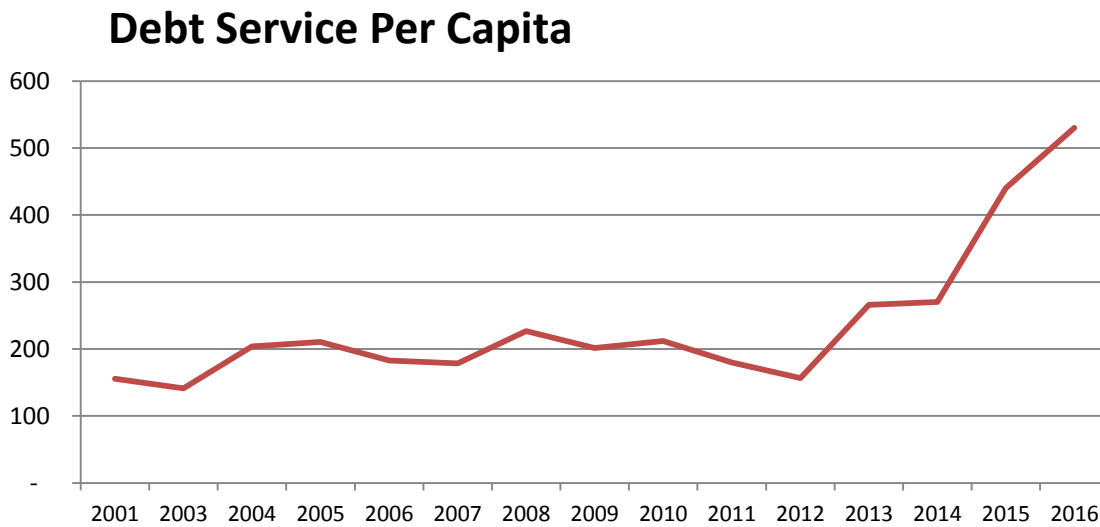
Measure 24. County Auditor – Bond Rating

Current Performance: AA+ rating achieved in rating review as part of 2013 bond issuances and retained for 2014 refinancing issuance, 2015 Capital Improvement bond sale, and 2016 bond issuances. In its report, S&P listed multiple favorable conditions in the County that factored in its assessment including the county’s sound financial policies, strong management, and a broad and diverse economy. The AA+ rating makes the County’s debt offering more attractive to investors and lowers the cost of borrowing.

Data source: Standard & Poor's Ratings Services

Measure 25. County Auditor – Debt Service per capita

Current Performance: \$530 per capita; St. Louis County’s debt levels are well below all established limits. Please note: the bond sale in 2015 is to accelerate the county’s Transportation Improvement Plan and debt service payments are paid by the dedicated Transportation Sales Tax.



Data source: St. Louis County 2016 Comprehensive Annual Financial Report

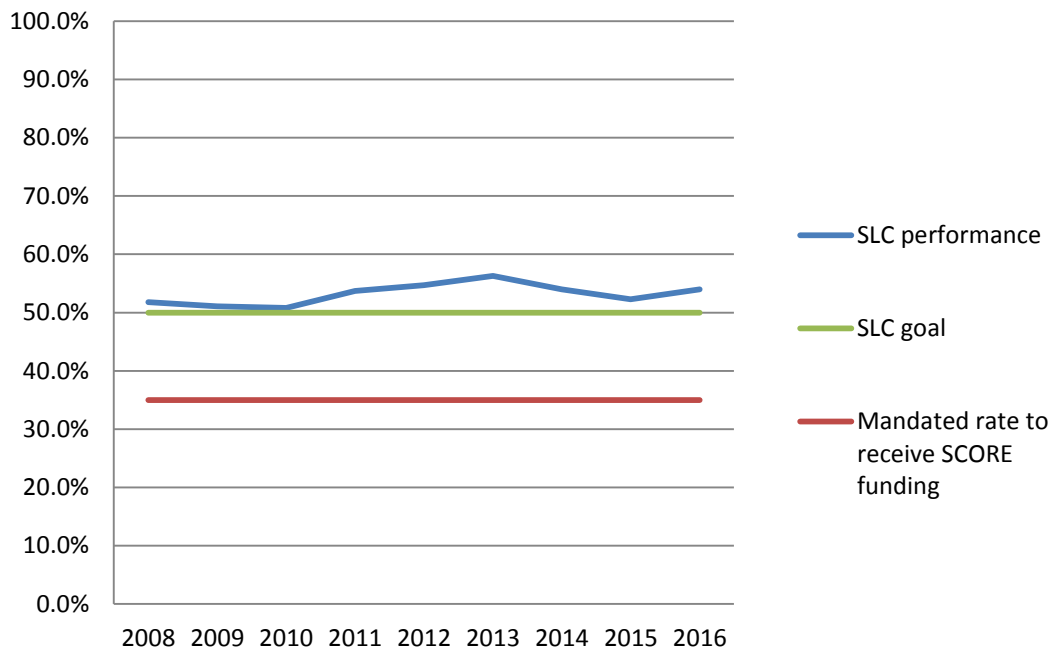
Environment	
Department Goal:	To act in a leadership capacity to ensure a sustainable integrated waste system. Further, to lead by developing public and private partnerships to focus resources on areas of greatest impact to the environment and economy of the County.
Commissioner Priority Area:	Public Health and Safety; Viable Natural Resources and Ecosystem

Measure 26. Environmental Services – Recycling Percentage

St. Louis County Environmental Services works to maintain State of Minnesota Select Committee on Recycling and the Environment (SCORE) recycling levels at or above 50% of the total waste stream. The Environmental Services Department has received funding from the State of Minnesota for recycling programs through this fund. SCORE funds are generated through the State Solid Waste Management tax on garbage disposal. SCORE recycling tonnages are calculated annually. The mandated rate to receive SCORE funding for non-metro counties is 35%; the Department goal is 50% or higher.

Current Performance: 54.0%

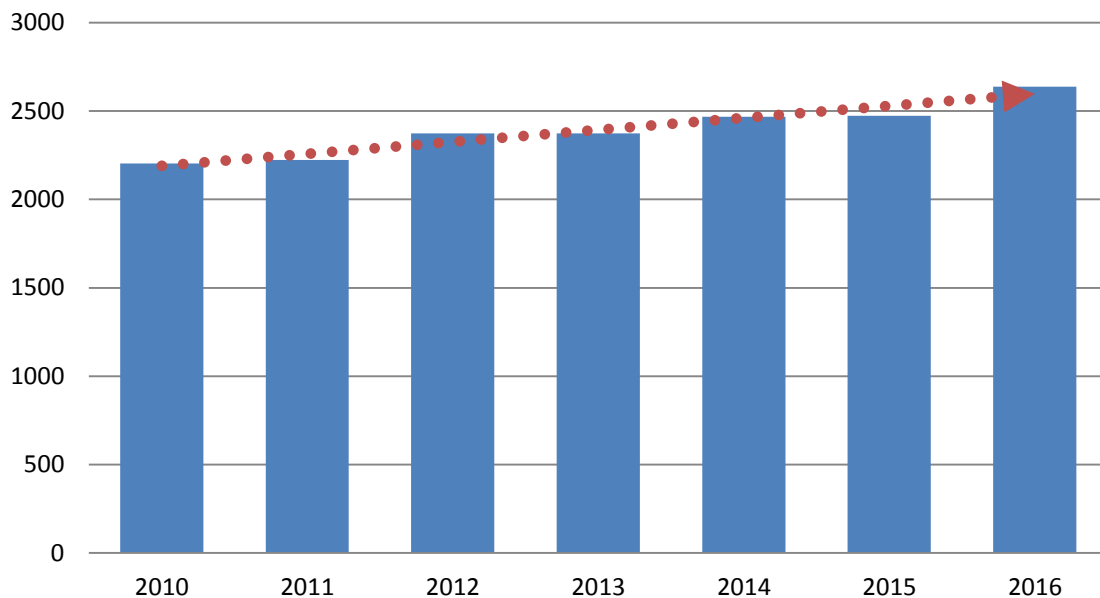
SCORE Recycling Percentages



Measure 27. Environmental Services – HHW

Current Performance: 80.47 tons of Household Hazardous Waste were collected/managed in 2016. This includes nickel-cadmium batteries, sealed lead acid batteries, fluorescent tubes, and Product Exchange materials collected at the St. Louis County HHW facilities and remote collection sites. The St. Louis County Environmental Services Department (ESD) provides a comprehensive solid waste management system for that part of St. Louis County outside of the Western Lake Superior Sanitary District. The ESD works to increase the number of customers utilizing free disposal at the twelve HHW mobile collections and the two year-round HHW collection facilities.

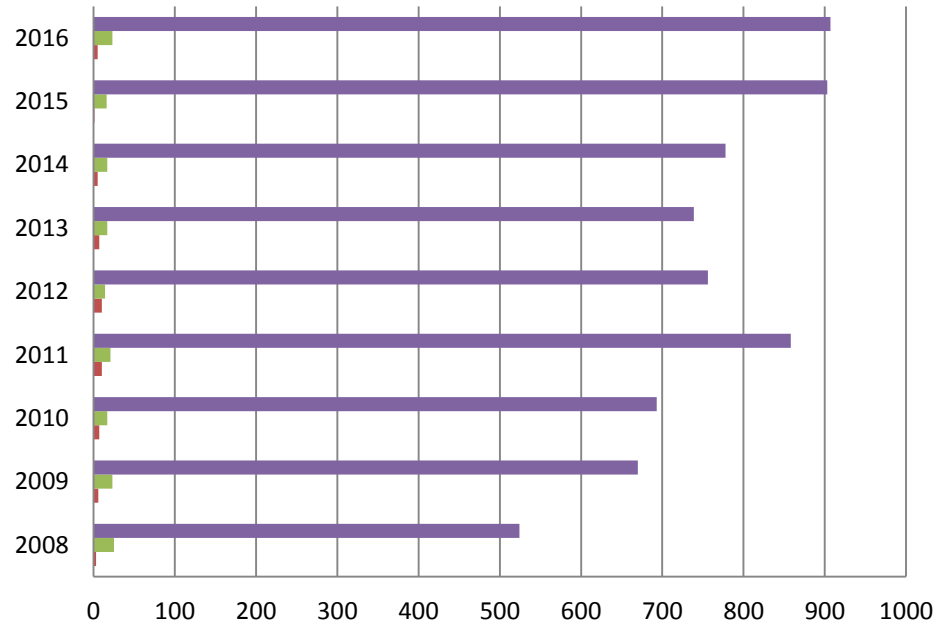
Households utilizing St. Louis County's HHW collection network



Strategies: Advertising for the 2016 VSQG and HHW collections remained consistent with past efforts and will remain the same for the upcoming 2017 season. The department uses Facebook in addition to print and radio advertising and flyers to promote its hazardous waste programs. In 2016, the department received \$ 13,598 in reimbursements from PaintCare to help offset collection, haulage and disposal costs associated with the department's participation in the program. The department anticipates continued program participation on the part of the public to properly dispose of household hazardous wastes.

Additionally, the department is expanding its program to allow for the acceptance of commercially-generated hazardous waste from any business identified as a Very Small Quantity Generator (VSQG), generating up to two hundred twenty pounds of hazardous waste per month. The Department will conduct three summer VSQG remote collections in addition to year round scheduled appointments at the HHW facility located at the Regional Landfill.

HHW Collection Network Statistics



	2008	2009	2010	2011	2012	2013	2014	2015	2016
■ Number of Users of Product Exchange	524	670	693	858	756	739	778	903	907
■ Number of Very Small Quantity Generators (VSQG)	25	23	17	21	14	17	17	16	23
■ Number of Minimum Quantity Generators (MQ)	3	6	7	10	10	7	5	1	5

**BOARD OF COUNTY COMMISSIONERS
SCOTT COUNTY, MINNESOTA**

Date:	June 20, 2017
Resolution No.:	2017- 090
Motion by Commissioner:	Wolf
Seconded by Commissioner:	Ulrich

RESOLUTION NO. 2017-090; REPORTING PROGRESS ON THE STANDARD MEASURES PROGRAM DEVELOPED BY THE COUNCIL ON LOCAL RESULTS AND INNOVATION

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

WHEREAS, in 2011, the Council released a standard set of ten performance measures for counties and cities that will aid residents, taxpayers, and state and local elected officials in determining the effectiveness of counties and cities in providing services and measure residents' opinions of those services; and

WHEREAS, cities and counties that choose to participate in the State's standards measure program are eligible for a reimbursement in LGA and exemption from levy limits; and

WHEREAS, in June 2011, Scott County authorized by resolution participation in the Standard Measures Program, officially adopting the 10 performance standards developed by the Council; and

WHEREAS, Scott County has developed its own performance measurement system that is strategically aligned to the County's Goals, Vision, and Mission as set by the County Board in 2011 and updated in 2016 (called Delivering What Matters); and

WHEREAS, Scott County plans to report the results of the ten adopted measures to residents before the end of the calendar year through publication in the County SCENE, postings on the County website, and through a public hearing at which budget and levy will be discussed and public input allowed; and

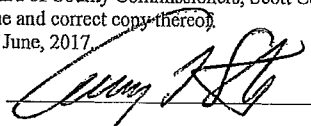
WHEREAS, Scott County will use the results from the 2016 Residential Survey administered by National Research Center to report on some of the adopted measures.

NOW THEREFORE BE IT RESOLVED that the Board of Commissioners in and for the County of Scott, Minnesota, hereby reports progress on the Standard Measures Program developed by the Council on Local Results and Innovation.

COMMISSIONERS	VOTE			
Weckman Brekke	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Wolf	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Beard	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Beer	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain
Ulrich	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Absent	<input type="checkbox"/> Abstain

State of Minnesota)
County of Scott)

I, Gary L. Shelton, duly appointed qualified County Administrator for the County of Scott, State of Minnesota, do hereby certify that I have compared the foregoing copy of a resolution with the original minutes of the proceedings of the Board of County Commissioners, Scott County, Minnesota, at their session held on the 20th day of June, 2017 now on file in my office, and have found the same to be a true and correct copy thereof.
Witness my hand and official seal at Shakopee, Minnesota, this 20th day of June, 2017.



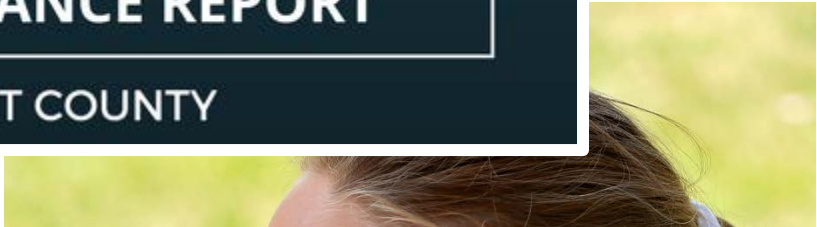
County Administrator
Administrator's Designee



2016

PERFORMANCE REPORT

SCOTT COUNTY



DELIVERING WHAT MATTERS



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Vision, Mission, Goal

SAFE, HEALTHY
AND LIVABLE
COMMUNITIES

GOAL



SCOTT COUNTY

WWW.SCOTTCOUNTYMN.GOV



VISION

WHERE INDIVIDUALS,
FAMILIES, AND
BUSINESSES THRIVE

MISSION

TO ADVANCE SAFE,
HEALTHY, AND
LIVABLE COMMUNITIES
THROUGH CITIZEN-
FOCUSED SERVICES



A Letter From The Deputy County Administrator

2016 PERFORMANCE REPORT

The Scott County Staff are proud to present our second annual Performance Report to the Board of Commissioners. You will learn about our current demographics, evolution of county government and our drive toward a continuous quality improvement organization. We have also highlighted several programs that provide a glimpse into County services supporting the Board of Commissioners' goal of "Safe, Healthy and Livable Communities".

Stewardship is one of the Board's values and drives an expectation of "Ensuring the responsible and stable investment of taxpayer dollars and communicating its value to the public". The annual Performance Report brings this value to life by documenting key performance indicators and the value of the programs our residents are investing in. The County is also striving to be more transparent in our work. We are working hard to understand the resident's priorities through multiple venues including: the tri-annual Citizen's Survey, Advisory Committees, Speak Up Scott County, Open Houses and Public Hearings. Other methods for providing transparency of our outcomes include televising/streaming Scott County Delivers at Board meetings and preparation of the Annual People's Report which started in 2016. As part of Delivering What Matters, we are also currently exploring additional methods for communicating with our residents.



Scott County has been working since 2011 on breaking our services into programs (Priority Based Budgeting), gathering and understanding our data (Scott County Delivers), training staff to work with data and utilizing the stories of residents impacted by our programs. All of that is coming to fruition in this second report. This report is the culmination of these efforts and provides an opportunity to showcase some incredible accomplishments while acknowledging we still have programs that need continued attention and discussion.

We look forward to your reading this report and utilizing the data as you discuss the County programs and outcomes. We also welcome your feedback and input into making this report better moving forward.

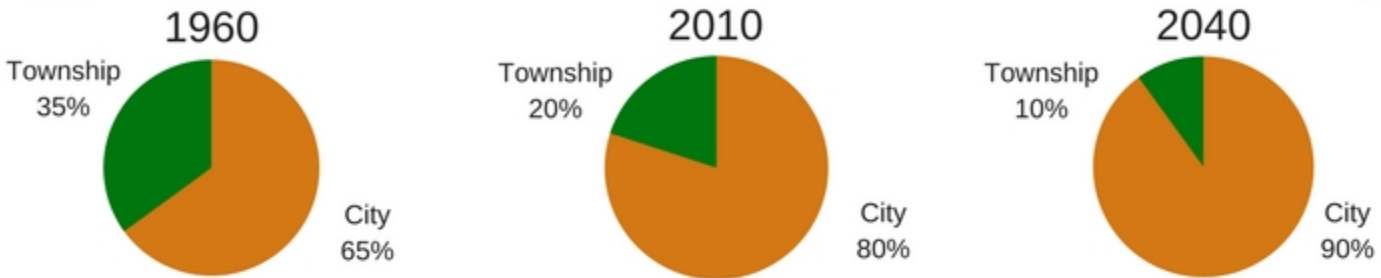
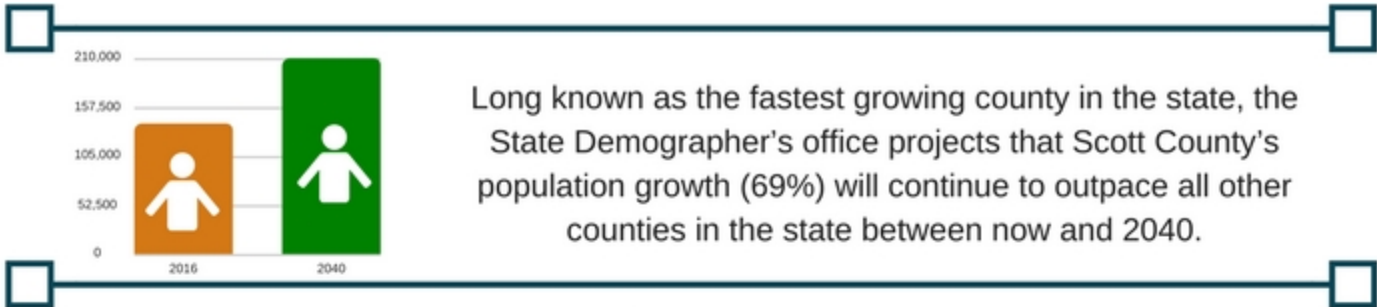
Sincerely,



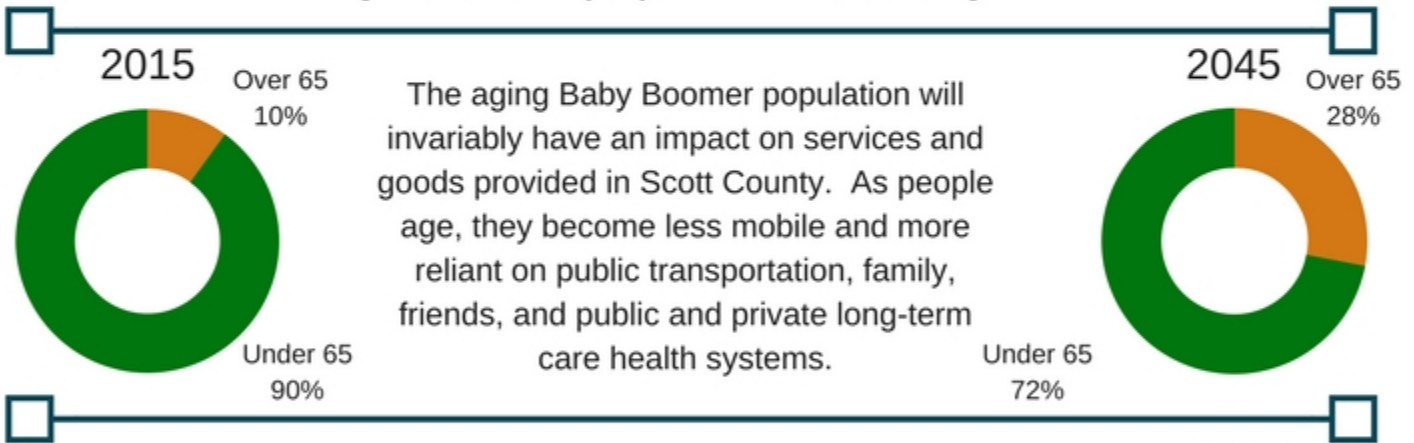
Lezlie Vermillion
Deputy County Administrator



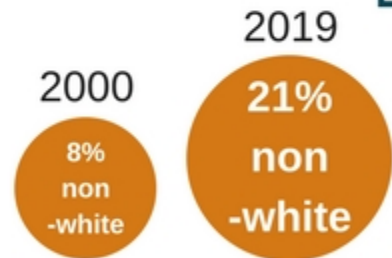
County Demographics



Population growth brought a change in the balance between city and township residents. Moving toward the majority of the citizens residing in cities.



Scott County's immigrant population is diverse and changing. People from Mexico, India, and Somalia have been three of Minnesota's fastest-growing immigrant groups over the past decade. The state demographer projects that Scott County's minority population will experience the largest percentage change of any other metro county from 2005 to 2035.



In order to meet the needs of our growing and diverse population, it is the County's mission to "Advance Safe, Healthy, and Livable Communities" – now and into the future. The County works hard every day to deliver the programs, policies, and services that help advance this mission.

Role of the County







Scott County operates as an “arm of the state,” with both the responsibilities and authority set by the legislature. Those expectations and associated costs can and often do change. The requirements of counties include administering safety net programs for vulnerable residents within guidelines set by the federal government and passed through the state. In conjunction with cities and townships, the County also has responsibility for highways, transportation and land planning. Community safety through law enforcement is another county responsibility along with the cities.

By law, counties are also limited in what we can do.* Through elected officials (County Commissioners), citizens have a voice in county operations, services, and budgets, but many services citizens want are the responsibility of cities, townships or school districts. Scott County is actively working with these partners to support initiatives and services that citizens expect.

*Local governments “possess only those powers that are conferred by statute or implied as necessary to carry out legislatively conferred powers.” *Breza v. City of Minnetrista*, 725 N.W.2d 106, 110 (Minn. 2006). This basic principle of what powers a local government has follows the principle first stated in 1872 in a treatise on municipal corporations, written by Iowa Supreme Court Judge John F. Dillon; it is known as “Dillon’s Rule.”

Evolution of Scott County




Scott County was established by an act of the legislature on March 5, 1853

Original responsibilities include:

- Land Records
- Legal
- Sheriff
- Taxes

Scott County operates as an arm of the state, with both responsibilities and authority set by legislation

Through state legislation county responsibilities grew to include Social Services, Highway Department, and Parks

Priority Based Budgeting



What is it?

Priority Based Budgeting is a tool the County is using along with our traditional process to make our budget more transparent, responsive, and understandable.

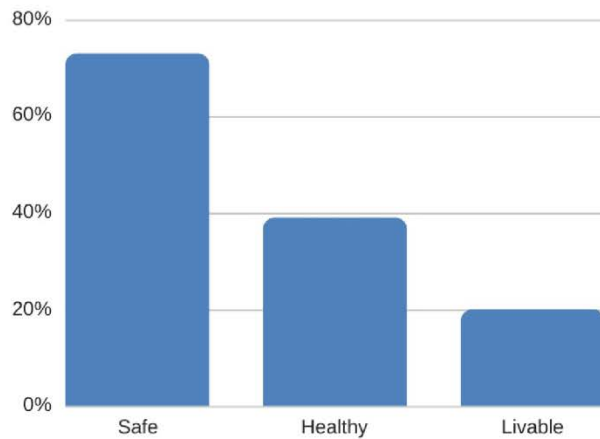
How does it work?

All programs/services are scored with respect to how important or critical they are to the achievement of the county goal of “Safe, Healthy, Livable Communities” and the expectation of “Responsible Governance.”

300 Programs Scored

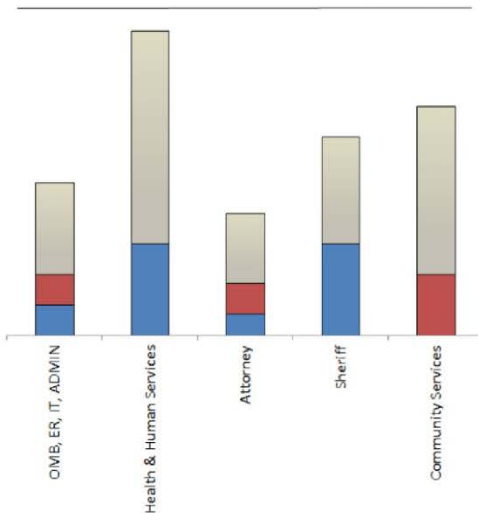
2017 Expenditures:

- 73% were allocated to programs that support a Safe Community
- 39% were allocated to programs that support a Healthy Community
- 20% were allocated to programs that support a Livable Community

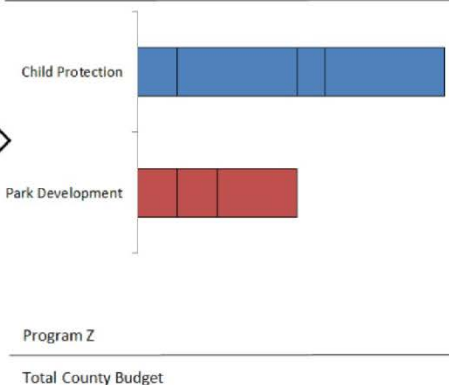


Turning Budget On Its Side

Traditional Hierarchical Budgeting



Strategic Budgeting/
Program Budgeting



After scoring is complete we are able to see what combination of programs contribute to a major county initiative.

Priority Based Budgeting Cost Explanation

COST EXPLANATION



The traditional county budget displays revenue and expense by divisions, departments and major program areas. In this new tool each individual program has a table that shows total program cost, where the revenue comes from to support the program, and the cost to the property taxpayer for that program. This will allow a budget discussion focused on relevance of the program to priorities, performance of the program, and cost of the program.

Each program throughout this report will have a Cost/Revenue table.

PBB Cost	2017	2017	2017
Total Cost	984,279	Total Revenue	936,269
Direct Cost	900,491	Levy	(119,566)
Personnel Cost	840,440	Fees	2,177
Non Personnel Cost	60,051	Grants	934,092
Admin Cost	83,788	Other Revenue	0
# of FTEs	8.40	Program #	189

Total Cost - All costs listed below combined

Direct Cost – Personnel and non personnel cost total

Personnel Cost – Salary and benefits including training and supplies

Non Personnel – Materials and purchased services specific to a program

Admin. Cost – Allocated cost for support staff and management spread across multiple programs

Total Revenue – Fees, Grants, Other Revenue total; excludes Levy

Fees – Charges set out on the County Fee Schedule for a particular program or service

Grants – Intergovernmental revenue from federal, state, or local governments including state aid

Other Revenue – Miscellaneous revenue including quarterly contributions from the Shakopee Mdewakanton Sioux Community, special taxes (gravel tax), donations and tax forfeitures

Total Program Cost does not include support cost outside of the division (technology, finance, facilities, and personnel)

Scott County Residents' Survey 2016

Every 2-4 years the County seeks input from citizens through a survey conducted jointly with other counties in Minnesota and benchmarked with similar government organizations nationally. This survey data is used to prioritize what we do, monitor our progress, and gain public input to guide decisions.

Key findings from the 2016 Residents' Survey indicate that:

- Residents continued to enjoy a high quality of life
- Residents placed high value on various characteristics of the community
- Residents felt safe in their home and neighborhood and want to be informed about crime in the community
- Jobs and taxes are the most serious issues facing Scott County
- Government employees were given high marks and residents were pleased with the performance of Scott County leadership
- Most government services were rated positively and have remained stable over time
- Residents believe progress is being made to make Scott County safe, healthy, and livable for all residents



Questions were asked about a number of specific service areas. Those responses are summarized later as a performance indicator for those programs.

Residents were asked about priorities and areas of concern. The highest ranked priority remains transportation with public safety ranked second. Areas demonstrating a significant increase in concerns include:

- Bullying
- Mental health issues, domestic violence
- Abuse and neglect of children
- Abuse and neglect of vulnerable adults
- Suicide/attempted suicide

These areas are identified in the county strategic plan approved by the Board in December 2016 and will be the focus for planning and developing services over the next four to six years.

Consistent with previous surveys, two areas stand out as ranked lower than the norm by citizens:

- The value of services for the taxes paid
- The job Scott County government does at managing tax dollars

In both these categories one in five survey respondents did not have an opinion, much higher than the response total for other survey questions. This may indicate that the county needs to better communicate both what the county does and how decisions are made about funding for services. The full survey is available for review online.

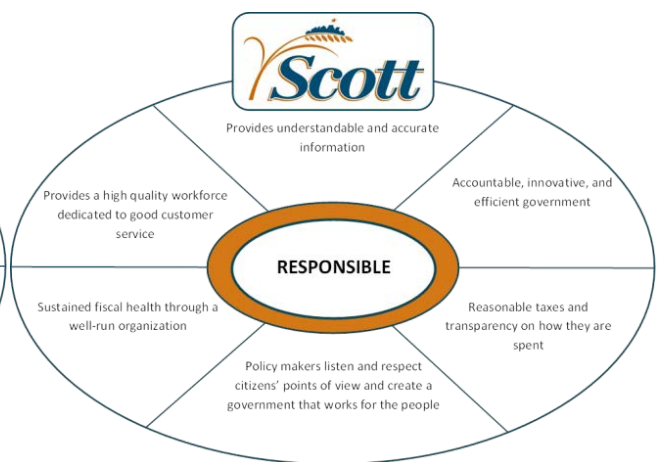
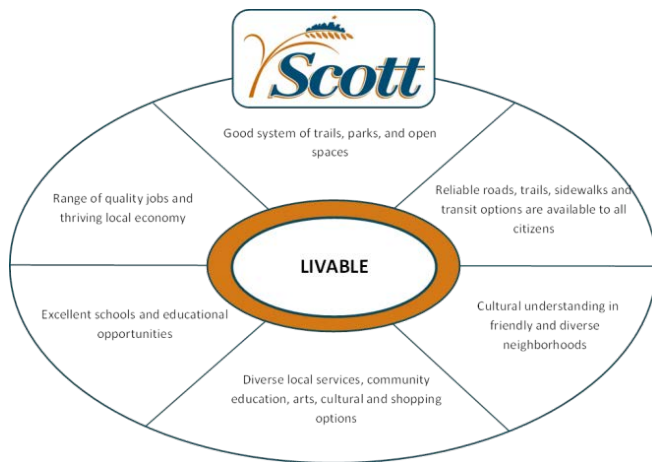
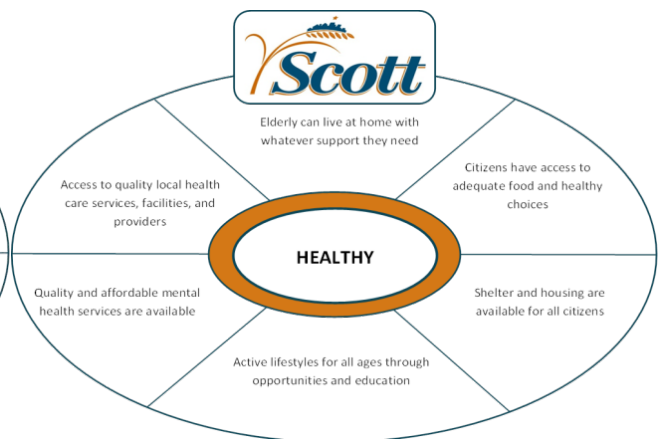
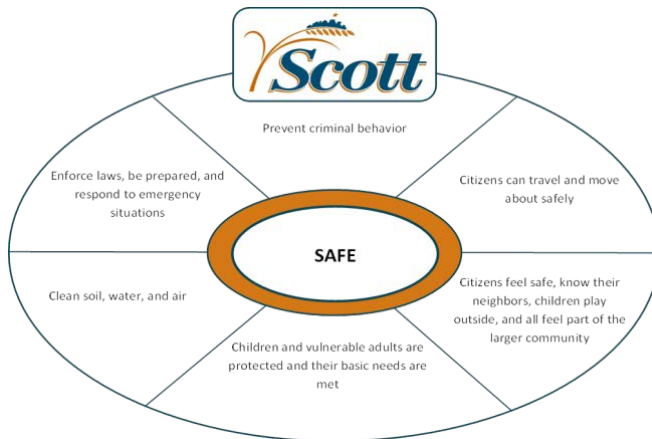
(<http://www.scottcountymn.gov/documentcenter/view/5890>)



Performance Management

SAFE, HEALTHY, LIVABLE COMMUNITIES AND RESPONSIBLE GOVERNANCE

With citizen and staff input, the Commissioners have adopted definitions (high-level outcomes) for each component of the goal “Safe, Healthy, Livable Communities and Responsible Governance.” These definitions -- called “Results Maps” -- tell us what is important. The next question: “How well we are doing?”



Citizen Input

INITIAL INPUT FROM CITIZENS WAS SOUGHT IN THE DEVELOPMENT OF THE RESULTS MAPS PRIOR TO ENDORSEMENT BY THE BOARD



As a refresher, the 2016 Residents' Survey asked residents a series of questions to determine if residents agreed that these continue to be areas of concentration for the County and to find out their assessment of progress. This survey confirmed the continuing appropriateness of the Result Maps.

81%

When asked about safety, 81 percent of respondents believe the County is making excellent or good progress towards advancing a **safe** community. All of the safe community definitions were ranked essential or important by 90 percent or more of the residents.

74%

With respect to the goal of healthy, 74 percent of respondents believe the County is making excellent or good progress towards

advancing a **healthy** community. All of the healthy community definitions were ranked essential or important by between 76 percent and 89 percent of residents.

79%

The County is credited with making excellent or good progress towards advancing a **livable** community by 79 percent of respondents. All of the livable community definitions were ranked essential or important by between 62 to 91 percent of residents; the widest range of the three.

90%

The greatest consistency of agreement was for the definitions of **responsible** governance with a range of 90 to 96 percent of residents ranking them as essential or important.

Outcomes/Key Indicators

STAFF HAVE DEFINED THE PURPOSE OF EACH COUNTY PROGRAM, ASSOCIATED EACH PROGRAM WITH A RESULT MAP OUTCOME, AND ASSIGNED A KEY PERFORMANCE INDICATOR IN ORDER TO MEASURE THE SUCCESS OF THE PROGRAM.

By measuring performance, staff is able to use data to identify areas in need of improvement. Traditional budgeting is by divisions and departments. Priority Based Budgeting helps the County look at how resources are used across departments to support the County goal. Similar to this cross-departmental view, the performance data in this report are grouped by goal area rather than department. Multiple programs working together are critical to successful outcomes.

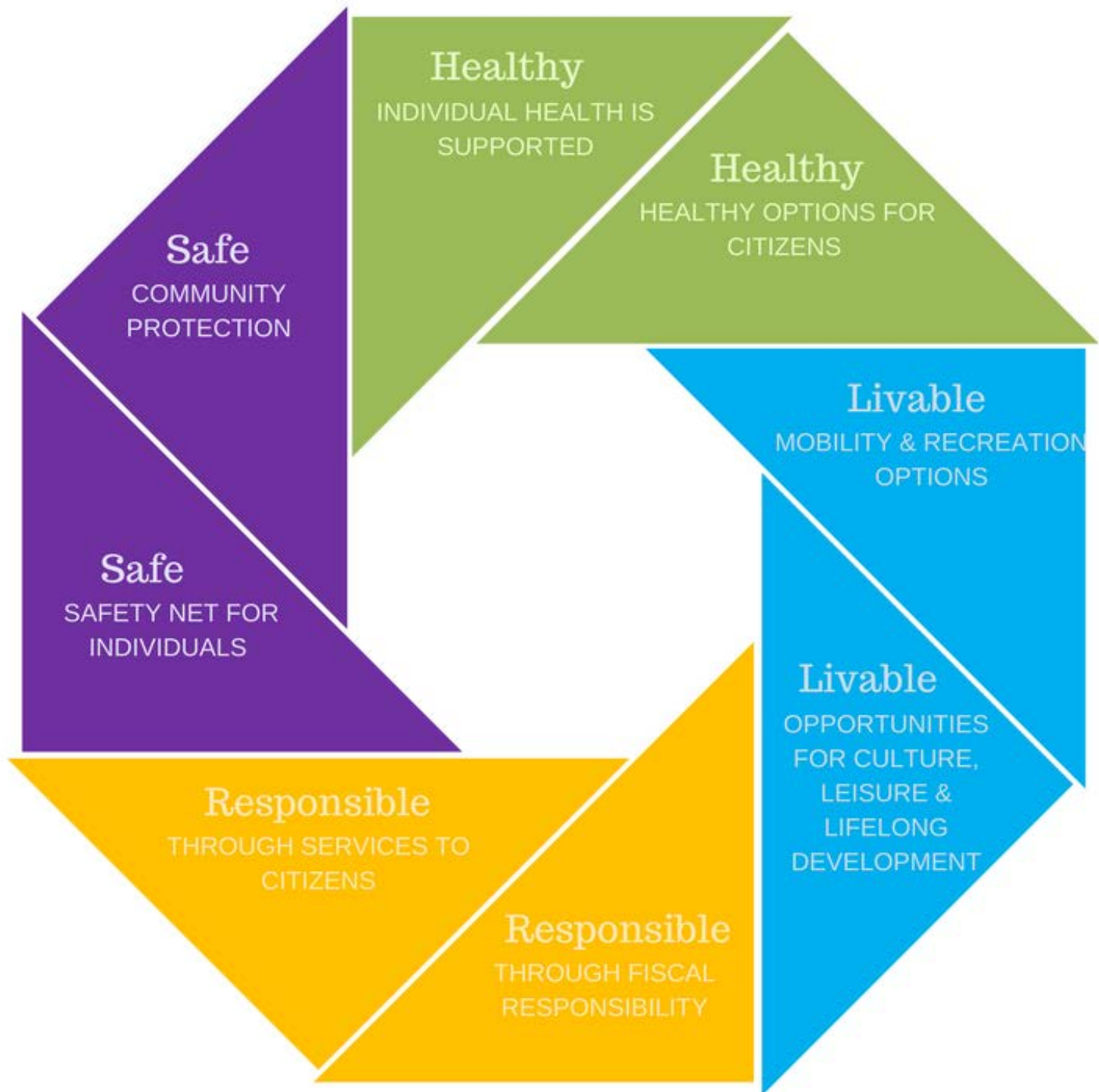
Scott County provides programs or services focused on “Advancing Safe, Healthy, Livable Communities” and continues to increase the capacity to measure and report the level of performance of those programs. To better reflect the interdependence of programs, each

Result Map for “Safe,” “Healthy,” and “Livable” is divided into two concept areas with supporting outcomes.

Citizens defined a safe community from two perspectives, a safety net for individuals and a community protected from threats to its safety. A healthy community is defined as one in which individual health is supported, and one in which there are a number of options and services from which to choose. A livable community is seen as one that has mobility and recreational options, and one that provides opportunities for culture, leisure, and lifelong development.



Safe, Healthy, Livable, Responsible



Safe – Safety Net for Individuals

WHEN SCOTT COUNTY SUPPORTS A SAFE COMMUNITY BY PROVIDING ACCESS TO A SAFETY NET, THEN...

- Citizens are protected, with basic physical and economic needs met, especially children and vulnerable adults.
- Citizens feel safe, know their neighbors, children play outside, and all feel part of the larger community.
- Homelessness is addressed.
- Citizens have access to basic resources.

The County provides a safety net to vulnerable populations through access to services that support individuals who -- due to age, disability, or life conditions -- are unable to protect themselves. Meeting these needs is a role of government and rated as important by Scott County citizens.



Why is it important?

Child Protection: One of the critical quality measures for a county is how it cares for its children, especially those whose parents have failed to meet

basic safety needs through abuse or neglect. Abuse and neglect has an immediate tragic impact on children, but also has a long-term negative impact on the health of a community.

Emergency Dispatch and Patrol Response: In an emergency a delay of seconds can lead to death. Citizens are safer both in life and property when they are assured an emergency call will receive an immediate response.

Adult Protection: Adults with disabilities or the elderly who are isolated are particularly vulnerable when caretakers or family members take advantage of their limitations. In these circumstances, it is the role of government to assess their vulnerability and develop a plan for their protection.

Child Support: Children deserve the financial and emotional support of both parents, whether or not the parents live together as a family. This financial support can be the difference between a life of poverty with all the associated disadvantages or thriving in a household with sufficient income to meet their basic needs. Absent parents who do not pay child support are less likely to be involved in their children's lives, depriving them of the emotional support of one parent.

Economic Assistance: Financial disaster may occur for individuals for reasons beyond their control. Some individuals may not have the intellectual or emotional capacity to support themselves. Citizens -- through federal, state, and county resources -- have assumed responsibility for assuring that all citizens have access to sufficient financial resources to survive.



SIGNS OF SAFETY

AN APPROACH WHERE CHILD PROTECTION AND PARENTS WORK IN PARTNERSHIP

Scott County Child Protection has had many successes bringing families together while keeping children safe. Read the story below to learn how Scott County staff impacted “Matt” and his family.

Child Protection Success Story
By Suzanne Arntson, Child Welfare Manager



Central intake received a report that two year old Matt had been exposed to an incident of domestic violence between his parents. Per the report, both parents had been drinking and had a history with Child Protection services. In an attempt to prevent an out of home placement, the social worker worked with the family using a “Signs of Safety” approach to child protective services.

This practice model focuses on the child’s safety, but achieves this through partnerships with families. It is an approach that recognizes that parents want their children to be safe too. The agency sets bottom lines for safety and involves parents and extended family members in creating safety plans, then closely monitors those plans to build long-term safety.



The group agreed that “Matt” would live with his grandparents, and that they would be responsible for his safety, until the parents could address their addictions and the domestic violence. The social worker brought together other extended family members to form a network of support for the parents’ recovery. The family, the network and the agency worked hard to identify safety plans, using behaviors, warning signs and how relapses impacted “Matt”.

Throughout the next year, the parents made steps in their sobriety and learned to accept responsibility for how their addictions and violence impacted “Matt”. Both parents voluntarily went to treatment and maintained sobriety.

Eventually, both parents went to live with the grandparents, so they could provide daily care for Matt with someone else still being responsible for “Matt’s” safety.

Both parents admitted this has been the longest period of time they have been sober since they were adolescents. The parents say that through their work with child protection, they have become stronger as a family and better parents to “Matt”. The agency closed with full confidence that this family will continue to put their son’s safety as their top priority.

Child Protection - Assessment

TIMELINESS OF INITIAL CONTACT WITH CHILDREN

It is important to quickly assess families who need help to keep their children safe. Making contact timely ensures that child safety is assessed and that steps to resolve child safety issues are started early. When this is done, children are more likely to be able to remain safely in their homes. The state has set timelines for initial staff contact with victims of reports of abuse based on the severity of the report.

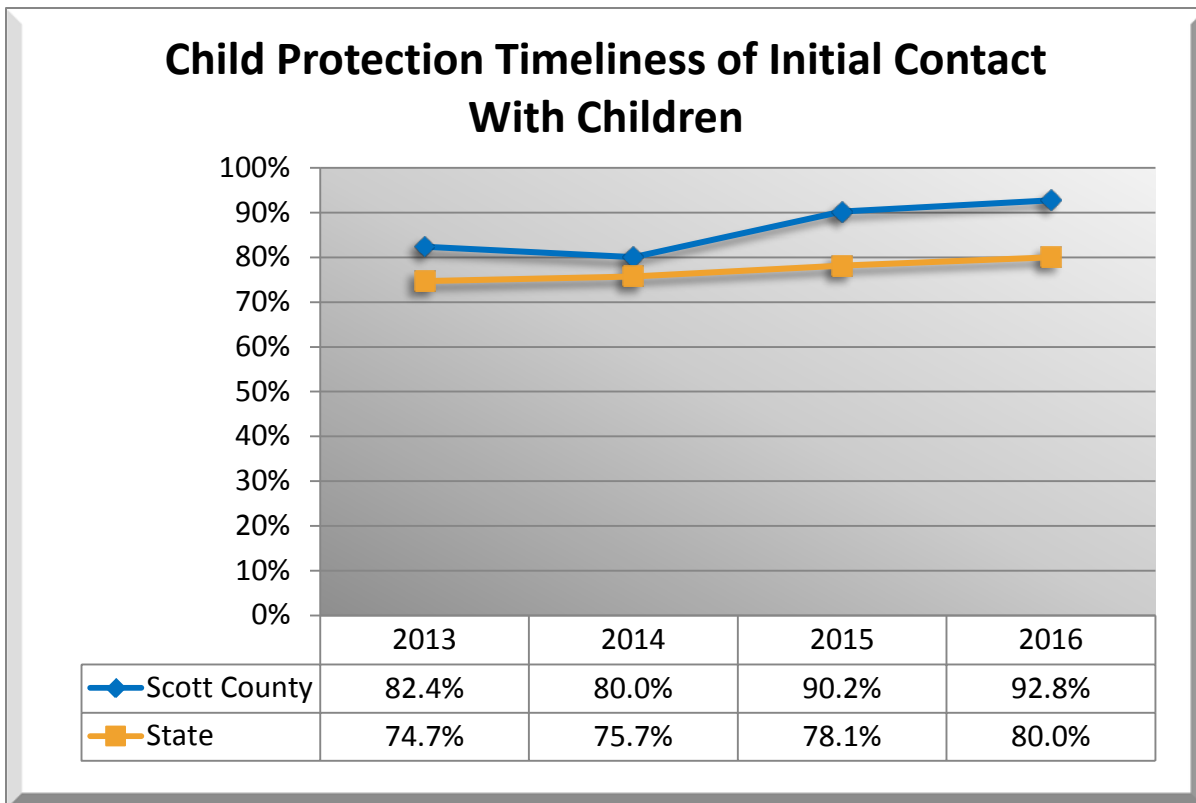


FIGURE 1 – TIMELINESS OF INITIAL CONTACT WITH CHILDREN



How is Scott County doing?

The County has improved performance and remains above the state average. In both 2015 and 2016 Scott County exceeded the target of 90 percent and received incentive payments from the state.



What influences this?

A number of factors impact performance on this measure. Having enough staff to respond to reports has been an issue. The addition of more child protection staff through state funding did result in improved performance between 2014 and 2016. Additional factors favoring strong performance are supervisors and staff who prioritize quick response to new reports to address potential harm to children.

TIMELINESS OF INITIAL CONTACT WITH CHILDREN



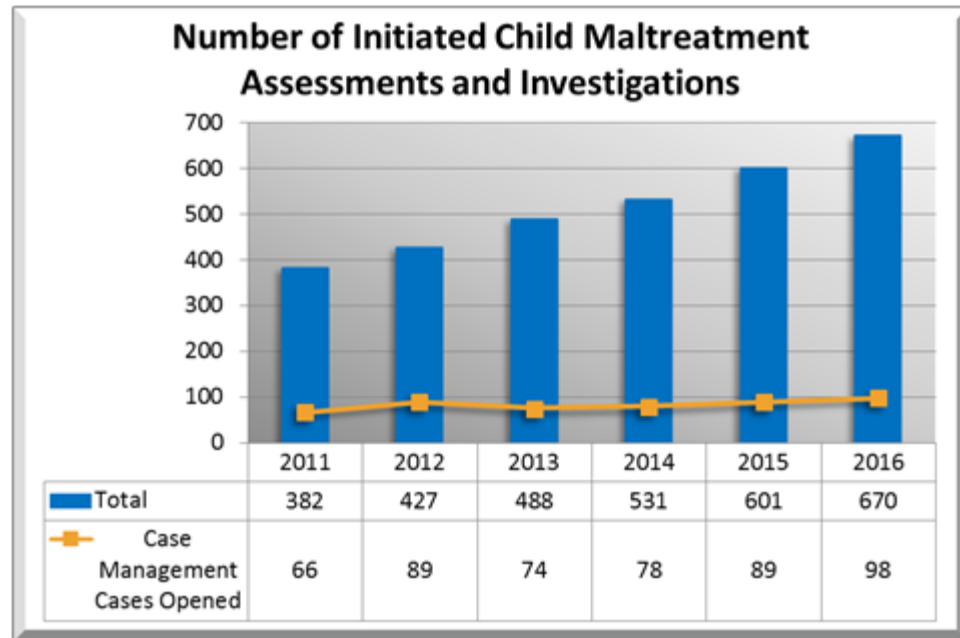
What is the County's role?

Counties receive and consider all reports of child abuse and neglect and assess those situations that meet standards set in law. Child Protection has the authority to investigate when children have been abused or neglected or are in substantial danger.



PBB Cost	2017		2017
Total Cost	984,279	Total Revenue	936,269
Direct Cost	900,491	Levy	(119,566)
Personnel Cost	840,440	Fees	2,177
Non Personnel Cost	60,051	Grants	934,092
Admin Cost	83,788	Other Revenue	0
# of FTEs	8.40	Program #	189

Supporting Measure



The number of child abuse and neglect reports assessed by the county has increased by 75% in the last five years. In addition the number of families needing child protection services has increased by nearly 50%. While the state has provided funding for additional staff, this funding has not met the growth rate of the program to protect the county's most vulnerable children.

FIGURE 2 - NUMBER OF INITIATED CHILD MALTREATMENT ASSESSMENTS AND INVESTIGATIONS

Child Protection - Placement

CHILDREN IN FOSTER CARE PLACED WITH RELATIVES

All children need to feel love and a sense of connectedness. Being placed away from their parents is traumatic. Placing children with extended family helps children continue their connection with their parents and siblings and to their larger extended family. Placement with relatives promotes greater contact between children and their parents and allows children to experience family traditions/rituals even when they cannot live with their parents.

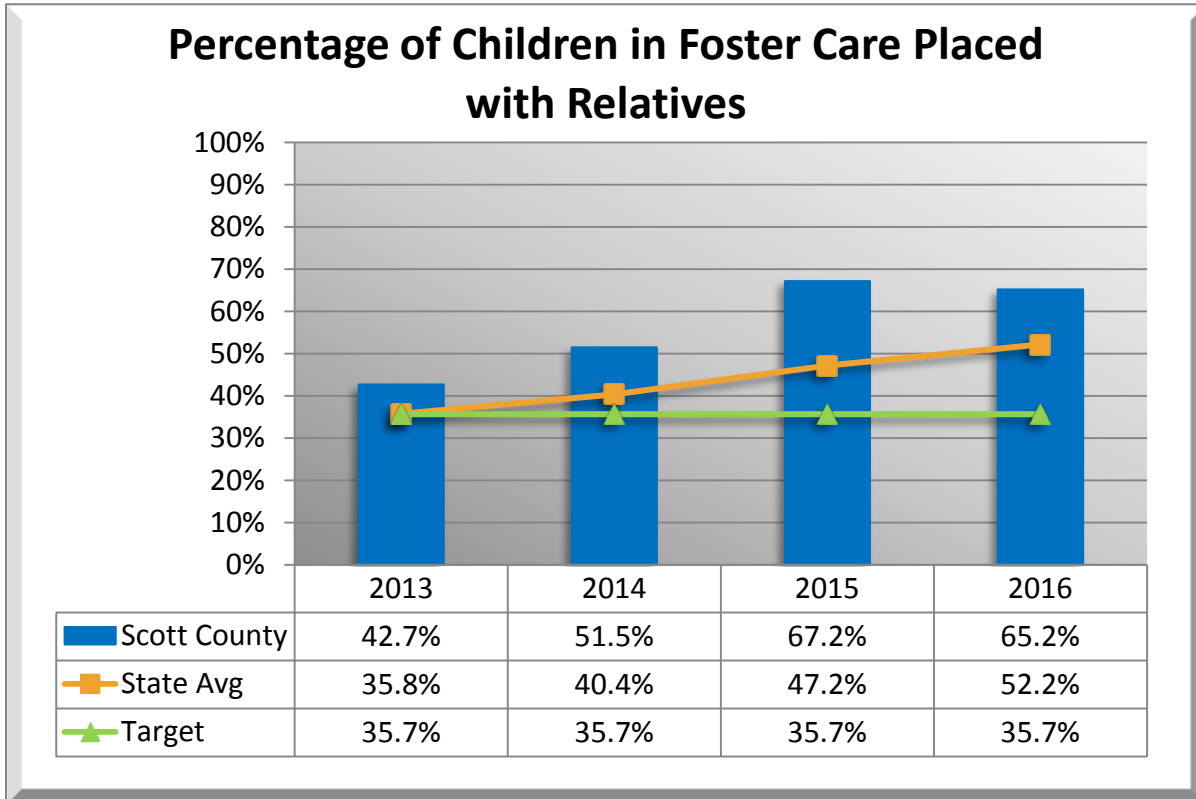


FIGURE 3 – CHILDREN IN FOSTER CARE PLACED WITH RELATIVES

How are we doing?



The County has consistently exceeded the state average on this measure and continues to focus on placement with relatives when that is in the child's best interest. The percent of children who are able to receive foster care with relatives has exceeded the target in each of the last four years. The target is a federal standard for all states.

What influences this?



Finding relatives who are able and willing to care for children at a time of family crisis is time intensive for staff. Staff needs to balance the wishes of children needing placement, their parents who need to be involved in placement decisions, the need to preserve friendships and school relationships, and the requirements of foster care licensing.

CHILDREN IN FOSTER CARE PLACED WITH RELATIVES



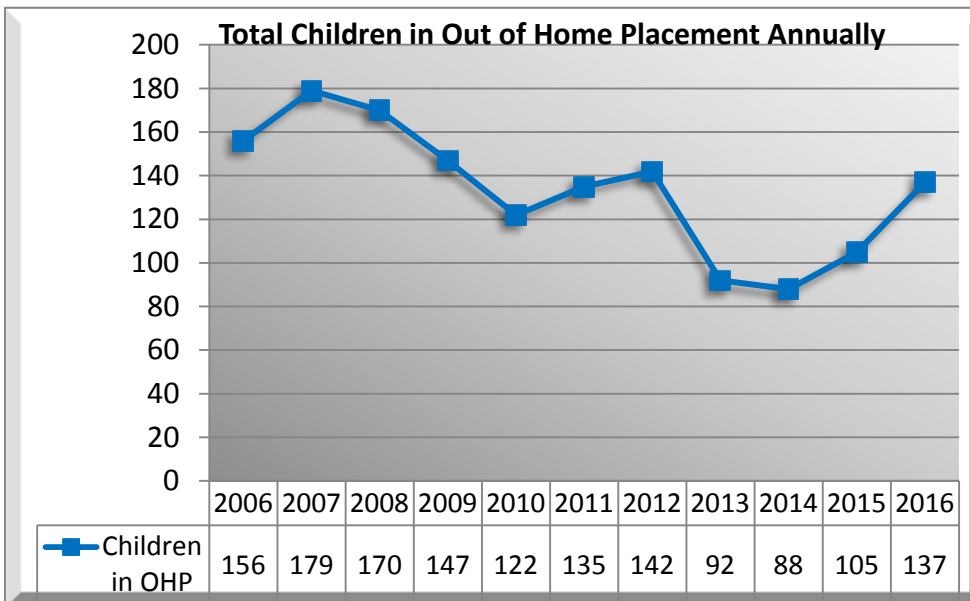
What is the County's role?

The County is required to find a safe, nurturing temporary home for children who cannot safely remain with their parents. Law requires placement with relatives whenever possible. Law also requires placements preserve stability in community and school for children. Additionally, counties are required to include children and their parents in decisions that meet the best interest of the child. These requirements may be in conflict, and the County must find the best situation to meet each child's needs.



PBB Cost	2017		2017
Total Cost	1,870,088	Total Revenue	276,721
Direct Cost	1,710,895	Levy	1,274,981
Personnel Cost	688,413	Fees	65,633
Non Personnel Cost	1,022,482	Grants	211,088
Admin Cost	159,193	Other Revenue	0
# of FTEs	7.60	Program #	204

Supporting Measure



Children experience trauma when removed from their parental home. Efforts to safely prevent placements benefits children by resolving safety concerns within their family system. When no other safe options exist, out of home placements are necessary to address safety for children. Monitoring rates of placements provides some information about the effectiveness of placement prevention services. The increase in the number of new reports (Figure 2) is reflected in the number of children placed.

FIGURE 4 - TOTAL CHILDREN IN OUT OF HOME PLACEMENT ANNUALLY

Child Protection – Case Management

CHILDREN REUNITED WITHIN 12 MONTHS OF PLACEMENT

Children have a basic need to feel loved and a sense of belonging. Children who remain in foster care for long periods of time often struggle with emotional, behavioral, and mental health issues. When a child enters foster care, targeted services and supports are provided to parents so that a child can return home safely at the earliest point possible. Statutes require that if a child cannot safely return home within 12 months, then another permanency resource must be identified. The federal target is greater than 75.2 percent.

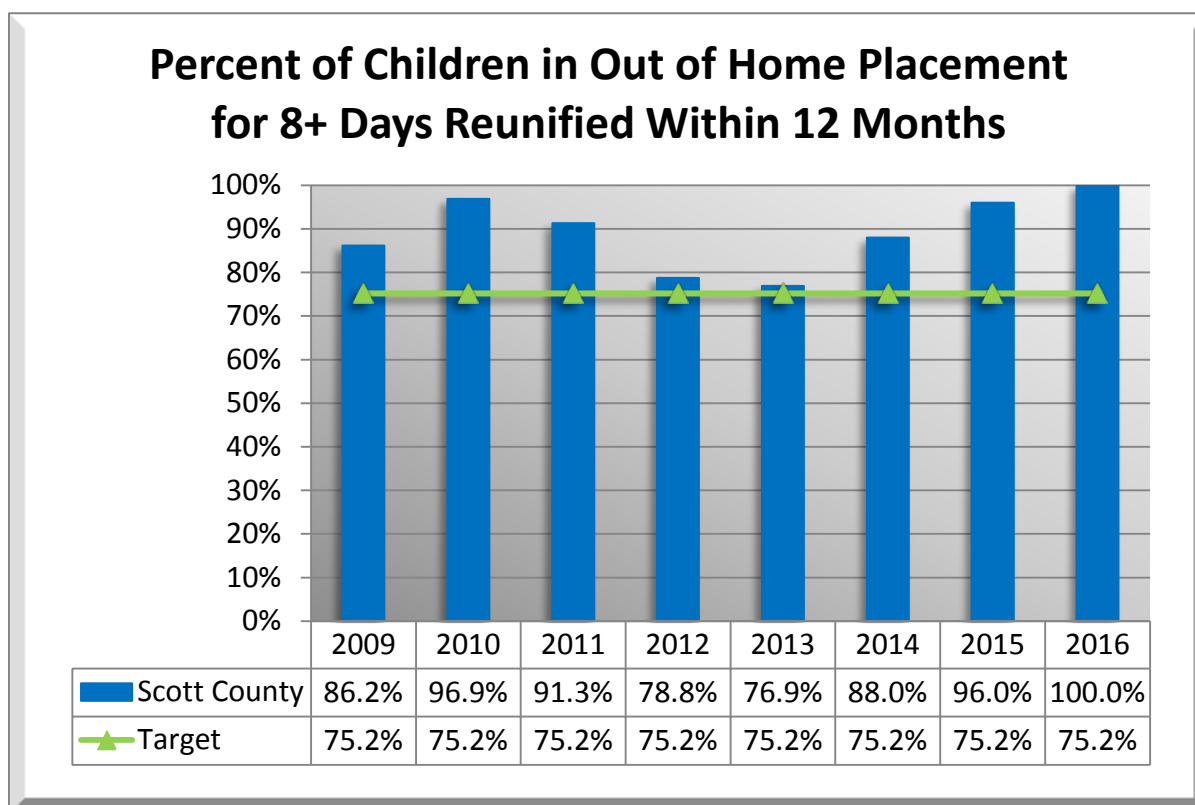


FIGURE 5 – CHILDREN REUNITED WITHIN 12 MONTHS OF PLACEMENT



How are we doing?

The County has consistently exceeded the federal standard for this measure.

Staff focus services on safety issues with families to help parents provide the nurturing home their children need. The target is a federal standard for all states.



What influences this?

Placement away from parents is a traumatic event for children and their parents, which adds to the damage already experienced as a result of abuse

or neglect. An important factor in early reunification is a comprehensive assessment of the family that engages both parents and children in identifying the areas of risk and the changes needed. Adequate, well-trained staff supported by supervisors is critical to successful reunification.

CHILDREN REUNITED WITHIN 12 MONTHS OF PLACEMENT



What is the County's role?

Children in foster care are under the supervision of the court as a result of the recommendations of child protection and the County Attorney working together. Child Protection is required to prepare a plan that would allow children to return home in safety. The County must make regular reports to the court, assist the parents with needed services, and make recommendations to the court about when or if reunification can occur.



PBB Cost	2017		2017
Total Cost	690,688	Total Revenue	731,953
Direct Cost	631,893	Levy	(158,855)
Personnel Cost	525,705	Fees	1,430
Non Personnel Cost	106,188	Grants	730,523
Admin Cost	58,795	Other Revenue	0
# of FTEs	5.43	Program #	204

Department of Human Services 2015 Cost Report Data: Out of Home Placement

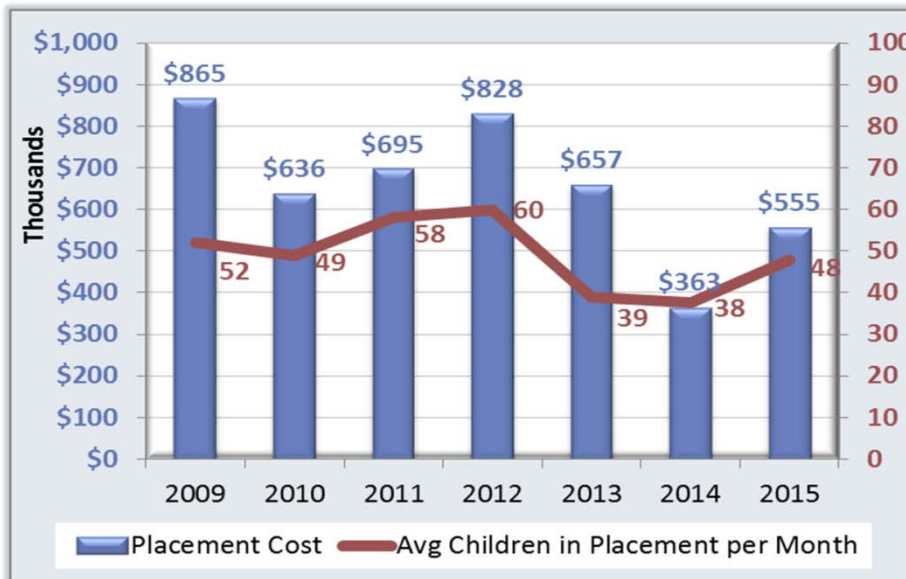


FIGURE 6 - OUT OF HOME PLACEMENT

Placement cost for children is primarily a county cost. The annual cost is impacted by both the number of children placed and the length of time placed. Emotional wellbeing of children is supported by the shortest separation from parents necessary for their safety. The county has programs in place to increase safety and reduce the time in placement for children.

Scott County had 2.6 children per 1,000 in out of home placement in 2015, which was the 3rd lowest rate in the state.

Child Protection - Adoption

CHILDREN ADOPTED WITHIN 24 MONTHS OF PLACEMENT

Permanency and stability are essential to healthy child development and the formation of lasting interpersonal relationships. When children in foster care cannot be safely reunited with their parents, adoption can provide children with nurturing, permanent families. Timely permanency is critical; adoptions completed within 24 months of the child's placement in foster care meet state and federal outcome standards. Investing in adoption improves opportunities for children throughout their lives and makes sound economic sense to taxpayers. Children whose parents' legal rights have been terminated become wards of the state and are placed for adoption.

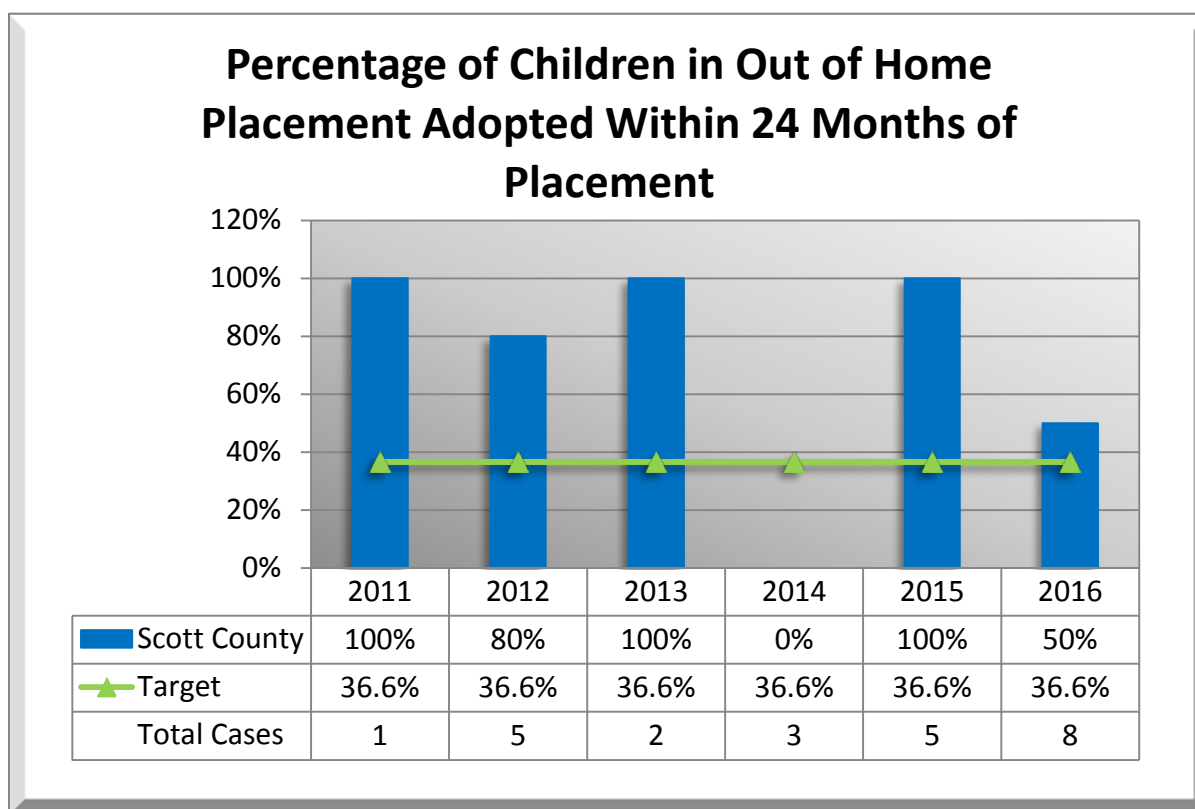


FIGURE 7 – CHILDREN ADOPTED WITHIN 24 MONTHS OF PLACEMENT



How are we doing?

The County has consistently performed well in this area. Scott County has a very low rate of permanently separating children from parents through a termination of parental rights, but has been successful in quickly finding “forever families” for these children. The target is a federal standard for all states.



What influences this?

Finding an adoptive family for a child begins with an initial placement of that child. A supportive working relationship between the parents, the foster parents, and the child protection worker is essential to a process that leads to timely decision making on the best long term plan for the child.

CHILDREN ADOPTED WITHIN 24 MONTHS OF PLACEMENT



What is the County's role?

When parents are not able to provide a safe environment so that their child can return home, it is the County's responsibility to develop a permanent plan for the child. Children's emotional health and development are compromised when they spend long periods of their life without secure family support.



PBB Cost	2017		2017
Total Cost	51,538	Total Revenue	32,476
Direct Cost	47,150	Levy	10,286
Personnel Cost	46,222	Fees	1,077
Non Personnel Cost	928	Grants	31,399
Admin Cost	4,388	Other Revenue	0
# of FTEs	0.46	Program #	179



Adult Services - Protection

VULNERABLE ADULTS REPEAT MALTREATMENT

Abuse, neglect, or financial exploitation of the elderly or disabled who do not have the resources to protect themselves is not acceptable. Intervention to protect the health and welfare as well as the resources of these citizens will allow them to continue living in the community at the highest level of independence and self-sufficiency. When a vulnerable adult has been abused or neglected and the County becomes involved, it is important that the services put in place are sufficient to assure a safe environment over time.

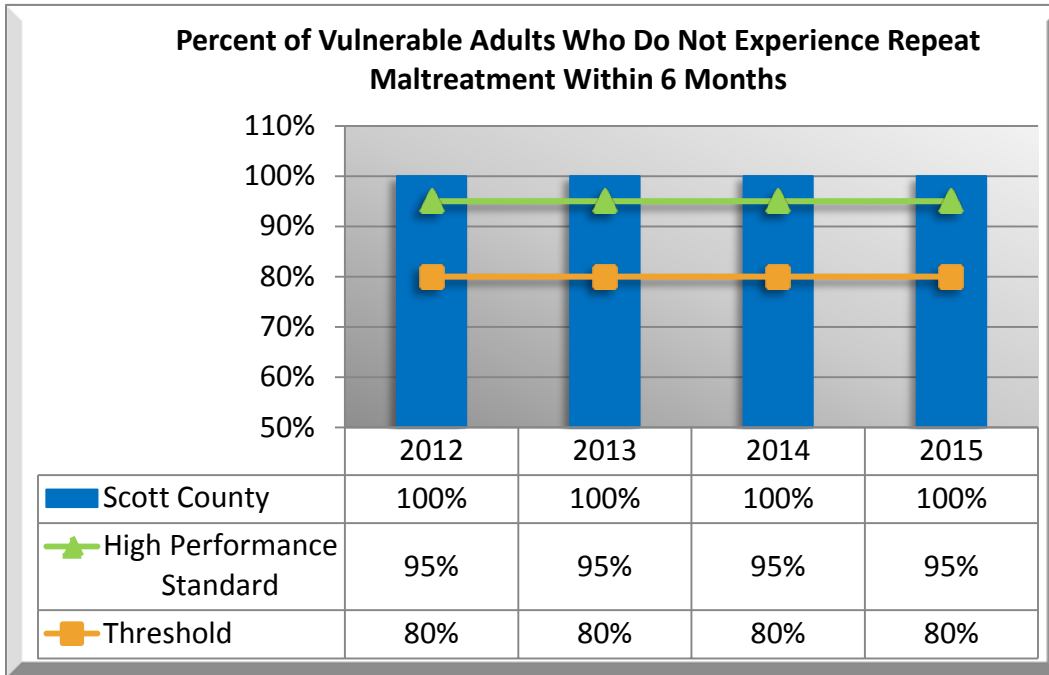


FIGURE 8 – VULNERABLE ADULTS REPEAT MALTREATMENT



How are we doing?

The County has been performing well in this area over the past few years. Changes in the program at the state level will provide some new challenges for counties. A significant increase in reports may impact performance in 2016. The threshold and high performance standard are set by the state for all counties.



What influences this?

Changing demographics are expected to impact both the need for and direction of this service in the future. Mobility of families and an aging population leaves more elderly living in isolation away from the support of family members. Financial exploitation is a rapidly expanding issue. The state has developed a centralized 24/7 reporting system that has increased visibility and reporting of adult protection concerns.

VULNERABLE ADULTS REPEAT MALTREATMENT



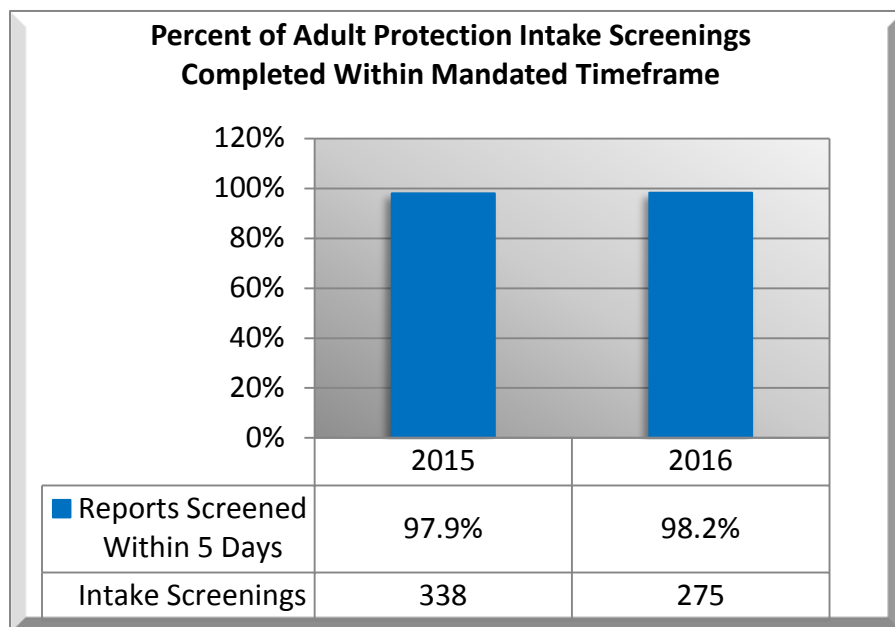
What is the County's role?

Counties have been designated to accept and investigate all reports of abuse, neglect, and financial exploitation of vulnerable adults. Through the establishment of a newly formed interdisciplinary team, Scott County works collaboratively with other stakeholders to protect the County's vulnerable adults.



Adult Services - Protection				Adult Protection - Investigations			
PBB Cost	2017		2017	PBB Cost	2017		2017
Total Cost	81,721	Total Revenue	31,914	Total Cost	247,967	Total Revenue	118,528
Direct Cost	75,146	Levy	36,657	Direct Cost	228,016	Levy	89,537
Personnel Cost	52,581	Fees	0	Personnel Cost	202,129	Fees	0
Non Personnel Cost	22,565	Grants	31,914	Non Personnel Cost	25,887	Grants	118,528
Admin Cost	6,575	Other Revenue	0	Admin Cost	19,951	Other Revenue	0
# of FTEs	0.6	Program #	183	# of FTEs	2.15	Program #	182

Additional Data



When vulnerable adults are at risk of abuse or have experienced abuse, response by the Adult Protection unit needs to take place as soon as possible. The intake screening is the first step in getting the investigative process moving. If a report meets the legal guidelines, staff begin an investigation and assessment of service needs to protect the adult.

FIGURE 9 - PERCENT OF ADULT PROTECTION INTAKE SCREENINGS COMPLETED WITHIN MANDATED TIMEFRAME

Child Support – Starting Early

CHILD SUPPORT FOR FAMILIES WITH CHILDREN AGE 3 AND YOUNGER

Parents who develop a relationship with their children from birth are more likely to stay involved throughout the child's life. Early financial responsibility increases a parent's investment in all aspects of their child's development. Early intervention and financial stabilization of families with young children is important to avoid a lasting, negative impact on these children. Lack of financial stability is a major contributor to stress within the household.

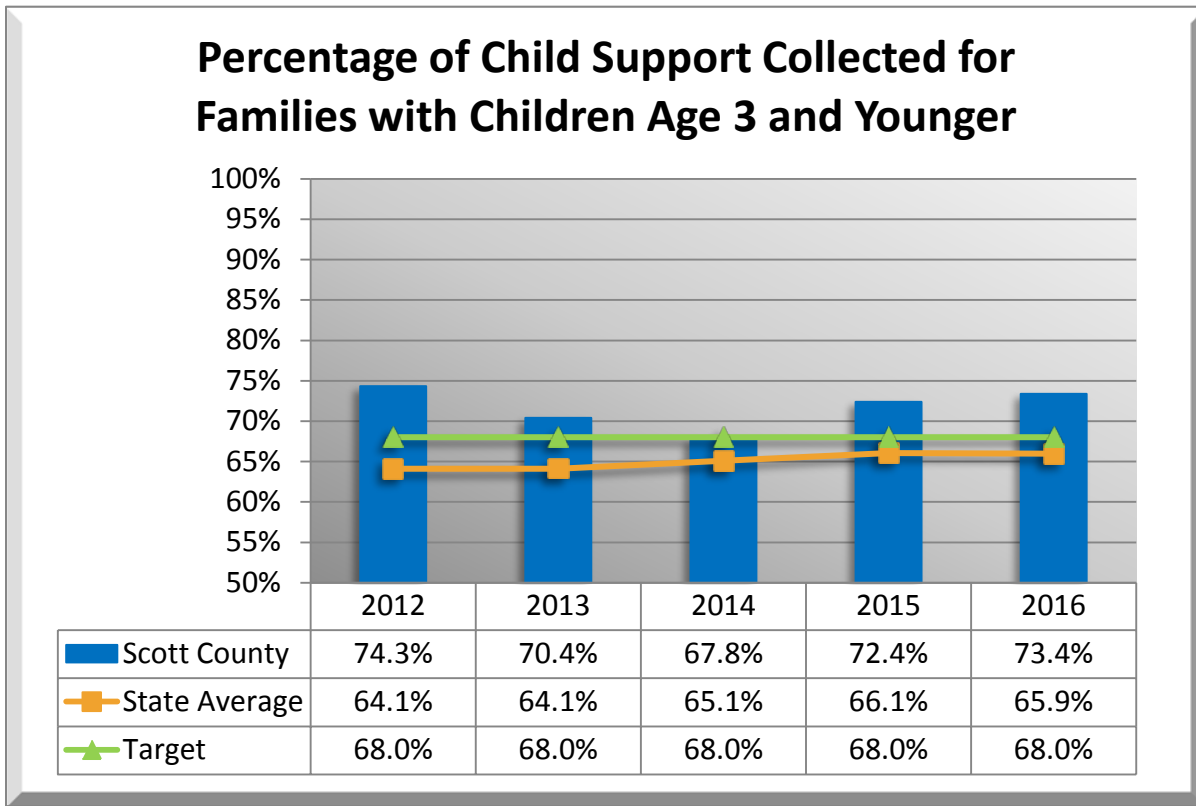


FIGURE 10 – CHILD SUPPORT FOR FAMILIES WITH CHILDREN AGE 3 AND YOUNGER



How are we doing?

The County rate of collections for this group of families has been stable averaging just over collection of 70 percent of the court-ordered child support. In consideration of the critical nature of early investment by absent parents, strategies are being evaluated that would further increase performance.



What influences this?

A first step in the establishment of a child support order is a determination of parentage. Completing this process includes a number of partners and requires scheduling court time. In addition to the delay in establishing paternity, young parents completing education or just starting careers are more likely to be in a low-earner category, making payment of child support more challenging.

CHILD SUPPORT FOR FAMILIES WITH CHILDREN AGE 3 AND YOUNGER



What is the County's role?

The County has been designated as the child support entity by the state, and operates under state and federal guidelines. The County must take action to establish a child support court order and collect support for all families receiving public income assistance. In addition, the County must assist any custodial parent who requests help in this area regardless of income.



PBB Cost	2017		2017
Total Cost	1,694,267	Total Revenue	1,447,794
Direct Cost	1,585,963	Levy	29,865
Personnel Cost	1,206,701	Fees	7,100
Non Personnel Cost	379,262	Grants	1,440,694
Admin Cost	108,304	Other Revenue	0
# of FTEs	14.50	Program #	164

Department of Human Services 2015 Cost Report Data: Child Support Dollars Distributed to Families Annually



To help children reach their full potential it is important for families raising children in single family households to receive the court ordered child support owed to them. Children who grow up with the emotional and financial support of both parents tend to get better grades in school, have fewer behavioral problems throughout their childhood and become more productive adults. The County's performance in the percent of current child support distributed to families has been steadily increasing and is currently over the federal target of 80%.

FIGURE 11 - CHILD SUPPORT DOLLARS DISTRIBUTED ANNUALLY

Economic Assistance - Employment

SELF SUPPORT INDEX

Along with receiving temporary financial support adults are provided with training and other assistance to increase their potential to become financially self-sufficient. The following measure indicates success in transitioning people into employment and off public assistance.

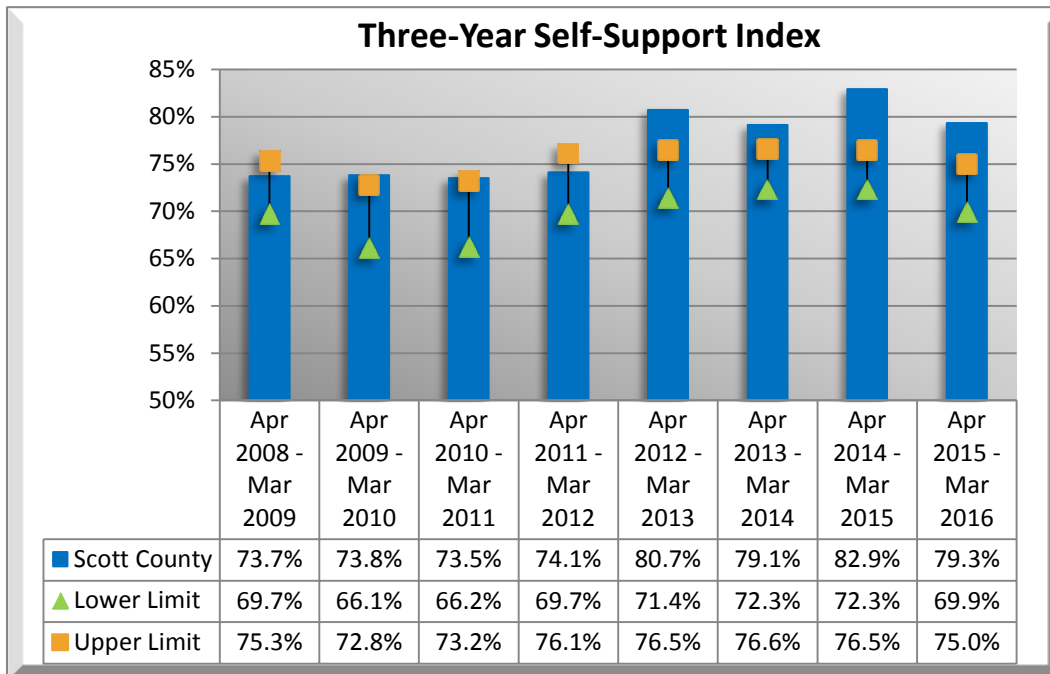


FIGURE 12 - ECONOMIC ASSISTANCE SELF SUPPORT INDEX



How are we doing?

Performance ranges (upper and lower limits) are set specific for each county, and account for demographic and economic conditions beyond the county's control. Scott County's performance has been within or above the expected performance range for the last eight reporting years. In addition, the County has exceeded expectations the last four years.



What influences this?

A number of factors impact this program. Beyond training, an individual's ability to achieve and maintain employment is strongly influenced by the job market, affordable housing, transportation, and child care.

SELF SUPPORT INDEX



What is the County's role?

Work participation is a requirement for work eligible recipients of public assistance. The County, through employees and contracts, provides training and job seeking assistance. Follow up services are offered and available as needed.



PBB Cost	2017		2017
Total Cost	598,970	Total Revenue	444,402
Direct Cost	560,681	Levy	77,990
Personnel Cost	511,208	Fees	0
Non Personnel Cost	49,473	Grants	444,402
Admin Cost	38,289	Other Revenue	0
# of FTEs	5.50	Program #	169

“Happiness belongs to the self-sufficient.”
-Aristotle

Economic Assistance – Income Support

APPLICATIONS PROCESSED IN A TIMELY MANNER

This measure demonstrates the County’s ability to determine eligibility for benefits for residents who need basic income and/or food support within 30 days of application. The chart also shows a comparison to the statewide average.

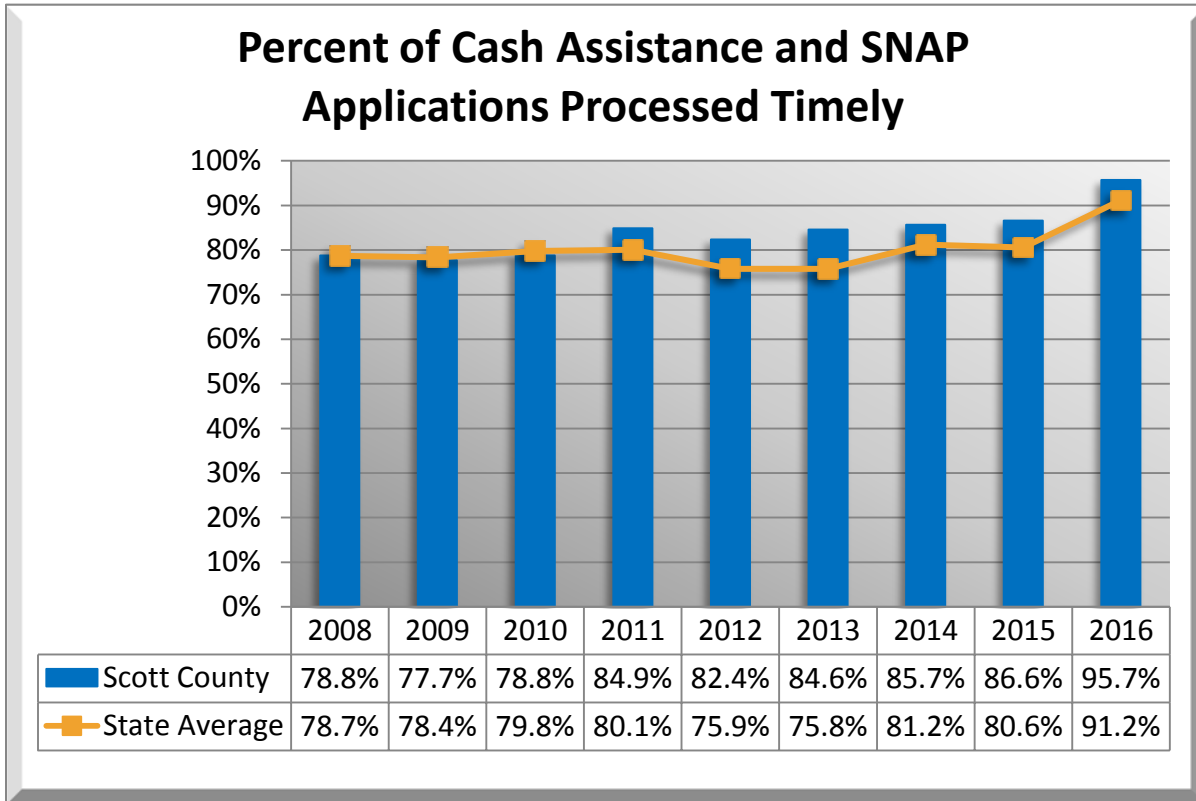


FIGURE 13 - ECONOMIC ASSISTANCE APPLICATIONS PROCESSED IN A TIMELY MANNER



How are we doing?

County performance is trending up, and is consistently at or above the statewide average. Currently, more than 80 percent of applicants have their eligibility determined within 30 days.



What influences this?

Primary factors influencing County performance are staff capacity and application accuracy. Simplification of the program eligibility requirements has streamlined the application process and assisted in improved performance. Economic factors influence the need level for the programs and impact the response times based on volume.

APPLICATIONS PROCESSED IN A TIMELY MANNER



What is the County's role?

The financial assistance program determines eligibility and approves benefits for all mandated public assistance programs. The County administers the program, while benefits are issued by the state from state and federal funds.



PBB Cost	2017		2017
Total Cost	574,969	Total Revenue	137,662
Direct Cost	538,214	Levy	363,797
Personnel Cost	511,222	Fees	18,246
Non Personnel Cost	26,992	Grants	119,416
Admin Cost	36,755	Other Revenue	0
# of FTEs	6.15	Program #	167

Department of Human Services 2015 Cost Report Data

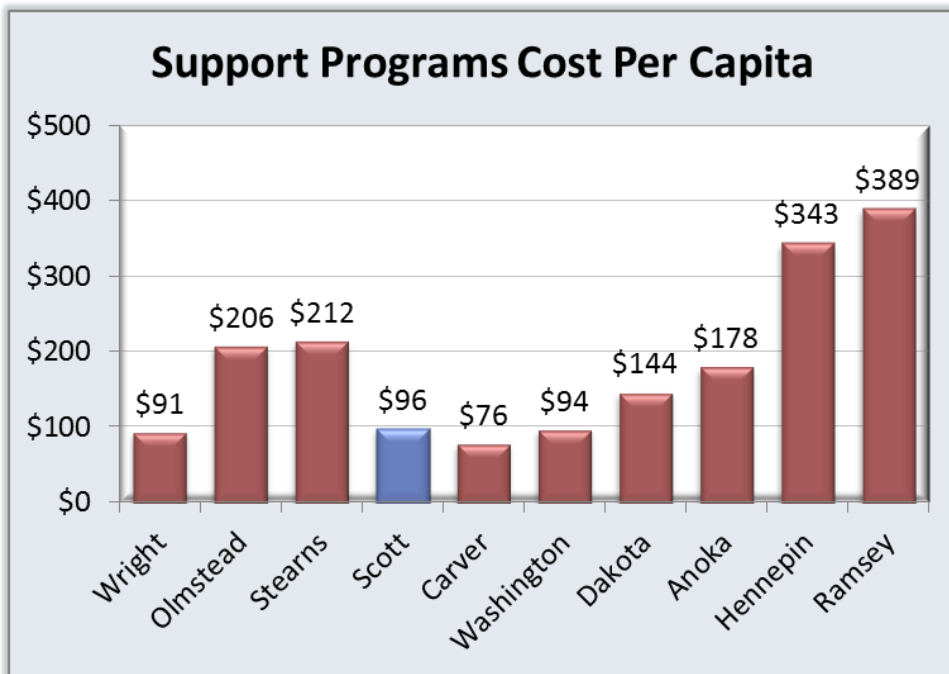


FIGURE 14 - SUPPORT PROGRAMS COST PER CAPITA

Support programs are state and federal programs that provide for basic income supports for individuals and families with limited resources. Counties pay a portion of the cost of administering the programs. Most benefits are state and federal funds.

Scott County portion of support program expenditures are \$9 per capita, below the state average of \$23 and among the lowest in the state.

County Sheriff – Emergency Dispatch

911 CALL RESPONSE TIME

In an emergency, a delay of seconds can lead to death. A national standard was established to identify maximum allowable wait times for 9-1-1 callers. It calls for ninety percent of 9-1-1 calls to be answered within ten seconds during the peak hour of the day and ninety-five percent of 9-1-1 calls answered within twenty seconds of that hour.

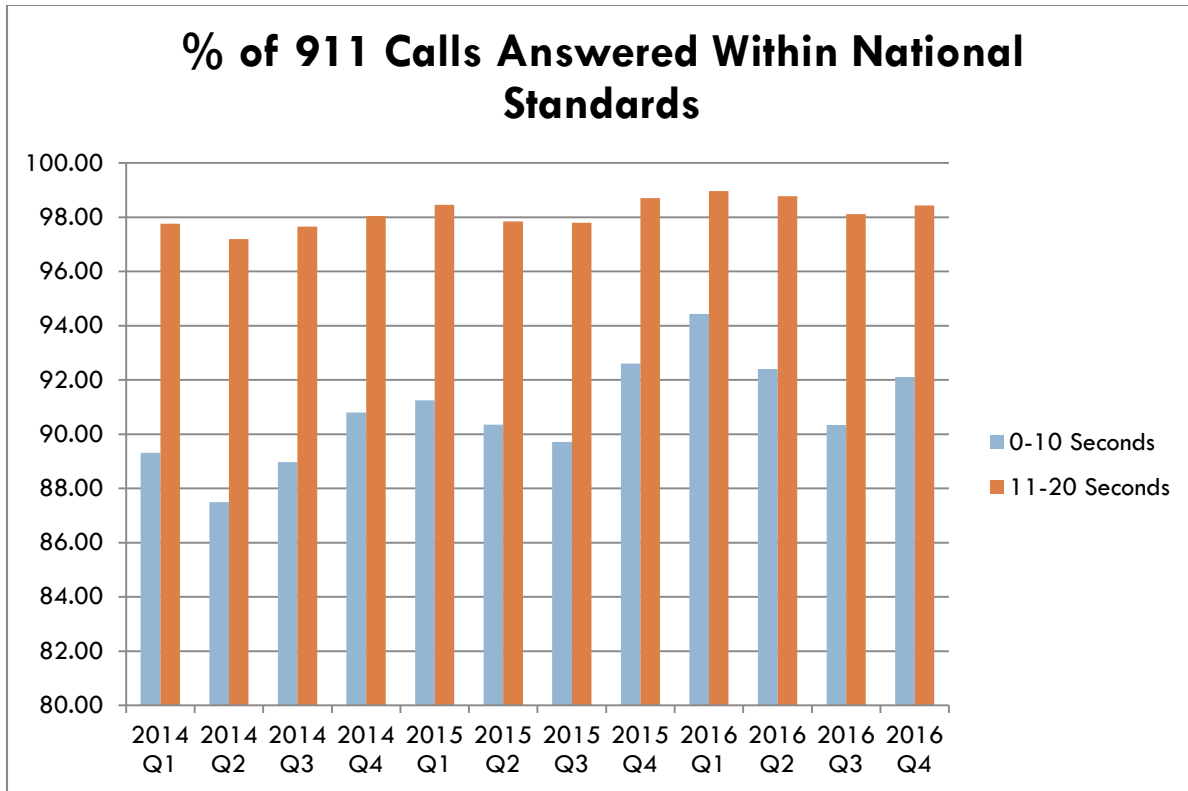


FIGURE 15 - 911 CALL RESPONSE TIME

How are we doing?



This is a relatively new format for tracking this measure. Current data does not distinguish between call response times between peak and non-peak hours so comparison to national standards is not currently available.

What influences this?



Staff capacity is a significant factor in response times. Capacity is influenced by scheduling as well as technology. Other factors impacting capacity is staff turnover, vacancy rates and training time.

911 CALL RESPONSE TIME



What is the County's role?

Scott County's 911 Center receives and dispatches emergency calls, non-emergency calls for all police, fire, and EMS services within the boundaries of the County.



PBB Cost	2017		2017
Total Cost	542,035	Total Revenue	(27,084)
Direct Cost	517,374	Levy	519,797
Personnel Cost	458,000	Fees	0
Non Personnel Cost	59,374	Grants	128,016
Admin Cost	24,661	Other Revenue	(155,100)
# of FTEs	5.15	Program #	226



County Sheriff - Operations

PATROL RESPONSE TIME

The Scott County Sheriff's Office responds to emergency and non-emergency calls for service for all of Scott County and we are the primary responders for these calls for service in Scott County's eleven townships. In an emergency, we are typically the first on scene to provide emergency care for an injured or sick citizen and also to provide safety and protection from those involved in a violent or physical incident.

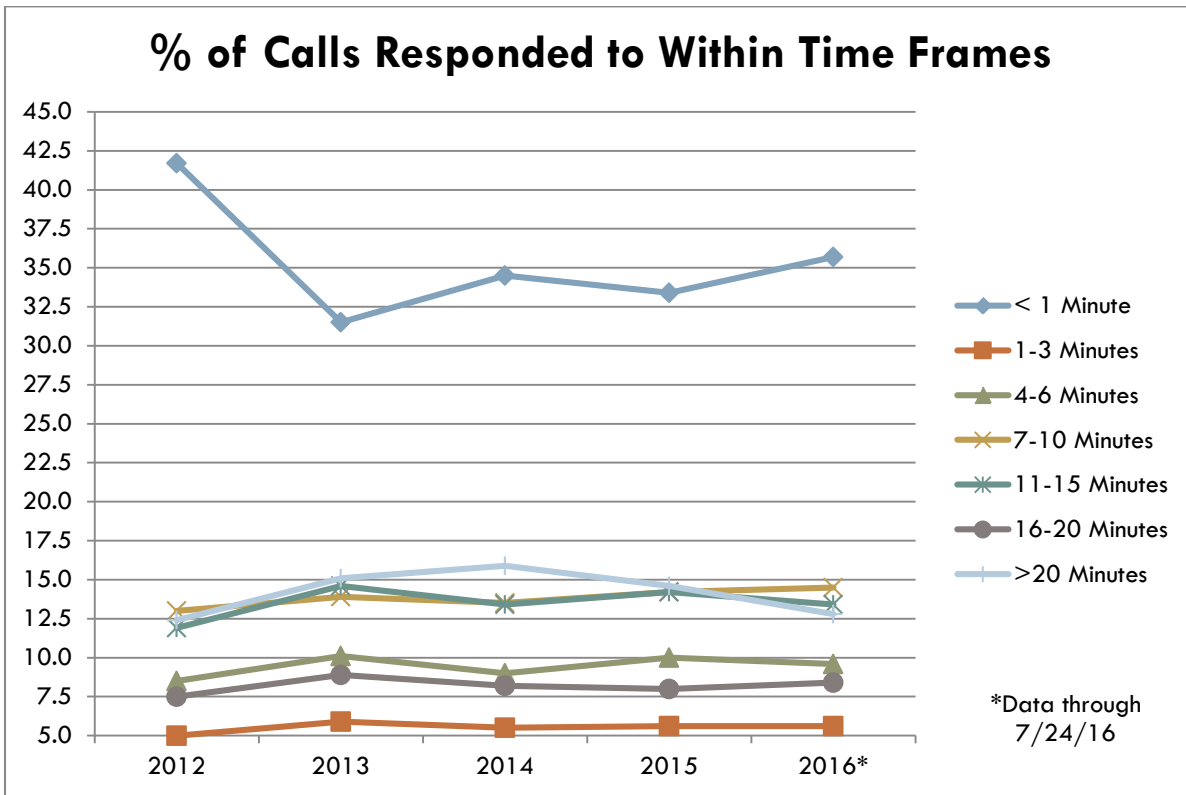


FIGURE 16 - PATROL RESPONSE TIME

How are we doing?



Response rate compliance within time frames for those calls receiving a response in less than one minute decreased between 2012 and 2013. Since that time, the rate has stabilized with a trend toward increasing. All other response times have remained stable.

What influences this?



Staff capacity is a primary influencing factor. As a 24 hour service, scheduling is based on expected need. Variation from anticipated call volume can impact capacity. Other factors include type of call, location/travel distance, and time of day.

PAROL RESPONSE TIME



What is the County's role?

Sworn deputies perform duties involving the protection of life and property, prevention of crime, apprehension of criminals, and the general enforcement of laws and ordinances in the County on an assigned shift or on special assignments. The work normally consists of routine patrol, investigation, and traffic regulation which may be performed in squads or on foot. (Minn. Stat. § 387)



PBB Cost	2017		2017
Total Cost	1,993,923	Total Revenue	89,575
Direct Cost	1,415,836	Levy	748,174
Personnel Cost	1,248,411	Fees	10,500
Non Personnel Cost	167,425	Grants	4,000
Admin Cost	578,087	Other Revenue	75,075
# of FTEs	12.40	Program #	245



SAFE – COMMUNITY PROTECTION

WHEN SCOTT COUNTY SUPPORTS A SAFE COMMUNITY BY PROVIDING PROTECTION FROM THREATS TO SAFETY, THEN...

- Criminal behavior is addressed and prevented and laws enforced.
- Citizens can travel and move about safely.
- A safe environment is realized with clean soil, water, and air.
- We are prepared for and respond to emergencies.

The County supports a safe community by providing programs that reduce the threats to the general public through incidents, accidents, or the actions of others. Protection of the community is viewed by citizens as an important role of government.



Why is it important?

Adult and Juvenile Probation: Criminal behavior jeopardizes feelings of safety for citizens in their community. One of the challenges for counties is to respond to that behavior in ways that enhances community

safety. Offenders are placed on probation to county Community Corrections by court order as a result of a criminal charge. The court orders the offenders to complete specific conditions, and Community Corrections is required to monitor the offender's compliance.

Early age of onset of criminal behavior is one of the stronger predictors of future criminal behavior. Successful intervention with juveniles is critical to helping them avoid adult criminal behavior.

Immunization: Health of individuals in a community may have an impact on the physical health of all members of a region. Having a high vaccination rate is vital for the health of a population because it prevents disease from spreading. This is especially important for protecting those who cannot be vaccinated because of



a medical condition, are too young to be vaccinated, or who do not respond to immunization because of a weak immune system.

Environmental Health: These programs focus on protecting human health and the environment, ensuring proper management of sewage from homes not serviced by municipal utilities, ensuring proper management of solid and hazardous waste, the abatement of public health nuisances, and the preparation of environmental reviews for developments within the townships. Many of the activities are mandated by state laws and all have been adopted or established for the protection of our natural environment, thus ensuring the health and safety of our citizens.

Physical Development: System planning and the implementation of safety measures in addition to maintenance can significantly reduce accidents causing serious injury or death. According to the Federal Highway Administration, each year nearly a quarter of all weather-related vehicle crashes occur on snowy, slushy, or icy pavement.

Law Enforcement: People feel safe in their homes and community when they are confident laws will be enforced and they will get a timely response to their calls. The visible presence of officers enhances a sense of safety and well-being within the community.

A SAFETY NET

SCOTT COUNTY JUVENILE COURT WORKS WITH MANY DIFFERENT SERVICES TO MAINTAIN COMMUNITY SAFETY

Community Corrections - A Young Man's Success Story
By Keri Lorenz, Community Corrections Supervisor

A young man, "Ben" came into juvenile court for a detention hearing as the result of a domestic assault in which his brother was the victim. For months, "Ben" continued to struggle with chemical use, truancy, and behavior issues that were impeding his success.

It was discovered that "Ben," his brothers and his father were all grieving the loss of their mother/wife. As the probation officer and others worked with "Ben" and his family, it became apparent that "Ben" was dealing with a serious chemical dependency issue.

"Ben" made several attempts to work with community based resources and services, but failed each time due to continued use and behavior issues. Ultimately, "Ben" ended up in a residential chemical dependency treatment program. While in residential treatment, "Ben" maintained sobriety and began to deal with the grief issues surrounding the death of his mother.



"Ben" was able to talk with his father about the depth of his chemical use and dependency as well as attend school and get back on track academically. The family also began working with an intensive in-home therapist.

As professionals worked with "Ben" and his family, it became apparent that the father was struggling to provide the structure that "Ben" needed to maintain his sobriety.

Prior to "Ben's" transition home, he was able to make a plan with his treatment counselor, family therapist, probation officer, and father addressing gaps and barriers to his success and sobriety. The family continued their work with the in-home therapist; "Ben" transitioned back to school and continued to work with his probation officer.

Since "Ben's" return home, he has finished the school year, maintained his sobriety, and obtained employment. He continues to attend sober support meetings and meet with school staff. As a result of his continued success, he was recently successfully discharged from his probation.

Community Corrections - Adult and Juvenile Probation Supervision

OFFENDERS REMAINING FREE OF NEW CONVICTIONS

One of the main objectives of Community Corrections is to ensure public safety by reducing recidivism (re-offense) of offenders placed on supervision to the department. It is important to measure this outcome to determine the ongoing and lasting effects of our efforts once an offender has completed their supervision.

These measures show the percent of adult and juvenile felony offenders who were discharged from probation and were successful in remaining free of a new felony conviction within three years of discharge. It is a longer term measure that shows the success rate for the most serious offenders in the community.

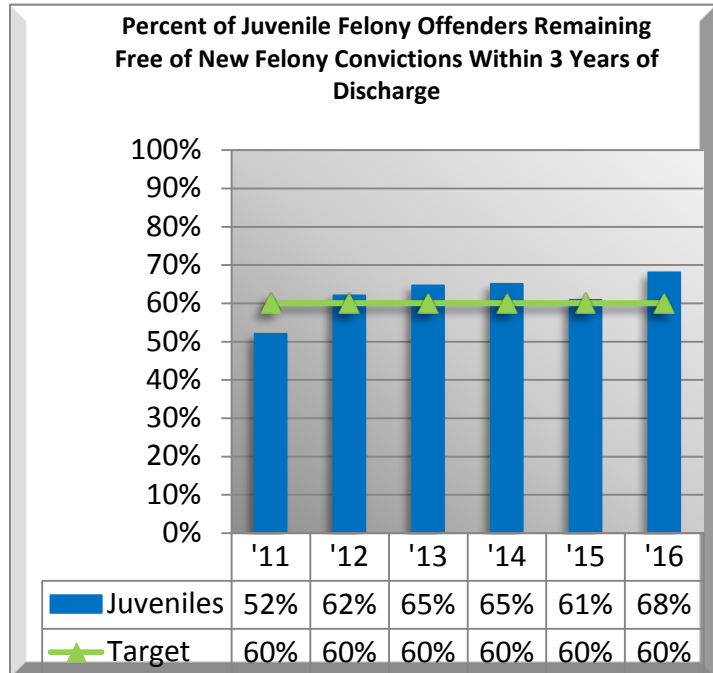
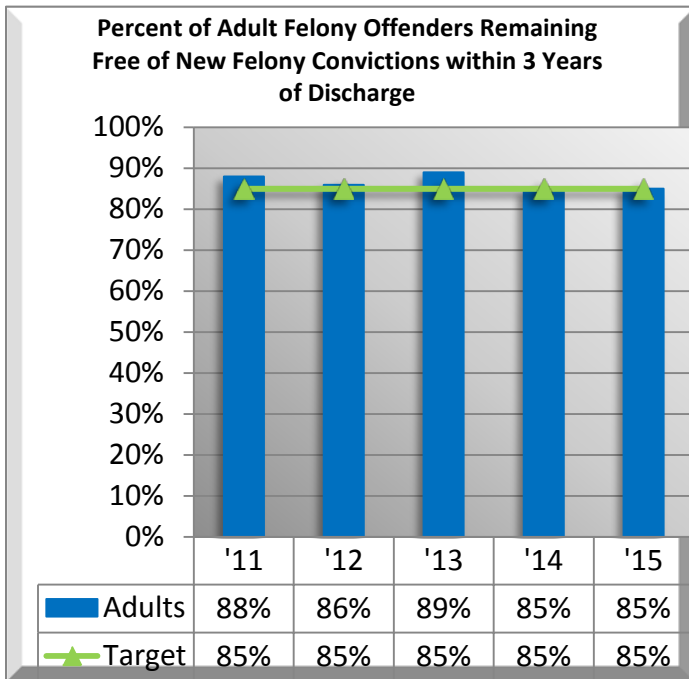


FIGURE 17 - OFFENDERS SUCCESSFULLY DISCHARGED FROM PROBATION

How are we doing?



The adult success rate has remained stable at or slightly above the state target of 85 percent. The juvenile rate is trending up, slightly above the target rate of 60 percent. This target will be adjusted up in recognition of the importance of early and successful intervention with juvenile offenders.

What influences this?



In addition to appropriate supervision and services, a significant influence for longer term success involves family and community support, employment, and housing.

OFFENDERS REMAINING FREE OF NEW CONVICTIONS



What is the County's role?

The County provides supervision to both juvenile and adult offenders who are placed on probation by the court. This includes assessment of risk, referral to services as well as monitoring conditions of probations imposed by the court.



Adult Supervision				Juvenile Supervision			
PBB Cost	2017		2017	PBB Cost	2017		2017
Total Cost	1,434,858	Total Revenue	530,154	Total Cost	1,382,870	Total Revenue	326,128
Direct Cost	1,417,193	Levy	869,374	Direct Cost	1,365,845	Levy	1,022,692
Personnel Cost	1,214,474	Fees	100,742	Personnel Cost	563,426	Fees	89,792
Non Personnel Cost	202,719	Grants	429,412	Non Personnel Cost	802,419	Grants	227,336
Admin Cost	17,665	Other Revenue	0	Admin Cost	17,025	Other Revenue	9,000
# of FTEs	12.52	Program #	159	# of FTEs	5.93	Program #	157

Level of Service/Case Management Inventory (LS/CMI) for Adults

Youth Level of Service Inventory (YLSI) for Juveniles

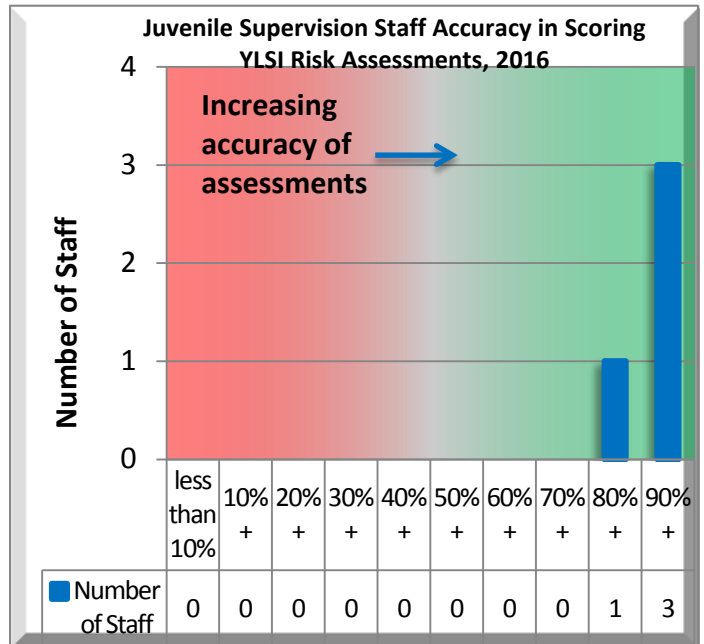
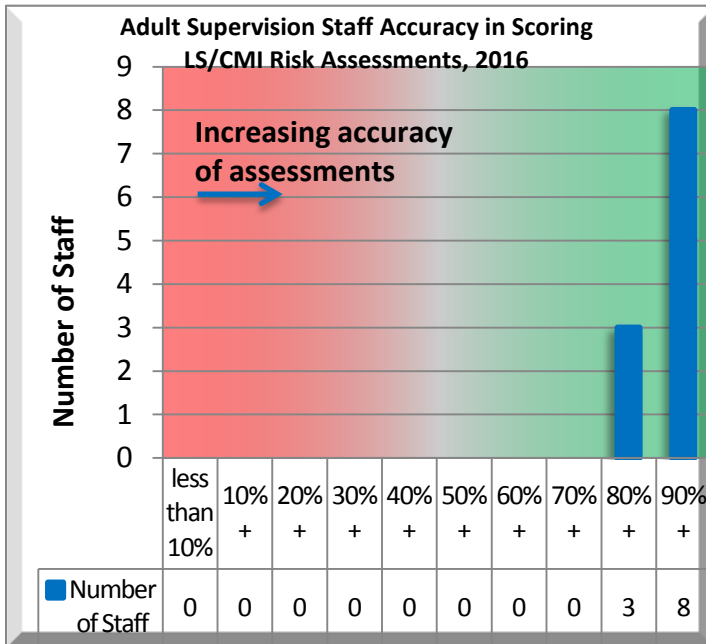


FIGURE 18 - SUPERVISION STAFF ACCURACY OF ASSESSMENTS

Research has shown that we should target our resources and interventions on those offenders with a higher probability of recidivism, and provide more intensive services to higher-risk offenders. Risk assessments help determine the offender's risk to re-offend and where to best target services.

Community Corrections - Adult and Juvenile Probation Supervision

OFFENDERS SUCCESSFULLY DISCHARGED FROM PROBATION – ADULT AND JUVENILE

Offenders who are placed on probation and successfully complete court-ordered conditions (such as paying back restitution, completing treatment, and remaining law-abiding) are taking responsibility for their actions and demonstrating a change in their behavior. Offenders who remain law-abiding during supervision and reduce their risk factors are less likely to commit new offenses in the future, thus making the community safer.

This measure tells us what percentage of offenders who are placed on probation has their cases successfully discharged from probation. Those adult offenders who are not successful on probation are committed to prison or serve the remainder of their sentence in jail.

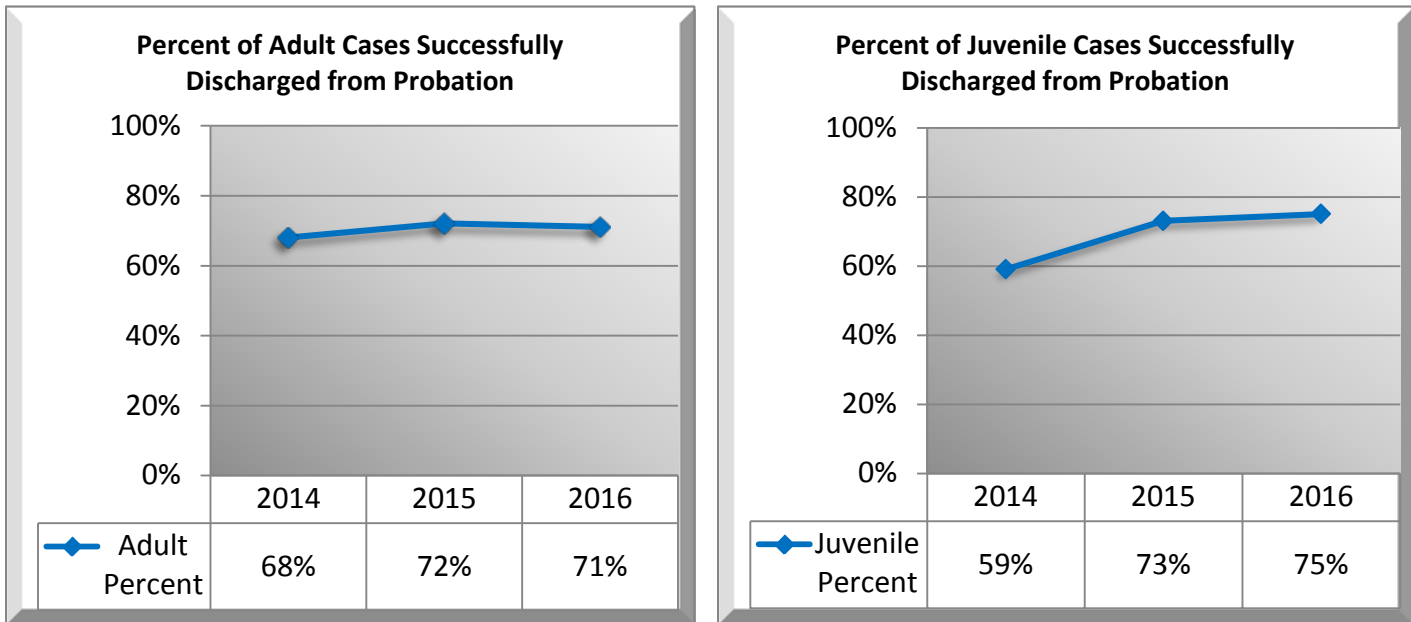


FIGURE 19 - OFFENDERS REMAINING FREE OF NEW CONVICTIONS

How are we doing?



This is a new measure for the County with data for only three years. For that period, performance has been consistent for adults and shows a slight upward trend for juveniles. Over the next year the County will develop a baseline and target.

What influences this?



An important impact to success is having an appropriate risk assessment leading to implementing the right services and supervision level.

OFFENDERS SUCCESSFULLY DISCHARGED FROM PROBATION – ADULT AND JUVENILE



What is the County's role?

Community Corrections provides a variety of correctional services for adult offenders court ordered to pretrial conditional release, probation, and supervised release. Correctional supervision ranges from one-on-one supervision to administrative monitoring of adult offenders. Pre-trial services include bail studies, pre-sentence investigations, restitution studies, risk-needs assessments, and sentencing guidelines worksheets.



PBB Cost	2017		2017
Total Cost	348,243	Total Revenue	459,481
Direct Cost	343,956	Levy	(119,812)
Personnel Cost	330,489	Fees	232,145
Non Personnel Cost	13,467	Grants	227,336
Admin Cost	4,287	Other Revenue	0
# of FTEs	3.94	Program #	158



Public Health - Immunization

CHILDREN IMMUNIZED

Children are especially susceptible to a number of childhood diseases that spread easily in communal environments such as school and day care. Serious communicable diseases can be prevented with proper immunizations, particularly of children prior to beginning school. This chart tracks the percent of children fully vaccinated prior to entering kindergarten over a five-year time period for selected required vaccines.

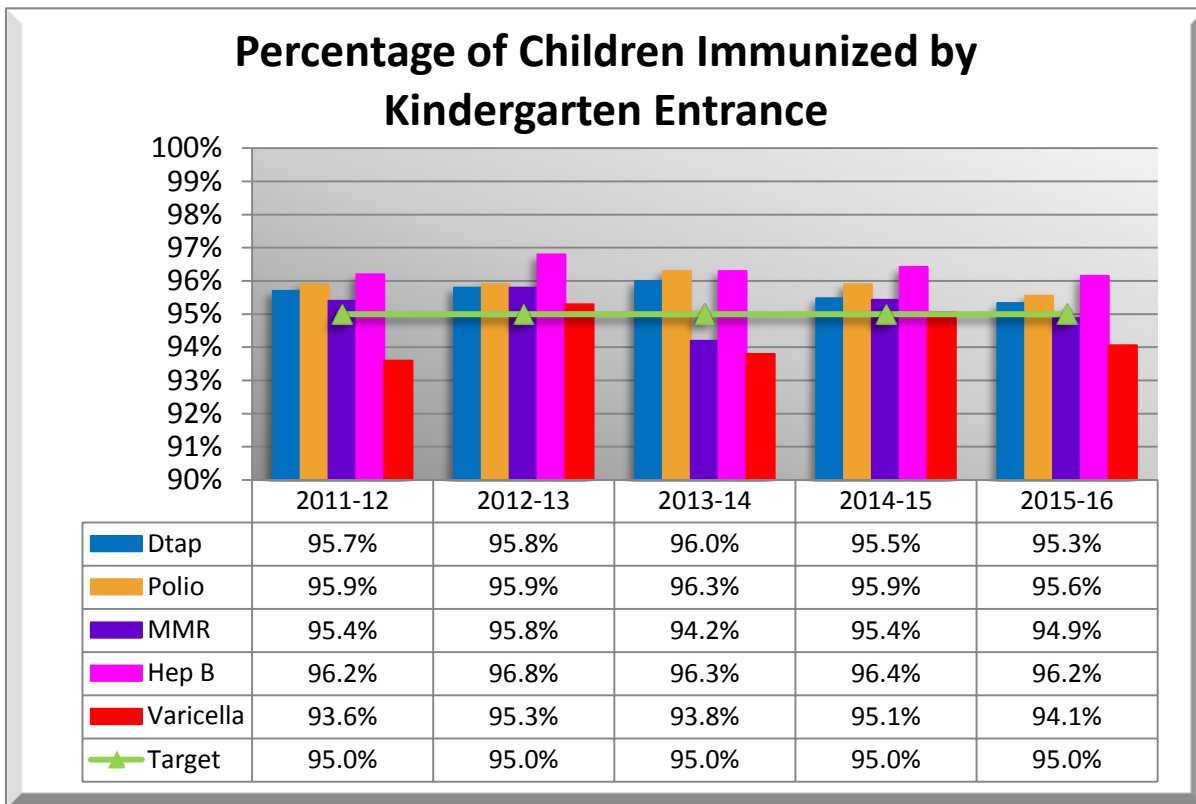


FIGURE 20 - CHILDREN IMMUNIZED



How are we doing?

For the past five school years, the combined immunization rate has been at or above the national target (though falling below for one or two vaccines).



What influences this?

A high vaccination rate is encouraged by an active campaign by health care providers and school personnel. Fear of side effects potentially caused by vaccines has required additional outreach and educational efforts.

CHILDREN IMMUNIZED



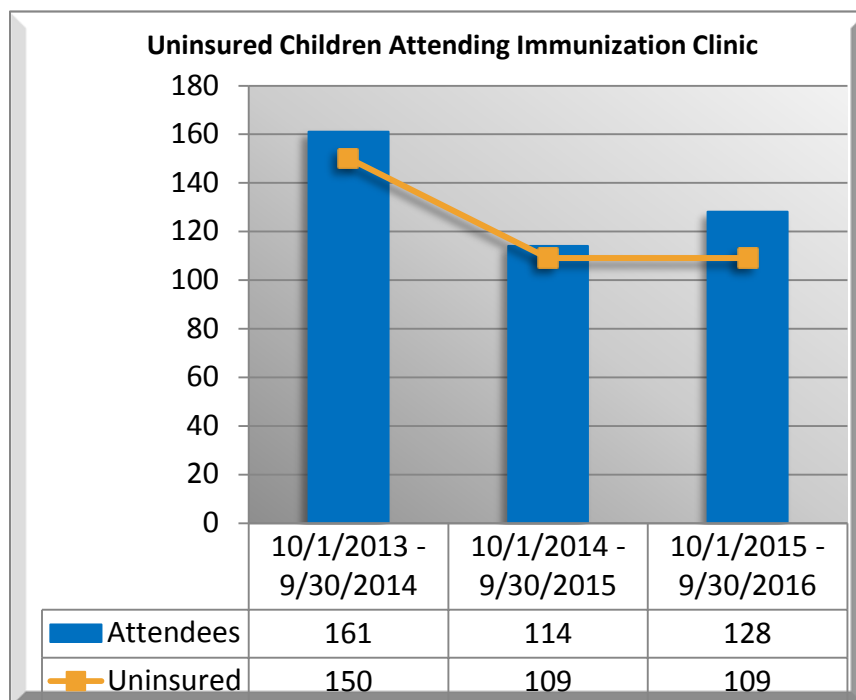
What is the County's role?

Public Health has an active role in educating the public on the importance of immunization for individual health and community safety. Staff also provide immunization clinics to residents who don't have other access to health care.



PBB Cost	2017		2017
Total Cost	296,874	Total Revenue	49,643
Direct Cost	282,788	Levy	219,059
Personnel Cost	243,103	Fees	0
Non Personnel Cost	39,685	Grants	49,643
Admin Cost	14,086	Other Revenue	0
# of FTEs	2.20	Program #	207

Additional Data



Local Public Health is considered the safety net provider of health care in the community with outreach for those who lack health insurance. High vaccination rates prevent the spread of disease. When most people in a community are immunized there is less opportunity for disease to take hold and spread among residents.

FIGURE 21 - UNINSURED CHILDREN ATTENDING IMMUNIZATION CLINIC

Environmental Health – Solid Waste

RECYCLING RATES

Recycling reduces pollution, land fill growth, inhibits greenhouse gas generation, and improves both Minnesota’s environment and economy. This measure estimates the percentage of solid waste by weight that is recycled. It is not an indicator of the percent of households that participate in recycling.

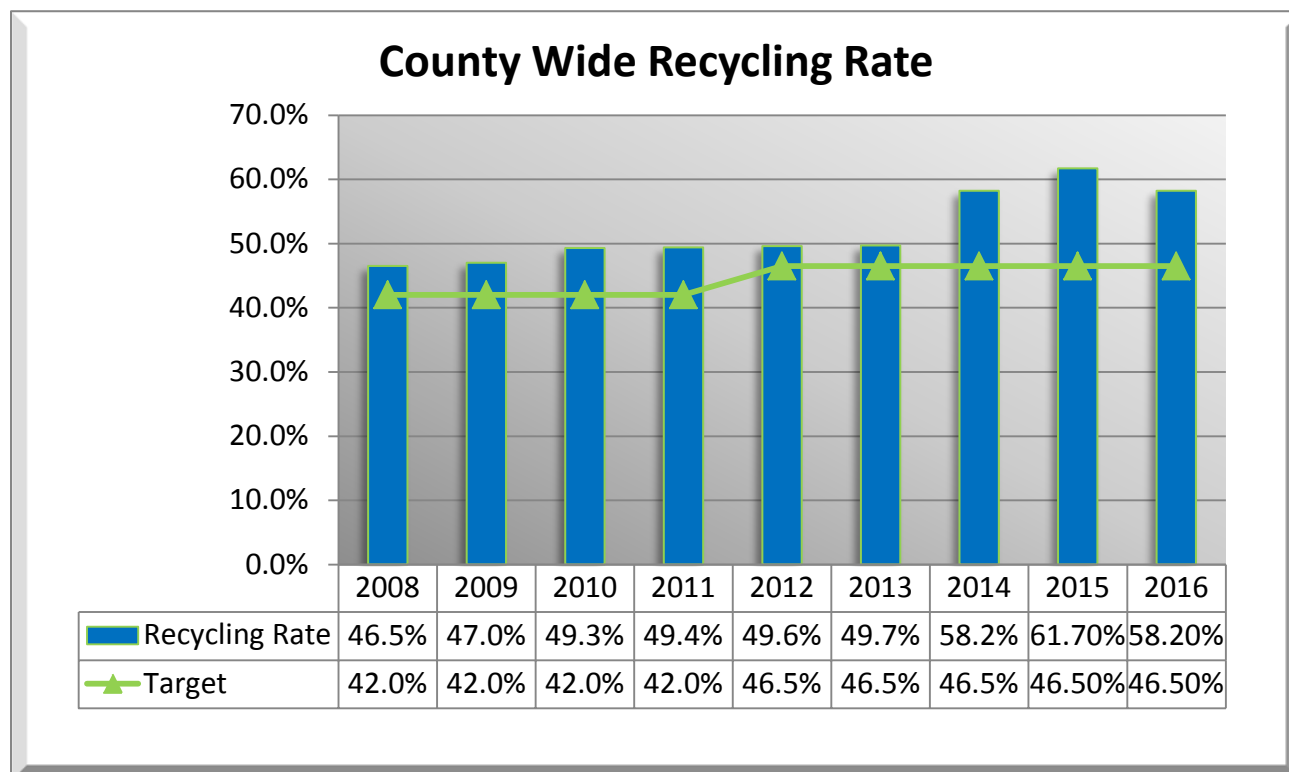


FIGURE 22 - RECYCLING RATES



How are we doing?

County businesses and residents have consistently met the State’s target recycling rate and are increasing the amount of waste recycled compared to total waste.



What influences this?

A major influence in the recycling rate is the public interest in participation. Convenience and ease of recycling are also important factors. Recognition by the public of the environmental importance is a major factor.

RECYCLING RATES



What is the County's role?

The County is responsible for the management of solid waste, and has taken an active role in encouraging residents to recycle. Scott County also operates a Household Hazardous Waste Facility for the benefit of residents which results in higher recycling rates for problem materials and better management of hazardous products and chemicals.



PBB Cost	2017		2017
Total Cost	433,020	Total Revenue	3,000
Direct Cost	348,129	Levy	260,238
Personnel Cost	107,422	Fees	0
Non Personnel Cost	240,707	Grants	395,500
Admin Cost	84,891	Other Revenue	(392,500)
# of FTEs	1.08	Program #	64



Environmental Health – Septic System

SEPTIC SYSTEM COMPLIANCE

A failing septic system which discharges sewage waste onto the ground surface, into a surface water, or where it can contaminate groundwater can pose a serious public health threat. This measure tells how many septic systems of those evaluated annually are in compliance with State criteria.

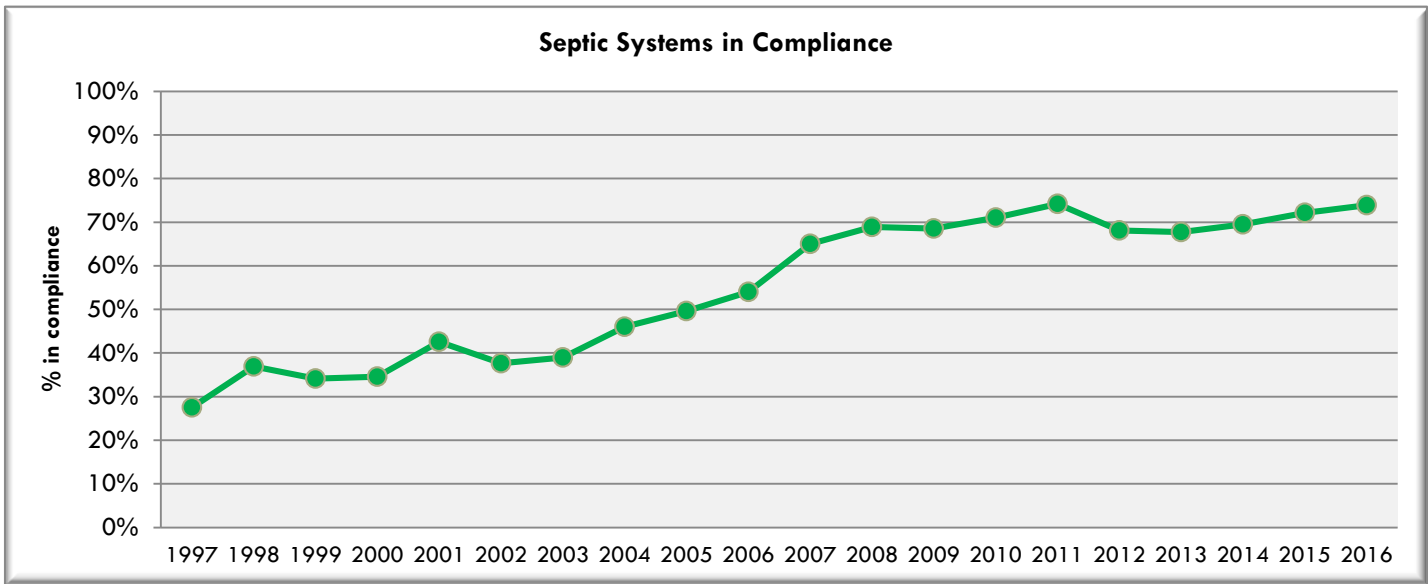


FIGURE 23 - SEPTIC SYSTEM COMPLIANCE



How are we doing?

Over the past 20 years, the septic system compliance rate has increased from under 30 percent to over 70 percent and in 2016 equaled the high rate of 74 percent. This indicates that systems are being maintained, are lasting longer and over time are collectively a lower public health risk.



What influences this?

Factors influencing compliance with state criteria include properly designed, installed, and operated septic systems. Replacement of aging septic systems has had a major role in improving the system countywide.

SEPTIC SYSTEM COMPLIANCE



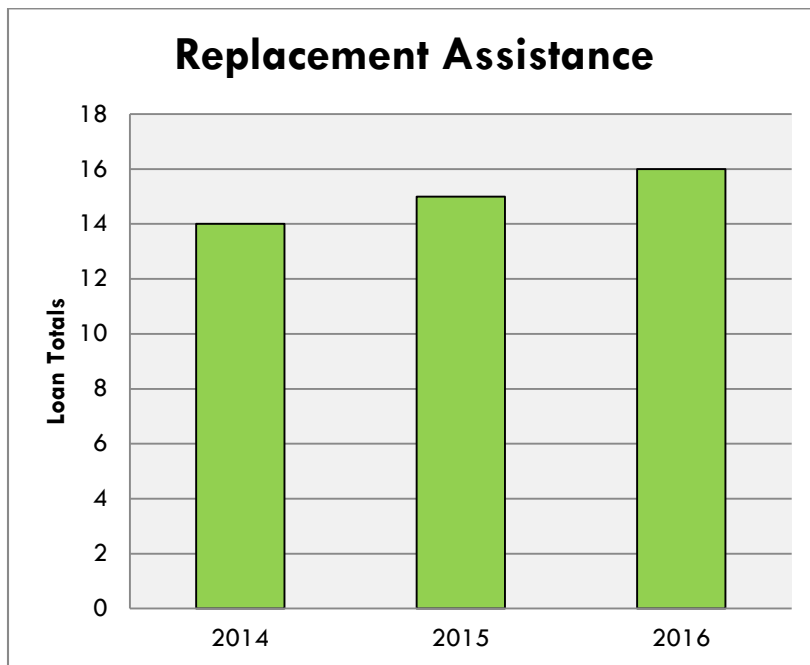
What is the County's role?

The County is responsible for ensuring proper management of sewage from homes not serviced by a municipal system. This includes both oversight of inspections, reminders to homeowners to maintain systems, and sponsoring a program that assists replacement of failing systems.



PBB Cost	2017		2017
Total Cost	340,633	Total Revenue	177,600
Direct Cost	273,854	Levy	29,475
Personnel Cost	257,333	Fees	154,000
Non Personnel Cost	16,521	Grants	23,600
Admin Cost	66,779	Other Revenue	0
# of FTEs	2.79	Program #	68

Additional Data



A number of systems in the county are older and were either built when there were no standards or under less protective standards. This program, started in 2014, provides loans to residents to help finance the replacement of non-compliant systems. This measure provides a tally of the number of residents who have taken advantage of the loan program.

FIGURE 24 - REPLACEMENT ASSISTANCE

Transportation Services – Highway System Safety

SYSTEM VEHICLE CRASHES

Vehicle crash rate is a common measure to indicate the relative overall safety on the transportation system. It demonstrates the number of crashes that occur per million miles traveled and compares the county rate to both the metro and statewide rates. Crash severity rate is another useful measure that uses a weighted value of crash injury severity. Comparison of values can be further evaluated to consider type of roadway and number of lanes, posted speed, rural and urban settings, intersection type, and crash location. These are important measures to determine design and mitigation strategies to improve safety along our roadways.

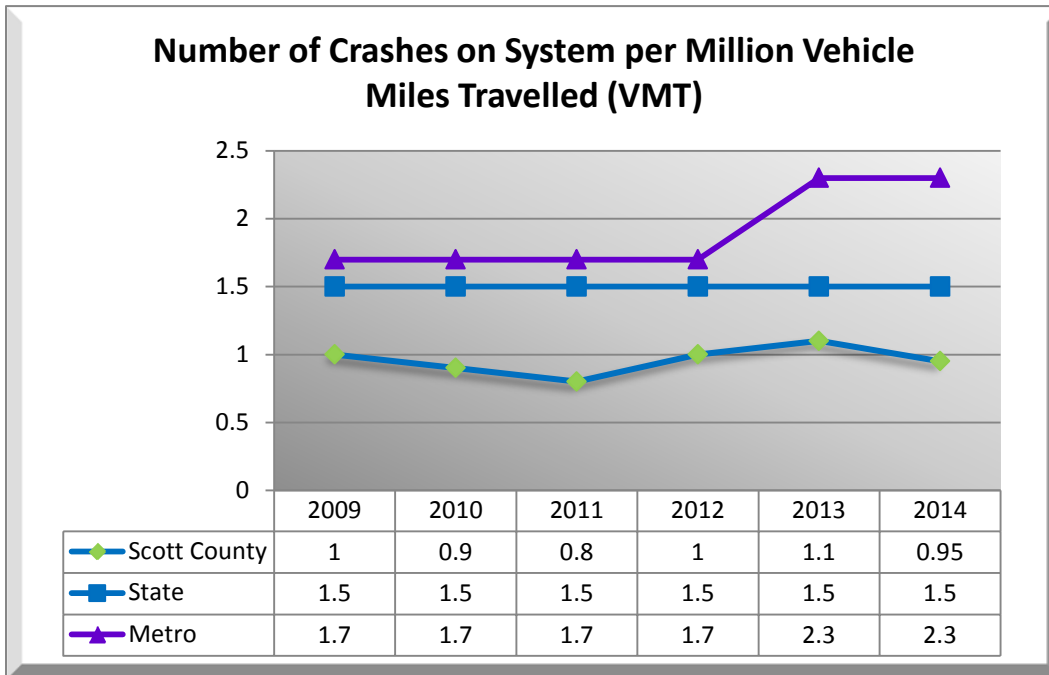


FIGURE 25 - SYSTEM VEHICLE CRASHES

How are we doing?



The rate of crashes in Scott County is stable and significantly lower than either the metro area or the state average.

What influences this?



A number of factors influence the crash rate, including speed, distracted driving, and impaired driving. Factors the County impacts directly are design and road conditions.

SYSTEM VEHICLE CRASHES



What is the County's role?

Counties are responsible for developing, maintaining, and improving the County Highway system. This includes long term planning, construction, assessment, and operations to ensure safe and efficient traffic flow. The county identifies target corridors that are not performing well and through development/capital projects improves underperforming corridors.



PBB Cost	2017		2017
Total Cost	816,464	Total Revenue	0
Direct Cost	769,081	Levy	721,697
Personnel Cost	753,881	Fees	0
Non Personnel Cost	15,200	Grants	0
Admin Cost	47,383	Other Revenue	0
# of FTEs	7.09	Program #	92

Crash rates (CR) and severity rates (SR) are standard measures that provide an indication of the relative safety of a highway segment or intersection. The county uses this data to plan how to address those areas with the highest crash rates and improve the safety of the county highway system. Measuring before and after crash and severity rates provides valuable information about the cost effectiveness of investments and assist planning future system needs.

Additional Data

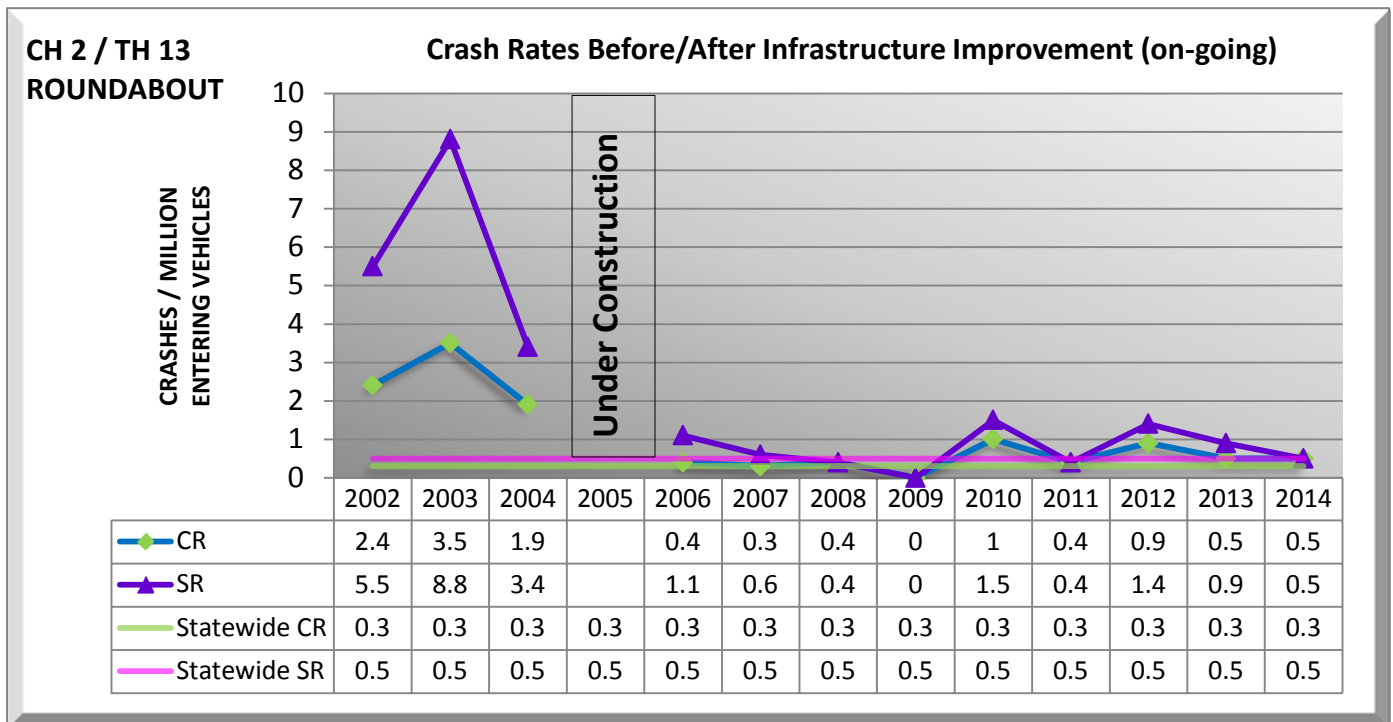


FIGURE 26 - CRASH RATES BEFORE/AFTER INFRASTRUCTURE IMPROVEMENT

Resident Survey – Snow Plowing

SNOW AND ICE REMOVAL

Residents expect to have roads cleared in the winter in a timely manner. Snow removal is critical to maintaining a safe roadway system. This measure indicates how well the county is meeting resident expectations of safe roads in winter based on survey results.

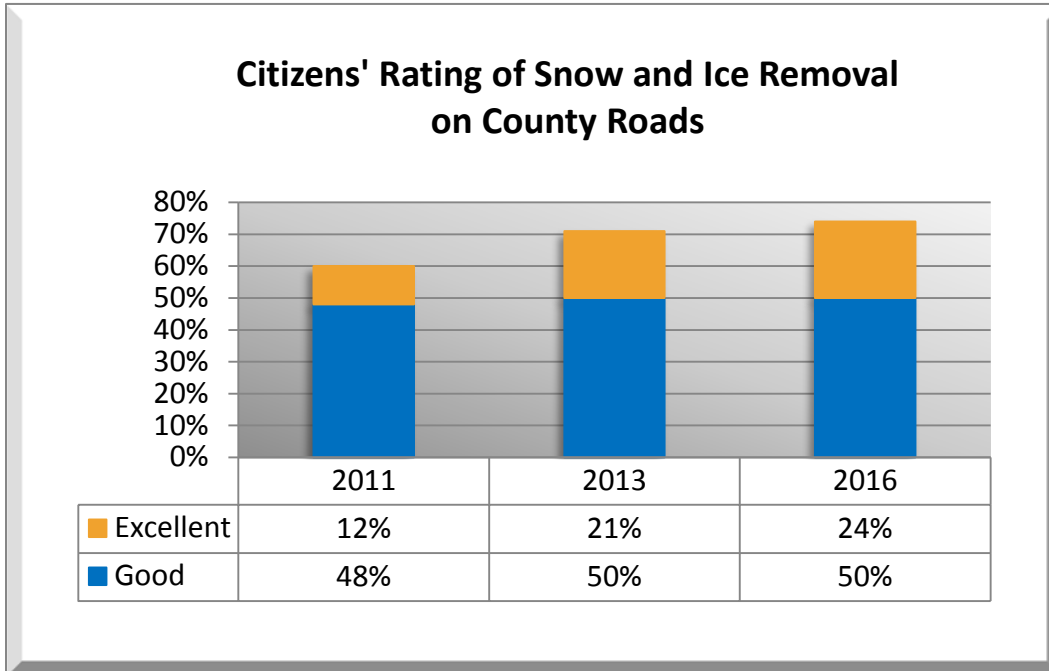


FIGURE 27 - SNOW & ICE REMOVAL



How are we doing?

Over the past three survey periods, the input by citizens has County performance rated as “good” or “excellent” ranging from 60 percent in 2011 to 74 percent in 2016, a steady improvement in meeting resident expectations and increasing winter travel safety.



What influences this?

Some factors impacting performance include timing and duration of snow events, scheduling of staff, equipment capacity, as well as. Additionally, it is important to have adequate supplies of chemicals needed to treat roads.

SNOW AND ICE REMOVAL



What is the County's role?

The county is responsible for the maintaining all county roads in good winter driving conditions. This includes pre-treating roads before snow events with chemical applications, plowing during and after snow events, cleaning bridges, and removing snow buildup along roadways to improve sight lines and intersection corners.



PBB Cost	2017		2017
Total Cost	1,697,202	Total Revenue	1,801,356
Direct Cost	1,690,263	Levy	(118,031)
Personnel Cost	518,066	Fees	179,756
Non Personnel Cost	1,172,197	Grants	1,576,000
Admin Cost	6,938	Other Revenue	45,600
# of FTEs	5.81	Program #	54



County Sheriff – Non Emergency Dispatch

ADMINISTRATIVE LAW ENFORCEMENT RESPONSE

Non-emergency (administrative) calls are received and public safety services dispatched. In many cases emergency calls are made to the non-emergency lines. During busy periods 9-1-1 calls roll over to non-emergency lines when all 9-1-1 lines are in use. Due to the volume of emergency calls received on non-emergency lines it is vital to maintain a consistent call handling standard.

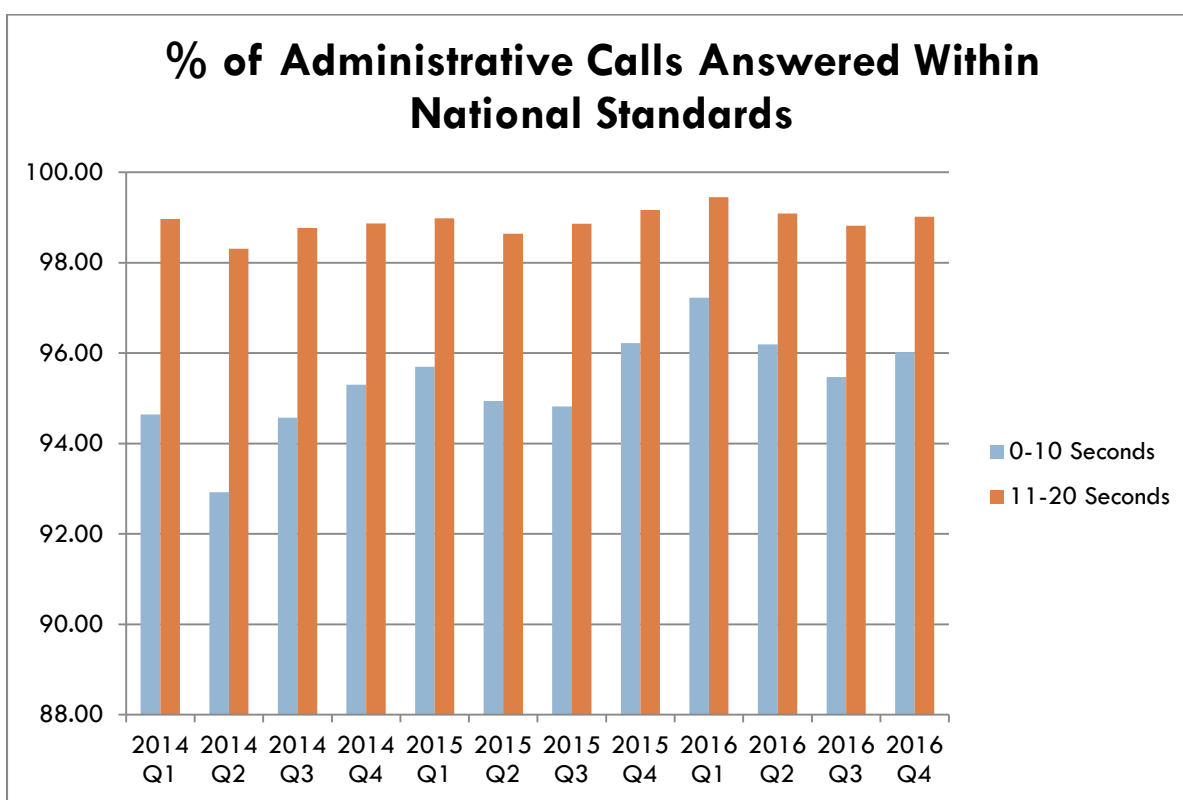


FIGURE 28 - ADMINISTRATIVE LAW ENFORCEMENT RESPONSE



How are we doing?

This is a relatively new measure still being tracked quarterly. The data currently compares service averaged across all hours instead of during peak hour as recommended by standard. Currently over 98 percent of calls are answered within 20 seconds and over 92 percent within 10 seconds.



What influences this?

Staff capacity is a significant factor in response times. Capacity is influenced by scheduling as well as technology. Other factors impacting capacity is staff turnover, vacancy rates and training time.

ADMINISTRATIVE LAW ENFORCEMENT RESPONSE

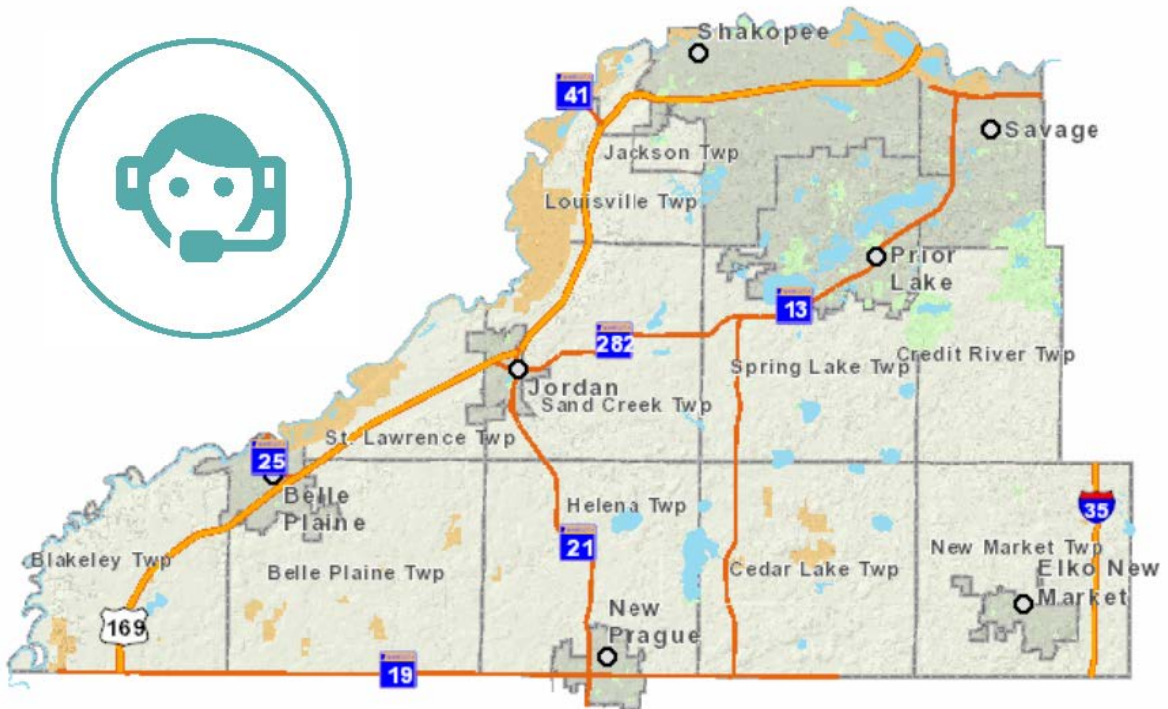


What is the County's role?

Scott County's 9-1-1 Center receives and dispatches all emergency calls within the boundaries of the county. Non emergency calls for public services are received by the county and directed appropriately.



PBB Cost	2017		2017
Total Cost	1,585,807	Total Revenue	(37,259)
Direct Cost	1,513,657	Levy	1,478,766
Personnel Cost	1,360,633	Fees	0
Non Personnel Cost	153,024	Grants	117,840
Admin Cost	72,150	Other Revenue	(155,099)
# of FTEs	15.35	Program #	227



County Sheriff – Traffic Enforcement

FATAL & SERIOUS-INJURY CRASH FACTORS

Knowledge of the contributing factors or “causes” of serious injury and fatal motor vehicle accidents will assist in planning future educational and enforcement activities on the roadways of Scott County’s eleven townships.

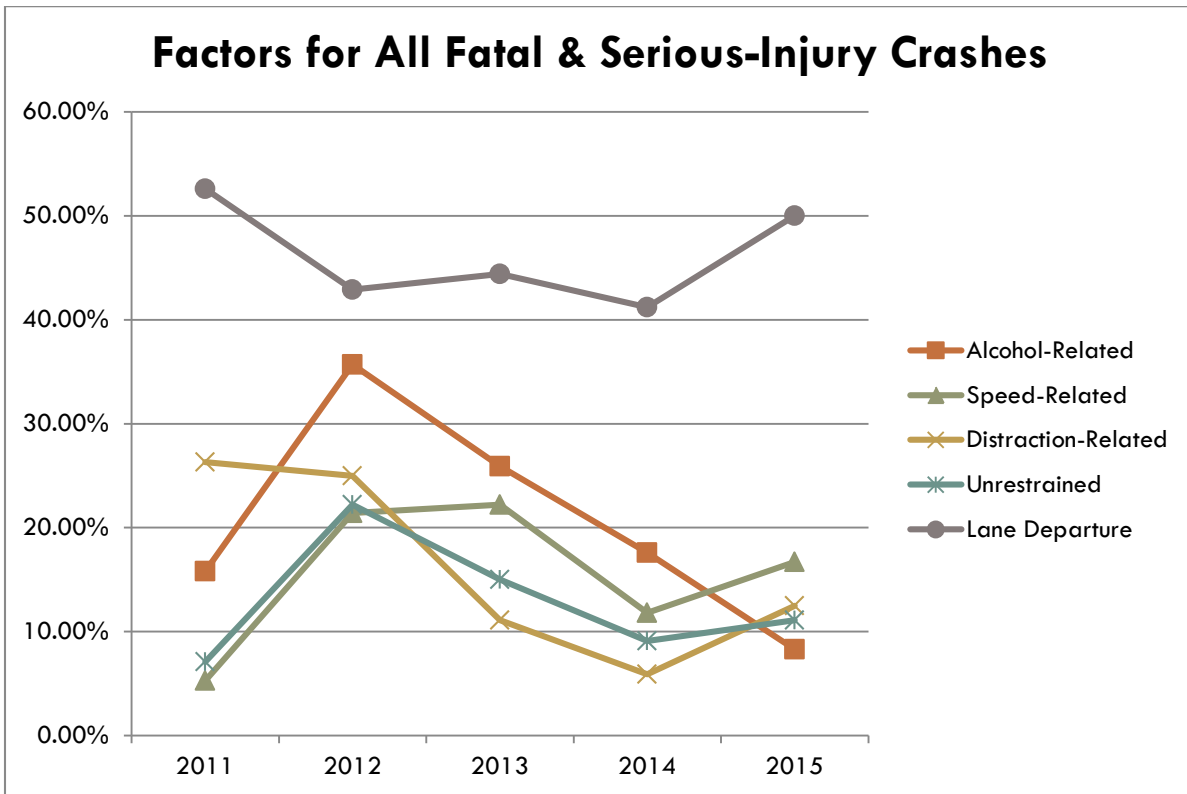


FIGURE 29 – FACTORS FOR FATAL & SERIOUS-INJURY CRASHES



How are we doing?

From the high point in 2012 the county has seen a decrease in all factors except “Lane Departure” decreasing from 2011 and increasing in 2015. 50 percent of all crashes with fatal or serious injuries involved lane departures.



What influences this?

Inappropriate speed for the road, use of restraints, distracted driving, and impaired driving all have an impact on crashes and injuries. The choice of enforcement, training, or other interventions is important in successfully impacting the rate and severity.

FATAL & SERIOUS-INJURY CRASH FACTORS



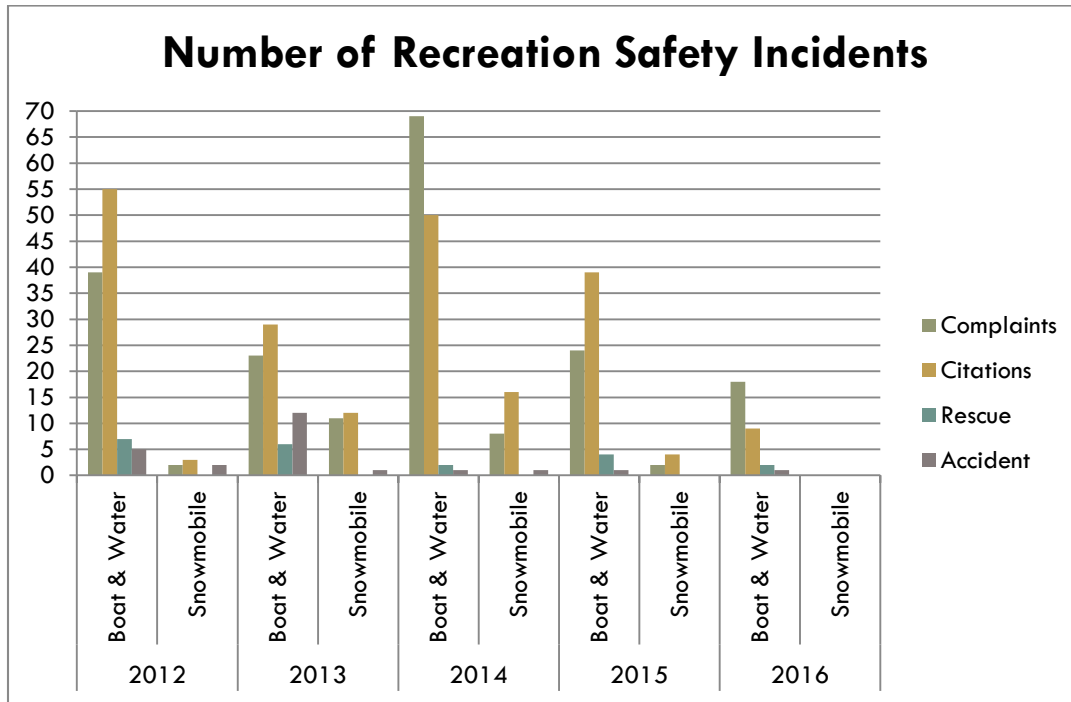
What is the County's role?

Officers provide public safety through enforcement of laws, traffic control and incident response. The County Sheriff's Office provides law enforcement for all townships in the county.



PBB Cost	2017	Total Revenue	2017
Total Cost	55,916	Total Revenue	11,455
Direct Cost	39,705	Levy	12,038
Personnel Cost	25,880	Fees	0
Non Personnel Cost	13,825	Grants	11,380
Admin Cost	16,212	Other Revenue	75
# of FTEs	0.25	Program #	247

Additional Data



The Sheriff's Office is responsible for public safety and education of recreational sports to ensure safe boating and snowmobiling operation on Scott County waterways, trails and public/private land areas.

FIGURE 30 - NUMBER OF RECREATION SAFETY INCIDENTS

HEALTHY – INDIVIDUAL HEALTH IS SUPPORTED

WHEN SCOTT COUNTY SUPPORTS A HEALTHY COMMUNITY FOR ALL INDIVIDUALS, THEN...

- Vulnerable citizens can live at home with necessary supports.
- Quality and affordable housing is available to all citizens.
- Quality and affordable mental health services are available.

A healthy community is one in which the health of each individual is supported through access to basic services necessary for their physical and mental health. This is an area where citizens see a government role in particular for vulnerable populations.



Why is it important?

Chemical Health: Adults and children who are unable to manage their use of chemical substances lose control of their lives. Chemical dependency is a health issue that impacts an individual's ability to be

successful in all aspects of their life, including loss of employment, depleted financial resources, and potential involvement with the legal system.

Adult and Children's Mental Health: Quality mental health services and supports are essential to supporting individuals and their communities. Individuals with severe and persistent mental illness are at high risk of being vulnerable to abuse or neglect, have higher barriers around employment and housing options, and are more prone to experience homelessness. When children suffer from severe emotional disturbances, their needs often overwhelm their families. Youth who do not receive appropriate



services often experience a worsening of symptoms and behaviors; they are more likely to experience social isolation, school failure, and delinquent behavior.

Developmental Disabilities Service: Children with developmental disabilities have needs that often overwhelm their families. These needs increase as they grow and mature. As they reach adulthood, they may not be able to make the transition to self-support and independence. Early social and educational support maximizes the developmental potential for these individuals.

Family Home Visiting: Research has found that toxic stress and adversity prior to age 3 are major contributors to multigenerational cycles of poverty, increased educational needs, and future health issues in children. Research also indicates that using an early intervention home visiting program results in improved skills and attitudes toward parenting, better parent-child attachment, increased child safety, and improved health and long-term success in school.

Building Inspections: Quality housing is a critical component for both individual and community safety. Inspections that ensure structures comply with building codes enhance safety, growth and a healthy stable community.

HOME VISITS IMPROVE FAMILY HEALTH

SCOTT COUNTY PUBLIC HEALTH OFFERS A PROGRAM TO CITIZENS WHERE THEY CAN WORK ON PARENTING SKILLS IN THE COMFORT OF THEIR OWN HOMES.



A Family Health success story
By a Family Home Visitor



A pregnant woman, “Nancy” contacted Public Health intake one day asking for assistance because she felt she was not prepared to give birth. “Nancy” also stated she was fearful that she may develop postpartum depression. After gathering some additional information from “Nancy” I made an appointment to meet with her at her home to talk about her concerns and offer support.

While meeting with “Nancy,” I learned she was placed in foster care at a young age. “Nancy” also revealed she had been sexually abused and had attempted suicide several times. “Nancy” added her mental health professional diagnosed her with depression, anxiety and Post Traumatic Stress Disorder. I asked “Nancy” about any family supports and “Nancy” reported she moved away from her family and does not have any contact with them.

“Nancy” went on to tell me that she was married to the father of her baby, but he is not supportive of her pregnancy. She admitted he has been emotionally abusive with her and most of the time, she feels alone in her parenting journey.

After hearing all of “Nancy’s” history, I advised “Nancy” that despite her adverse childhood experiences and present living situation, I believed she had many strengths. I pointed out that “Nancy” would often seek out opportunities to be less isolated, which was evidenced by her volunteering with animals. I also added that her asking for help from Public Health showed how proactive she was about the health and wellbeing of herself and her child. I also emphasized that her bi-weekly counseling was another example of her desire to be healthy.

After our initial meeting, I arranged to see “Nancy” at her home twice a week. During these visits, I provided encouragement, evidence-based information and parenting tips related to child development and resources. “Nancy” and I created a long-term relationship that continued after the baby was born. This relationship fostered trust and an opportunity to work on “Nancy’s” long-term goals.

Over time, “Nancy” became more confident in her abilities not only as a parent but also as a human being. “Nancy” took the lessons I taught her and now uses them to care for and stimulate her child. “Nancy” and her child, who is now a toddler, attend early childhood programs together and the child is thriving and reaching all his developmental milestones. The toddler continues to do well and is on his way to be ready for school.

As a family health home visitor, I feel the greatest success is when parents can work through their own past experiences to be able to be emotionally available and a responsive parent to their children.



Chemical Health – Civil Commitment

REPEAT CHEMICAL USE PRE-PETITION SCREENINGS

Chemically dependent individuals unwilling to engage in treatment and at highest risk may be ordered into treatment by the court as a health intervention. Individuals who have gone through the commitment process require a large amount of resources to keep them safe and treat their chemical dependency. This measure indicates long-term success of the interventions by tracking individuals who have been committed more than one time in a 36 month period.

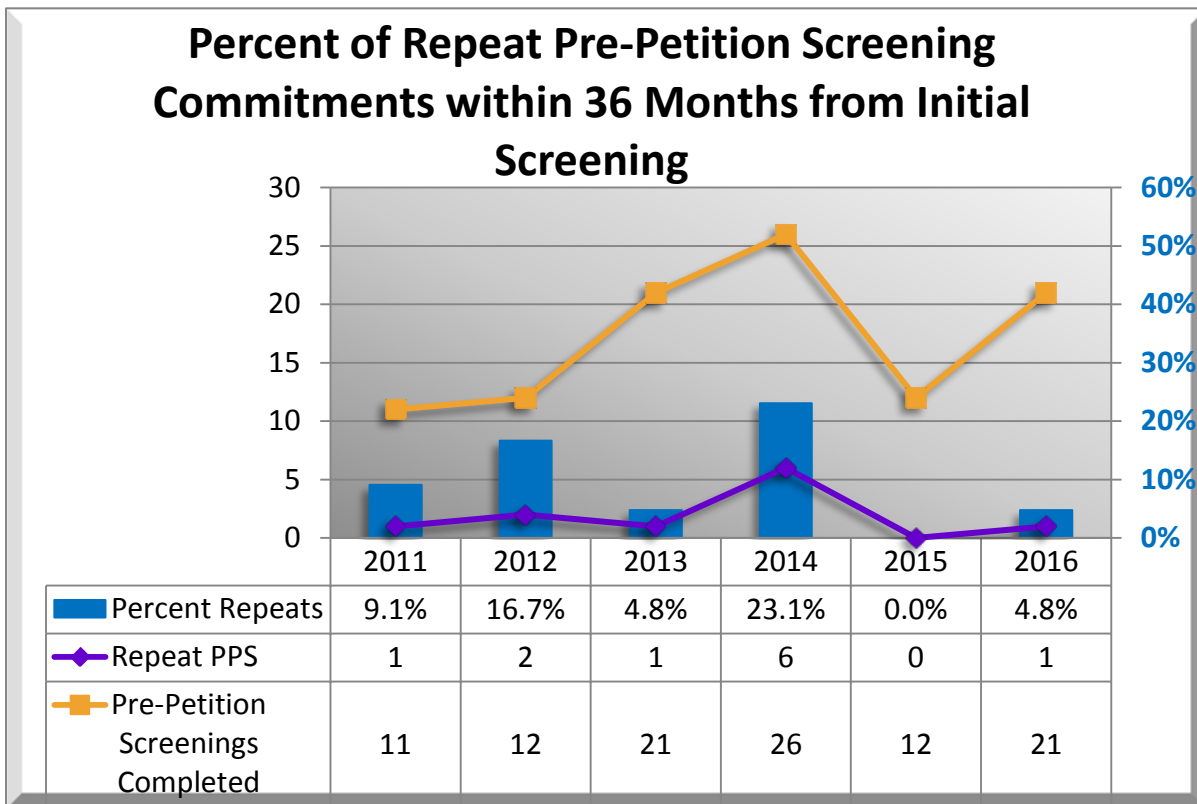


FIGURE 31 - REPEAT CHEMICAL USE PRE-PETITION SCREENINGS



How are we doing?

The percent of repeat commitments is relatively low compared to the annual commitment numbers; the rate has tended to fluctuate in relationship with the number of new commitments.



What influences this?

Chemical dependency is a chronic condition that can be treated but not “cured” and repeat treatment is often needed. Repeat commitments can be reduced when individuals have stable housing and long term services and supports to remain chemical free are readily available.

REPEAT CHEMICAL USE PRE-PETITION SCREENINGS



What is the County's role?

Counties are responsible to assess the need and make recommendations for court ordered treatment when a person is chemically dependent and likely to cause physical harm to themselves or others.

Counties are also responsible to assist committed individuals to access treatment services, monitor compliance with court directives, and when necessary collaborate with the County Attorney's office and Sheriff to apprehend and hold the individual to assure safety.



PBB Cost	2017		2017
Total Cost	81,172	Total Revenue	60,385
Direct Cost	74,262	Levy	6,967
Personnel Cost	57,031	Fees	0
Non Personnel Cost	17,231	Grants	60,385
Admin Cost	6,910	Other Revenue	0
# of FTEs	0.68	Program #	185

The Scott County Treatment Court is the newest initiative in Scott County, and follows the documented success of specialty Drug Courts across the State of Minnesota. The purpose is to provide nonviolent drug-addicted offenders treatment for their addiction and avoid future criminal offenses by these offenders. "Research also shows that when these strategies are implemented correctly, they improve public safety and save taxpayer dollars."



Chemical Health – Assessment

REPEAT CHEMICAL DEPENDENCY ASSESSMENTS

Individuals who continue to abuse chemicals after a first intervention experience many life issues, including legal, health, and financial problems. This data informs us of the number of individuals who have received two assessments or more in a 12 month period. A repeat assessment tells us the individuals did not successfully address the chemical abuse problem after receiving the initial assessment.

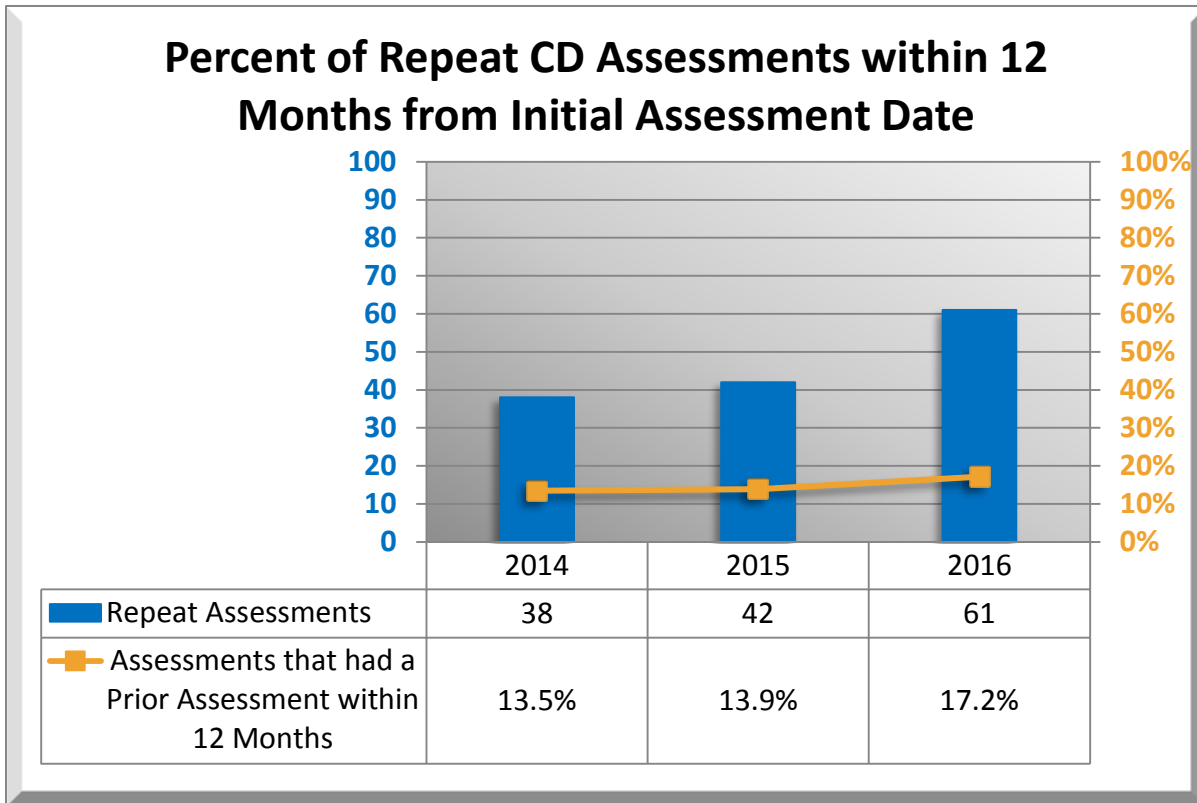


FIGURE 32 - REPEAT CHEMICAL DEPENDENCY ASSESSMENTS



How are we doing?

This is a new measure with only three years of data. The rate of individuals presenting for a second assessment within 12 months is low. After a baseline is identified, a target will be established.



What influences this?

A number of factors impact successful recovery for individuals with addiction. Some of these factors include stable housing, employment and past trauma. Early identification and intervention is important and can be a resource capacity issue. Having access to timely treatment resources, along with appropriate support within the community leads to better outcomes.

REPEAT CHEMICAL DEPENDENCY ASSESSMENTS



What is the County's role?

The County manages the state consolidated fund to provide treatment for income eligible individuals. Responsibilities include dependency assessments, recommendations, and referrals to treatment resources. The role of counties is in transition as the state considers structural changes for the chemical dependency program in Minnesota.



PBB Cost	2017		2017
Total Cost	81,172	Total Revenue	60,385
Direct Cost	74,262	Levy	6,967
Personnel Cost	57,031	Fees	0
Non Personnel Cost	17,231	Grants	60,385
Admin Cost	6,910	Other Revenue	0
# of FTEs	0.68	Program #	186



Logo and illustration designed by Nicole Hamrick of Edina, MN

The Scott County Drug Prevention Force is approaching ten years of existence. After careful consideration, we decided that to better reach our audience, we wanted to rebrand. Going forward we will be known as ChooseNotToUse. The purpose of rebranding was to find a new name and logo that encompasses the dangers of all illegal drug use. Our mission remains the same: to teach K-12 and the citizens of Scott County about the dangers of illegal drug use.

Adult Mental Health – Case Management

LIFE QUALITY IMPROVEMENT

Individuals with serious mental illness may have difficulty managing their lives in the community. Case Management services support adults with serious mental illness to gain access to needed medical, social, educational, vocational, and other necessary services. These services support the person’s ability to live independently.

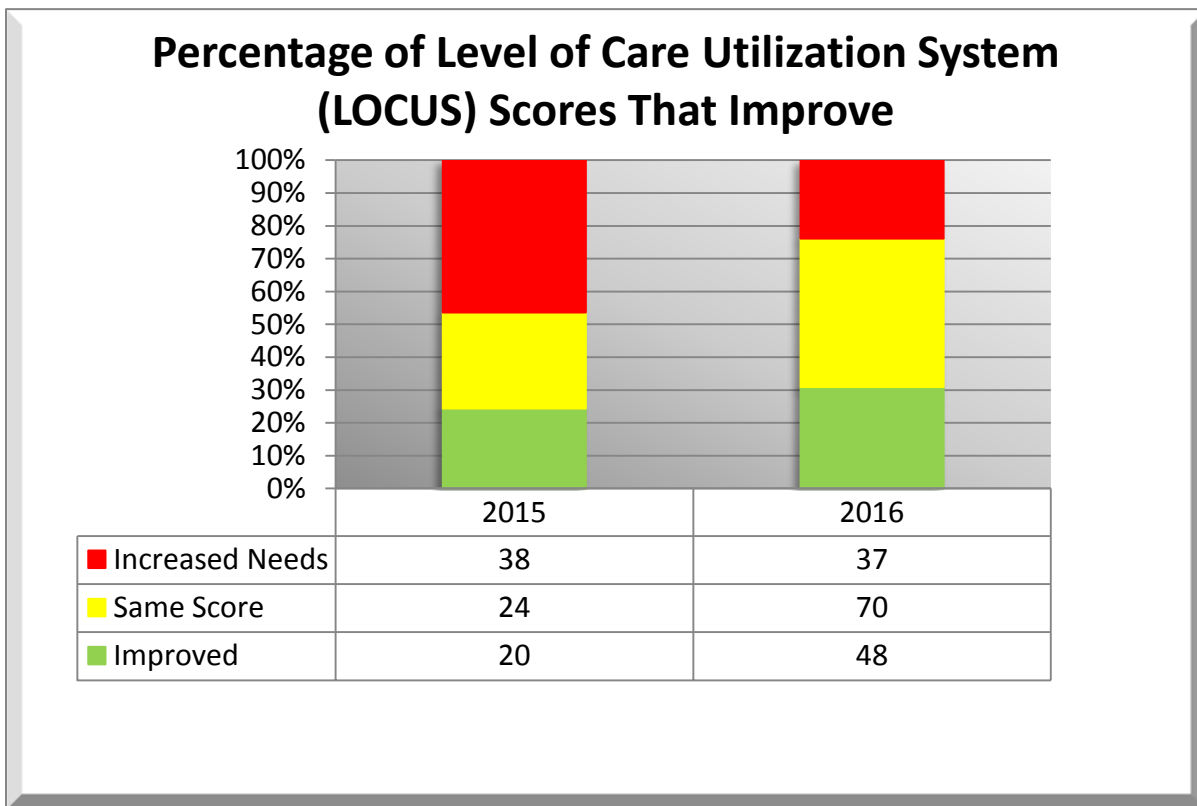


FIGURE 33 - ADULT MENTAL HEALTH LEVEL OF CARE UTILIZATION SYSTEM (LOCUS) SCORES



How are we doing?

Improvement over time is a measure of the effectiveness of case management. Since mental illness is a chronic disease stability may be the desired outcome. The percent of clients who either improved or remained stable increased significantly between 2015 and 2016. This is a new measure that will be tracked.



What influences this?

Case management service is available on a voluntary basis. Individuals may not seek services until they are in a crisis situation at which time their assessment may indicate increased needs. Other factors include available community support such as therapeutic services, family/friend networks, employment and housing.

LIFE QUALITY IMPROVEMENT



What is the County's role?

The County is designated by state law as the local mental health authority. This includes the responsibility for developing a network of services for adults with mental illness. Counties are required to make case management services available to adults with serious and persistent mental illness who wish to use those services. Case management includes assessing with the individual what services are needed and helping them find and use those services. Services may include vocational, medical, therapy, social, or housing assistance.



PBB Cost	2017		2017
Total Cost	1,219,518	Total Revenue	657,232
Direct Cost	1,121,395	Levy	366,040
Personnel Cost	673,812	Fees	320,000
Non Personnel Cost	447,583	Grants	337,232
Admin Cost	98,123	Other Revenue	0
# of FTEs	6.60	Program #	181

LOCUS

A Level of Care Utilization System (LOCUS) assessment is a level of care tool to help determine the resource intensity needs of individuals who receive adult mental health services.

Objectives:

1. Provide a system for assessment of service needs for adult clients, based on six evaluation parameters
2. Outline the spectrum of available services into six categories, taking into account available resources at each service level
3. Offer a means of quantifying services in order to aid in appropriate placement determinations

Adult Mental Health – Civil Commitment

PRE-PETITION SCREENINGS

Individuals with mental illness symptoms who are considered a danger to themselves or others may be hospitalized. If they are not willing to accept treatment voluntarily, they are screened for the need of a court to order treatment. This measure shows the number and percent of Scott County residents who are screened a second time within 12 months and are considered dangerous to themselves or others and unwilling to receive recommended treatment.

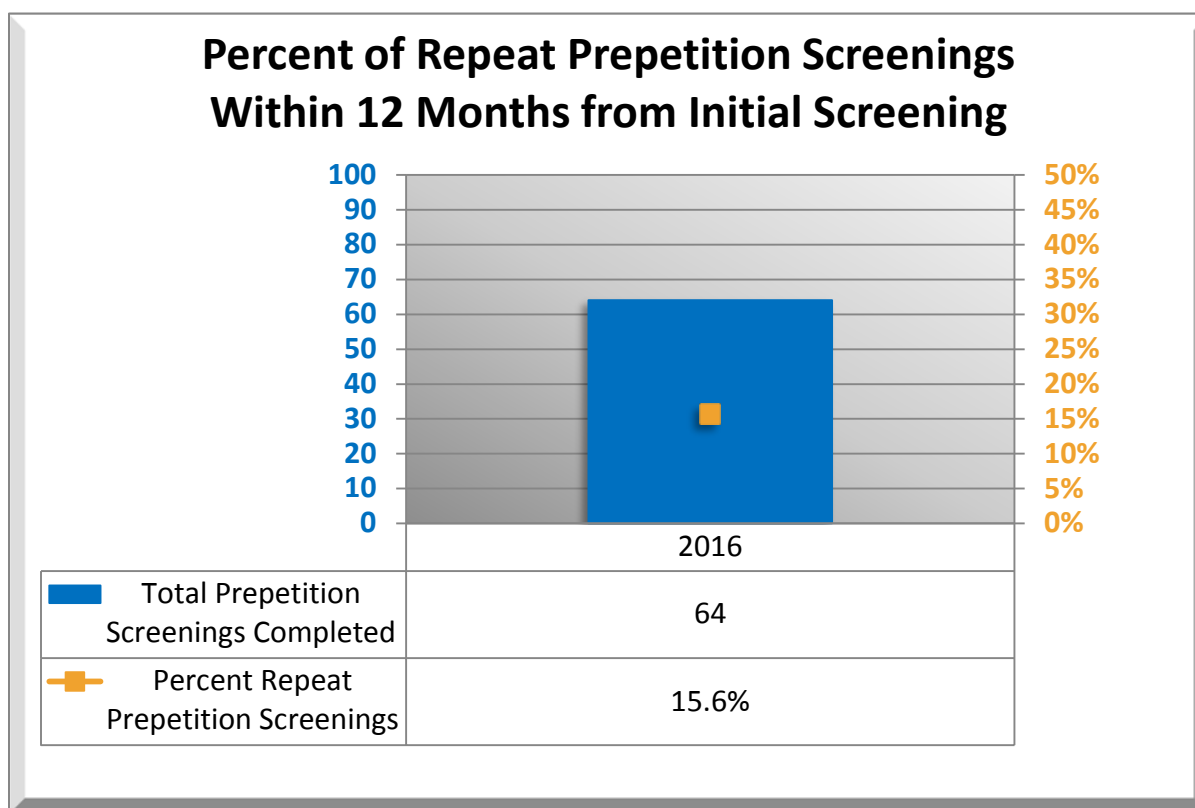


FIGURE 34 - ADULT MENTAL REPEAT PREPETITION SCREENINGS



How are we doing?

This is a new measure. Over 15 percent of the individuals screened for involuntary hospitalization to treat mental illness in 2016 had a similar occurrence within the past 12 months.



What influences this?

Individuals with severe and persistent mental illness -- a chronic disease -- may need periodic hospitalization. The frequency of that need is impacted by access to timely and appropriate services in the community. Access to those services also influences the length of hospitalizations.

PRE-PETITION SCREENINGS



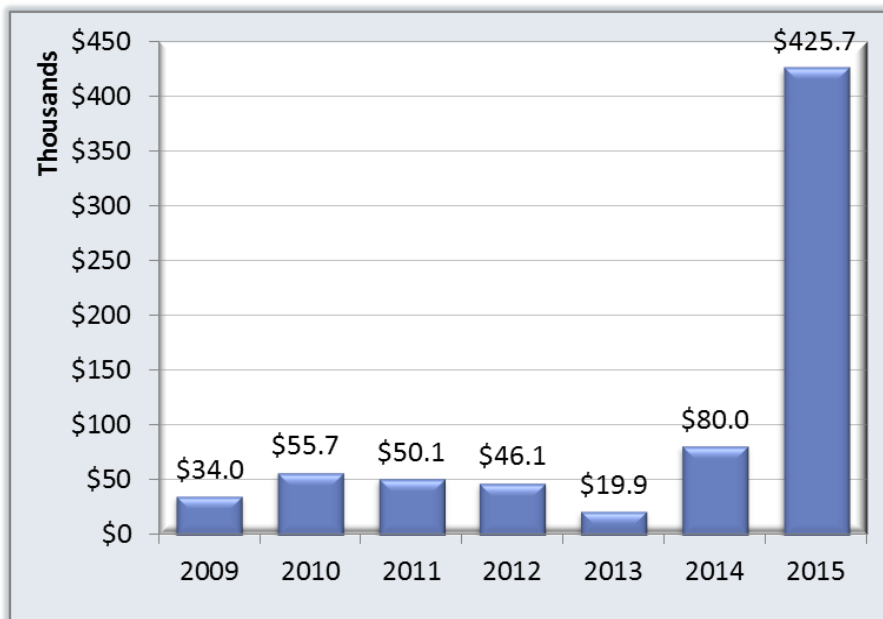
What is the County's role?

The County is designated by state law as the local mental health authority. This includes the responsibility for developing a network of services for adults with mental illness. In addition, the legislature has assigned a significant financial responsibility to counties for adults who are committed as mentally ill and hospitalized for treatment.



PBB Cost	2017	Total Revenue	2017
Total Cost	538,122	Total Revenue	5,383
Direct Cost	494,825	Levy	446,145
Personnel Cost	134,449	Fees	0
Non Personnel Cost	360,376	Grants	5,383
Admin Cost	43,297	Other Revenue	0
# of FTEs	1.20	Program #	224

Department of Human Services 2015 Cost Report Data



Mental health costs for adults placed in state operated facilities have traditionally been a shared cost between the state and counties. Due to changes made by the legislature most of the cost has shifted to counties. The new requirement that the county pay these costs along with increases in the daily rate has caused a significant increase in county expenditures. Placement costs increased to over \$800,000 for 2016.

FIGURE 35 - DEPARTMENT OF HUMAN SERVICE COST REPORT DATA

Children’s Mental Health – Case Management

IMPROVED CHILD MENTAL HEALTH

When youth receive effective therapeutic services and supports, recovery allows them to become independent and productive adults. The Child and Adolescent Service Intensity Instrument (CASII) provides an indication of how well or poorly a youth is doing. By using the instrument at beginning and end of service, we can measure the youth’s response to services.

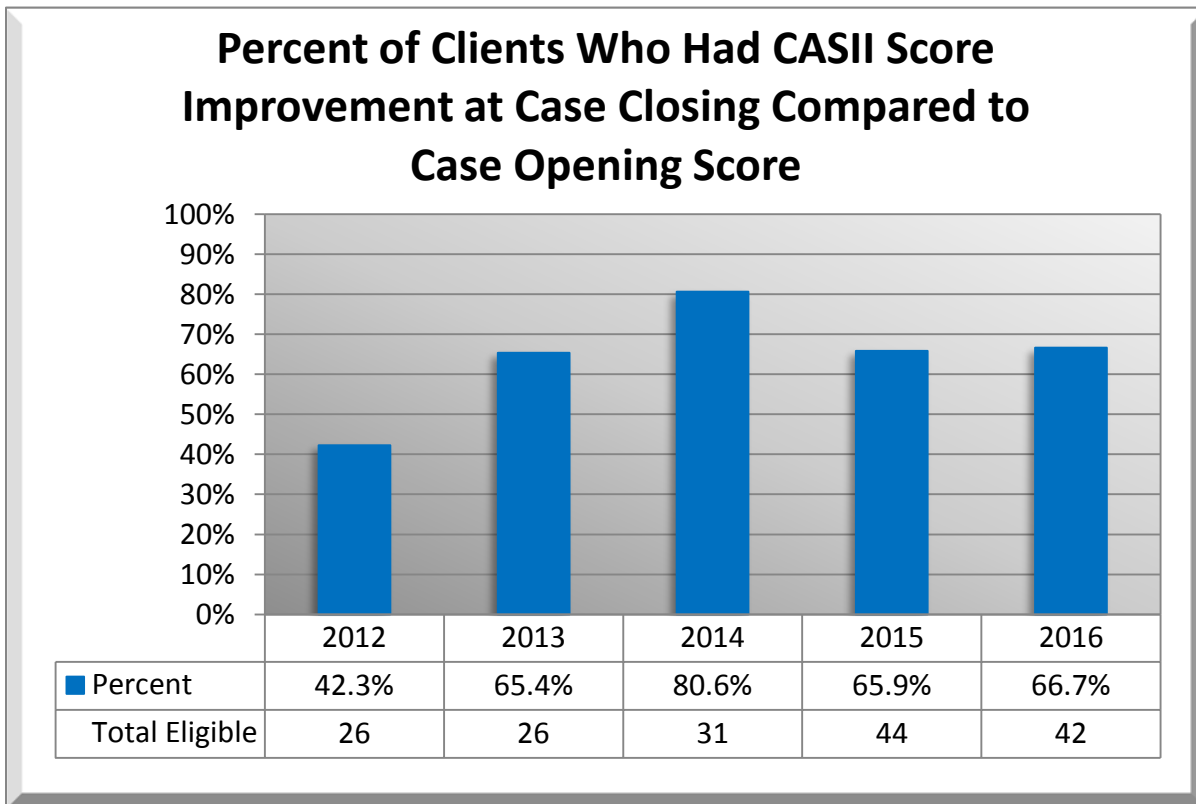


FIGURE 36 - IMPROVED CHILD MENTAL HEALTH



How are we doing?

After improving scores over three years, there was a decline in 2015. The number of children served during the time period significantly increased. Additional data will be gathered to assess what conditions may have impacted these results.



What influences this?

Early response to the identification of mental health issues in children is important. Another factor is accurate assessment of needs and the availability of appropriate services. Services by county staff are time-intensive, so staff capacity can be a factor. Children’s mental health services are voluntary, and the length and intensity of services is subject to parental judgement.

IMPROVED CHILD MENTAL HEALTH



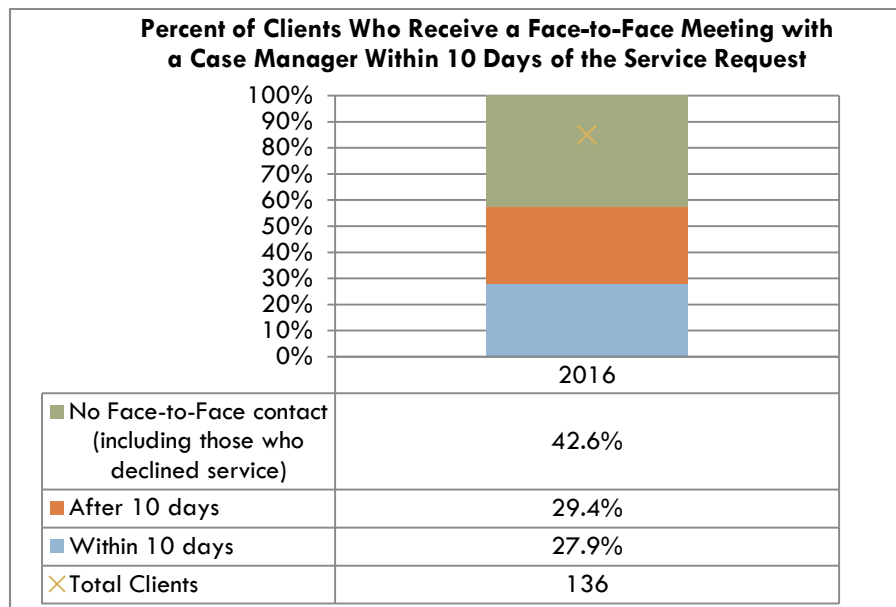
What is the County's role?

The County is designated by state law as the local mental health authority. This includes the responsibility for developing a network of services for children with mental health needs. In addition, the legislature has assigned a significant financial responsibility to counties for the cost of residential treatment not paid by insurance. Children's Mental Health Case Management services are focused on three key areas: assessment, eligibility determination, and service access including the need for safety planning and out of home placement to assure safety.



PBB Cost	2017		2017
Total Cost	620,580	Total Revenue	308,780
Direct Cost	567,752	Levy	206,144
Personnel Cost	442,101	Fees	109,758
Non Personnel Cost	125,651	Grants	199,022
Admin Cost	52,828	Other Revenue	0
# of FTEs	4.39	Program #	192

Additional Data



Families are most motivated at the time of a mental health crisis, which is typically when a family seeks Children's Mental Health case management services. When services are delayed, families are less likely to follow through in getting connected to services. It is important to respond in a timely matter to help families get the help they need. When children and families receive timely effective treatment and mental health improves the youth's ability to participate more fully in age appropriate activities increases.

FIGURE 37 - PERCENT OF CLIENTS WHO RECEIVE A FACE-TO-FACE MEETING WITHIN 10 DAYS OF SERVICE REQUEST

Developmental Disabilities

PERSONAL CARE PLAN DEVELOPED

Flexibility of services and choice by families and individuals is an important outcome. Services designed specific to individual needs leads to better long term development of abilities. This measure shows the percent of individuals receiving County case management for federal and state service funding who design their own plan of care. It is an indicator of the rate of flexibility and choice in service packages.

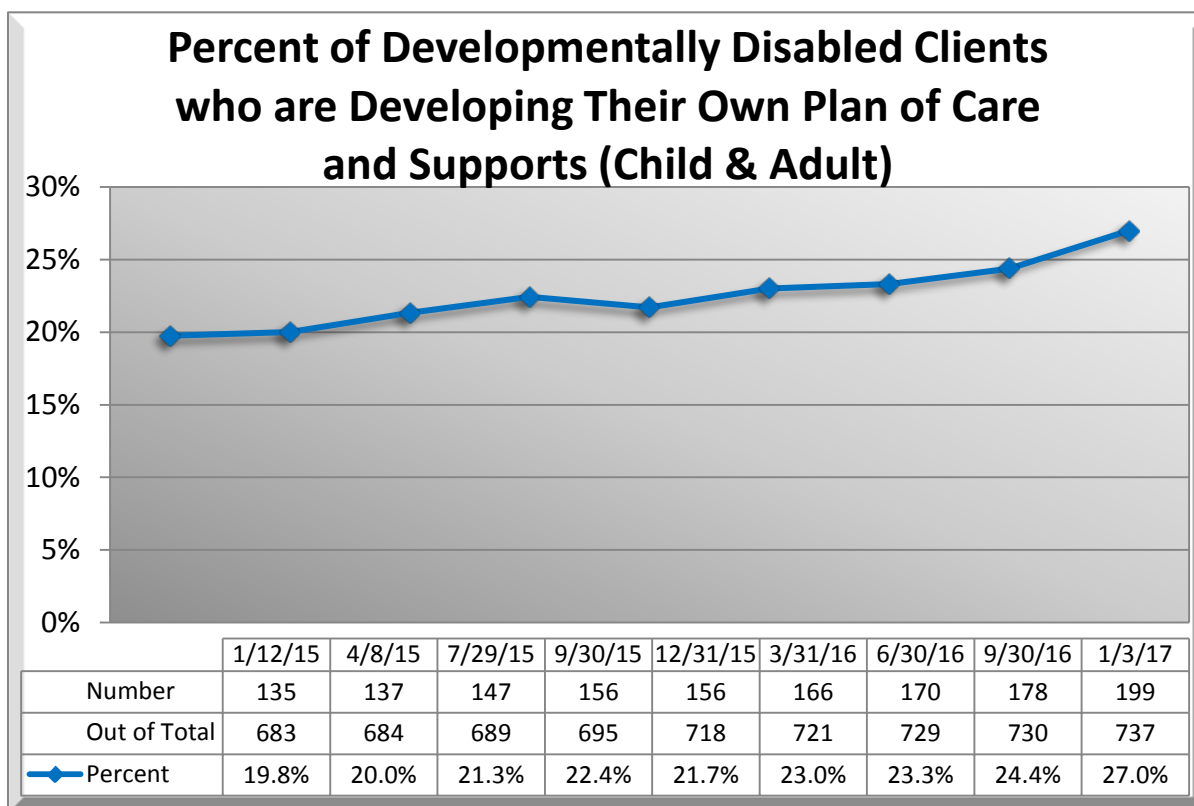


FIGURE 38 - DEVELOPMENTAL DISABILITIES: PERSONAL CARE PLAN DEVELOPED



How are we doing?

A fairly recent measure to show progress in

compliance with federal law and court orders, Scott County is improving in the number for families and individuals choosing this option.



What influences this?

Ease of use based on state requirements is a major influence. Families who choose this option must assume additional responsibilities to locate and monitor services that meet their needs and fit the funding criteria. They also take on a fiscal management role. Some families don't want, or are not able, to assume these responsibilities. Some individuals with developmental disabilities do not have family or friends who are able to provide the needed assistance.

PERSONAL CARE PLAN DEVELOPED



What is the County's role?

It is the responsibility of the county to assess needs of individuals who have developmental disabilities and help them develop a plan of care and access needed services. Minnesota is currently under a court order and monitoring regarding the type and level of services. Federal and state court action has increased the requirements for the county to focus on increasing independent decision making for individuals served.



PBB Cost	2017		2017
Total Cost	2,634,697	Total Revenue	1,214,188
Direct Cost	2,422,710	Levy	996,535
Personnel Cost	1,334,481	Fees	14,700
Non Personnel Cost	1,088,229	Grants	1,199,488
Admin Cost	211,987	Other Revenue	0
# of FTEs	14.44	Program #	194

Over \$22 million annually in state and federal funds is used to support individuals in these programs. Most of that comes into the economy of Scott County.

Department of Human Services 2015 Cost Report Data

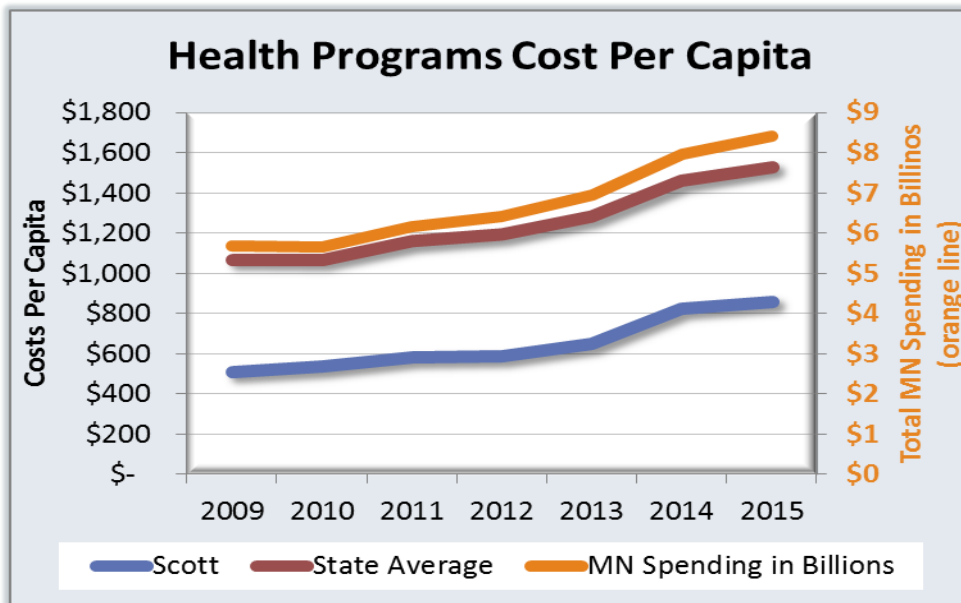


FIGURE 39 - HEALTH PROGRAMS COST PER CAPITA

Health care benefits are paid by state and federal funds. Counties pay a portion of the cost to administer the programs. Programs serve individuals who qualify as a result of income, age or disability. The majority of the funding and the primary cost growth is in community care for elderly and disabled individuals.

Scott County has the lowest administrative cost in the state at \$4 total per capita.

Public Health - Family Home Visiting

PARENT CARETAKER

Two family home visiting programs serve families with challenges and circumstances that make parenting difficult. The short-term program serves parents requesting specific assistance due to family circumstances. First-time parents with multiple “Adverse Childhood Experiences” are served in the more intensive program. This chart illustrates the changes in knowledge, behavior, and status according to a standardized rating scale for each program from entry to discharge from the program. Knowledge is ranked from 1 to 5, with 1 being none, 3 being basic, and 5 Superior. Behavior is rated from “not at all” (1), “inconsistently” (3), and “consistently” (5). Status of signs and symptoms is rated from “extreme” (1), “moderate” (3) and “none” (5).

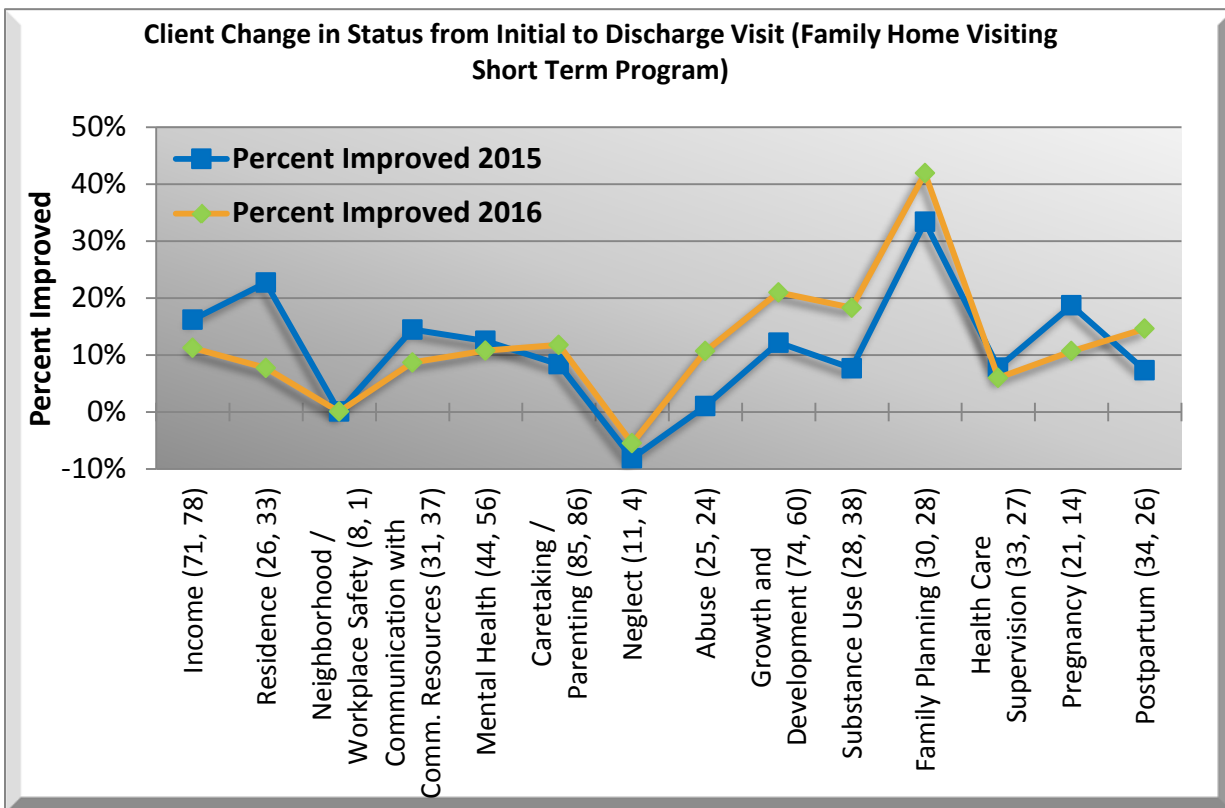


FIGURE 40 - FAMILY HOME VISITING

How are we doing?



Evaluating the performance of the program based on the change in scores for parents who were discharged from the program shows a similar pattern in both 2015 and 2016. Research shows that even incremental changes in scores make a big difference in the life of a child.

What influences this?



Parent involvement in this program is voluntary. The interest of participants in using services is a factor. Participant identification depends on referrals from providers connected with parents, often the medical provider. Early contact, preferably prenatal, contributes to a more positive outcome.

PARENT CARETAKER



What is the County's role?

Family home visiting is one of the functions of Public Health. The intensive program is provided through grant funding as an early intervention program.



PBB Cost	2017		2017
Total Cost	525,215	Total Revenue	319,474
Direct Cost	500,295	Levy	155,901
Personnel Cost	470,547	Fees	63,000
Non Personnel Cost	29,748	Grants	226,386
Admin Cost	24,920	Other Revenue	30,088
# of FTEs	4.63	Program #	222

What is the need in Minnesota?

The need for home visiting in Minnesota is demonstrated by the following maternal and child health statistics for the state:

- 8.4 percent of single term births were preterm (2012)
- 3.9 percent of pregnant women received inadequate or no prenatal care (2012)
- The birth rate for teens 15-17 years was 9.1 per 1,000 and 18-19 years was 36.1 per 1,000 (2010-2012)
- 33 percent of births were to unmarried mothers
- 7.9 percent of the mothers giving birth had a low education level (2012)
- 70,000 children under 5 years of age were living in poverty (2011)
- 4,434 (3.5 per 1,000) children 17 years and younger were abused or neglected (2011)

Property & Taxation Services- Building Inspections

PLAN REVIEW EFFECTIVENESS RATING

The Insurance Services Office (ISO) rates the effectiveness of the building inspections department's process for plan review. The plan review process is an essential step in the process of determining whether or not a building plan is built to state standards, and thereby meeting a specified level of safety from structural collapse, fire, or other potential disasters. This score is important to the residents of rural Scott County because the rates they pay for property insurance may be based on the score in effect at the time their permits are in process. A perfect score in this rating scale would be the target of 23 points.

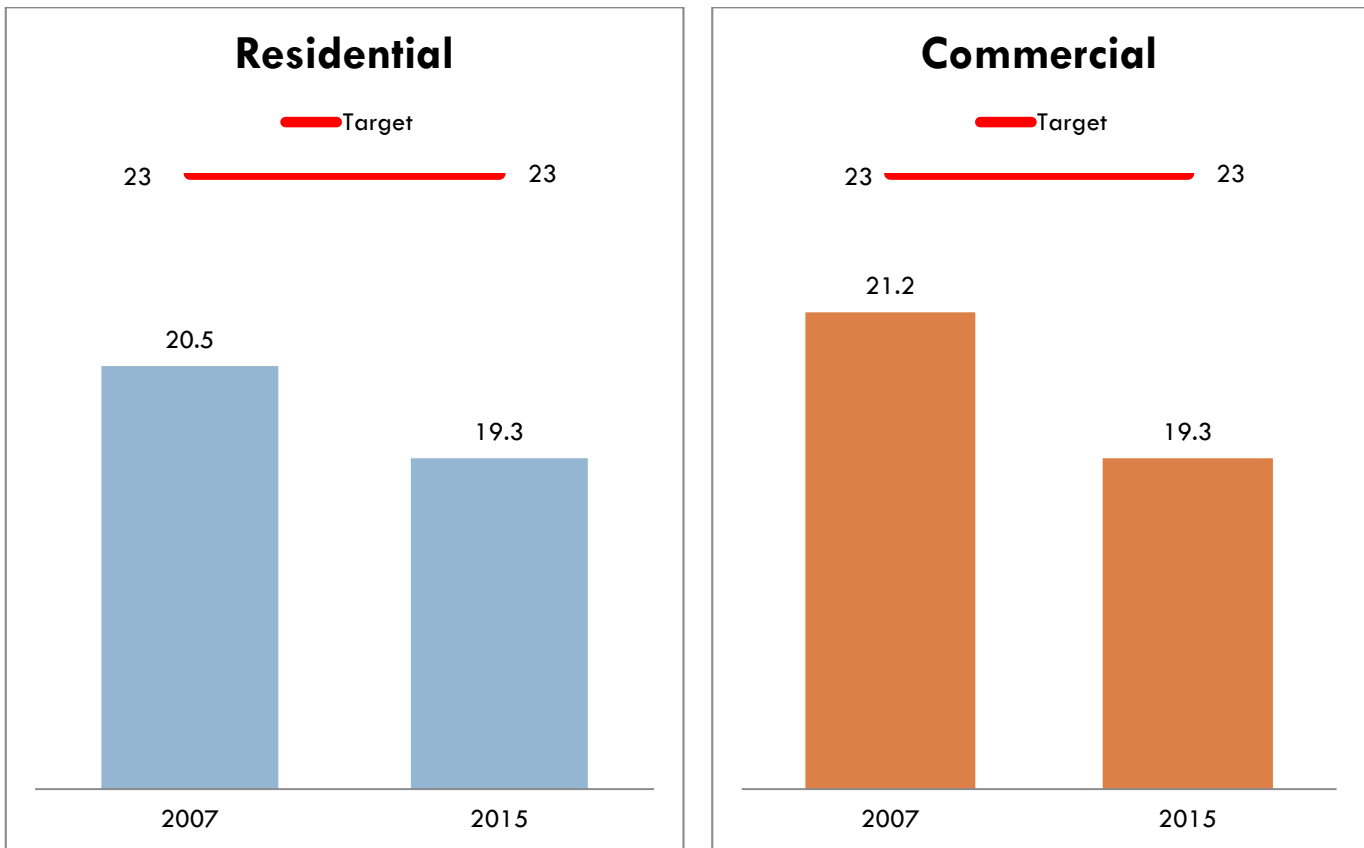


FIGURE 41 - BUILDING CODE EFFECTIVENESS



How are we doing?

This survey rating is completed every five years. The rating for Scott County was reduced in both areas from the previous survey rating. This measure is only one part of the overall rating. The reduction did not change the overall class rating.



What influences this?

A primary impact on performance is staff capacity to comply with technical requirements, staff training, supportive technology, and quality and accuracy of submitted plans.

BUILDING CODE EFFECTIVENESS GRADING SCALE



What is the County's role?

The County has responsibility for reviewing and approving building plans, issuing permits, and ensuring all building code requirements are met in the 11 Scott County townships. Cities assume responsibility within their borders.



PBB Cost	2017		2017
Total Cost	307,952	Total Revenue	300,375
Direct Cost	287,035	Levy	(34,256)
Personnel Cost	265,385	Fees	300,375
Non Personnel Cost	21,650	Grants	0
Admin Cost	20,917	Other Revenue	0
# of FTEs	2.25	Program #	141



Additional Program Information

The County Insurance Services Office rating is made up of a number of different components, Plan Effectiveness is only one component. Rating for cities is combined with the county ratings to produce an overall score that measures building code effectiveness.

HEALTHY – HEALTHY OPTIONS FOR CITIZENS

WHEN SCOTT COUNTY SUPPORTS A HEALTHY COMMUNITY WITH OPTIONS FOR CITIZENS...

- Citizens have access to adequate healthy food choices.
- Active lifestyles are supported.
- Citizens have access to quality local health care services.

A healthy community is one in which individual choice is recognized and citizens have access to a number of options to meet their needs. Citizens expect government to support, not necessarily provide, the availability of an array of services.



Why is it important?

Mental Health Center: In order to maintain the health of the citizens of Scott County, it is necessary to have access to quality mental health services. Suicide resulting from untreated mental illness is among the leading causes of death for some age groups. Appropriate and timely mental health services can prevent more serious illness leading to job loss, homelessness, and economic consequences to the County.

Supplemental Nutrition Assistance Program: Access to basic nutrition is critical to life. Government has assumed responsibility to assure some level of food support through public private partnerships for those in need.



Public Health Care: Health insurance and transportation are critical components to accessing necessary health care. Both are important to encourage preventative care as well as appropriate treatment of chronic health conditions. Both preventative care and chronic care have a major role in the control of national health care costs.

Water Quality: Clean lakes and streams are easily identified as life quality considerations, but clean drinking water is critical for individual health. Failure to maintain water quality of lakes and streams can lead to compromised foods and drinking water. Without long term planning and remediation the health of the community is at risk.

LEARNING TO EAT HEALTHY – ON A BUDGET

EXTENSION EDUCATORS COLLABORATE TO TEACH NUTRITION, BUDGET CLASSES

Written by: Sharmyn Phipps and Gloria Wolf, SNAP-Ed educators
Sarah Louise Butler and Shawna Faith Thompson, Financial Empowerment Educators.

Personal financial education and Supplemental Nutrition Assistance Program (SNAP) Education programming go together like lettuce and tomato. Lessons in personal finance enhance the way SNAP recipients manage their households by giving them tools and strategies to maximize making healthy decisions around food and money.

In February 2016, SNAP-Ed Educator Gloria Wolf and Financial Capability Educator Shawna Faith Thompson began partnering to bring a new class to SNAP participants in Carver and Scott Counties. Titled “The Smart Shopper,” this class is based on the SNAP-Ed curriculum for English Language Learners (ELL) and focuses on nutrition, meal planning, and budgeting skills to stretch SNAP dollars. Taught by Shawna, the newly added budgeting class strives to introduce budgeting concepts to help participants make informed decisions and save money at the grocery store and at home.

The first group of “Smart Shopper” classes was taught to women registered in the Parent, Adult, and Child Education (PACE) Literacy Program in Shakopee. Participants learned about making a budget plan, coupon clipping, shopping with a list, and the value of tracking what they spend. They also learned the difference between wants and needs. The women were very engaged and the classes were well received by both the ELL teachers and participants. One woman shared the information with her husband, and they had a discussion about the family finances together.



Gloria and Shawna will continue to deliver these classes in partnership going forward.

Mental Health – School Service

STUDENT MENTAL HEALTH IMPROVEMENT

Children who are struggling with emotional issues in school are not able to take full advantage of educational opportunities. They may not develop age-appropriate social and emotional skills, and are at risk of school failure. Mental health treatment offered to students in the school setting is an early intervention service that prevents disruption in education programs for youth and can lead to better school performance, attendance and reduction of symptoms. Using before-and-after testing of mental health status, this measure is an indicator of improvement over time in functioning as a result of treatment.

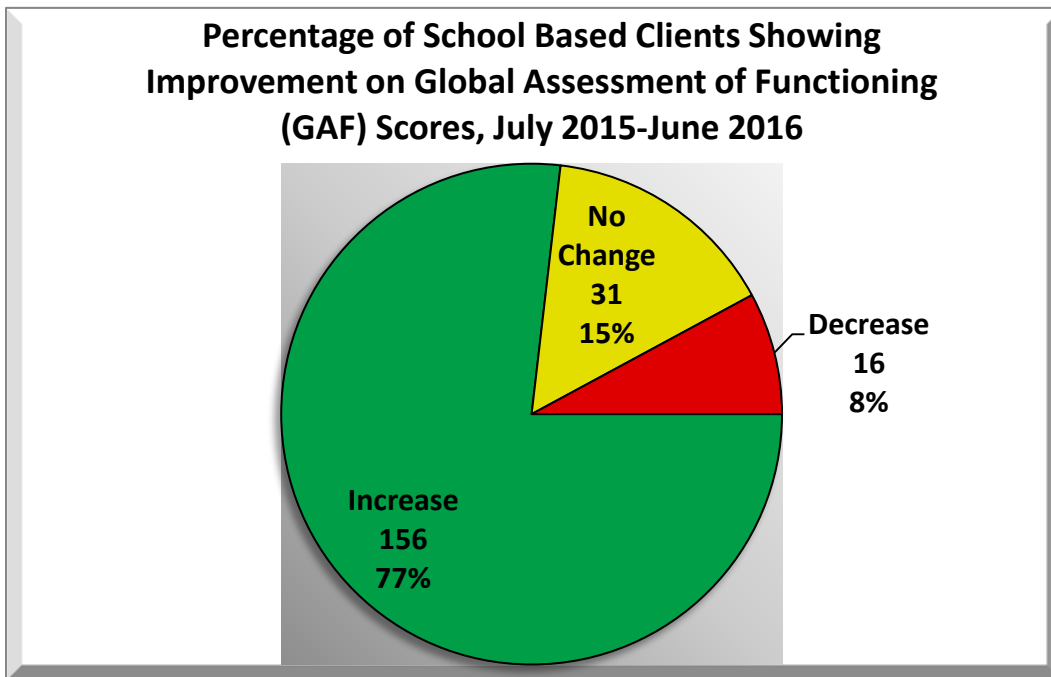


FIGURE 42 - STUDENT MENTAL HEALTH IMPROVEMENT



How are we doing?

This is a new measure with limited data.

During the period measured 77 percent of the children who received services showed improvement in their mental health.



What influences this?

A number of factors impact the success of treatment. Early identification of children at risk is important. A supportive environment in the school by both teachers and students reduces stigma and encourages engagement by students in need of help. Family involvement in treatment is critical to sustaining improvement in functioning.

STUDENT MENTAL HEALTH IMPROVEMENT

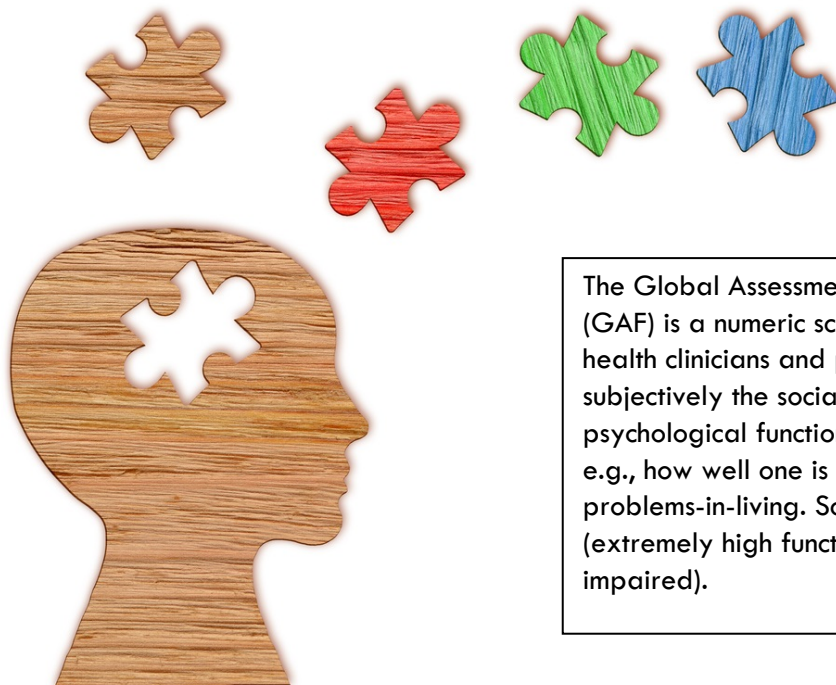


What is the County's role?

Through a contract with both the state and individual schools, the County provides therapists in schools to provide diagnosis and treatment for students with their parents' permission. Mental health clinic staff also provide consultation to school staff.



PBB Cost	2017		2017
Total Cost	758,707	Total Revenue	896,275
Direct Cost	709,799	Levy	(186,476)
Personnel Cost	704,902	Fees	499,623
Non Personnel Cost	4,897	Grants	396,652
Admin Cost	48,907	Other Revenue	0
# of FTEs	7.64	Program #	285



The Global Assessment of Functioning (GAF) is a numeric scale used by mental health clinicians and physicians to rate subjectively the social, occupational, and psychological functioning of an individual, e.g., how well one is meeting various problems-in-living. Scores range from 100 (extremely high functioning) to 1 (severely impaired).

Mental Health Center - Therapy

IMPROVED MENTAL HEALTH

Whether chronic or episodic, all mental health issues can disrupt employment, families, and personal relationships. Appropriate treatment is important to relieve symptoms and restore functioning to acceptable levels. Individuals receiving treatment are assessed at the beginning and end of treatment. This measure indicates whether there is a decrease in symptoms and improved overall functioning.

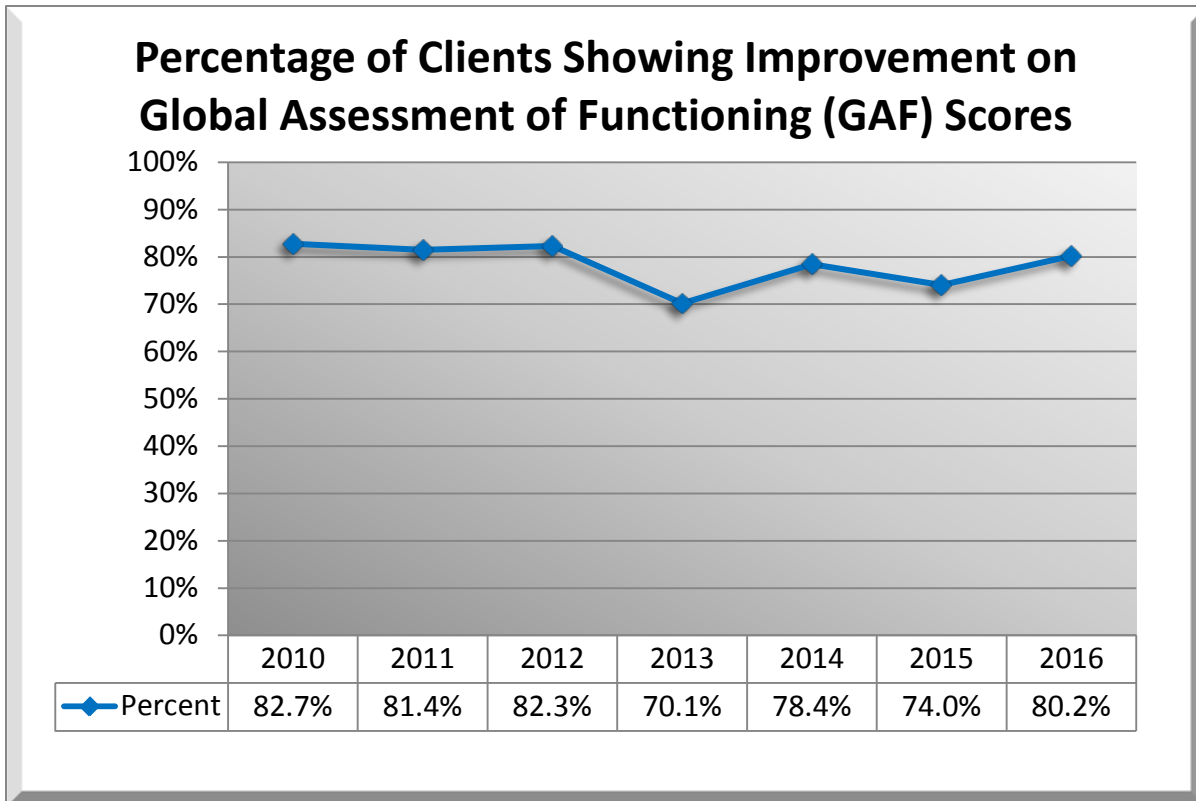


FIGURE 43 - IMPROVED MENTAL HEALTH



How are we doing?

The success rate of improvement for an individual receiving treatment is high. The percent dropped after 2012 but has been increasing.



What influences this?

Progress in therapy is heavily dependent on the relationship between client and therapist which is established through regular attendance at therapy appointments. Staff turnover and a client's ability to pay are two factors that influence relationship status.

IMPROVED MENTAL HEALTH



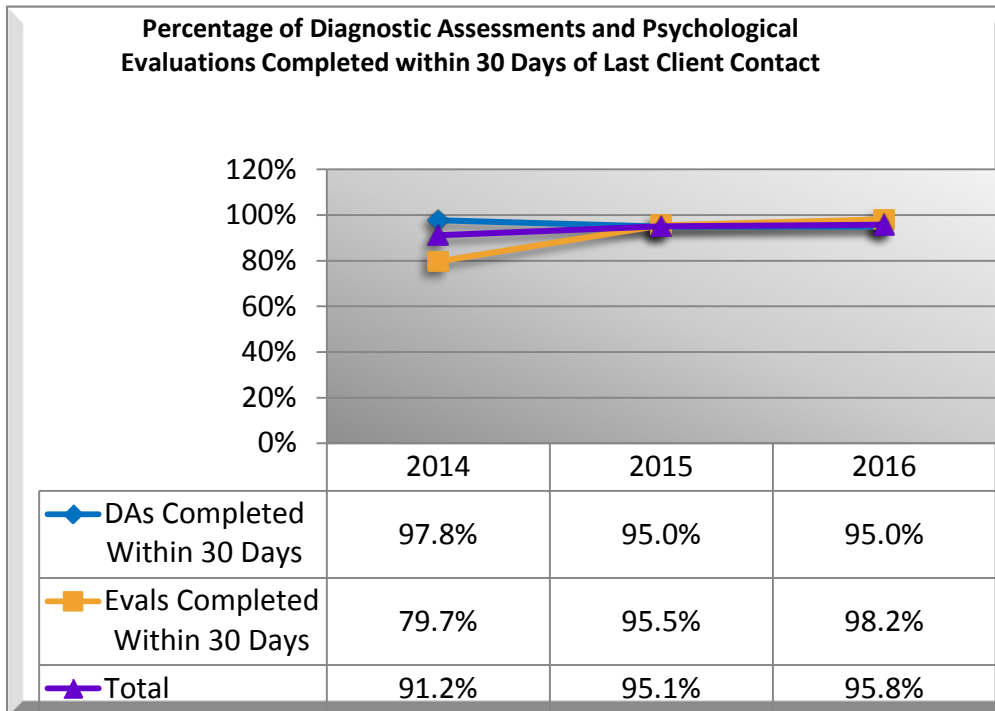
What is the County's role?

As the mental health authority, the County is required to assure the availability of mental health services in the community. Scott County has chosen to maintain a licensed community mental health center to meet this mandate and provide effective outpatient mental health services to residents.



PBB Cost	2017		2017
Total Cost	927,609	Total Revenue	521,719
Direct Cost	867,814	Levy	346,095
Personnel Cost	841,784	Fees	482,719
Non Personnel Cost	26,030	Grants	39,000
Admin Cost	59,795	Other Revenue	0
# of FTEs	8.43	Program #	200

Additional Data



Diagnostic Assessments and Psychological Evaluations are the key which opens the door to all mental health and many other services. Assuring they are completed rapidly increases access to services that lead to improved mental health.

FIGURE 44 - % OF ASSESSMENTS AND EVALUATIONS COMPLETED WITHIN 30 DAYS OF LAST CLIENT CONTACT

Income Support - Supplemental Nutrition Assistance Program (SNAP)

TIMELY FOOD SUPPORT APPLICATIONS

Applicants are given expedited service when they have little to no other resources available to pay for food to meet a crisis. Efficient and timely processing of these applications help ensure that people's basic need for food is met. The state has set timelines for responding to individuals or families who are in crisis situations. This measure shows how often the County is able to set up benefits within one business day, and compares that rate to both the target and statewide average.

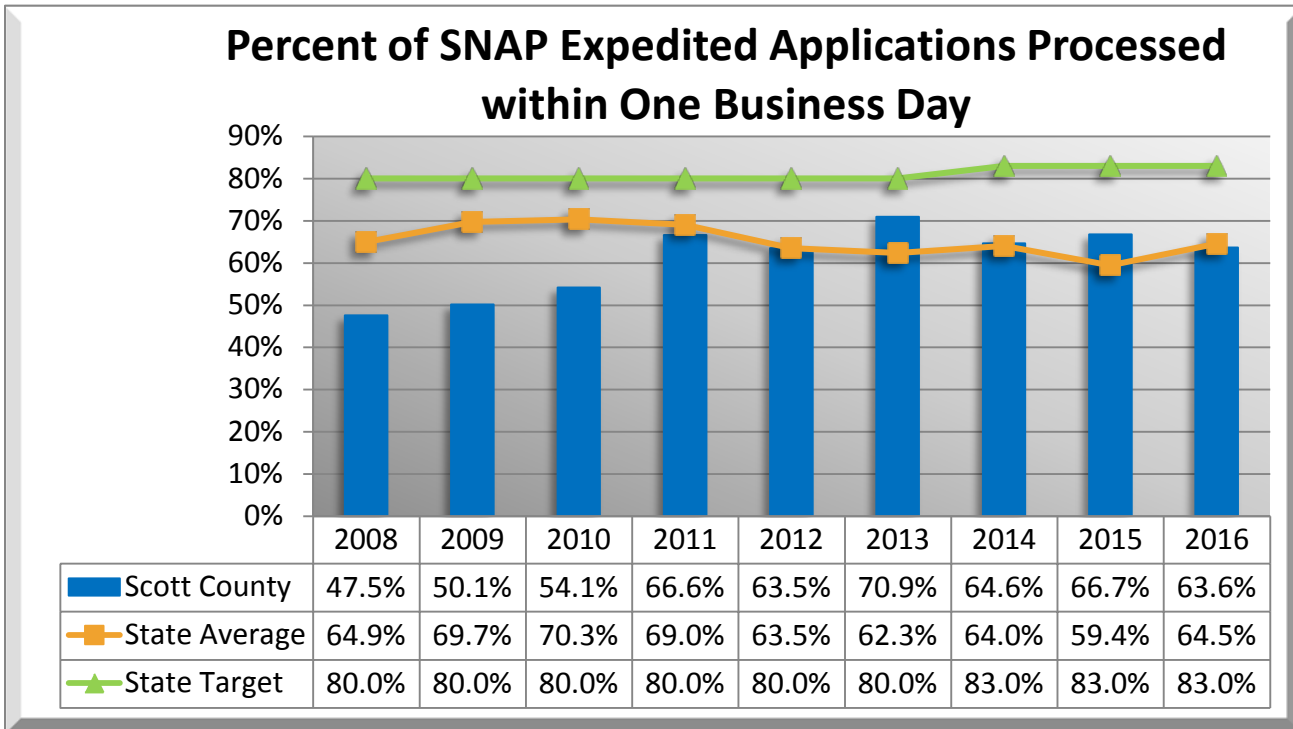


FIGURE 45 – FOOD SUPPORT APPLICATIONS PROCESSED TIMELY



How are we doing?

The County trend is improving and is at or above the statewide average, but remains below the target set by the state for county performance.



What influences this?

The primary internal influence on County performance is staff resources to process applications. A greater contributing factor has become technology that provides access to online applications. While this provides convenience to the applicant, it does not include all program requirements and may delay staff ability to process without further contact with the applicant.

TIMELY FOOD SUPPORT APPLICATIONS



What is the County's role?

Counties are designated by the state with the responsibility to determine eligibility and issue emergency benefits to purchase food in critical situations.



The number of participants in the Supplemental Nutrition Assistance Program has increased dramatically in the last decade. Two primary factors contributed to this growth. Need for income and food support increased through the duration of the recession. In addition Congress changed the eligibility criteria expanding the group of people who qualified for assistance. This change included aggressive outreach to low income seniors encouraging them to apply for food support.

PBB Cost	2017		2017
Total Cost	779,068	Total Revenue	400,240
Direct Cost	729,268	Levy	279,228
Personnel Cost	691,829	Fees	8,163
Non Personnel Cost	37,439	Grants	392,077
Admin Cost	49,800	Other Revenue	0
# of FTEs	8.50	Program #	168

Additional Data

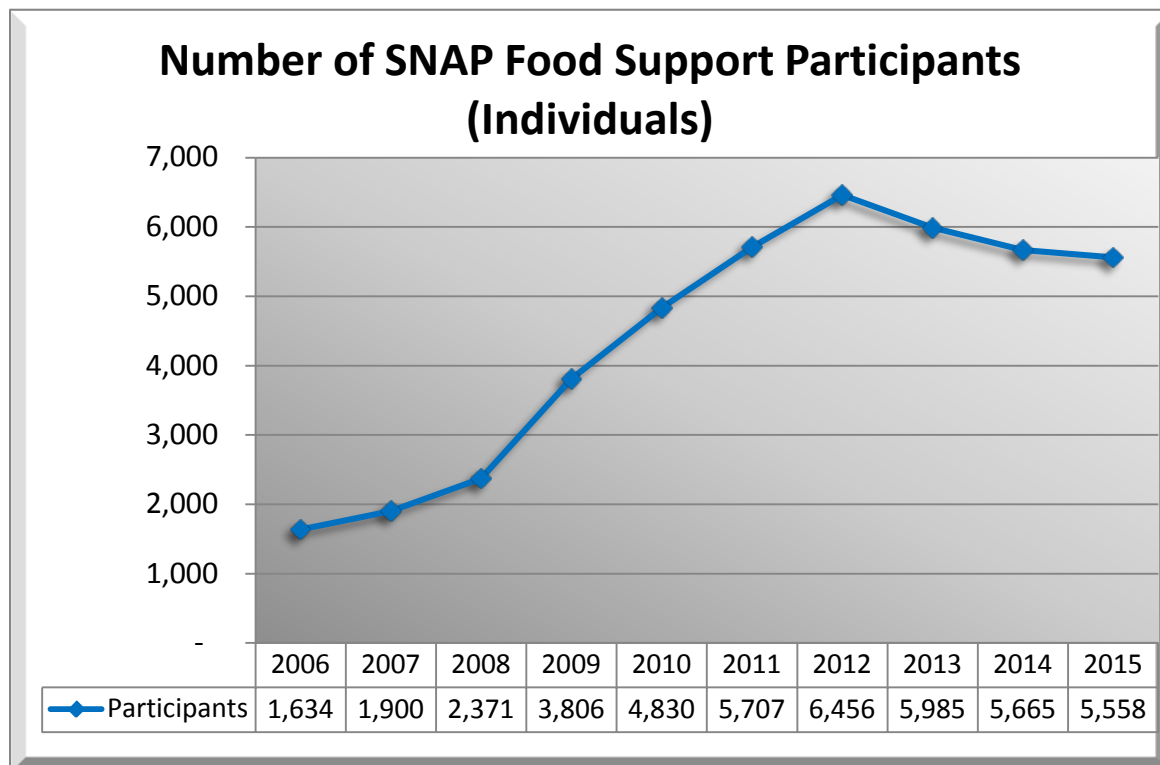


FIGURE 46 - NUMBER OF SNAP FOOD SUPPORT PARTICIPANTS

Mobility Services – Medical Assistance

ON TIME TRANSIT FOR MEDICAL CARE

A major concern for citizens who must use or choose to use transit is reliability. One critical component of a reliable transit system is whether the system delivers riders to their destinations on time. On time performance is an increased challenge for both rider and scheduler in a transit system that does not feature fixed routes and scheduled stops. SmartLink manages rides for medical services for residents receiving public health care coverage.

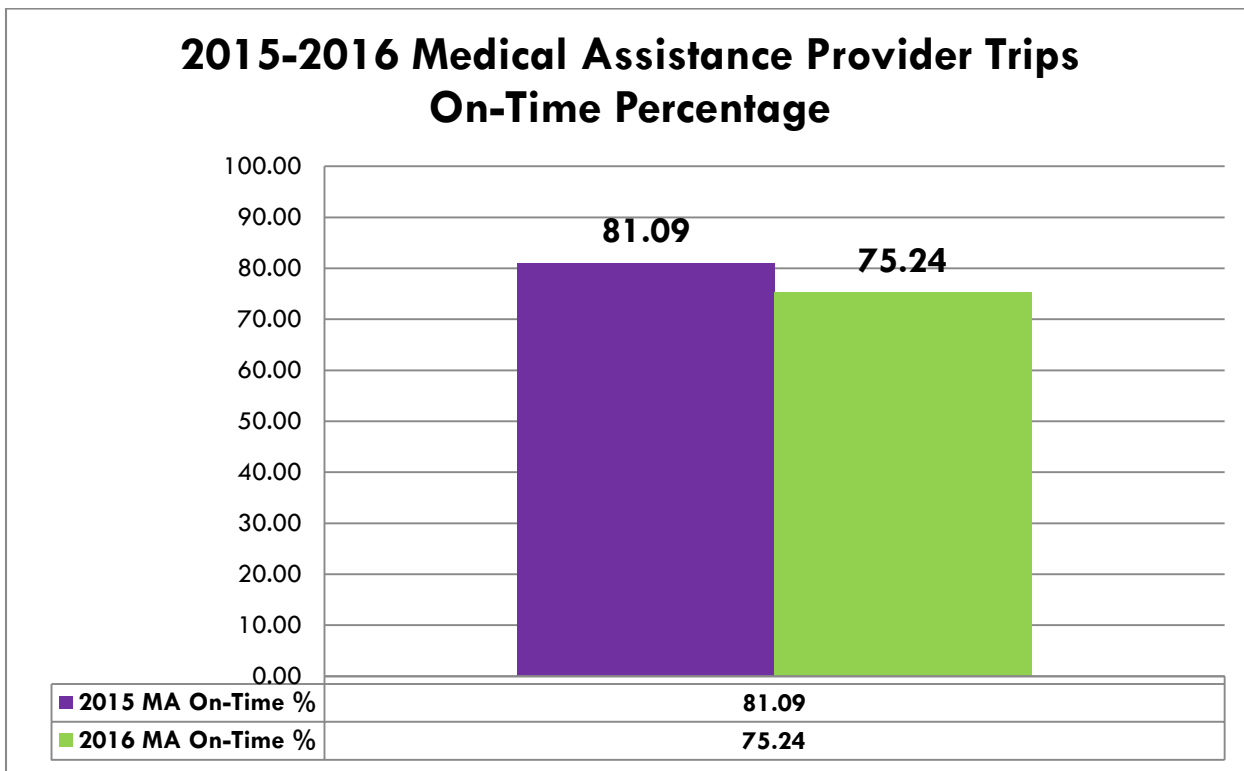


FIGURE 47 - ON TIME TRANSIT



How are we doing?

Passengers using SmartLink in Scott and Carver counties in 2016 arrived at their destination by their requested appointment time just over 75 percent of the time. This is a decrease from 2015 when on time performance was just over 81 percent.



What influences this?

Weather, traffic, and road construction all impact on-time performance. In addition effective communication between SmartLink, the transportation provider and the customer is important. There is some concern that data received from providers may not be accurate. As the managing authority this is an issue for SmartLink to explore.

ON TIME TRANSIT



What is the County's role?

SmartLink is the transit system that manages transportation to medical services for Scott and Carver County residents enrolled in public health care (Medical Assistance). Counties are required to administer and assure transportation for participants. The transportation costs are reimbursed by state and federal funds authorized by Human Services.



PBB Cost	2017		2017
Total Cost	577,214	Total Revenue	574,928
Direct Cost	574,928	Levy	(82,072)
Personnel Cost	112,678	Fees	657,000
Non Personnel Cost	462,250	Grants	0
Admin Cost	2,286	Other Revenue	0
# of FTEs	1.60	Program #	44

Program Background:

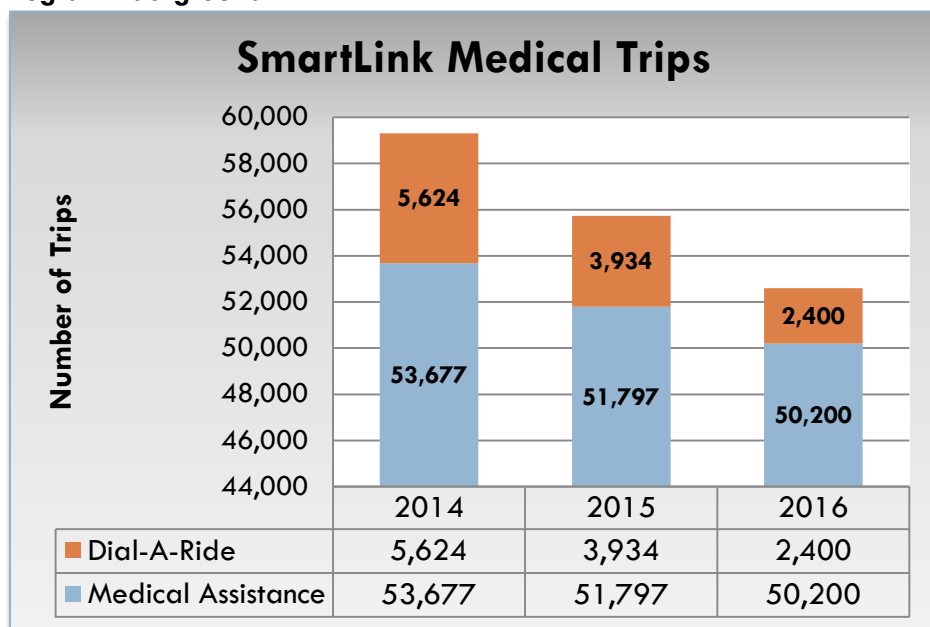


FIGURE 48 - SMARTLINK MEDICAL TRIPS

SmartLink coordinates transportation for public medical care enrollees through their network of providers and mileage reimbursement for individual drivers. The number of trips has declined slightly each year from 2014 to 2016 to just over 50,000 trips in 2016 due to changes in insurance programs. Of these, nearly 38,000 arrived at their destination on time.

Administrative costs for SmartLink are significantly lower than other metro county Medical Assistance transportation coordinators.

Environmental Health – Water Treatment

WATER QUALITY TRENDS

Water quality is monitored in lakes and streams to track their condition and levels of pollution. Citizens are concerned about the condition of surface waters and whether management efforts are protecting and improving water quality. Water clarity is an indicator of lake health and used to determine if a lake is impaired for recreation due to excessive nutrients.

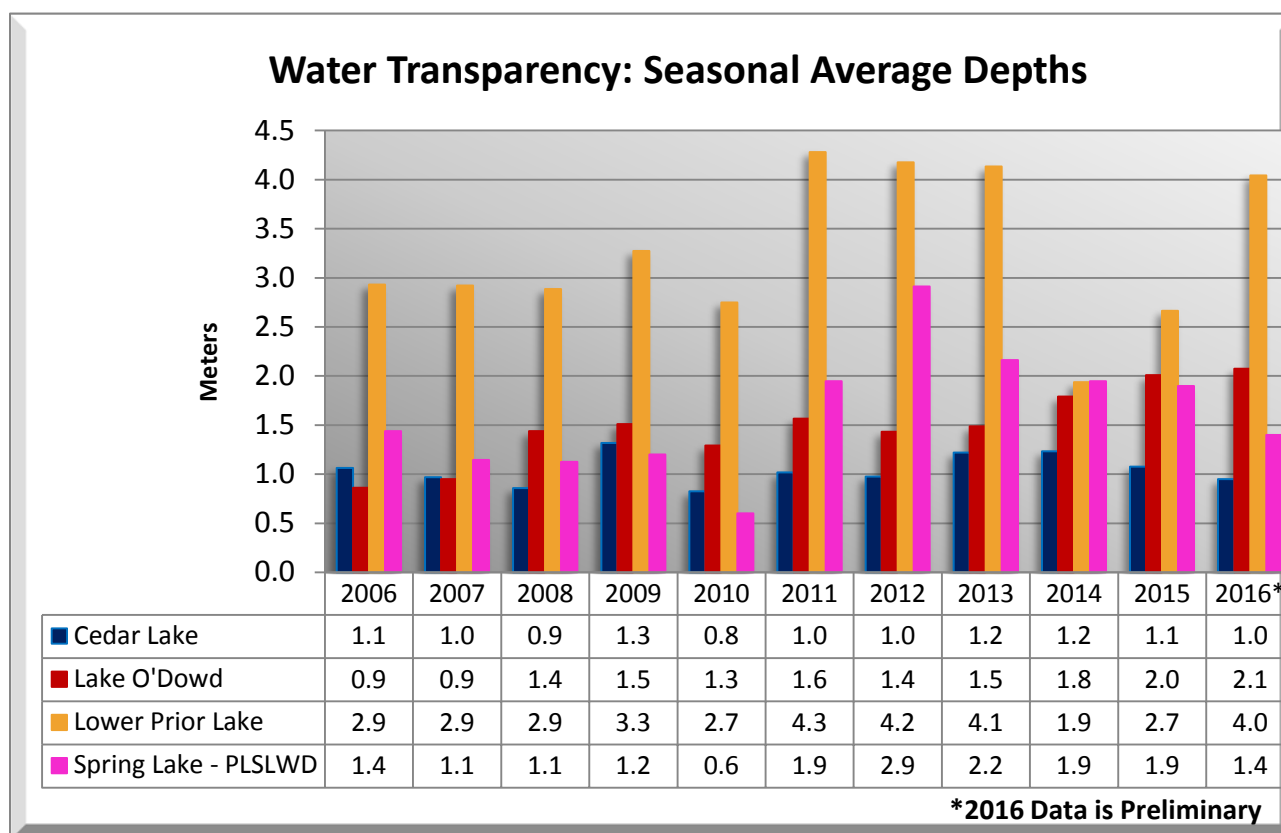


FIGURE 49 - WATER QUALITY TRENDS



How are we doing?

For shallow lakes, O'Dowd and Cedar Lake, the clarity should be 1 meter or more. O'Dowd has improved while Cedar has remained the same. For deeper lakes, Lower Prior and Spring Lake, the clarity should be 1.4 meters or more. Lower Prior Lake is considered unimpaired. Spring Lake has been considered impaired but has shown some improvement in recent years. Change is tracked over time; annual change is less significant until a pattern occurs.



What influences this?

A number of factors impact water quality, both natural such as the depth of a lake and human influences. Human influences include changing the land cover, improving drainage, increased chemical and fertilizer use, and the spread of invasive species.

WATER QUALITY TRENDS



What is the County's role?

The County has a role in water quality both as a local unit of government regulated under the Federal Clean Water Act and through its responsibilities under state statutes promoting watershed management.



PBB Cost	2017		2017
Total Cost	945,416	Total Revenue	668,598
Direct Cost	941,551	Levy	0
Personnel Cost	79,704	Fees	39,200
Non Personnel Cost	861,847	Grants	691,638
Admin Cost	3,865	Other Revenue	(62,240)
# of FTEs	0.80	Program #	123

The quality of drinking water in the county with respect to nitrates is gathered from test kits residents purchase. High nitrate levels are an indicator of the potential for the presence of other dissolved contaminates. An average of 100 wells are tested annually with less than 1% exceeding the drinking water standard in the past decade.

Additional Data

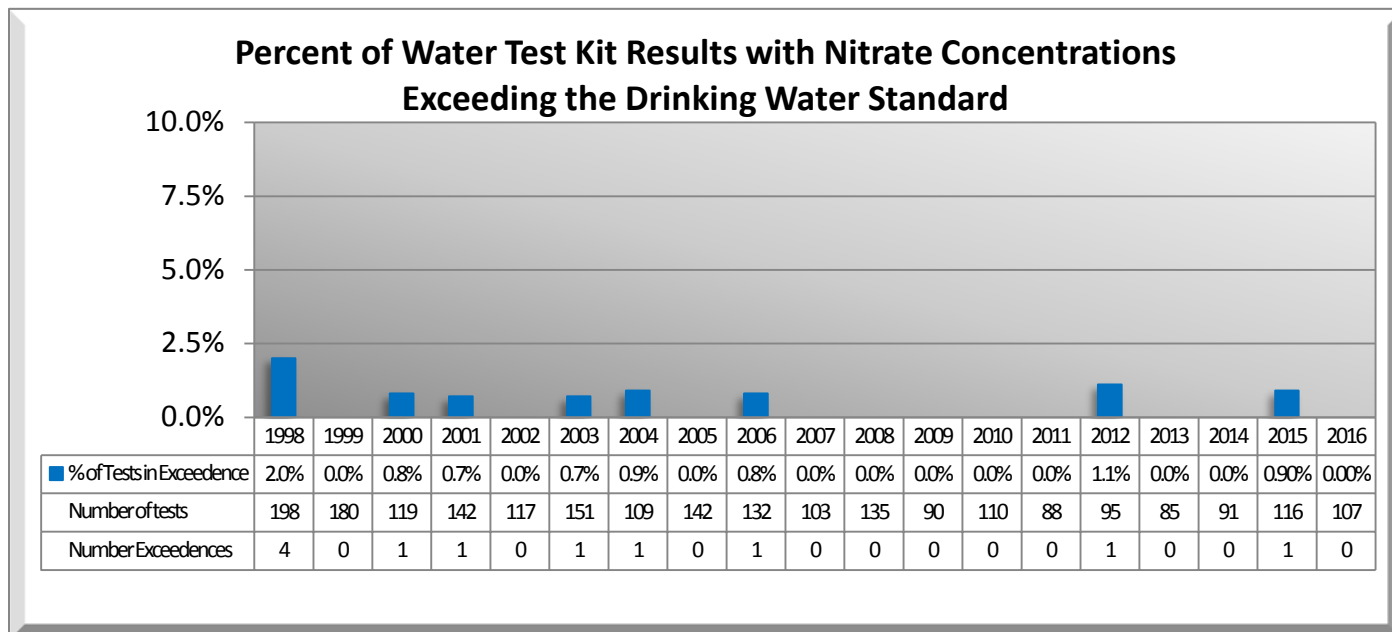


FIGURE 50 - PERCENT OF WATER TEST KIT RESULTS WITH NITRATE CONCENTRATIONS EXCEEDING THE DRINKING WATER STANDARD

County Sheriff - Jail

INMATE HEALTH CARE

Jail inmates are confined in congregate settings where communicable diseases can be easily spread if infected individuals enter and are not identified in time. Health assessments help to guard against the spread of disease. In addition, they help to identify other health needs of the inmate population.

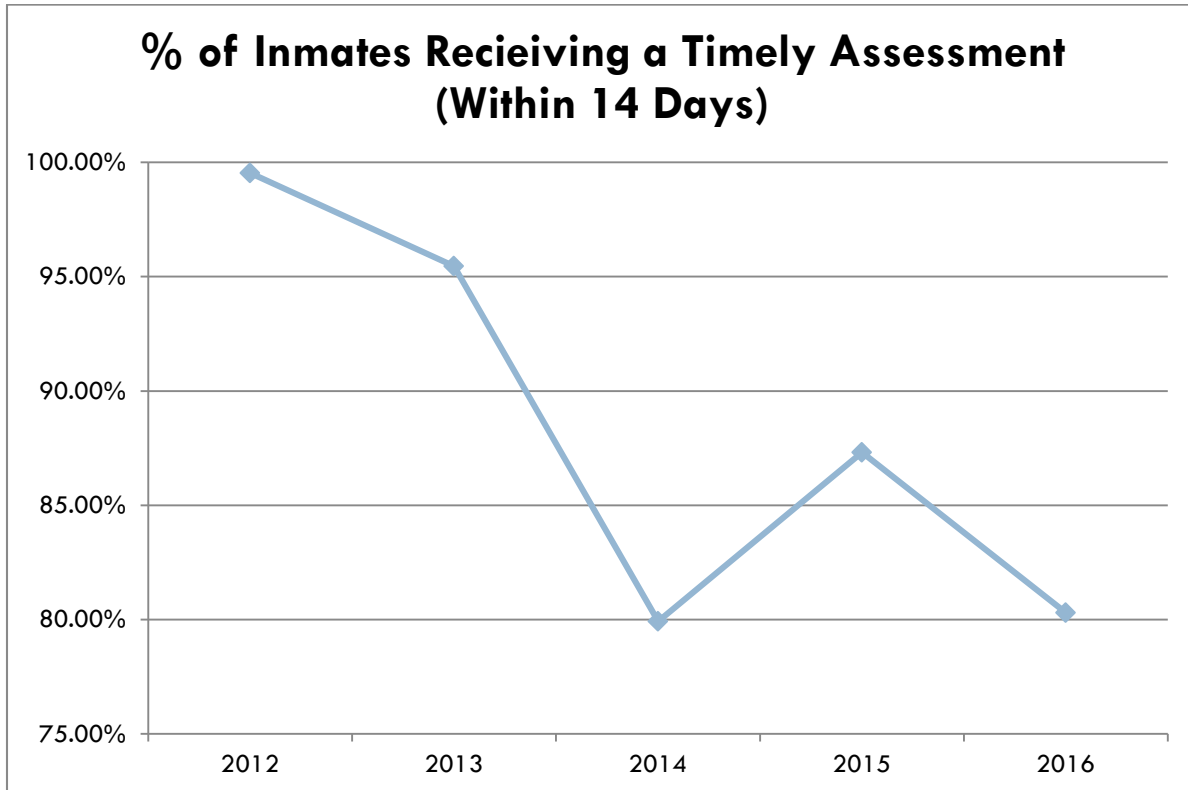


FIGURE 51 - INMATE HEALTH CARE ON RELEASE



How are we doing?

The rate of timely health assessments has declined since 2012 and is currently at 80 percent.



What influences this?

A number of factors can influence the timely completion of health assessments. These include staffing levels, number of inmates, level of ongoing health needs, and cooperation of inmates.

INMATE HEALTH CARE



What is the County's role?

The medical care of inmates in custody at the Scott County jail is the responsibility of the County. In addition, the Department of Corrections rules require that inmates confined in jails for 14 days or longer receive a health evaluation.



PBB Cost	2017		2017
Total Cost	1,249,055	Total Revenue	23,235
Direct Cost	1,059,552	Levy	846,813
Personnel Cost	742,552	Fees	5,000
Non Personnel Cost	317,000	Grants	0
Admin Cost	189,503	Other Revenue	18,235
# of FTEs	8.40	Program #	237



LIVABLE – MOBILITY & RECREATION OPTIONS

WHEN SCOTT COUNTY SUPPORTS A LIVABLE COMMUNITY BY PROVIDING MOBILITY OPTIONS AND RECREATION INFRASTRUCTURE...

- Citizens have a reliable and connected system of roads, trails, and sidewalks.
- Transit options are available to all citizens.
- Citizens have access to parks and open spaces for recreation.

Mobility and recreation opportunities are key components that define a livable community for the citizens of Scott County. Outdoor recreation options and a way to get where they need to go have consistently rated high on resident surveys.



Why is it important?

Parks and Trails: Trails and parks are important contributors to quality of life in the County. Development of parks assures public open space is protected for future generations.



Physical Development – Highways and Transit: Road pavement is one of the County's larger public investments. Maintaining road pavement in good condition is important from both a driver's standpoint and from the County's desire to ensure this investment lasts for a long period of time. A highway system that operates smoothly allowing traffic flow at optimum speed and reduces congestion by leveraging mass transit is critical for a mobile society.



Land Regulation: Long term planning for infrastructure needs is essential to maintaining a quality community. Approving development without considering infrastructure expansion or environmental needs leads to costly corrections later.

PARKS PROVIDE EDUCATION

SCOTT COUNTY STAFF WORK WITH YOUTH TO TEACH THEM THE IMPORTANCE OF TAKING CARE OF WHERE THEY LIVE AND PLAY.



Almost 1,200 fifth graders from 14 Scott County schools learned about conservation at outdoor stations set up in a 10-acre woods near New Prague. For the past 30 years, the John Bisek, Sr. family members have shared their property for a fall field trip for New Prague, Elko New Market, Belle Plaine, Savage, and Shakopee schools. Collin Schoenecker, Scott Soil and Water Conservation District (SWCD) staff, asked teams questions about wildlife, invasive species, and the environment during a “Jeopardy”-style game.

The day consisted of six learning sessions where students:

- Felt the textures of different soil types and discussed why soil is more than just “dirt”.
- Caught mosquitoes in random containers that unintentionally hold water in a typical yard, and learned about the life cycle of a mosquito.
- Drew tree cookies of their lives and found out what trees need to be healthy.
- Were entertained by CLIMB Theatre actors, whose superhero “Can Man” taught them about hazardous chemicals, along with recycling and reusing trash.
- Played bingo after learning about the importance of pollinators and the six parts of a plant.

Interestingly, Collin attended the event himself as a fifth grader; his father Doug, a retired SWCD staff member, used to teach at the Outdoor Education Days soils station and is now on the Scott SWCD Board of Supervisors.

Special thanks to staff from local organizations who presented at the various stations: Scott-Carver Master Gardeners, Metropolitan Mosquito Control District, Scott SWCD, Scott County Environmental Health and Natural Resources, and the Minnesota Department of Natural Resources.



Parks and Trails - Outreach

SYSTEM VISITS

The purpose of the parks and trails program is to provide residents with access to a safe, well-maintained and operated regional park and trail system. Under a policy-level agreement established in 2011, Scott County and Three Rivers Park District combine resources to collectively operate all regional parks and trails in Scott. There is strong County involvement at the policy and operational level and a strong funding commitment from the County. This commitment and the partnership with Three Rivers Park District has resulted in a substantial growth in the park and trail facilities available for residents. The annual visits have increased in line with the system expansion.

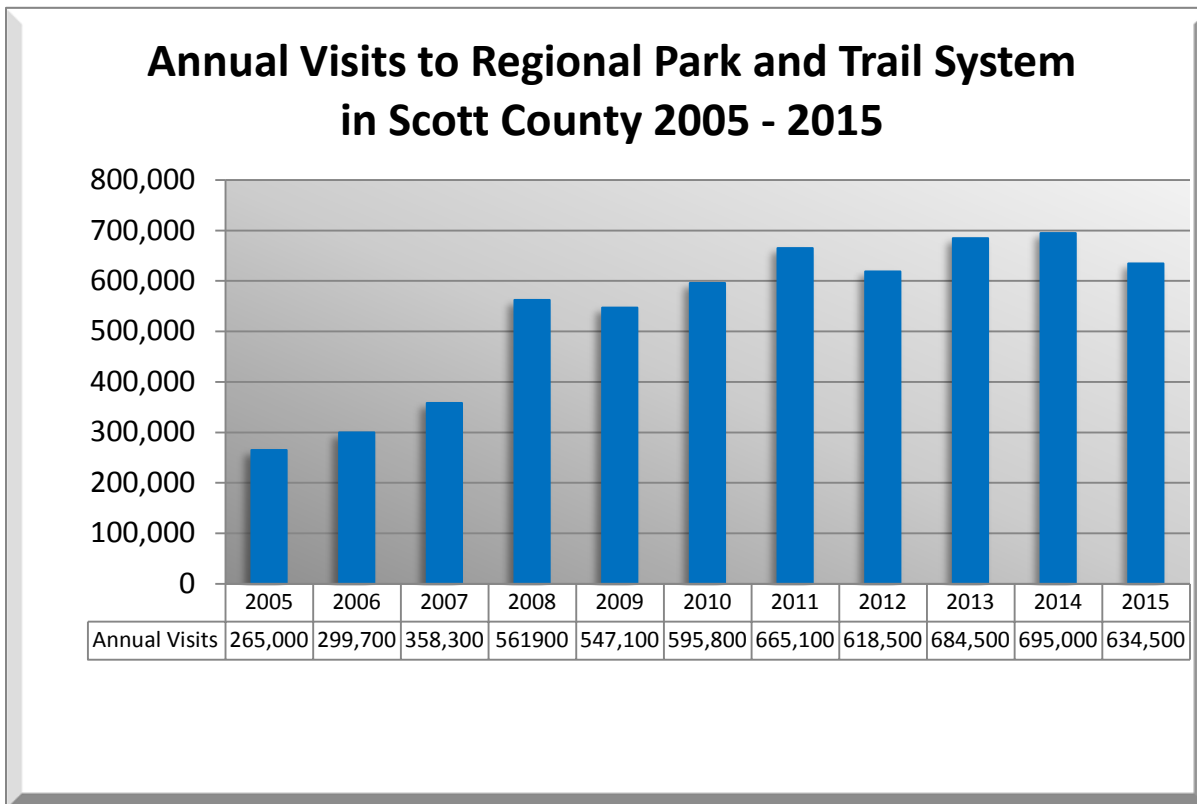


FIGURE 52 - ANNUAL VISITS



How are we doing?

This measure provides data on use and does not show performance toward an outcome. Use has increased by 139 percent since 2005.

An assumption can be made that the increased use indicates the system is meeting the desired outcome that residents are aware of and feel welcome in regional parks and trails.



What influences this?

Important considerations for use include knowledge of facilities, access, programming and maintenance. There is an assumption that if parks and trails meet the expectations of residents they will utilize the facilities.

SYSTEM VISITS



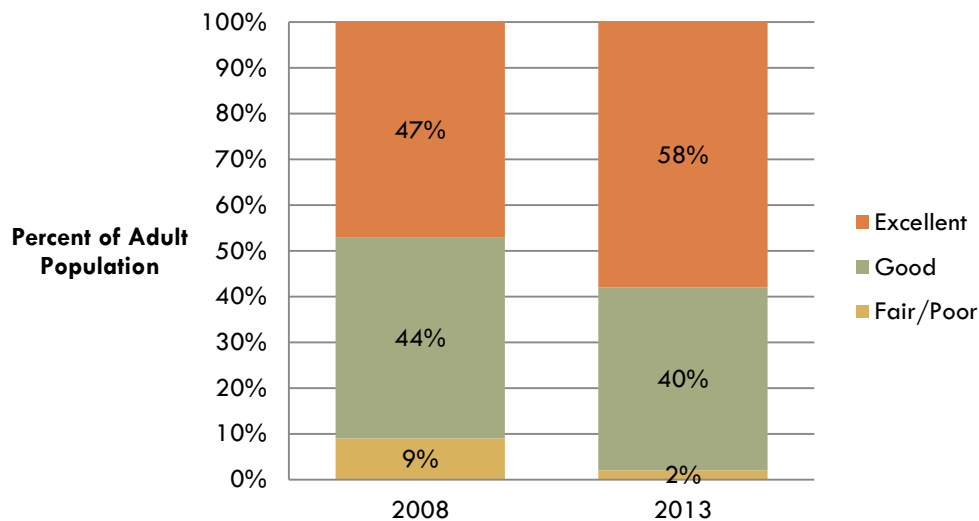
What is the County's role?

The County Board sets priorities for and makes funding decisions for the regional park and trail system in Scott County. The Scott County Parks Advisory Commission makes recommendations to the County Board on planning, operations, capital and operational priorities. Scott County provides its regional park and trail operations through a policy-level Joint Powers Agreement with Three Rivers Park District. Three Rivers Park District leadership provides recommendations, particularly regarding operations and maintenance, for consideration by County leadership and County policy makers.



PBB Cost	2017		2017
Total Cost	390,651	Total Revenue	156,440
Direct Cost	389,054	Levy	231,017
Personnel Cost	0	Fees	0
Non Personnel Cost	389,054	Grants	115,040
Admin Cost	1,597	Other Revenue	41,400
# of FTEs	0.00	Program #	82

Satisfaction with Upkeep/Maintenance



The Three Rivers Park District does a periodic survey of Scott County park users. These ratings indicate an improvement in the users' perception of park upkeep. Maintaining parks and trails in a manner that meets residents' expectations indicates stewardship of public funds and should contribute to increased usage.

FIGURE 53 - SATISFACTION WITH UPKEEP/MAINTENANCE

Resident Survey – Parks

CITIZENS' RATING OF PARKS

Residents' rating of County parks, i.e., whether they meet citizen expectations, is an important measure of a livable community. Periodically, Scott County residents are surveyed for their assessment of regional parks and trails. This survey data collected from a representative sample of residents is an indication of how well parks and trails meet the needs and expectations of citizens.

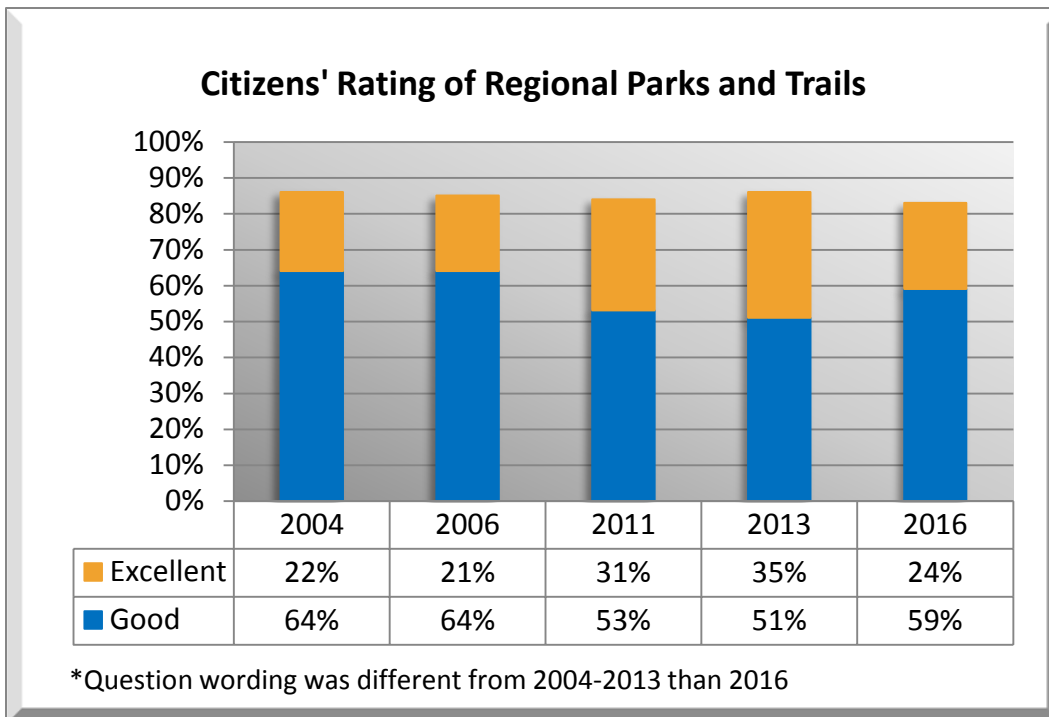


FIGURE 54 - CITIZENS' RATING OF PARKS



How are we doing?

The survey rating dropped slightly from the previous results in 2013, but remains relatively consistent over time. The rating is similar to comparable jurisdictions.



What influences this?

Changing demographics results in changing expectations of parks and trails over time. One of the challenges is the early stage of development of the County's regional park and trail system. Initial investment into a new park or trail facility is substantial. Citizen demand for a variety of nearby park facilities and connected trail system is outpacing available funding.

CITIZENS' RATING OF PARKS



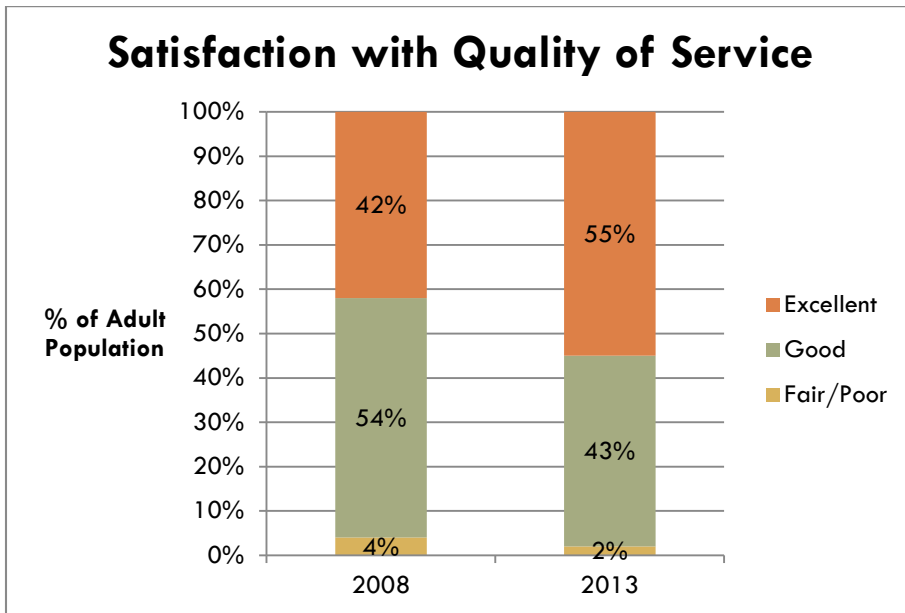
What is the County's role?

Scott County provides its regional park and trail operations through a policy-level joint powers agreement with Three Rivers Park District. The Scott County Park and Trail program plans and delivers a regional park and trail system by developing plans and funding resources, acquiring land, developing parks, and delivering recreation and education programs.



PBB Cost	2017		2017
Total Cost	165,276	Total Revenue	0
Direct Cost	164,600	Levy	163,924
Personnel Cost	0	Fees	0
Non Personnel Cost	164,600	Grants	0
Admin Cost	676	Other Revenue	0
# of FTEs	0.00	Program #	78

Additional Data



Three Rivers Park District conducts a periodic survey of Scott County park visitors. These visitors have given a very high rating for service quality indicating that park staff is meeting visitor expectations.

FIGURE 55 - SATISFACTION WITH QUALITY OF SERVICE

Transportation Services – Travel Time

TRAFFIC DATA COLLECTION

Citizens expect predictable travel times and smooth traffic flow on major roadways. The County plans for both current and future users by monitoring ongoing traffic, intersection traffic control evaluation, crashes, and signal timing plans. Planned modifications to the system can reduce travel time and establish consistent peak period travel speeds appropriate to the corridor.

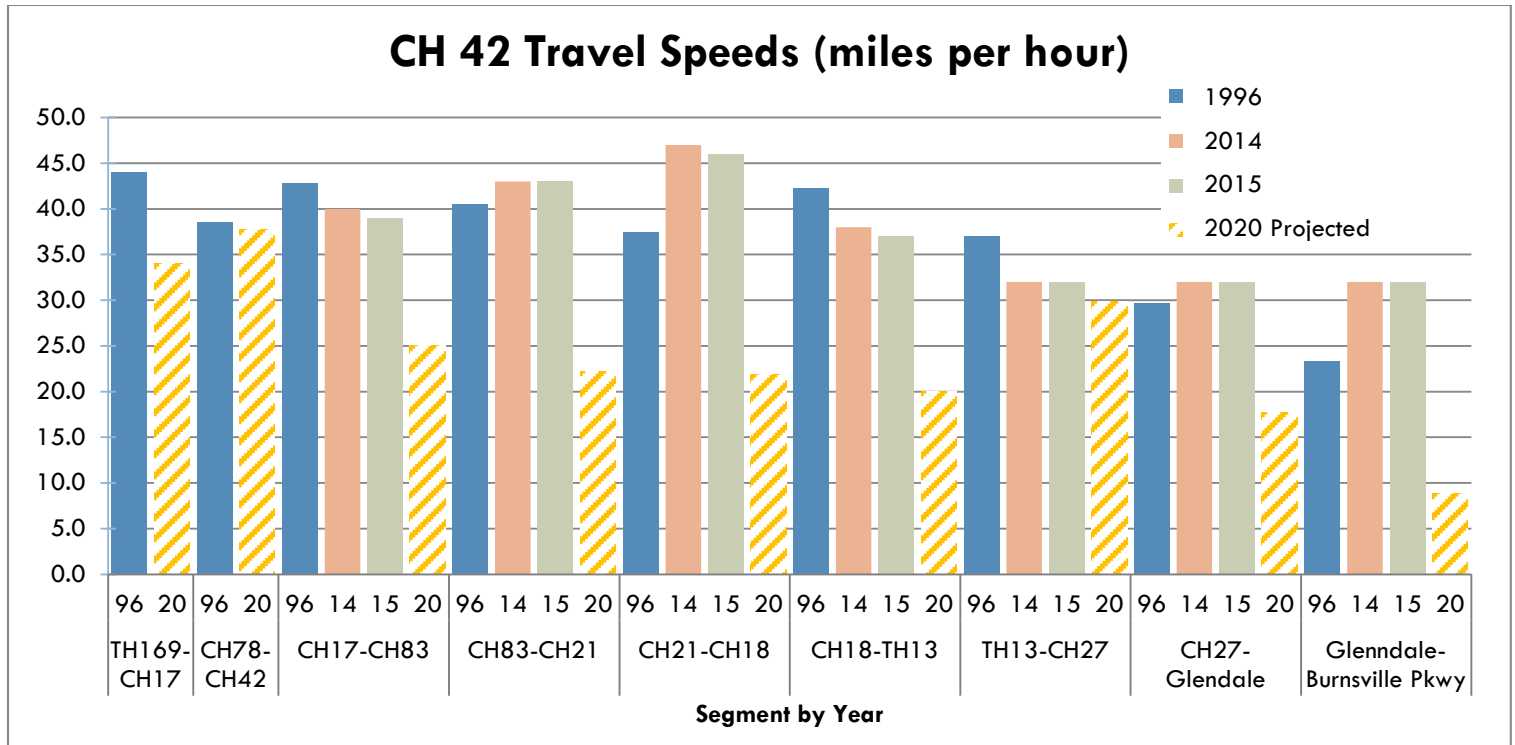


FIGURE 56 – COUNTY HIGHWAY 42 PEAK HOUR TRAVEL SPEEDS

How are we doing?



The chart displays travel speeds on multiple segments of one county highway. Interventions on most segments have resulted in increased or maintained speed and ease of commute between the base of 1996 and 2014. Additional reduction in speed is projected by 2020 due to increased forecasted travel demand. The goal of planned interventions is to mitigate this reduction. 45 MPH is the acceptable peak hour speed in the principal arterial system.

What influences this?



Reduction in incidents is one factor that impacts travel speed and smooth traffic flow. System capacity, intersection design, signal timing, access points, intersection controls, and turn lanes are all issues that influence the peak hour travel speeds.

TRAFFIC DATA COLLECTION



What is the County's role?

A critical component of the County's mission is to maximize the safe and effective operation of the County's highways. In the definition of a Livable community citizens expect a reliable system of roads that allows a smooth flow of traffic and predictable travel times. The County is responsible for planning and maintenance of the county highway system.



PBB Cost	2017		2017
Total Cost	53,744	Total Revenue	0
Direct Cost	50,625	Levy	47,506
Personnel Cost	44,445	Fees	0
Non Personnel Cost	6,180	Grants	0
Admin Cost	3,119	Other Revenue	0
# of FTEs	0.45	Program #	96

Additional Data

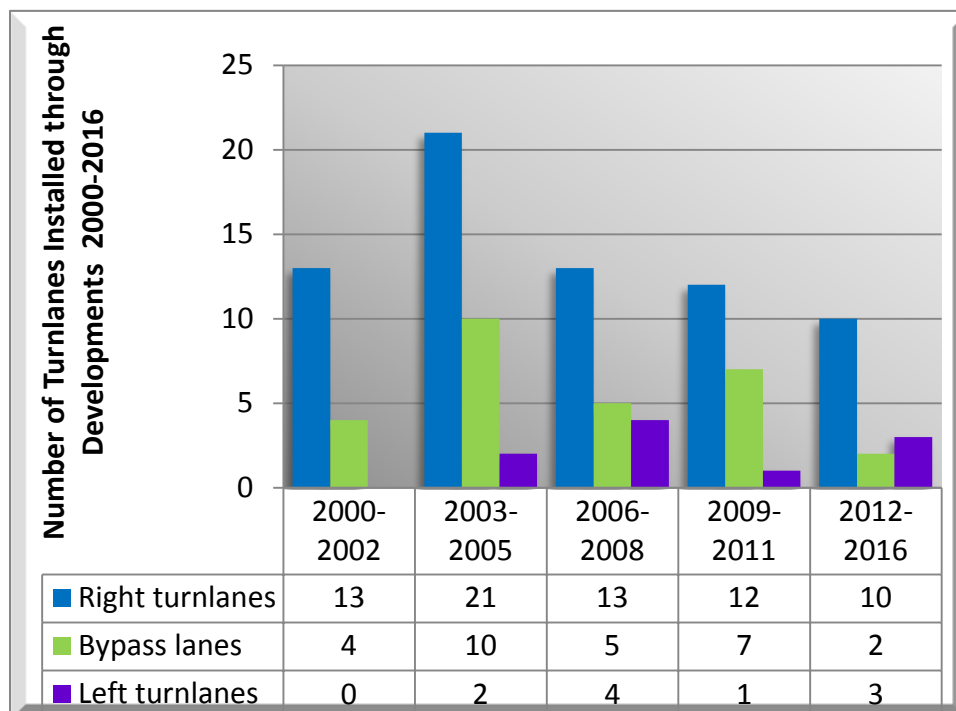


FIGURE 57 - NUMBER OF TURNLANES INSTALLED THROUGH DEVELOPMENTS

The National Cooperative Highway Research Program (NCHRP) considers providing left and right turn lanes a PROVEN safety strategy for reducing the frequency and severity of conflicts at non-signalized intersections. The US Department of Transportation Crash Modification Factors Clearinghouse lists a crash reduction of between 25 to 30 percent for the installation of left or right turn lanes. A 5 percent crash reduction is listed for bypass lanes. These changes also increase peak hour speeds and improves traffic flow.

Resident Survey – Road Condition

SURFACE CONDITION OF COUNTY ROADS

Periodically, residents are asked in a survey for their assessment of the condition of county roads. Residents are asked to rate their assessment of road condition on a scale of poor to excellent. These ratings are compared over time as well as to citizen ratings in similar jurisdictions.

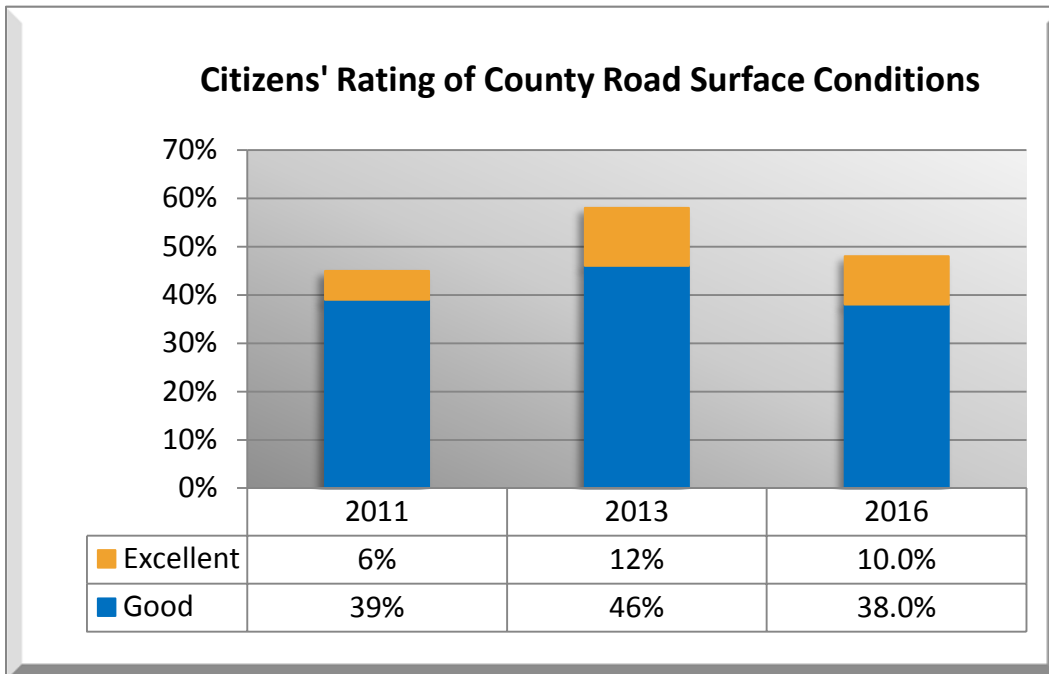


FIGURE 58 - SURFACE CONDITION OF COUNTY ROADS



How are we doing?

Citizen ratings have dropped significantly since 2001, but have been relatively consistent for the last three survey periods. Scott County citizens rate road surface conditions much lower than similar jurisdictions. These rating trends are not consistent with the county's recorded findings of the Pavement Condition Index measure over time. Recorded conditions have remained similar despite of the Resident Survey.



What influences this?

Pavement conditions are impacted by a number of factors. These include the investment in routine maintenance, material and workmanship, traffic patterns and use, and weather conditions. A significant factor may be the month in which the survey was conducted, as surface conditions vary significantly depending on the month.

SURFACE CONDITION OF COUNTY ROADS



What is the County's role?

Maintenance of the County road system is a county responsibility and a major investment of public funds. Responsibility for the overall roadway system is shared among federal, state, cities and townships along with the County. On the Resident Survey respondents may not distinguish between roads maintained by other government jurisdictions.



PBB Cost	2017		2017
Total Cost	1,369,933	Total Revenue	1,007,138
Direct Cost	1,364,332	Levy	351,594
Personnel Cost	211,847	Fees	119,838
Non Personnel Cost	1,152,485	Grants	788,000
Admin Cost	5,600	Other Revenue	99,300
# of FTEs	2.36	Program #	46

In 2016 Scott County invested \$7 million from the capital fund in preserving and improving road surface condition.

Additional Data

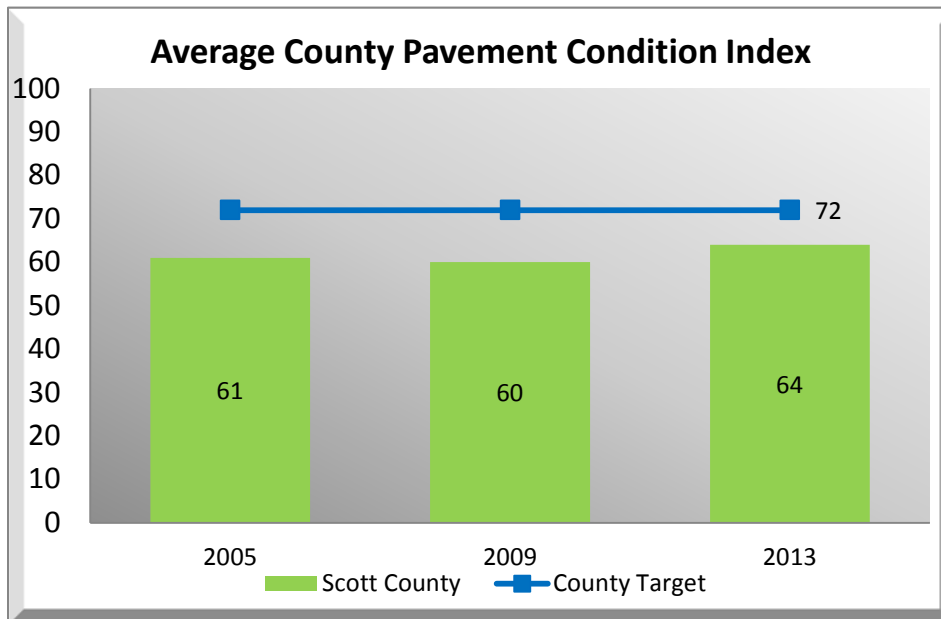


FIGURE 59 - AVERAGE COUNTY PAVEMENT CONDITION INDEX

The County monitors the condition of every segment of the County Highway system and plans maintenance based on measures. Pavement Condition Index (PCI) was developed by the U.S. Army Corps of Engineers. The method is based on a visual survey of the number and types of distresses in a pavement. The result of the analysis is a numerical value between 0 and 100, with 100 representing the best possible condition and 0 representing the worst possible condition. The County has set a pavement condition index target of 72.

Transportation Services – Transit Performance

TRANSIT DENIAL RATE / ON TIME TRANSIT

A major concern for citizens who must use or choose to use transit is reliability. Two critical components of a reliable transit system are whether the system can provide the rides needed and whether it delivers riders to their destinations on time. The Denial Rate looks at both capacity in terms of number of riders who can be accommodated and hours of service. On Time performance is an increased challenge for both rider and scheduler in a transit system that does not feature fixed routes and scheduled stops. Scott County uses a “Dial a Ride” system where the rider calls a scheduler to request specific times and destinations.

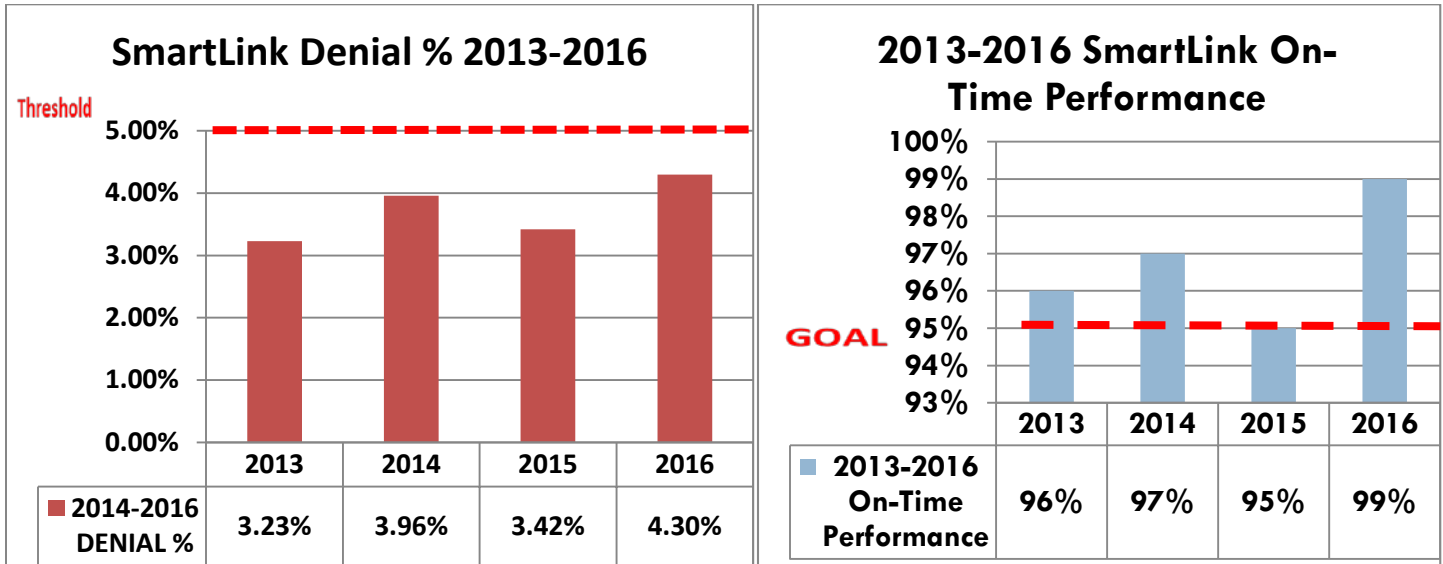


FIGURE 60 – SMARTLINK DENIAL PERCENTAGE/ON-TIME PERFORMANCE



How are we doing?

The percent of requested rides not able to be delivered decreased in 2015 but increased significantly in 2016. In addition, the number of requests for rides in the system decreased by 6.5 percent. Even with the increase in the percent of requests that could not be met, SmartLink remained under the threshold of 5% as established by the Metropolitan Council.



What influences this?

The number of denials is impacted by system capacity. By design maximum capacity is provided during the morning and afternoon commute hours to serve employment transportation needs. Aside from weather, traffic and road construction the major influence to on-time performance is the emphasis on efficiency for the system. Multiple stops increases the ridership on each trip and increases the opportunities for delays. Efficiency is a balance with both on-time performance and customer trip time.

TRANSIT DENIAL RATE / ON TIME TRANSIT



What is the County's role?

SmartLink is the transit system that provides general public demand response curb to curb service. Operation of SmartLink for Scott and Carver counties falls under the supervision of the Metropolitan Council which oversees transit services for the seven county metropolitan area. The County contracts and oversees transit providers who deliver direct service to customers. The County assumes the scheduler role and recruits, trains, and schedules volunteers who provide rides that contracted providers are not able to serve.



PBB Cost	2017		2017
Total Cost	1,345,088	Total Revenue	1,339,760
Direct Cost	1,339,760	Levy	(266,091)
Personnel Cost	102,179	Fees	405,851
Non Personnel Cost	1,237,581	Grants	1,200,000
Admin Cost	5,328	Other Revenue	0
# of FTEs	1.11	Program #	43

In 2016, approximately 46% (50,000) trips were work related, 22% were for adult day programs and 11% for shopping. The majority of the trips either originated from or went to the higher density population centers or Prior Lake, Shakopee, Chanhassen and Chaska.

Program Background:

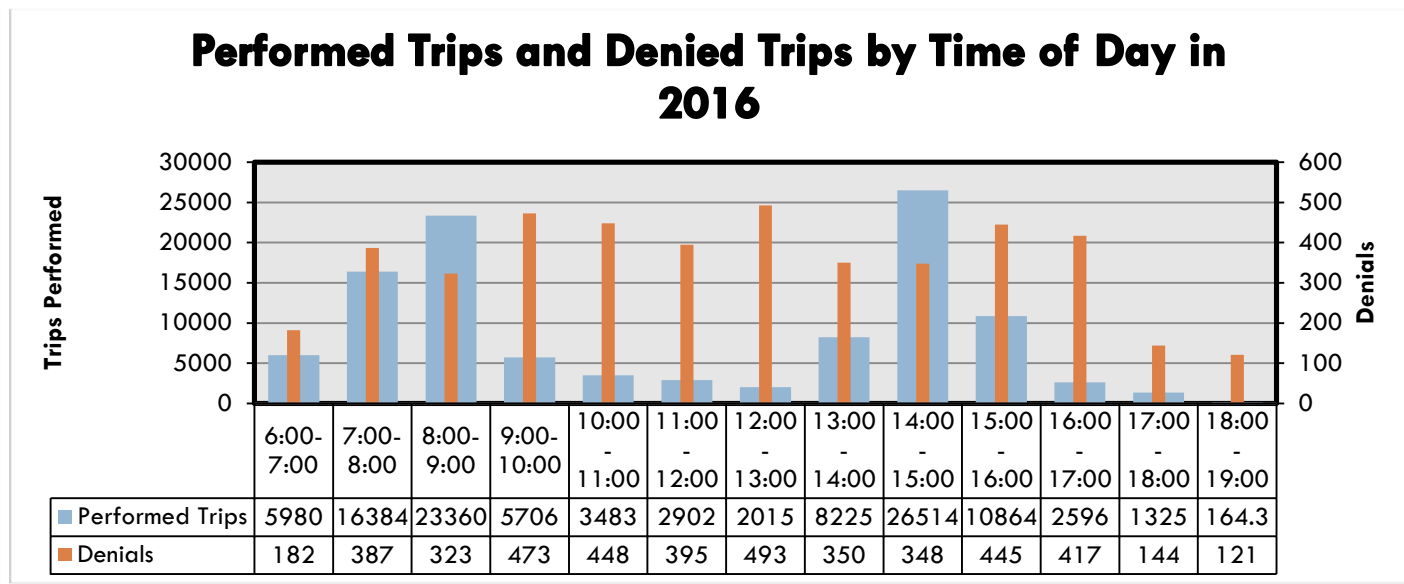


FIGURE 61 - PERFORMED TRIPS AND DENIED TRIPS

Zoning Administration – Land Regulation

PLAT CHANGE FOR INFRASTRUCTURE/ENVIRONMENT

Residential growth has impacts to public services including transportation, parks, storm water management, and the environment. Review and approval of new development is necessary to ensure that new growth is accompanied by appropriate levels of public service to support the growth so developers, not the existing residents pay the cost of public infrastructure needed to accommodate their developments.

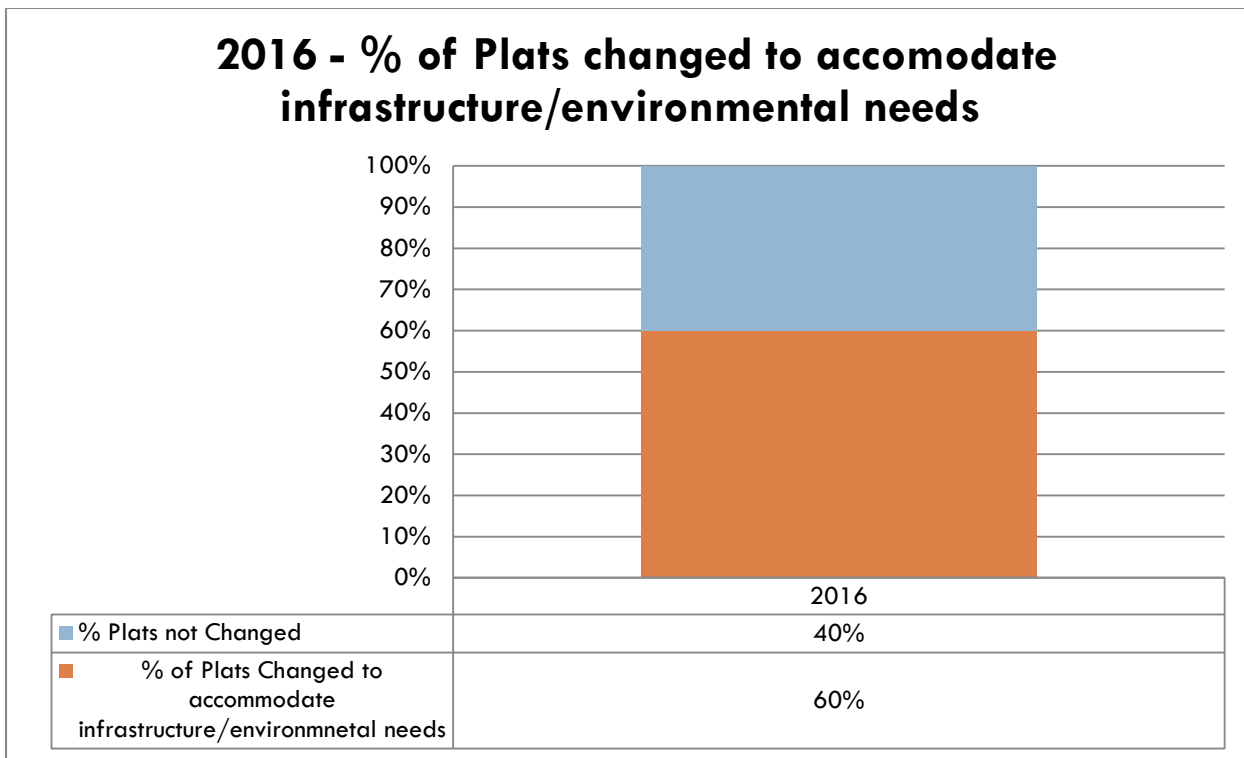


FIGURE 62 - PLAT CHANGE FOR INFRASTRUCTURE/ENVIRONMENT



How are we doing?

This is a new measure without previous data for comparison. The high percent of plats changed indicate county staff is exercising significant oversight to assure infrastructure needs are met and developers, not existing residents, pay the cost of infrastructure for new development.



What influences this?

Responsible review is aided by a detailed comprehensive plan, clear expectations for developers and pre-application meetings with developers.

PLAT CHANGE FOR INFRASTRUCTURE/ENVIRONMENT



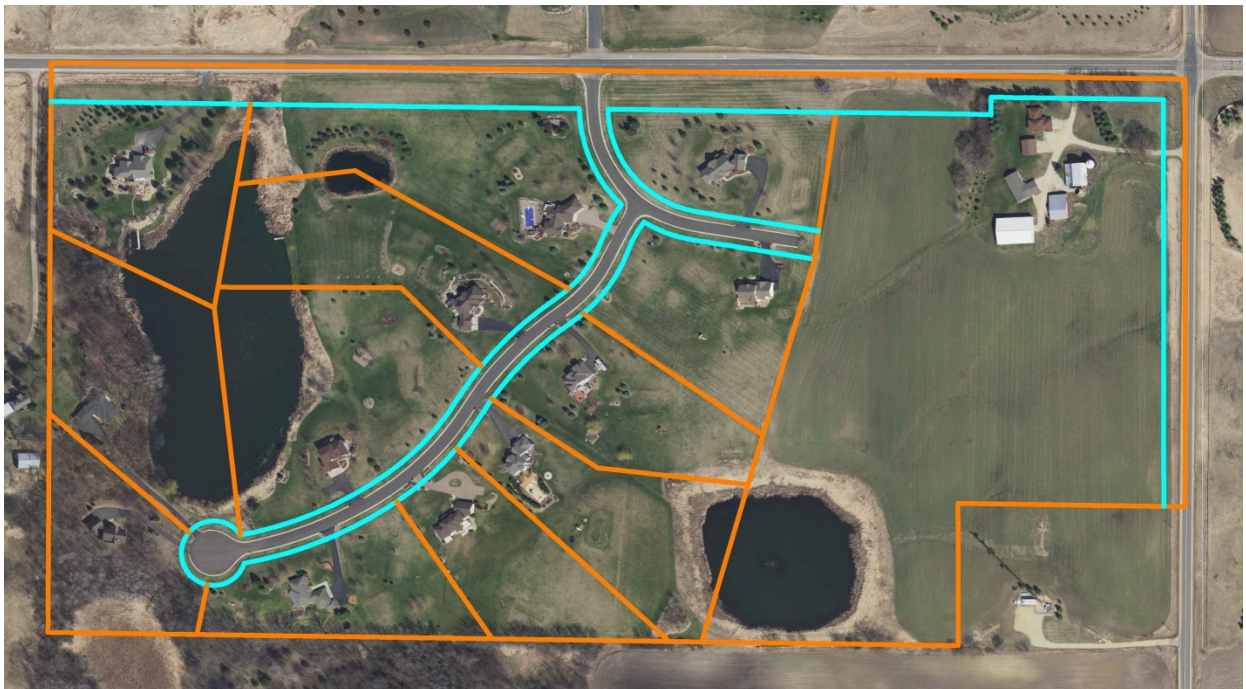
What is the County's role?

The county is responsible for reviewing all land subdivisions in the County's 11 townships to assure compliance with the comprehensive plan and zoning land subdivision requirements. This compliance review assures provisions have been made for stormwater management, wetland management, wetland protection, sewage treatment, traffic, and access to public roads.



PBB Cost	2017		2017
Total Cost	42,809	Total Revenue	18,262
Direct Cost	42,634	Levy	24,197
Personnel Cost	42,094	Fees	18,000
Non Personnel Cost	540	Grants	262
Admin Cost	175	Other Revenue	0
# of FTEs	0.38	Program #	111

Planned land use must take into consideration the impact of development on the environment and the infrastructure.



LIVABLE – OPPORTUNITIES FOR CULTURE, LEISURE & LIFELONG DEVELOPMENT

WHEN SCOTT COUNTY SUPPORTS A LIVABLE COMMUNITY BY PROVIDING OPPORTUNITIES FOR CULTURE, LEISURE, AND LIFE-LONG DEVELOPMENT OPPORTUNITIES, THEN...

- Citizens experience cultural understanding in friendly and diverse neighborhoods.
- Citizens have access to excellent schools.
- Communities offer local services, community education, arts, and cultural and shopping options.
- A range of quality jobs are available to citizens in the community.

Citizens have quality of life expectations in their definition of the community they want to live in. These qualities may not be a direct role of county government, but residents expect the County to support the efforts of other agencies to the extent possible.



Why is it important?

Libraries serve a number of purposes in the community and are an important element of life quality for residents. It is the intent of the library system to provide residents of all ages with access to information that meets their life-long

learning needs. Libraries are a resource to connect job seekers, researchers, child and adult students, retirees, and the general public with the information they need.



Economic Development: An expanding population requires new opportunities for jobs and housing. Economic development assures local jobs to meet the growing demand, provides fiscal stability through an expanded tax base, contributes to the local economy, and is a critical component of a well-rounded community.

Resident Survey – Library Services

CITIZENS' RATING OF LIBRARIES

Libraries are an important source of both information and leisure/recreation for citizens. With the rising use of digital technology, the landscape for library services has changed. Libraries are adjusting to meet the needs of emerging public expectations while still serving the needs of those who rely on or prefer traditional resources.

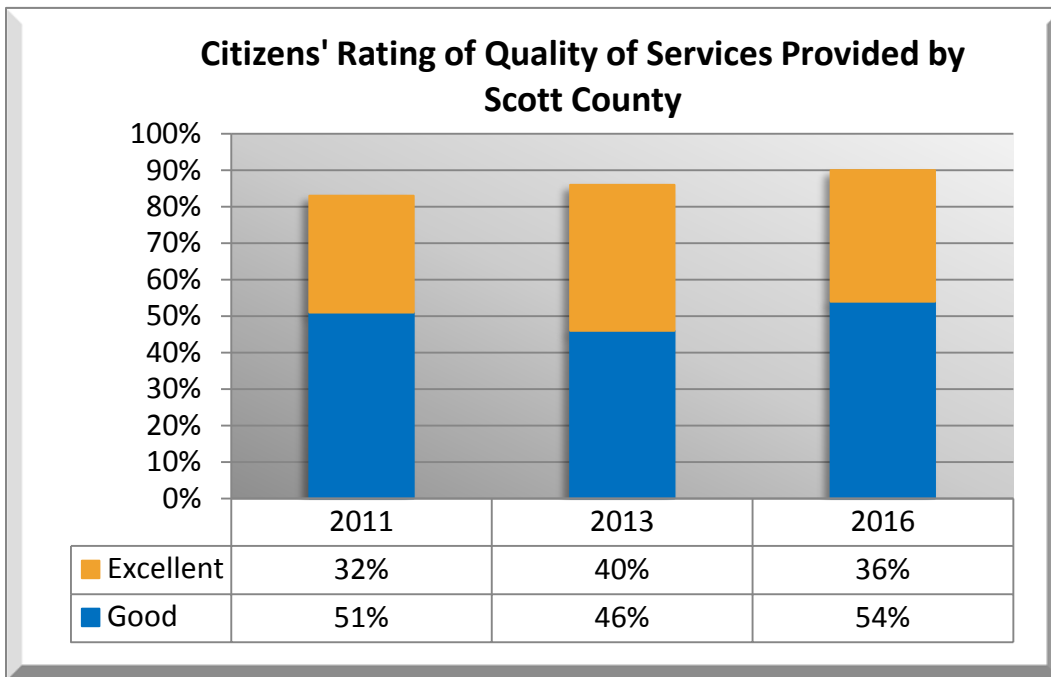


FIGURE 63 - CITIZENS' RATING OF LIBRARIES



How are we doing?

Periodically, citizens are asked to rate the services of County libraries. Residents are asked to rate their assessment of libraries on a scale of poor to excellent.

These ratings are compared over time as well as to citizen ratings in comparable jurisdictions. Library services have consistently been among the highest rated of County services, and are rated similarly with comparable jurisdictions.



What influences this?

An important factor in maintaining favorable ratings and high use is anticipating need and updating materials to remain relevant in a rapidly changing environment.

CITIZENS' RATING OF LIBRARIES



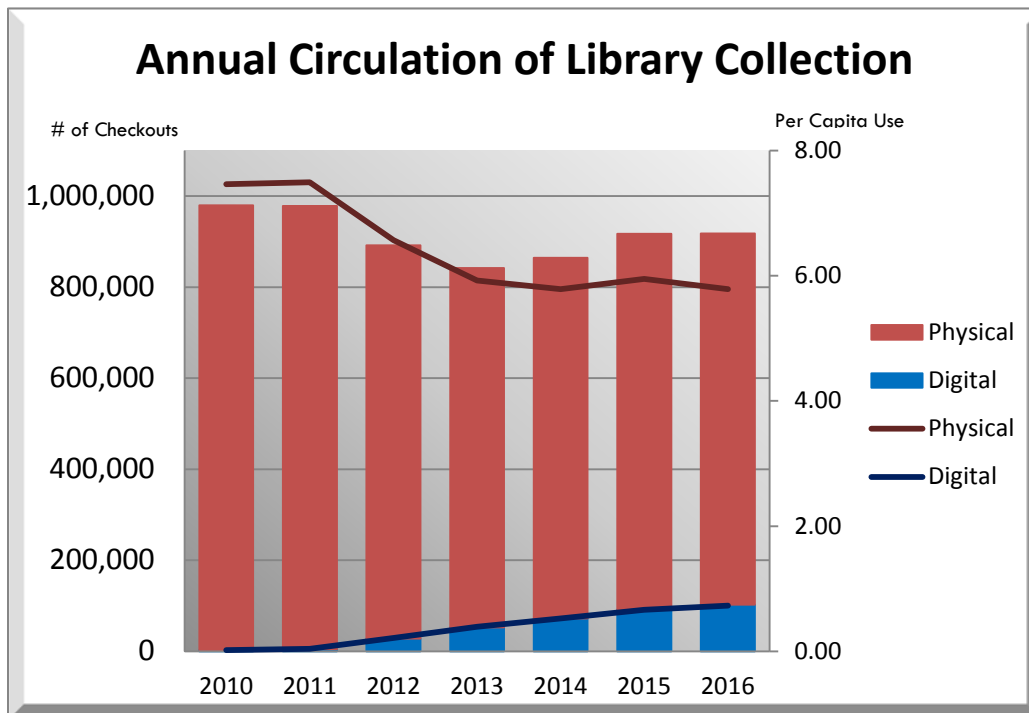
What is the County's role?

In partnership with cities and the regional library system, the County funds and operates the system of branch libraries. Libraries provide equitable access to materials, programs, and resources.



PBB Cost	2017		2017
Total Cost	585,532	Total Revenue	43,563
Direct Cost	583,138	Levy	537,182
Personnel Cost	187,546	Fees	22,563
Non Personnel Cost	395,592	Grants	15,250
Admin Cost	2,394	Other Revenue	5,750
# of FTEs	1.87	Program #	56

Additional Data



This graph is a high level indicator of how customers are using the library collection to read, listen to and watch content. It also indicates whether the library collection is achieving its desired outcome: residents have access to a convenient and easy to use collection of physical and digital resources. If the collection is used, we can assume the content has some level of relevance and timeliness.

FIGURE 64 - ANNUAL CIRCULATION OF LIBRARY COLLECTION

Library – Resident Use

ACTIVE LIBRARY USE

Libraries are an asset to the County as a positive indicator of a livable community that attracts both residents and businesses. In marketing this community resource it is important to measure library usage to assure services provided adjust and meet the needs of all residents.

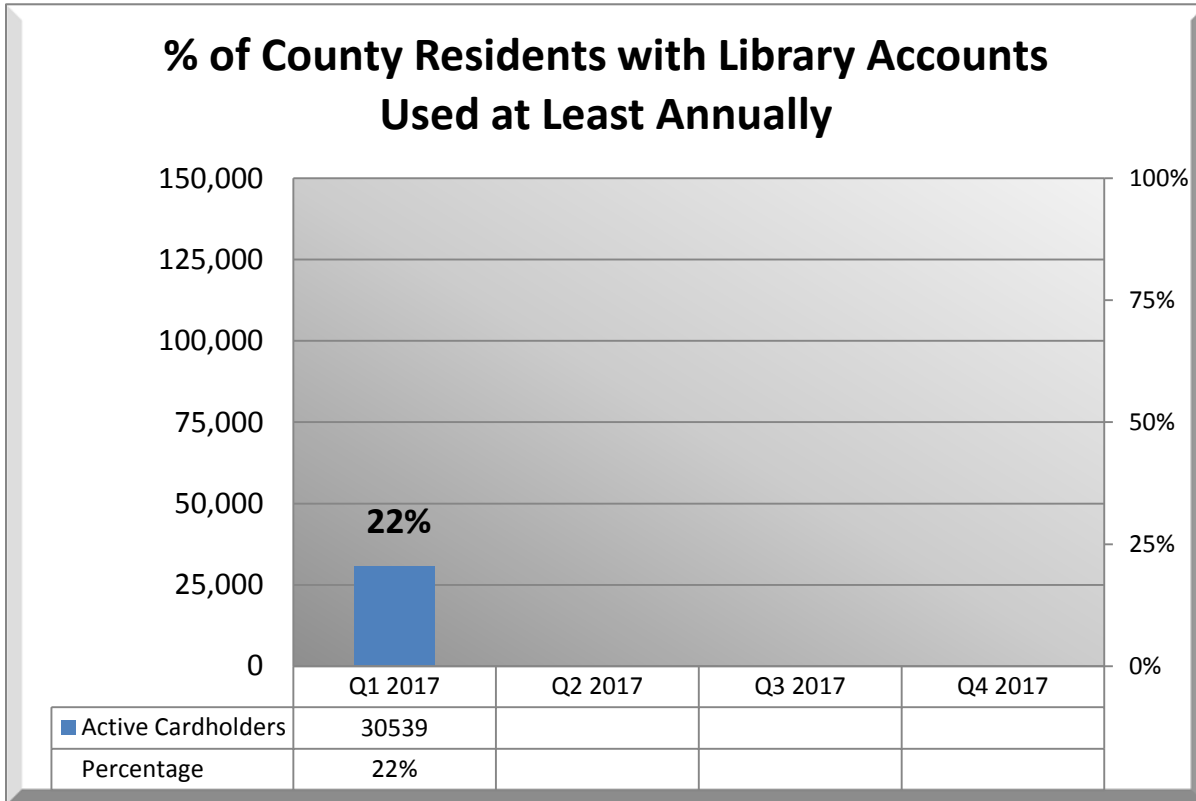


FIGURE 65 - ACTIVE LIBRARY USE



How are we doing?

This is a new measure for 2017. Combined with specific user information, the library programs can be adjusted to increase active cardholders.



What influences this?

A number of factors contribute to library use including residents discovering libraries add value to their lives making library use a habit, relevant materials and services available, convenient hours, and promotion of programs and materials.

ACTIVE LIBRARY USE



What is the County's role?

learning.

In partnership with cities and the regional library system, the County funds and operates the system of branch libraries. Libraries provide equitable access to materials, programs, and resources. Libraries respond to the changing needs of the community for leisure and educational materials to support lifelong



PBB Cost	2017		2017
Total Cost	929,759	Total Revenue	33,563
Direct Cost	925,958	Levy	888,595
Personnel Cost	851,271	Fees	12,563
Non Personnel Cost	74,687	Grants	15,250
Admin Cost	3,801	Other Revenue	5,750
# of FTEs	12.02	Program #	57

Additional Data

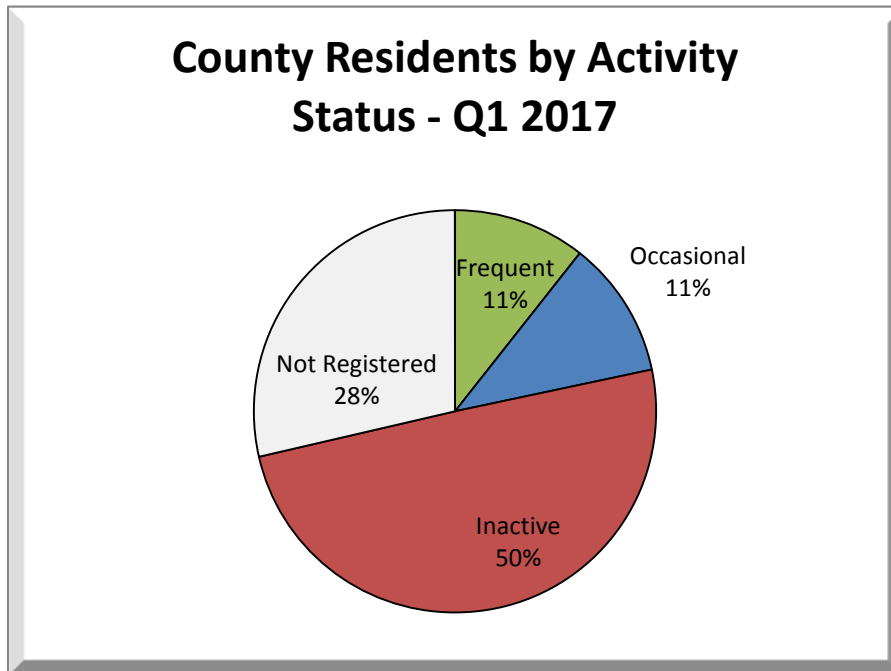


FIGURE 66 - COUNTY RESIDENTS BY LIBRARY ACTIVITY STATUS

This new measure for 2017 tracks how frequently customers are using their library card.

- Frequent: at least every 90 days
- Occasional: at least every 365 days
- Inactive: not used in 365 days or more
- Not Registered: no account

This measure is a first step toward a greater understanding of how library resources are being used and how to plan to meet current and future needs by focusing on using and non-using groups. Questions for planning include:

- Can we reengage the 50% of card holders who aren't active users?
- Do the 28% not registered know about library services?
- Can we meet new needs for the 11% who use only once a year?
- Why do 11% use regularly?

Library – Youth Services

CHILD CENTERED LIBRARY PROGRAM ATTENDANCE

Children who are exposed to books and are read to by parents or caretakers are more likely to learn to read and meet academic achievement milestones. Competency in reading by third grade is a predictor of success in school. Programs that encourage reading over the summer lead to retention of reading skills during school breaks.

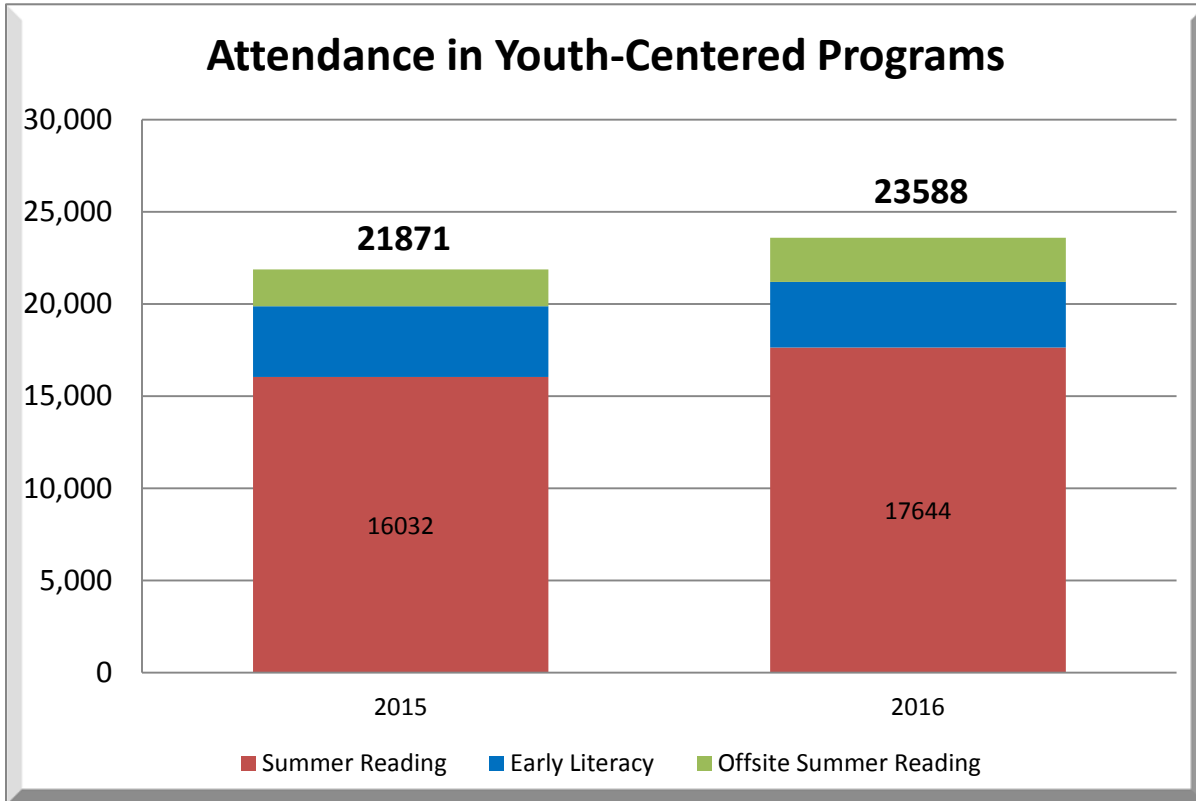


FIGURE 67 - CHILD CENTERED LIBRARY PROGRAM ATTENDANCE



How are we doing?

This measure reflects exposure and is an indirect indicator of the desired outcome that children are reading by third grade. The number of participants in the summer reading program increased significantly indicating a greater exposure in programs that help maintain reading skills. Questions still to be addressed include how many unique children are in this number and what percent would be considered “at risk.”



What influences this?

Participation in both summer reading programs and early literacy classes is impacted by both availability and interest. The number of programs and hours offered as well as location are impacted by staff capacity. Since this is a voluntary program it is important that parents and caretakers be aware of it and consider it to be an asset to their childrearing goals.

CHILD CENTERED LIBRARY PROGRAM ATTENDANCE



What is the County's role?

Scott County Library provides a variety of child-centered programs and services that foster early literacy development, encourage a love of reading and supports students in and out of school.



PBB Cost	2017		2017
Total Cost	275,901	Total Revenue	33,563
Direct Cost	274,773	Levy	240,083
Personnel Cost	229,569	Fees	12,563
Non Personnel Cost	45,204	Grants	15,250
Admin Cost	1,128	Other Revenue	5,750
# of FTEs	2.48	Program #	59

Scott County Library provides free early literacy classes in every community throughout the year. Library staff are trained in a parent education curriculum (Every Child Ready to Read) that focuses on teaching parents and caregivers about the importance of early literacy and how to nurture early literacy skills at home. This parent survey suggests that early literacy classes are increasing parent/caregiver knowledge and driving behavior change through the library.

Additional Data: 2016 Early Literacy Survey

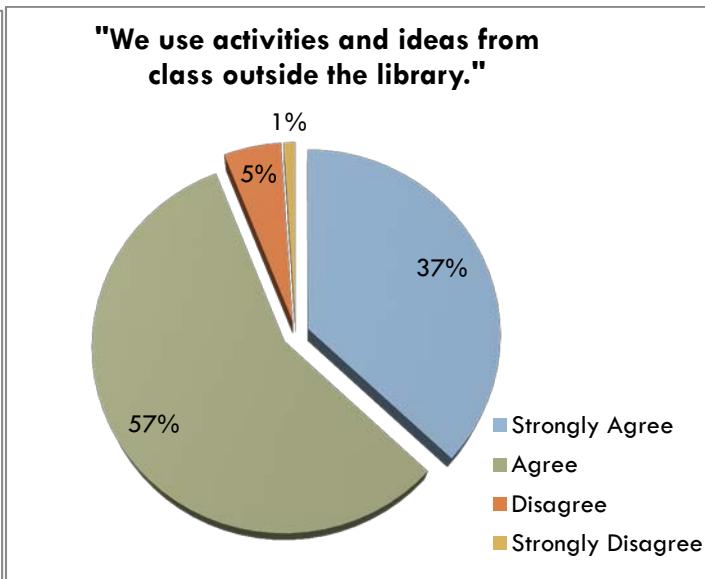
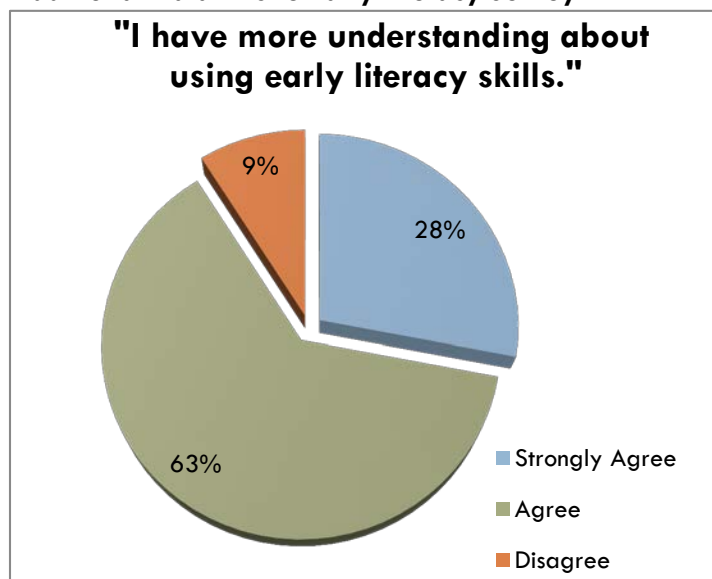


FIGURE 68 – EARLY LITERACY SURVEY

Economic Development Incentives

LIVABLE WAGE JOBS CREATED

A sustainable economic base is achieved in part through the creation and retention of quality, higher paying jobs which offer opportunities for improved quality of life for the residents of Scott County. Because most forms of economic development incentives involve taxpayer dollars, it is the responsibility of County government to evaluate the performance requirements of individual projects as well as the cumulative impact of all the incentives and agreements to ensure the County's economic development objectives are being realized.

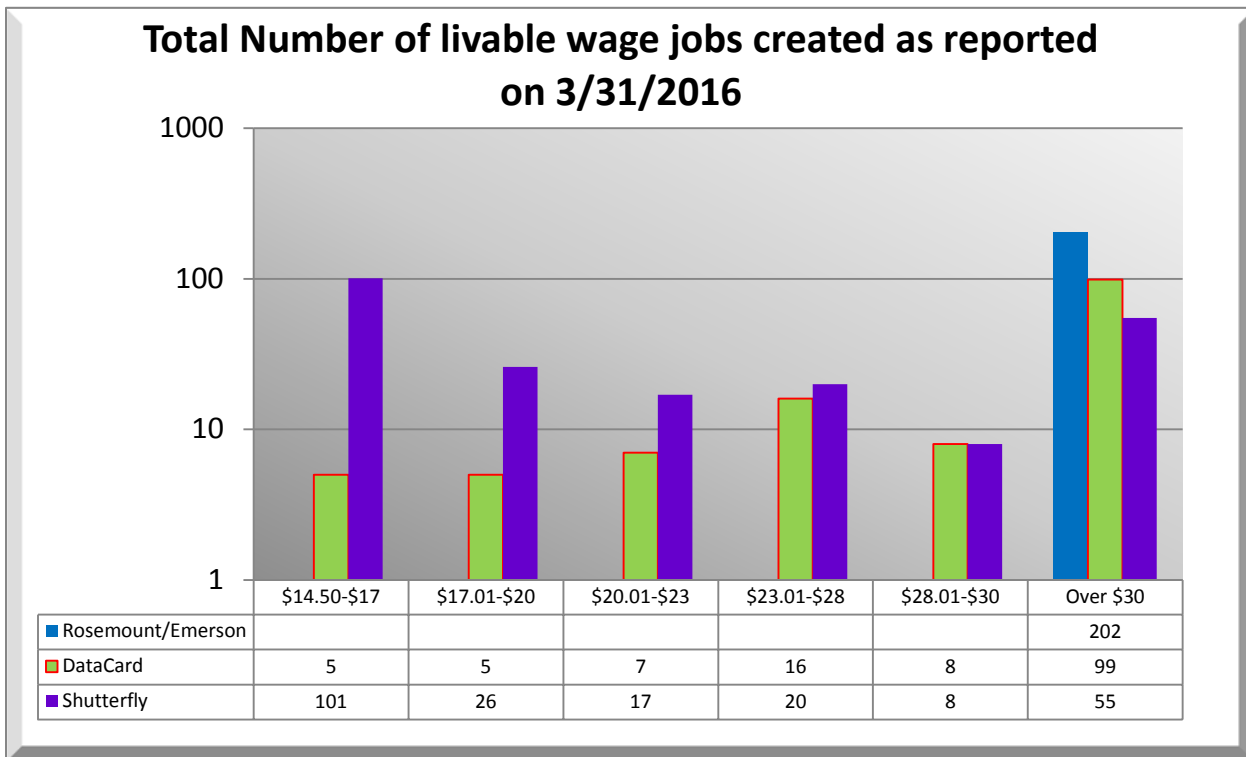


FIGURE 69 - LIVABLE WAGE JOBS CREATED



How are we doing?

In recent years the County has granted three businesses (Emerson, DataCard, and Shutterfly) economic incentives to expand or relocate in exchange for providing livable wages (currently set at \$14.50/hour). As of March 2016, these three businesses combined provide 569 livable wage jobs.



What influences this?

A living wage is defined as the wage that can meet the basic needs to maintain a safe, decent standard of living within the community. The particular amount that must be earned per hour to meet these needs varies depending on the location. The seven factors in calculating the basic cost of a safe and decent standard of living are: housing, food, childcare, transportation, healthcare, taxes, and other basic necessities.

LIVABLE WAGE JOBS CREATED



What is the County's role?

Scott County provides economic development incentives as a way to help create a diverse and sustainable economic base. Incentives can take a variety of forms including but not limited to cash, debt financing, tax and fee waivers, credits and rebates; all funded through taxpayer dollars. In return, the County requires that the business provide livable wage jobs. In March of each year, businesses must report how they are achieving the livable wage jobs goals contained in the economic development contract. These reports allow the County to evaluate the outcomes of the incentive program and to take action, up to and including reducing incentive amounts or cancellation of contracts if the situation requires.



PBB Cost	2017		2017
Total Cost	13,142	Total Revenue	0
Direct Cost	12,249	Levy	11,357
Personnel Cost	8,974	Fees	0
Non Personnel Cost	3,275	Grants	0
Admin Cost	893	Other Revenue	0
# of FTEs	0.07	Program #	130

As a rapidly growing county, data indicates that household growth will outpace job growth in an expanding pattern. While cities invite industrial growth to meet resident expectations, it is important to consider the wage level of new and expanding employers.

Additional Data

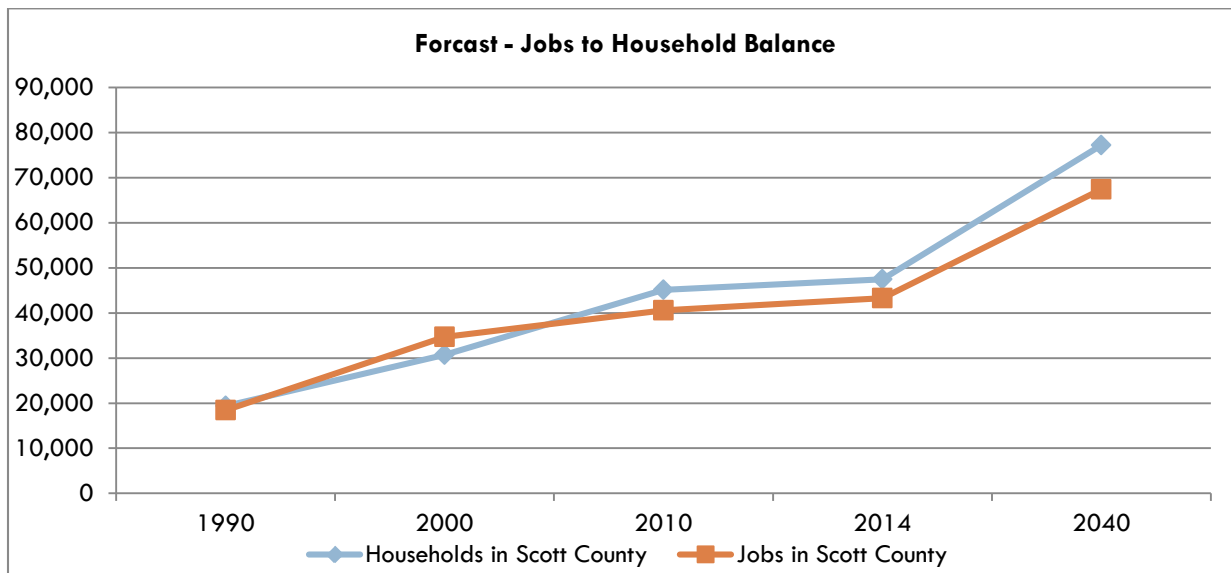


FIGURE 70 - JOBS TO HOUSEHOLD BALANCE

RESPONSIBLE – THROUGH SERVICES TO CITIZENS

WHEN SCOTT COUNTY PROVIDES RESPONSIBLE GOVERNANCE, THEN IT...

- Is accountable, dependable, and efficient.
- “Delivers What Matters” through a workforce that cares about people and service.
- Listens to and respects points of view, and creates a government that works for the people.
- Provides meaningful, relevant, understandable, and accurate information.

Why is it important?



Counties operate as an arm of the state and provide services mandated by the State. Counties collect property taxes to fund services citizens want or need. The County is responsible to the State to meet the requirements set for programs and services and also responsible to citizens to be accountable for use of public funds.

Citizens must be able to count on timely response when they need authorization from the County to do business or complete a project. They expect work to be performed accurately by staff that is knowledgeable, courteous and solution oriented.



The largest county expense is for staff whose work impacts every county resident either directly or indirectly. This workforce must be both competent and caring as stewards of public funds.

County Responds in Time of Need

COUNTY AIDS RESIDENTS IN RECOVERY AFTER DISASTER CAUSES FLOODING, EROSION



“I have never seen such a mess, trees and mud. Mud, just lots of mud,” a Blakeley Township resident told WCCO news upon returning to her home for the first time since her small town site was evacuated due to road damaging mudslides and debris. “It’s going to be a long time before those roads can get opened up.”

The historic rainfalls in June 2014 disrupted the lives of thousands of residents in Scott County, but none were hit harder than those living in the small hamlet of Blakeley, between the bluffs and the Minnesota River, where the only road in and out was shut off for several days. If there is ever a time county government needed to deliver basic services that matter to its residents, this was it.

“We need help,” summed up one frustrated Blakeley resident several days after the storm. Another resident, Dan Schmidt, recalls how well the County responded to this call for help:

“Residents made calls to all of the Commissioners and all of them answered the phone, even at their homes,” Schmidt said. The County responded to the situation as well as it could, given road closures and no cell phone service, he added.

Two years later, much has been done to help Blakeley and other parts of Scott County recover from that historic rain event. Most of the work has been focused on repairing county infrastructure. In the fall of 2014, major repairs were completed to County Highway 1 serving Blakeley from the south, including slope stabilization, guard rails, ravine channel protection, and pavement surfacing. Major repairs and pavement reconstruction of County Highway 6 serving the hamlet from the north were completed in 2015. Work on a brand new alignment of County Highway 60 is slated for this summer.

Flood recovery efforts have consumed several County staff from a multitude of departments: emergency management, highway, law enforcement, watershed management, parks, building inspections, communications, and accounting. “It’s been a long road but I see the light at the end of the tunnel,” said County Highway Manager Jake Balk, who has overseen most of the road clean-up and repair projects since the event.



County Surveyor – Boundary & Survey Administration

PLAT REVIEW TURNAROUND

Property cannot be transferred to new owners until the plat is recorded. Staff review any parcel modifications and assure compliance with state regulations prior to authorizing its recording in the official land record system.

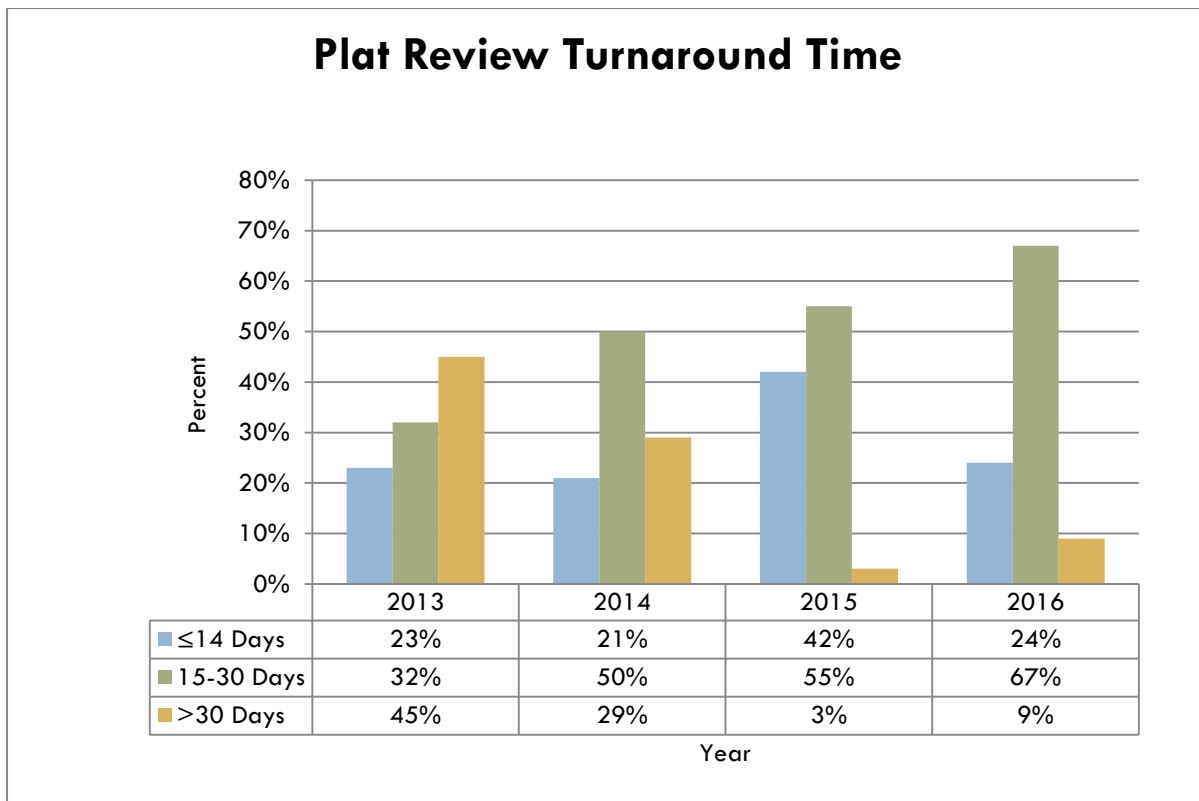


FIGURE 71 - PROCESS TIMES FOR PLAT REVIEWS



How are we doing?

The target for completing the plat review process is less than 30 days. The county has continued to reduce the turnaround time overall. In 2016 only 9 percent of reviews were not completed within 30 days a reduction from 45 percent in 2013.



What influences this?

Influences include receiving the appropriate material from the requestor, adequate staff resources, and accurate up to date boundary markers (section corners).

APPLICATION PROCESS TIMES



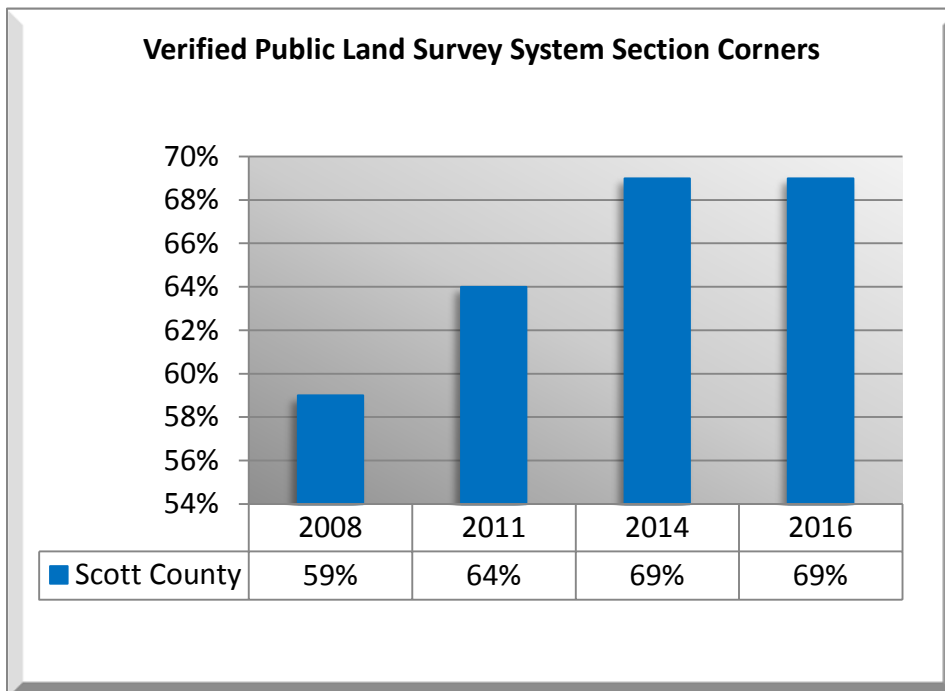
What is the County's role?

The County is responsible to assure that property descriptions are accurate based on survey findings and that change in boundaries are accurate and recorded in the official land records.



PBB Cost	2017		2017
Total Cost	345,067	Total Revenue	34,000
Direct Cost	343,656	Levy	308,245
Personnel Cost	326,577	Fees	0
Non Personnel Cost	17,079	Grants	0
Admin Cost	1,411	Other Revenue	34,000
# of FTEs	3.06	Program #	131

Additional Data



Section corners provide the framework for all land transactions and the basis for the parcel database and all mapping done within the county. The establishment and maintenance of these section corners is critical to ensuring that owners' property rights are preserved and protected.

There are approximately 1250 section corners in the county.

FIGURE 72 - VERIFIED PUBLIC LAND SURVEY SYSTEM SECTION CORNERS

Resident Survey – Employee Performance

CITIZEN RATING OF EMPLOYEES

On a regular basis residents are asked their impression of interactions they have with Scott County employees. When citizens have contact with County employees in any capacity, they form an impression of how well their local government operates. Employees are the face of the County, and their interactions with citizens are important in determining how the County service is perceived.

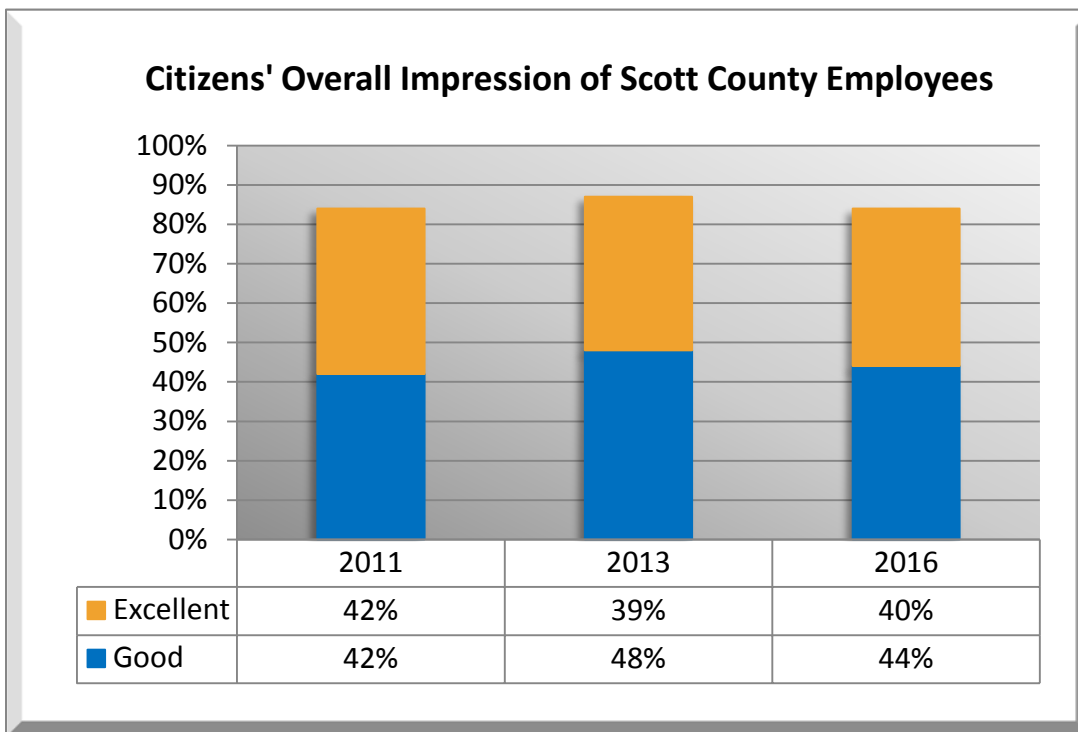


FIGURE 73 - CITIZEN RATING OF EMPLOYEES



How are we doing?

The overall impression of County employees has remained stable for the last three survey periods. Rated on a scale of poor to excellent, the county ratings are all above “good” (higher than 67 on a scale of 0-100) and are much higher than other counties across the country.



What influences this?

This factor is influenced by the ways and the reasons for which citizens seek services from county staff. Residents expect responsiveness and that staff are well trained, accessible, courteous, and customer service oriented. Hiring the right individuals with the right skillsets for county jobs and providing support to develop staff impacts this rating.

CITIZEN RATING OF EMPLOYEES



What is the County's role?

Counties are service organizations that predominantly serve as administrative and service arms of the State. Many state programs and mandates are delivered to citizens through county employees. County government touches the lives of all residents through a wide array of services generating Safe, Healthy, and Livable communities. Approximately 72 percent of the county operating budget is for staff cost. One measure of the quality of their work is the perception of residents in the areas of knowledge, courtesy, and responsiveness.



PBB Cost *	2017		2017
Total Cost	165,532	Total Revenue	0
Direct Cost	165,532	Levy	165,532
Personnel Cost	146,043	Fees	0
Non Personnel Cost	19,489	Grants	0
Admin Cost	0	Other Revenue	0
# of FTEs	0.93	Program #	9019

* Employee Performance Management (Employee Relations) only

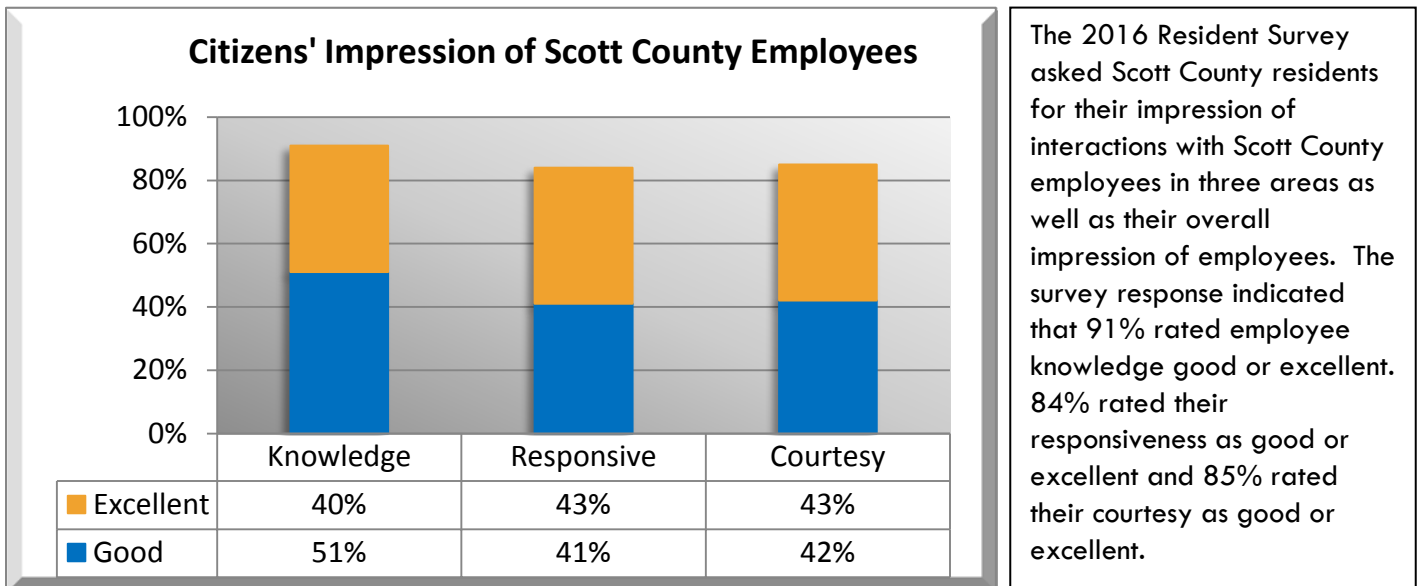


FIGURE 74 - CITIZENS' IMPRESSION OF SCOTT COUNTY EMPLOYEES

County Surveyor - Land Records

TIMELY DOCUMENT RECORDING

Interest in property is preserved and protected when information is current and available. This measure provides information on the timeliness of the recording process. Statute requires that 90 percent of all documents submitted for recording be recorded and returned to the recording entity within 10 days. By meeting these requirements, the public has confidence that their interests in the property are being preserved and protected, and that the information they need is current and up to date.

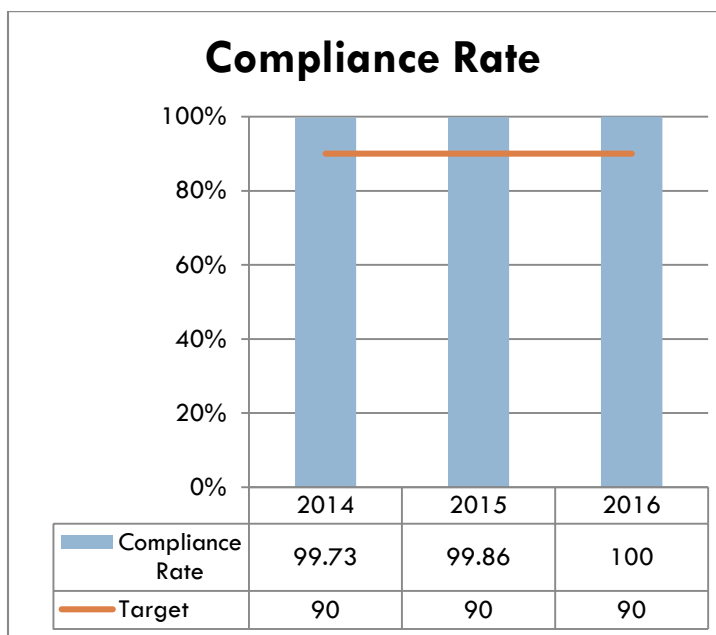


FIGURE 75 – LAND RECORDS DOCUMENT COMPLIANCE RATE

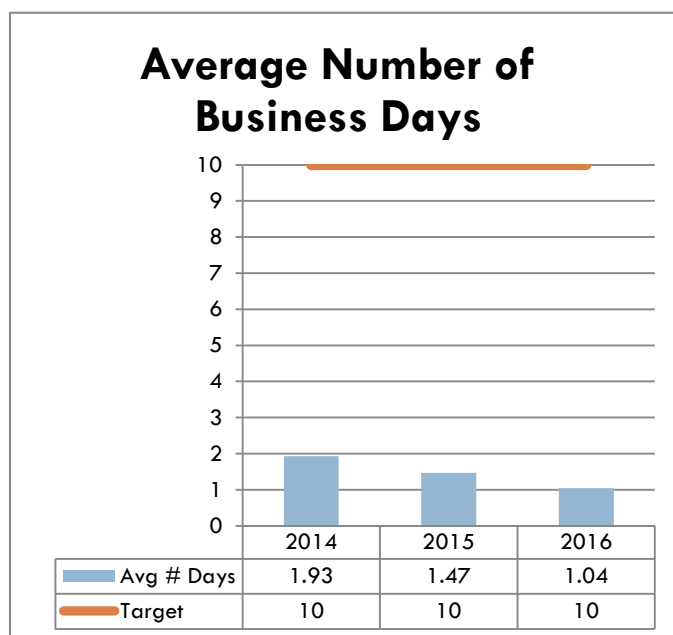


FIGURE 76 – LAND RECORDS DOCUMENT PROCESSING TIME



How are we doing?

Since implementing a new recording system, the County is maintaining a near-100 percent compliance rate using a reduced number of staff.



What influences this?

Performance on these measures is influenced by technology that supports the staff process. Adequate, flexible staffing that can accommodate variable workflow is important.

TIMELY DOCUMENT RECORDING



What is the County's role?

The County is responsible for receiving and maintaining a record of all land and other types of documents that deal with real and personal property. The County maintains the official record and makes document data available to the public.



PBB Cost	2017		2017
Total Cost	468,226	Total Revenue	882,000
Direct Cost	466,312	Levy	(417,603)
Personnel Cost	409,401	Fees	1,200,000
Non Personnel Cost	56,911	Grants	0
Admin Cost	1,914	Other Revenue	(318,000)
# of FTEs	5.09	Program #	110

Capital Investments Pay Big Dividends !!!



Land Records New RecordEase Software

- Purchased new RecordEase Software and went live July of 2014
- Through the RecordEase Software we can electronically record through a public web portal over 45 different document types. Prior to the RecordEase implementation in 2014 we were only able to electronically record 9 different document types.
- In 2013, it took 2,378 man hours to electronically record 9,512 documents. In 2016, it took 1020 man hours to electronically record 12,239 documents.
- The efficiencies gained utilizing RecordEase allows county staff to process documents more efficiently and accurately. This allows Lands Records Staff to manage the Passport Office as well as assisting other departments (Taxation, Elections, and Customer Service & Building Inspections) during peak times.

Resident Survey – Service Quality

CITIZEN RATING OF SERVICE QUALITY

Periodically, residents are asked their impression of the quality of services provided by Scott County employees. When citizens have contact with county employees in any capacity, they form an impression of how well their local government operates. Local property taxes support a large percent of county service costs. It is important to understand the citizen perspective of the quality of services they financially support.

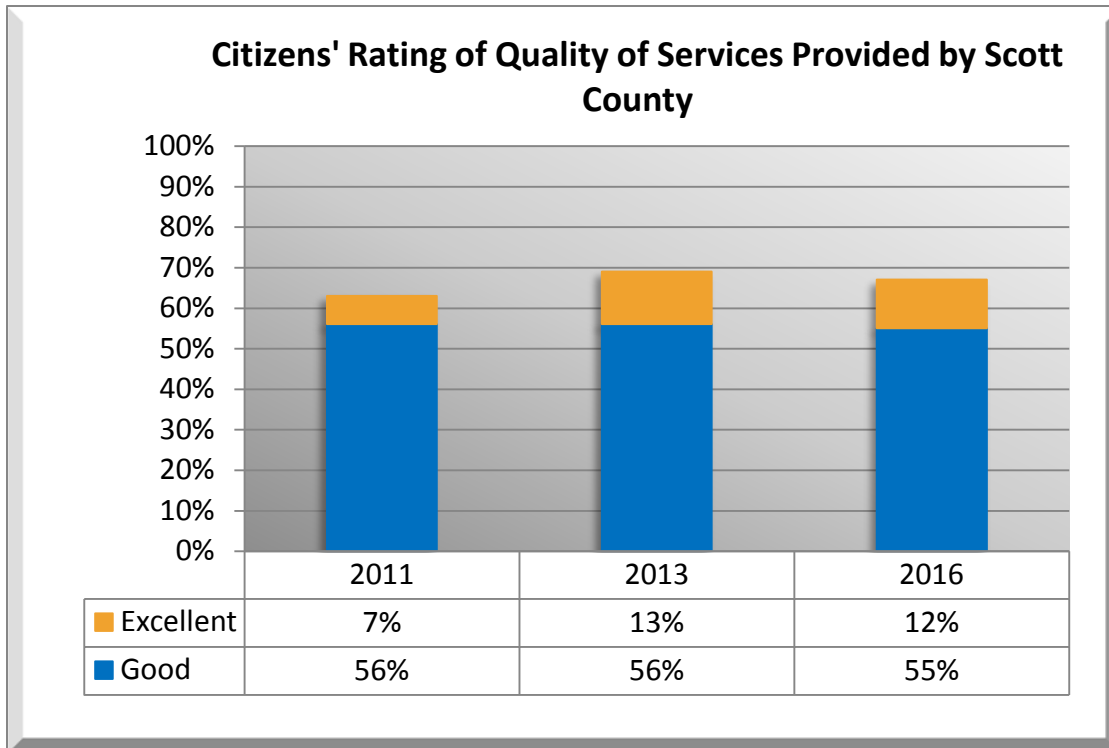


FIGURE 77 - CITIZEN RATING OF SERVICE QUALITY



How are we doing?

Overall impression of county employees has remained stable for the last three survey periods. On a 100 point scale the residents rate the service quality as “good” and similar to comparable jurisdictions. 67 percent of residents surveyed in 2016 rated service quality as good or excellent.



What influences this?

This survey data is based on the perception of residents who have knowledge of programs. Their quality rating indicates whether they believe the program meets their needs or achieves their expected outcome. Well trained responsive staff are important components in resident satisfaction with service.

CITIZEN RATING OF SERVICE QUALITY



What is the County's role?

The County operates as an arm of the State and provides programs and services that are mandated by the State. By law the County is able to levy property taxes to fund those services. It is the County's responsibility to meet the citizens expectations that public funds be spent wisely and quality services delivered.



PBB Cost *	2017		2017
Total Cost	173,924	Total Revenue	0
Direct Cost	173,924	Levy	173,924
Personnel Cost	139,023	Fees	0
Non Personnel Cost	34,901	Grants	0
Admin Cost	0	Other Revenue	0
# of FTEs	1.18	Program #	9024

* Employee Training & Development (Employee Relations) only



Employee Relations – Workforce Planning

STAFF TURNOVER RATE

Scott County seeks to be an employer of choice, a destination employer for qualified, competent, and motivated public servants. Tenure and turnover can be indicators of our organizational knowledge level. As individuals work somewhere for an extended period of time they are exposed to processes, systems of work, and create networks with others, which lead to efficient and dependable service.

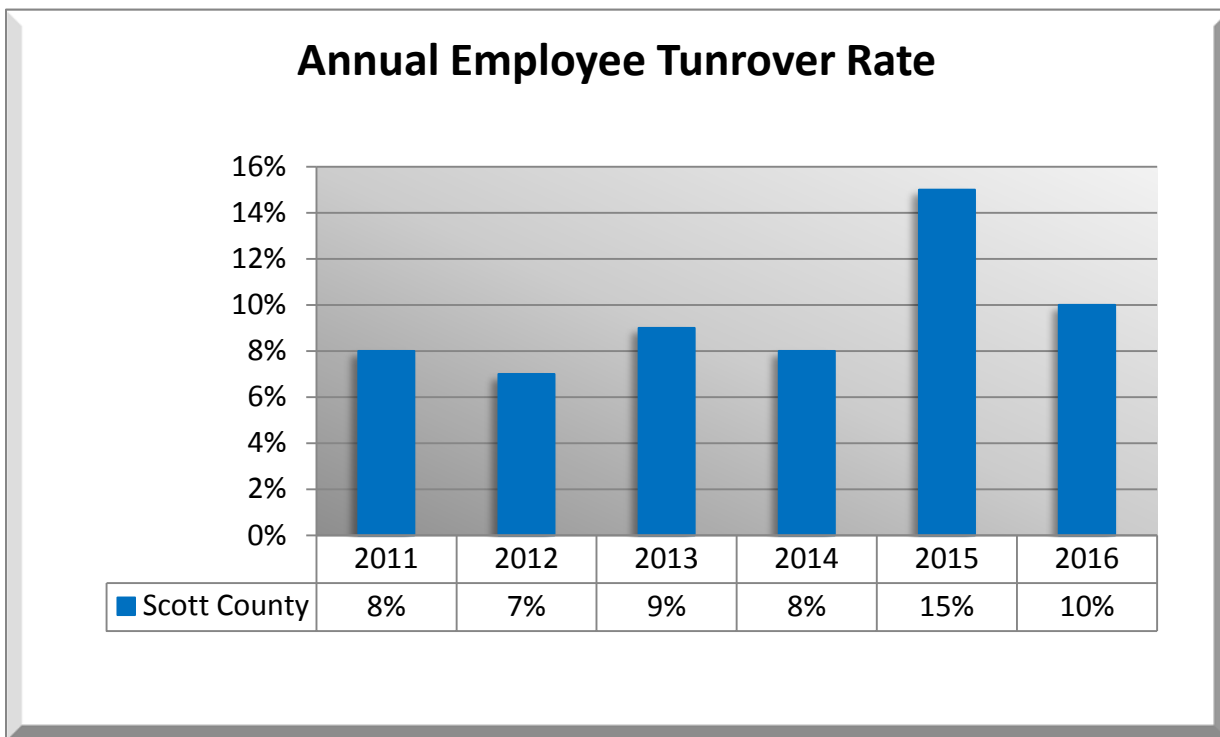


FIGURE 78 - STAFF TURNOVER RATE



How are we doing?

This measure is important because it can help us recognize trends or patterns that might need to be addressed. Turnover of a certain rate is natural for an organization. The rate has been relatively stable with an increase in the separation rate in the recent two years. The rate remains below the norm but may reflect a new trend of increased turnover.



What influences this?

Staff tend to remain in organizations where they feel the jobs they perform are valued and where they receive the support they need. Pay structure and opportunity for growth are additional factors that impact retention and turnover. Increased retirements with an aging workforce as well as shortages in the available workforce may be a challenge in the next few years.

STAFF TURNOVER RATE

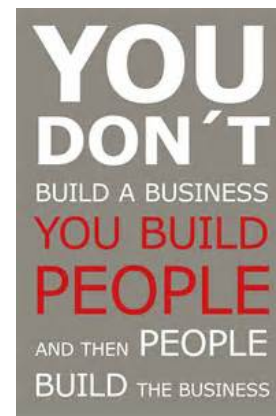


What is the County's role?

In order to meet citizen expectations of accountable, dependable and efficient services delivered through a workforce that cares about people, it is essential that the county hire, train and retain staff who "Deliver What Matters." As an employer the county is responsible for meeting state and federal requirements, balancing relationships with multiple unions and employees not represented by unions, and attracting and retaining a competent dedicated workforce.

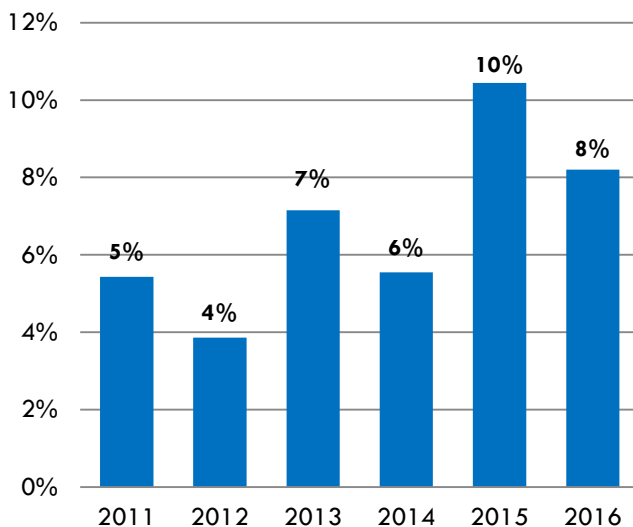


PBB Cost	2017		2017
Total Cost	199,179	Total Revenue	0
Direct Cost	199,179	Levy	199,179
Personnel Cost	187,194	Fees	0
Non Personnel Cost	11,985	Grants	0
Admin Cost	0	Other Revenue	0
# of FTEs	1.52	Program #	9023



Supporting Data

Separation Rate



Retirement Rate

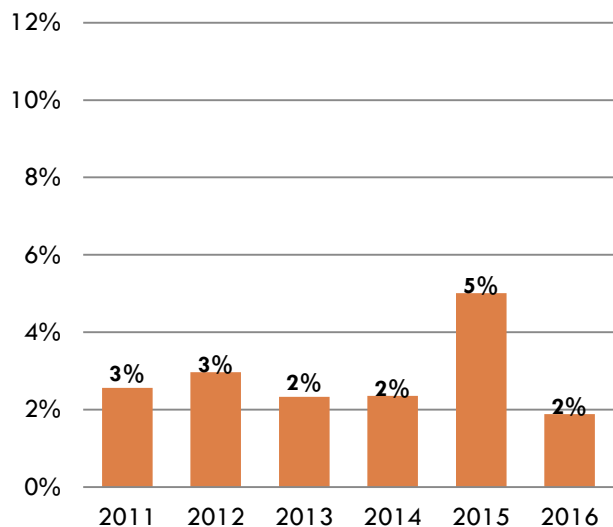


FIGURE 79 - SEPARATION AND RETIREMENT RATE

RESPONSIBLE – THROUGH FISCAL RESPONSIBILITY

WHEN SCOTT COUNTY PROVIDES RESPONSIBLE GOVERNANCE, THEN IT...

- Maintains taxes at a level that meets the objectives outlined in short- and long-term plans.
- Is transparent regarding budgets and spending.
- Balances regulations with individual goals.

Why is it important?



Government must operate for the benefit of the people served – all county residents. Citizens approve the collection of taxes and the use of public funds through the officials they elect. It is the responsibility of government to be accountable for those funds by:

- Fair and equitable allocation of taxes owed
- Reliable and accurate election system
- Maintained county facilities and assets
- Demonstrated full value for dollars spent

When the County is transparent in operations, seeks and uses information from residents, and communicates information residents want in a way that is understandable and useful then stable, productive county government is achieved and valued by residents. Residents will recognize the value of services for taxes paid.



County Displays Fiscal Responsibility

COUNTY RECEIVES MILLIONS IN FEDERAL TRANSPORTATION GRANTS

The U.S. Transportation Department has awarded \$17.7 million in funding for the Highways 169 and 41 intersection project.

The Transportation Investment Generating Economic Recovery (TIGER) Grant for Scott County's project will help fund the intersection, which county officials say is the site for a disproportionate number of crashes and significant congestion. The new intersection will enhance safety, move commuters and freight faster, and promote rural, industrial development, highway officials say.

The highly competitive TIGER grant program supports innovative transportation projects, including multi-modal and multi-jurisdictional projects, which are difficult to fund through traditional federal programs. The project was one of 40 selected from a pool of 585 applications nationwide, according to federal officials. Since 2009, Congress has dedicated nearly \$4.6 billion for seven rounds of TIGER to fund projects that have a significant impact on the nation's transportation system.

The estimated \$56.1 million project will also include frontage roads along Highway 169 between Highway 41 and County Road 14. An overpass over Highway 169 will also be constructed at CSAH 14 to connect the frontage road system. The project will be paid for using federal, state, local, and private funding. In January 2016, Scott County was awarded a \$10 million grant from the Minnesota Department of Transportation, in partnership with the state Department of Employment and Economic Development (DEED). In late 2014, the project was awarded \$7.5 million in federal funding from a Regional Solicitation Grant. Scott County officials say they expect a little more than \$1 million to come from private sector donors. The remainder of the funding will come from the Scott County transportation tax and the state.

Scott County officials have moved towards a final design of a diverging diamond for the 169 and 41 intersection. The Minnesota Department of Transportation claims such intersections cut traffic delays up to 60 percent, improve safety by eliminating normal intersection conflict points, and provide better traffic operations. The design is a recent and growing interchange method in the region. Diverging diamonds were first introduced to the nation in Missouri in 2009.

Scott County Commissioner Jon Ulrich, a longtime transportation advocate and current Chair of the 169 Corridor Coalition, lauded the concerted efforts of Senators Klobuchar and Franken, Representative John Kline, Commissioner Michael Beard, "and our highly professional staff that worked diligently on putting together an application worthy of a federal award."



Fleet – Maintenance

FLEET

Fleet vehicles and other equipment is a major investment for the County. Replacing county owned vehicles from automobiles, squad cars or snowplows accounts for a significant portion of the Capital Improvement Plan each year. Extending the usable life of these assets is a citizen expectation of accountability. Preventative maintenance done on time prevents other repair costs or shortened vehicle life.

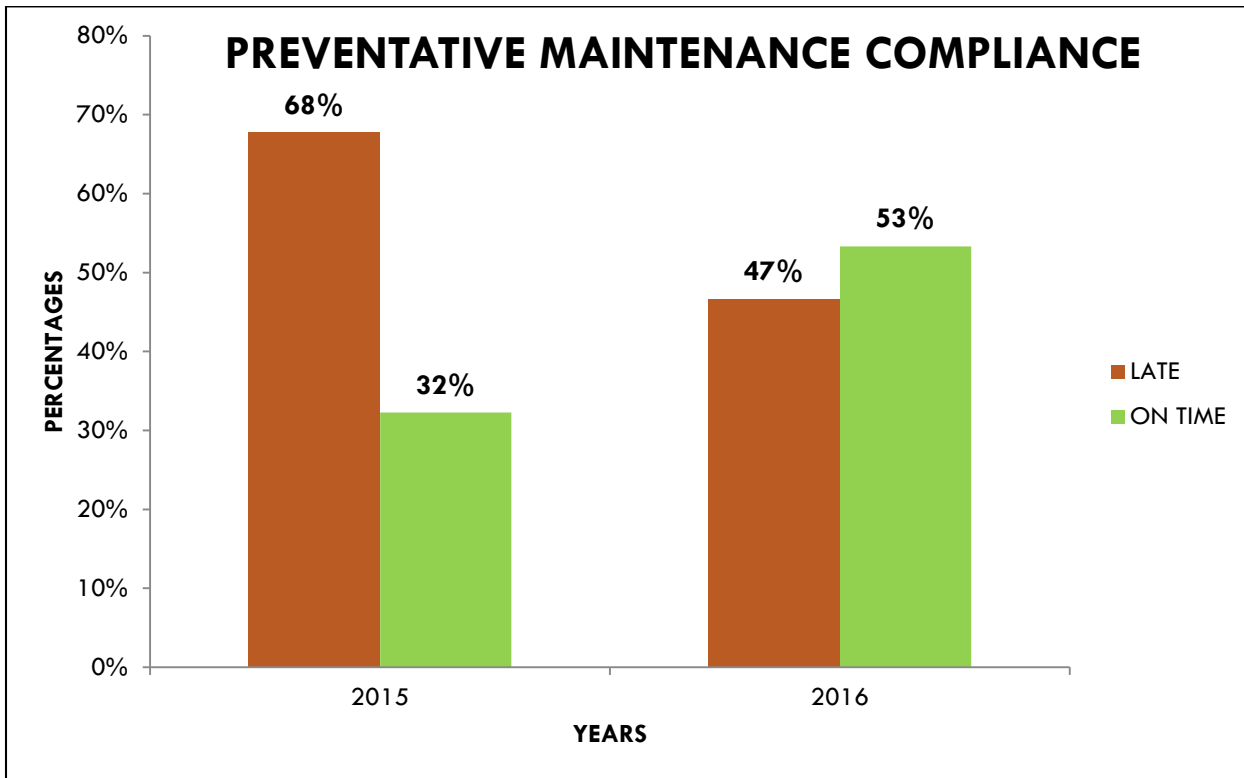


FIGURE 80 – PREVENTATIVE MAINTENANCE



How are we doing?

On time maintenance is defined as no later than the manufacturers' recommended schedule. This measure has only been tracked for two years. Between 2015 and 2016 the County increased its "on time" preventative maintenance by just over 20 percent. The target is 95 percent compliance. A new software system has increased performance that will be reflected in 2017 data.



What influences this?

Factors that impact compliance with the preventative maintenance schedule are both internal to the department and external. Internal factors include data accuracy appropriate staffing, space, and available parts. External users have to make the vehicles available on time. Issues for them include scheduling and down time. Incorrect use of the software system caused under reporting for 2016.

FLEET – PREVENTATIVE MAINTENANCE



What is the County's role?

The County needs to have available adequate vehicles and equipment to carry out its responsibilities. Responsible fleet ownership means maintaining fleet assets for maximum use and longevity.



PBB Cost	2017		2017
Total Cost	414,799	Total Revenue	413,156
Direct Cost	413,156	Levy	127,176
Personnel Cost	247,275	Fees	285,980
Non Personnel Cost	165,881	Grants	0
Admin Cost	1,643	Other Revenue	0
# of FTEs	2.71	Program #	9012

Additional information is needed to achieve the goal of reducing downtime that produces an inefficient workforce and increasing preventative maintenance to increase the useful life of the fleet. Staff are tracking the delay hours and cause. Data allows them to target actions that increase efficiency.

Additional Data: Delay Hours on Work Orders

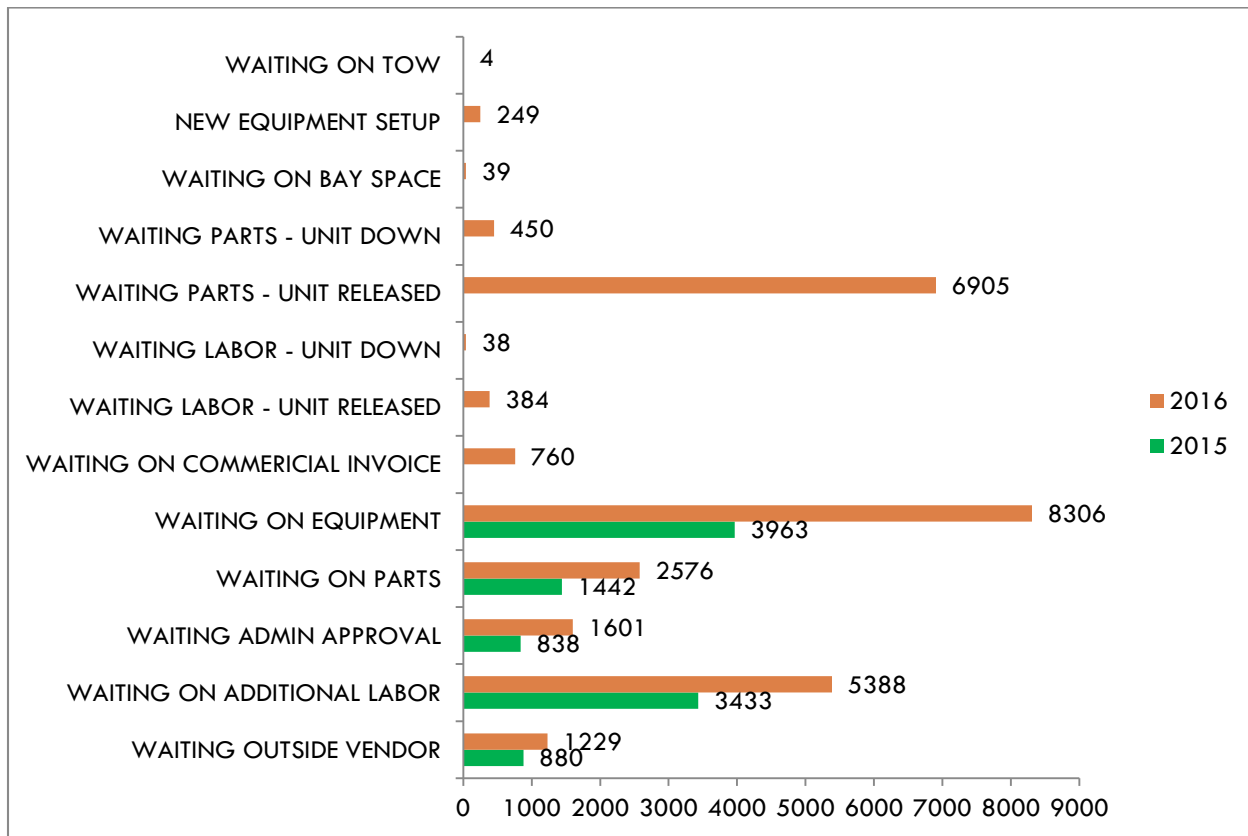


FIGURE 81 - DELAY HOURS ON WORK ORDERS

Property & Taxation - Assessment

SALES RATIO

In order to determine if the assessor is setting accurate property values, staff look at the relationship between what the assessor says a property is worth, and what that property actually sold for. In order to ensure that everyone is paying their fair share of taxes, the assessor needs to assign values that are close to what properties are actually selling for. The median ratio measurement serves this purpose by identifying an acceptable range and reviewing the overall assessment level each year.

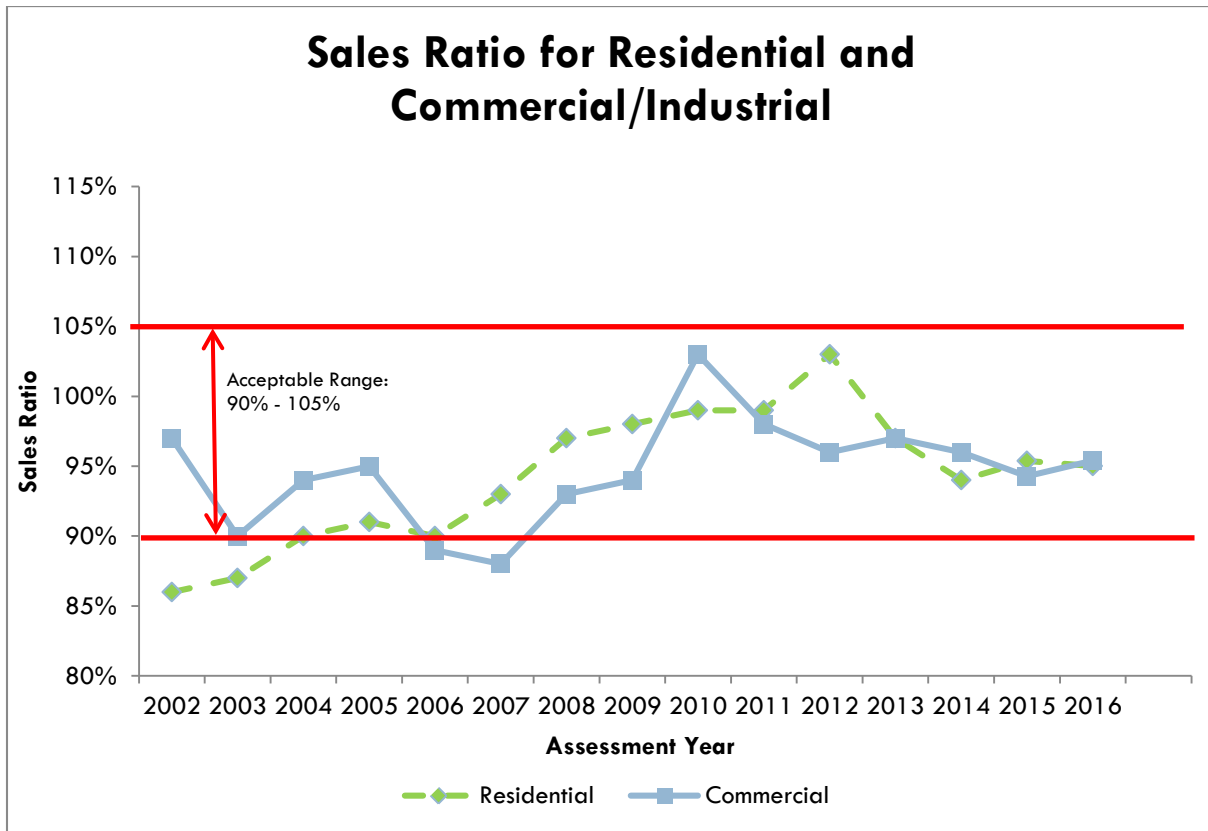


FIGURE 82 - SALES RATIO FOR RESIDENTIAL & COMMERCIAL PROPERTIES



How are we doing?

Since 2008, both residential and commercial/industrial assessments have fallen within the allowable range.



What influences this?

Internal influences are staffing levels along with training and experience. An external factor is having a sufficient number of houses turnover to create a pool for comparison.

SALES RATIO



What is the County's role?

The County is responsible to assess the value of property for taxing purposes and to assure property is classified appropriately.



Assessment of property values determines the share of levy each owner pays. It is a complicated process and important that citizens be able to question and to trust that their assessment is fair. This is a new measure to gain the perceptions of taxpayers regarding the informal process of working with county staff to review the validity and accuracy of their initial assessment. The goal of staff is to provide clear respectful interactions and information so citizens feel heard and that it is a fair process even if the outcome isn't the one they are seeking.

PBB Cost	2017		2017
Total Cost	902,968	Total Revenue	819,914
Direct Cost	841,637	Levy	(39,609)
Personnel Cost	814,089	Fees	819,914
Non Personnel Cost	27,548	Grants	0
Admin Cost	61,331	Other Revenue	0
# of FTEs	8.30	Program #	136

Additional Data

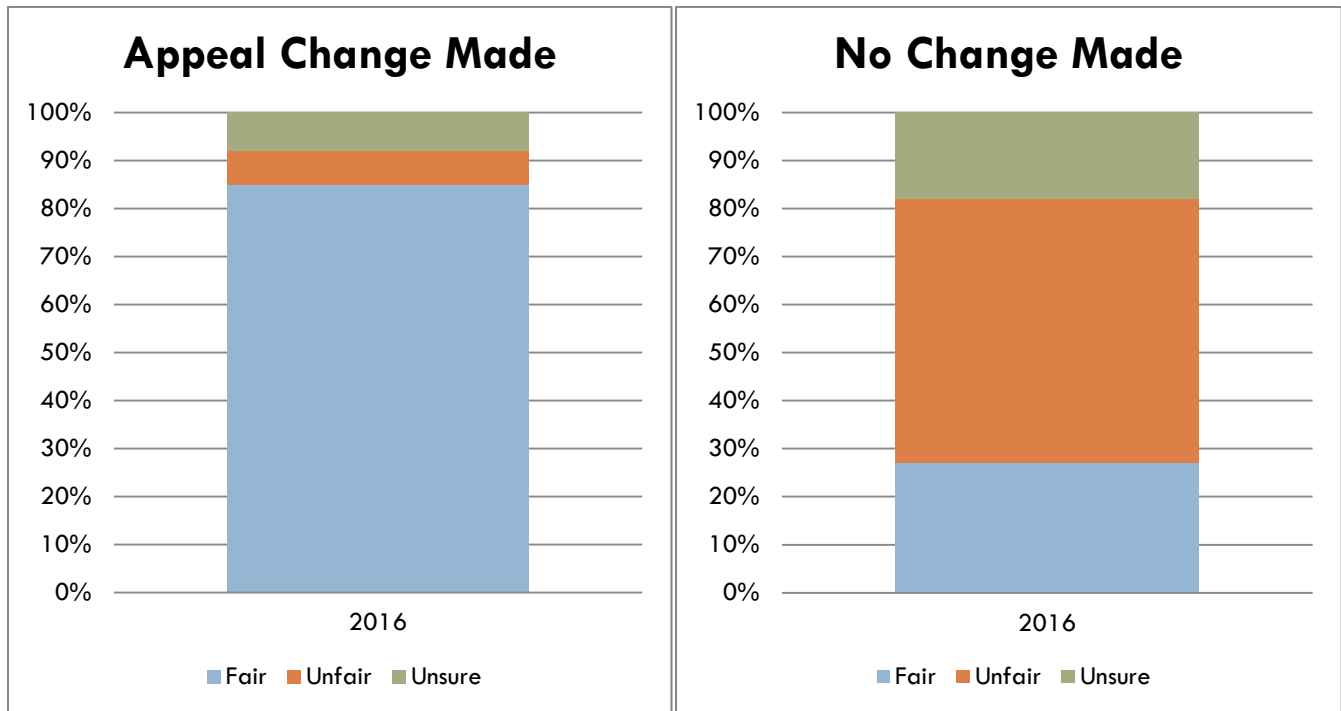


FIGURE 83 – ASSESSMENT APPEALS

Elections – Election Administration

VOTES READ ACCURATELY

The County is responsible for assuring citizens they can be confident in the integrity of the election process that determines who represents them in federal, state, and local governing bodies.

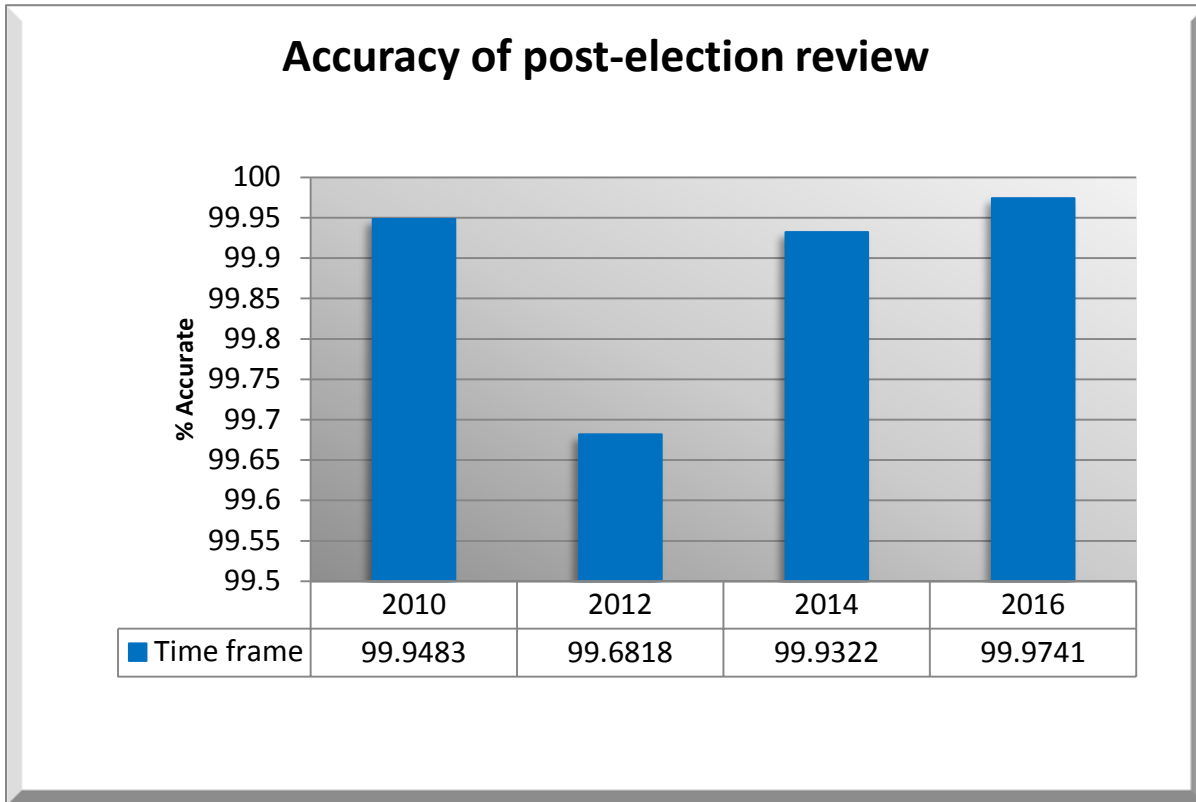


FIGURE 84 - VOTES READ ACCURATELY



How are we doing?

Accuracy in a post-election review is achieved by a comparison rate difference of not more than one-half of one percent (.5%). The county has met or exceeded that accuracy rate each of the last four elections.



What influences this?

Election equipment that operates to specifications is important. Another factor that can impact accuracy is the training of election judges to ensure ballots are administered correctly.

VOTES READ ACCURATELY



What is the County's role?

The county is responsible for assessing the accuracy of the of the election results through a comparison of hand counted ballots in select precincts to those counted by the vote tabulator.



PBB Cost	2017		2017
Total Cost	95,345	Total Revenue	(25,000)
Direct Cost	94,956	Levy	119,566
Personnel Cost	45,506	Fees	10,000
Non Personnel Cost	49,450	Grants	0
Admin Cost	390	Other Revenue	(35,000)
# of FTEs	0.46	Program #	40



In 2015 the County purchased new election equipment to replace equipment used since 2001. The life expectancy of election equipment is approximately 12 years and during the 2012 Presidential Election it was apparent new equipment was needed, as numerous ballots jams and misreads occurred while using the failing outdated tabulators.

The new equipment was first used in the November 2015 City and School District Elections with full implementation county-wide in the 2016 State Primary and General Elections.

The equipment:

- Accepts ballots in seconds and stores 2000 ballots
- High speed, scanning 30 ballots/minute
- Results transmitted directly from precincts
- Faster result reporting to the public

Elections – Voter Administration

ACCURATE VOTER REGISTRATION

Credibility of the election process is dependent on the accuracy of registered voter records. It is important that eligible voters registering to vote be entered correctly.

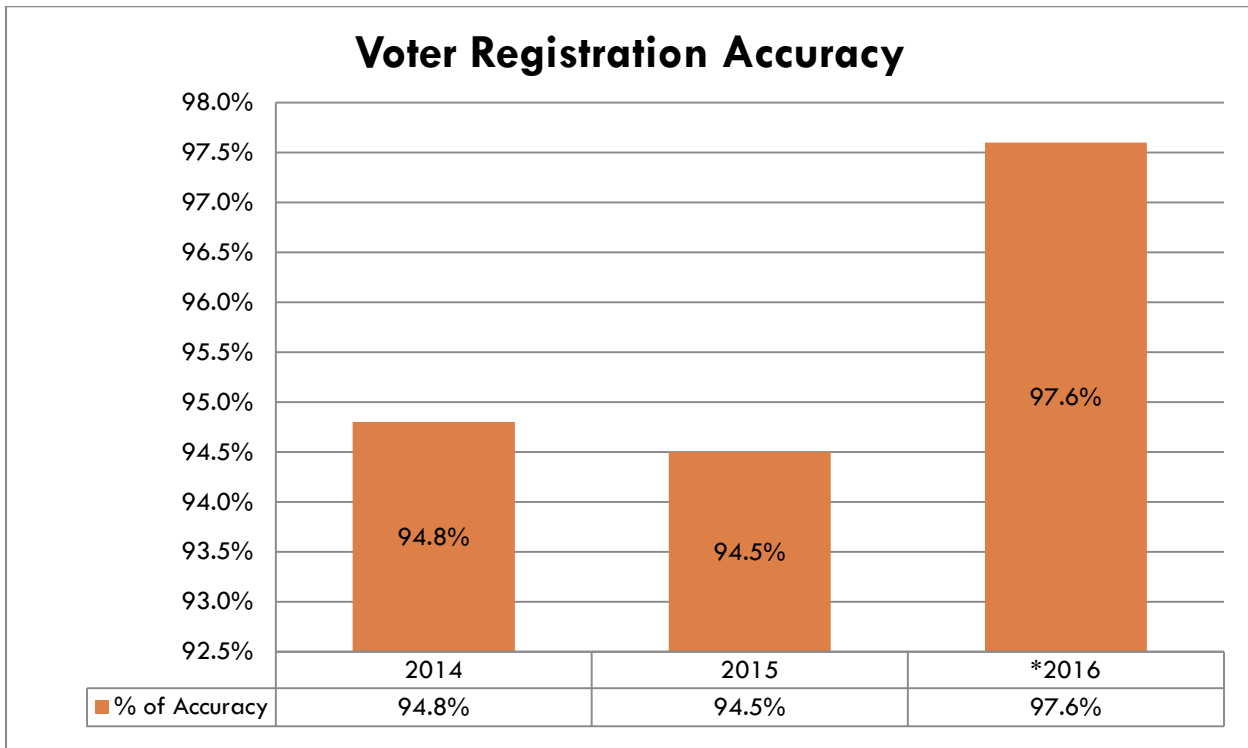


FIGURE 85 - ACCURATE VOTER REGISTRATION



How are we doing?

The accuracy rate for new registrations increased in 2016 to more than 97 percent. In the prior two election years, it was just under 95 percent.



What influences this?

Increased use of online registration and electronic data entry minimizes data entry errors from interpreting hand written applications.

ACCURATE VOTER REGISTRATION



What is the County's role?

The county is responsible for maintaining the roll of registered voters within the county. Staff maintains, validates, and updates all eligible voter registrations.



PBB Cost	2017		2017
Total Cost	29,750	Total Revenue	0
Direct Cost	29,628	Levy	29,507
Personnel Cost	28,928	Fees	0
Non Personnel Cost	700	Grants	0
Admin Cost	122	Other Revenue	0
# of FTEs	0.29	Program #	42

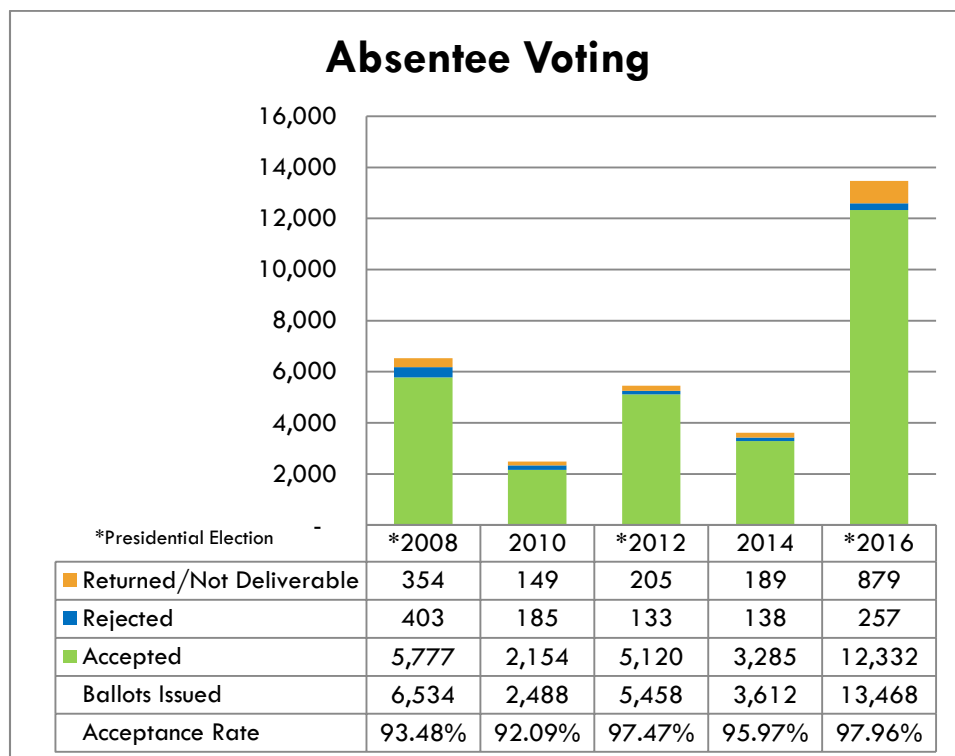


FIGURE 86 - ABSENTEE VOTING

Minnesota has one of the highest voter turnout rates in the country. Absentee voting is a critical program that allows voters to be able to vote at a time that meets their needs. Voter turnout, including absentee voting is highest in presidential election years. Changes in statute making absentee voting easier had a substantial impact on the number of voters exercising that option in 2016. Since the County office is the only location for voters in Scott County to access an absentee ballot this change presented a challenge for staff.

Resident Survey – Service Value

CITIZEN RATING OF VALUE FOR TAXES PAID

Residents expect high level of service from county programs that are funded through taxes paid to Scott County. It is the responsibility of local governments to monitor the satisfaction of its customer with the services they provide. To keep the support of its constituents, the County must show that they are responsible with the tax monies collected and are providing valuable services to the community. Taxpayers must be confident that the County is being responsible with their taxpayer dollars. Periodically the County conducts a survey of resident’s opinions.

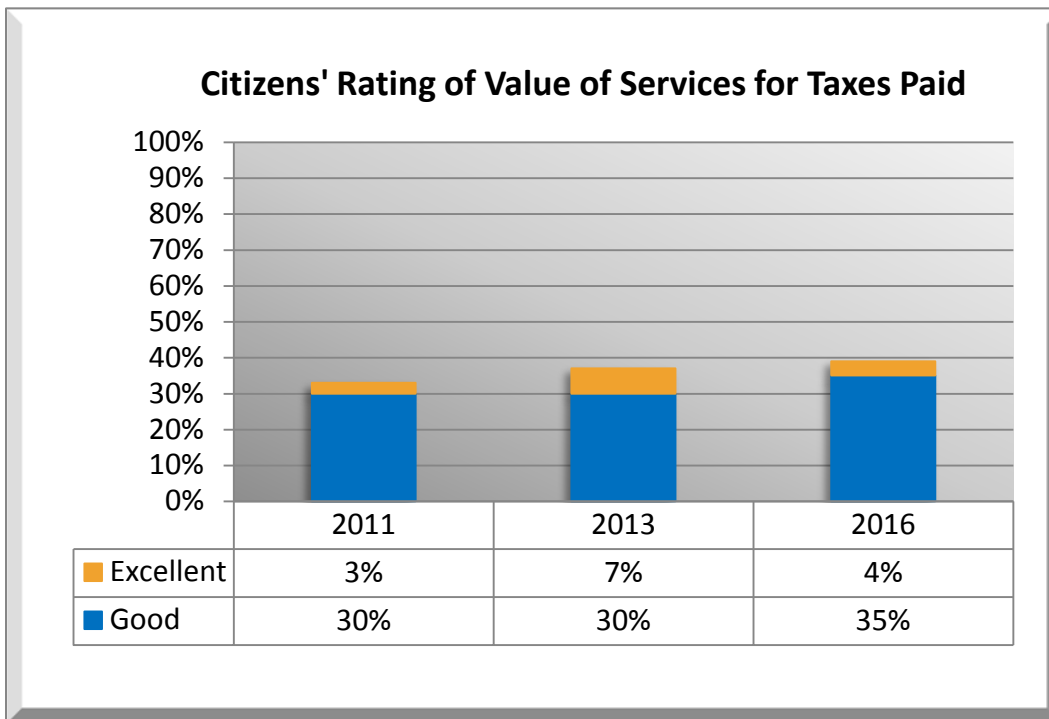


FIGURE 87 - CITIZEN RATING OF VALUE FOR TAXES PAID



How are we doing?

Resident ratings have been consistent over the past three survey periods. On a scale of 0=poor and 100=excellent Scott County residents rate the value of services for the taxes paid in the low to mid 40’s reflecting a low satisfaction with value for cost. The County ranks lower than other counties in Minnesota and much below similar government agencies nationally. In 2016 only 4 percent of residents rated the value for cost as excellent and 35 percent chose a rating of good, slightly above the ratings in 2011 and 2013.



What influences this?

Resident surveys indicate that Scott County citizens are highly tax sensitive and have high expectations for value. The ability of the County to communicate what it does and how it impacts citizen expectations of a Safe, Healthy, Livable Community through Responsible Governance could be critical to changing this rating.

CITIZEN RATING OF VALUE FOR TAXES PAID



What is the County's role?

The County operates as an arm of the State providing programs that are required by both the state and federal government. Counties are authorized to levy certain local taxes and collect tax revenue for both the County and other local government entities. Budgets are set by elected officials (County Commissioners) who reflect citizen priorities, but many programs and expenditures are set by the legislature. Frequently state and federal mandates are not fully funded which increases the local tax impact.



PBB Cost*	2017		2017
Total Cost	532,552	Total Revenue	0
Direct Cost	503,655	Levy	474,758
Personnel Cost	139,274	Fees	0
Non Personnel Cost	364,381	Grants	0
Admin Cost	28,897	Other Revenue	0
# of FTEs	1.00	Program #	9036

* Finance – budgeting services (Office of Management & Budget) only

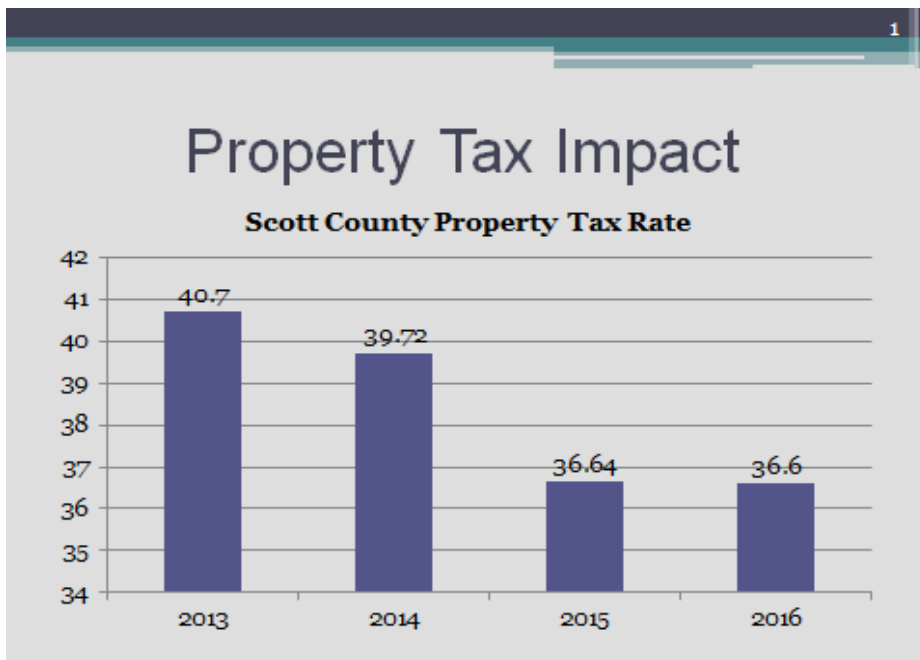


FIGURE 88 - PROPERTY TAX IMPACT

Since 2013 the County tax rate has declined annually minimizing the cost of inflation to taxpayers. The contrast between value perception and efficient budget management is an issue to be addressed through increased focus on transparency. The County provides information citizens want yet the Resident Survey indicates the information may not be understandably tied to programs that serve citizens or enhance the quality of life for all and that produce the desired outcomes.

Finance – Accounting Services

BOND RATING

A credit (bond) rating is an assessment of an entity's ability to pay its financial obligations. These credit ratings usually appear in the form of alphabetical letter grades (for example, 'AAA' and 'BAA3') and are intended to give you an estimation of the relative level of credit risk of a bond, a company or government as a whole.

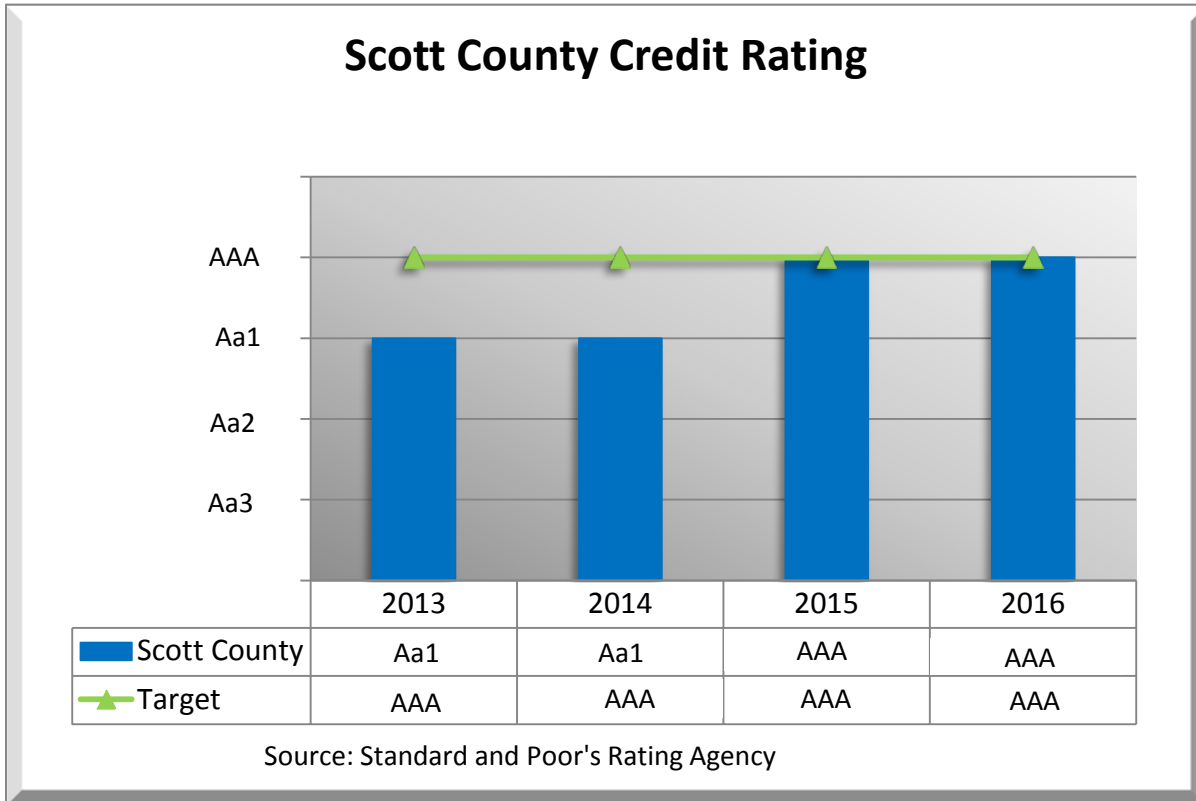


FIGURE 89 - BOND RATING



How are we doing?

Scott County has achieved the highest rating possible. Only seven other Minnesota counties have a AAA rating. With this rating the County will have less cost when it issues a new bond.



What influences this?

Credit ratings are opinions about credit risk that express an opinion about the ability and willingness of an issuer, such as a corporation or state or city government, to meet its financial obligations in full and on time. Local economic factors such as unemployment influence these ratings as well as internal and management controls within Scott County. Fund balances, fiscal policies and budget variances also impact the ratings

BOND RATING



What is the County's role?

With property taxes providing a significant portion of Scott County's funding, it is vital that the community can have faith that the organization is stable and less likely to default on its obligations. An obligator with a credit rating of 'AAA' has an extremely strong capacity to meet its financial commitments. As an obligator declines in ranking below a 'Aa3' and into the 'A' range the obligator is considered to have a strong capacity to meet its financial commitments but is somewhat more susceptible to the adverse effects of changes in circumstances and economic conditions.



PBB Cost	2017		2017
Total Cost	1,785,370	Total Revenue	0
Direct Cost	1,688,493	Levy	1,591,616
Personnel Cost	1,005,302	Fees	0
Non Personnel Cost	683,191	Grants	0
Admin Cost	96,877	Other Revenue	0
# of FTEs	9.36	Program #	9032

Additional Information:

Scott County doesn't control all the factors that go into the rating but strong fiscal management policies and practices are key contributors to the credit ratings given.



Strategic Plan

FUTURE FOCUSED PLANNING



Commissioners and county staff are responsible for long term planning as well as daily operations of county government. In exercising long term planning the Board adopts a strategic plan every two to four years and reviews progress and updates annually. This plan reflects anticipated service demand changes, new or different requirements from federal or state sources, citizen input, and results from the Resident Survey. An updated Strategic Plan was approved by the Board in December 2016. Implementation strategies for each of the objectives will return to the Board if additional resources are required.

SCOTT COUNTY OBJECTIVES 2017-2023



Mental Health: Citizens will have access to an array of services to meet the needs of our community

Initiatives will be advances to reduce the likelihood that mental illness is criminalized and to expand resources that prevent incarceration due to the mental illness.

Caring for our Most Vulnerable: Protecting, supporting, and meeting their needs

Program plans will be developed and implemented to assure vulnerable adults are supported so they can gain or maintain independence in the community.

A community strategic plan will be developed and implemented to prevent the need for child protection services.

Community Design: Advancing livability through the 2040 Comprehensive Plan

Through the development of the 2040 Comprehensive Plan, focus will be on key areas to support the desired Livable Community including:

- A reliable transportation system to support economic development
- A community strategic plan for life-cycle housing
- Efforts that encourage healthy and active lifestyles
- Complete asset management and maintenance plans
- Support of development while protecting and managing the County's rural character, open space and natural environment



21st Century Workforce: Fostering a strong local economy through a variety of employment options and educational opportunities



Public/private partnerships will be strengthened to implement a plan that supports the economic future of the County through workforce and economic development.

Early Childhood Development: All children have the opportunity for a healthy and successful life



Develop and implement a community strategic plan through engagement in the 50x30 public/private partnership to prepare children for success in school.

Develop and launch an early learning outreach program targeting children and their caregivers.

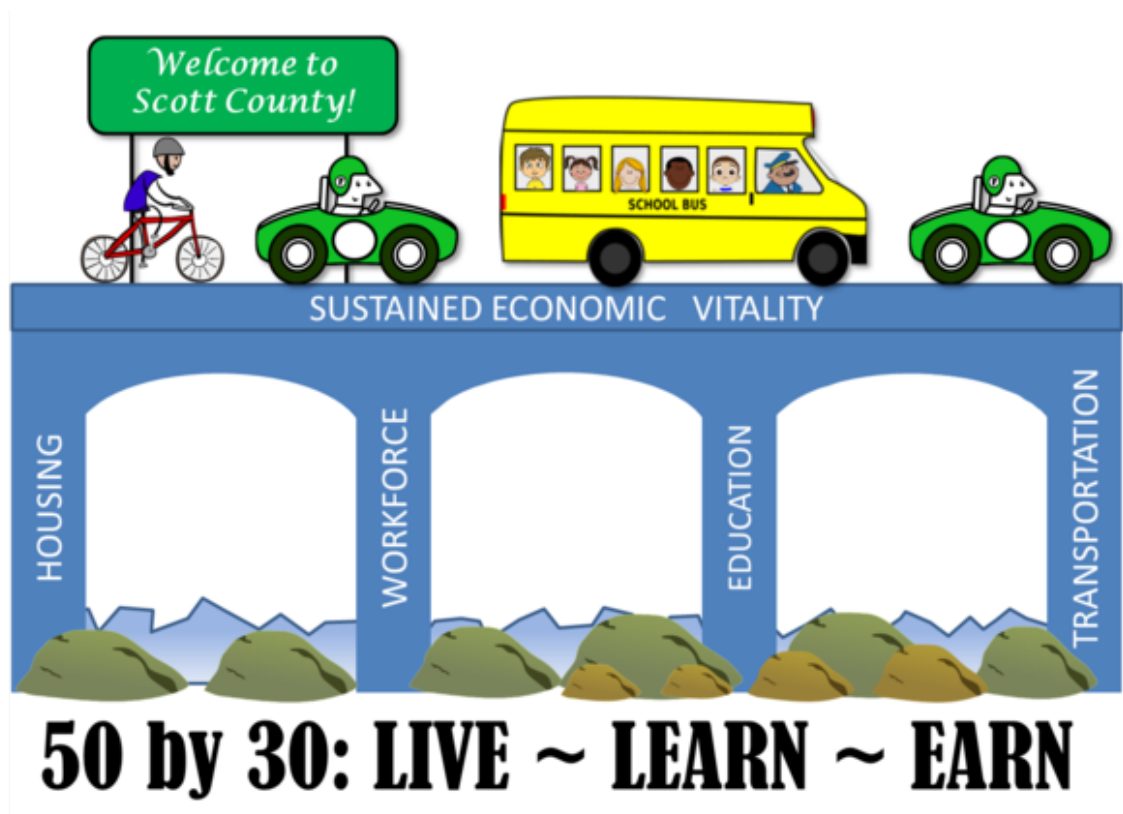
Responsible Government: Providing accountable, innovative, and efficient programs and services



Citizen concerns expressed in the Resident Survey about the value of services for taxes paid and government management of tax dollars will be addressed by:

- Increasing transparency and understanding using clear, reliable information to develop and communicate service priorities, budget decisions, and value for taxes paid
- Investing in technology so everyone can perform County business anywhere at any time
- Using space and security study recommendations for budget and service decisions
- Fulfilling the role of county government through recruiting and maintaining a quality professional workforce, enabling technology and fostering creative thinking

As strategies and implementation plans are developed, outcomes and measures will be put into place. New programs initiated will be included in future reports and held accountable for performance.



CLOSING STATEMENT

DELIVERING WHAT MATTERS

This performance report begins to make more transparent how well the County is “Delivering What Matters” and progressing toward the County goal of “Advancing Safe, Healthy, and Livable Communities.” It is an early effort with some programs at the beginning stages of establishing outcomes and key indicators of success while others are more mature and have tracked data over time.

Scott County is committed to Delivering What Matters to its citizens through providing services and programs that contribute to the County Mission. In support of this effort, the County has invested in a continuous quality improvement process that monitors progress on meeting program outcomes and report that progress to residents.

Through this effort, both County staff and residents will have better insight into what we do and why we do it, an increased understanding of the level of resources being used and how those resources are deployed.

An annual performance report is one method of providing information to residents encouraging them to hold us accountable to “ensuring the responsible and stable investment of taxpayer dollars and communicating its value to the public.”





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SHERBURNE COUNTY BOARD OF COMMISSIONERS

Sherburne County, Minnesota

Date May 16, 2017 Resolution No. 051617-AD-1777
Motion by Commissioner Fobbe Second by Commissioner Schmiesing

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

NOW THEREFORE LET IT BE RESOLVED THAT, The Commissioners of Sherburne County will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the 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 Commissioners of Sherburne County will submit to the Office of the State Auditor the actual results of the performance measures adopted by the county.

Detail of Voting:	Ayes	Nays
Commissioner Burandt	<u>✓</u>	_____
Commissioner Petersen	<u>✓</u>	_____
Commissioner Dolan	<u>✓</u>	_____
Commissioner Schmiesing	<u>✓</u>	_____
Commissioner Fobbe	<u>✓</u>	_____

MODEL PERFORMANCE MEASURES

Sherburne County

Calendar 2016

Department/Measure	Indicator	Compliance
<p>Public Safety/Sheriff</p> <p>Part I/II crimes, OR</p> <p>Total number of accidents that occur on County State Aid Highways, County Roads and Un-Organized Township Roads that involve fatalities and injury.</p>	<p>BCA UCR table 38, p. 150</p> <p>MN DPS Crash Facts 2015 table 1.24, p. 29</p>	<p>Part I = 407 Part II = 1061 Total = 1468</p> <p>Killed=11 Injured=402 Total crashes with injury and/or fatalities=272</p>
<p>Community Corrections</p> <p>Percent of adult offenders with new felony conviction within 3 years of discharge</p>		<p>Out of 922 offenders whose cases expired or closed in 2013; 74 or 8% have been convicted of felonies since expiration or closing.</p>
<p>Public Works</p> <p>Hours to plow system after snow</p> <p>Average county pavement condition rating</p> <p>Average Bridge Sufficiency rating</p>	<p>Bare pavement w/in 48 hrs. – ADT 10,000 Bare pavement w/in 72 hrs. – ADT 2,500</p>	<p>Achieved for all storms</p> <p>Last road rating – 2013, average rating of all county roads 79.6 (rating system is 0-100, 0=poor condition, 100=excellent condition)</p> <p>Taken from the March 2016 Bridge Report – average bridge sufficiency rating = 89.9 (rating system is 0-100,</p>

		0=poor condition, 100=excellent condition)
Public Health		
General life expectancy	Data for this measure has not been updated	In 2013, Female life expectancy- 81.7 years, Male life expectancy 78.8 years.
Tobacco and Alcohol Use	Data for this measure has not been updated	2012 Male smoking- 22.5% Female smoking-19.4% Male heavy drinking-10.5% Female heavy drinking-7.6% Male binge drinking-28.5% Female binge drinking-17.1%
Social Services		
Workforce participation rate among MFIP and DWP recipients	Self-Support Index (SSI) This is a new indicator because the WPR rate is no longer used by DHS. The SSI tracks all adults receiving MFIP or DWP case assistance in a quarter, and calculates what percentage have left cash assistance or are working at least 30 hours a week during the quarter three years later.	78.5% (Range of Expected Performance for Sherburne County is 70.8% - 75.6%)
% of children where recurrence of maltreatment within 12 months of intervention	SSIS Charting & Analysis 2016	9.6% (standard is 9.1%)
Child Support Program Cost Effectiveness	State of Minnesota, DHS, 2016 Child Support Performance Report	\$7.15 (ranked 5 th in the state)
% of low birth-weight Children	Minnesota Dept. of Health, County Health Tables, 2015	4.5% (down from 5.2% in 2014)

<p>Taxation (Assessment)</p> <p>Level of assessment ratio (90 – 105% median ratio)</p>	<p>Submitted Ratio's for Assessment Year 2016 were acceptable for all classes of property.</p>	<p>No State orders were directed by the Department of Revenue for Assessment Year 2016.</p>
<p>Recorder</p> <p>Turn-around time for recording, Indexing and returning real Estate documents</p>	<p>MS 357.182 State recording compliance means that at least 90% of all real estate documents are returned to the customer in 10 business days or less. (5 days or less for electronic documents)</p>	<p>In 2016, 99.86% of all documents met compliance of 10 days or less. Average number of business days was 1.65 days.</p>
<p>Elections</p> <p>Accuracy of post election audit – % of ballots counted accurately</p>	<p>For the PER report from the November 8, 2016 General Election, three (3) Sherburne County Precincts were randomly selected after the Canvassing of the State General Election for a hand count to compare the totals to the ImageCast Evolution (ICE) precinct polling place optical scanner, which was completed on November 22, 2016 starting at 1:00 p.m. in the County Board Room with the following Precincts: Big Lake City Precinct 2, Elk River City Precinct 1 A, and Livonia Township Precinct 3</p>	<p>In 2015 Sherburne County Board of Commissioner's approved of purchasing new election equipment to be used in 2016 for all the Cities and Townships within Sherburne County. The results of the 2,859 ballots that the ICE tabulating machine counted for the three precincts chosen, for the hand count came up with one more vote for a candidate based on voter intent whereas the voter crossed out one candidate and then voted for another so the machine read it as a over vote, so that then equated to a 0.1593% difference which was in the acceptable range. The equipment performed well as expected in the 2016 General Election based on the final PER review report for Sherburne County for the November 8th 2016 General Election.</p>

<p>Veteran's Services</p> <p>% of Veteran's surveyed who said ?'s were answered by VSO</p> <p>Dollars brought into county for Veterans' benefits</p> <p>% of Veterans receiving federal benefits</p>	<p>6,323 veterans estimated by U.S. & Minnesota Department of Veterans Affairs residing in Sherburne County. https://www.va.gov/vetdata/Expenditures.asp</p> <p>National Center for Veterans Analysis and Statistics https://www.va.gov/vetdata/Expenditures.asp</p> <p>Minnesota Department of Veterans Affairs, 2016 Annual Report https://mn.gov/mdva/assets/2016-mdva-annual-report_tcm1066-285140.pdf</p> <p>U.S. DVA reports of the current U.S. population, that less than 1/2 of 1% have served in the military, and of that figure, roughly 80% have never filed for VA benefits.</p>	<p>Survey conducted of 558 walk-in clients over a two-month period from 06/01/2016 to 07/31/2016 indicated a 99% satisfaction rate.</p> <p>\$58,139,000 federal dollars (2016 Federal VA figures) and \$62,245 state dollars (2016 State VA) figures) were brought into Sherburne County in 2016.</p> <p>% unknown -however federal, state & county data does suggest a 100%.</p> <p>(This figure is based on Federal/State data of 6,323 veterans residing in this county. In addition, as of the date of this report, this county office has 7,775 active veteran files, to include a consistent monthly average of 50 "new" veterans identified each month, that apply for VA benefits through this office.</p>
<p>Library</p> <p># of Registered Borrowers</p>		<p>Sherburne County registered borrowers were 19,418 as of 1/1/2017</p>

<p>Budget, Financial</p> <p>Bond Rating</p> <p>Debt service levy per capita; outstanding debt per capita</p>	<p>Sherburne County's most current rating as of May 2017 is a AA+</p> <p>Schedule XII of the 2016 Sherburne County Comprehensive Annual Financial Report (unaudited numbers as of 5-11-2017)</p>	<p>According to Standards and Poor's Bond rating for Sherburne County's most recent bonding request as of May 16th 2017 our Rating is at a AA+</p> <p>Sherburne County's 2016 population is 93,528 according to the Minnesota State Demographic Center. Our Bonded Debt per Capita for 2016 is \$118.13 of the outstanding gross bonded debt of \$11,048,136.</p>
<p>Environment</p> <p>Recycling %</p> <p>Amount of hazardous household waste and electronics collected</p> <p>Amount of HHW Collected:</p>	<p>45 Percent Recycling Rate</p> <p>1,022 Households that participated in various HHW collection events throughout 2016.</p> <p>806 Households that dropped off HHW at the Tri-County HHW Facility.</p>	<p>This is a 4 percent decrease from last 2015's recycling rate.</p> <p>This is a reduction of 149 household participants from 2015's numbers. Note that foul weather was a factor in a number of collection events.</p> <p>This is an increase of 78 households from 2015's numbers.</p>

Approximately **29.55 tons** of HHW was dropped off at the Tri-County HHW Facility.

2016 HHW Volume Totals - Mobile Collections Only	Amounts:
PCB Ballast (lbs)	22 lbs
Flam Liquids (lbs)	3,850 lbs
Asbestos Roof Coatings (lbs)	38 lbs
Various Lab Packs (lbs)	10,634 lbs
Aerosol Containers (lbs)	2,206 lbs
Latex Paint (lbs)	27,594 lbs
Cylinders (unit)	98 units
Mercury (lbs)	28 lbs
4' Flor (unit)	1,327 units
8' Flor (unit)	132 units
CFL/Hid (unit)	766 units
Lead Acid Batteries (lb)	1,879 lbs
Oil Paint (lbs)	8,048.5 lbs
Waste Pesticides & Insecticides (lb)	3,608 lbs

Considering that 149 less households participated, there was still a slight increase in some of the amounts of materials collected in comparison to 2015, such as: Flam. Liquids, Cylinders, and both Latex and Oil Paints.

Resolution No. 17-22
Performance Measurements Standards

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 Stearns County are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, Any 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 Stearns County Board of Commissioners 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;

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

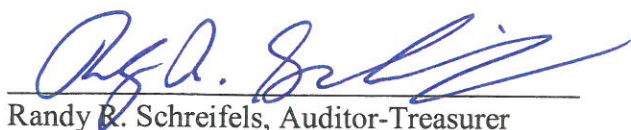
BE IT FURTHER RESOLVED, The Stearns County Board of Commissioners will submit to the Office of the State Auditor the actual results of the performance measures adopted by the county/city.

Adopted by the Stearns County Board of Commissioners this 6th day of June 2017.

Attest:



DeWayne F. Mareck, Chair
Stearns County Board of Commissioners



Randy R. Schreifels, Auditor-Treasurer
Clerk to the Board
Stearns County Board of Commissioners

BOARD OF COUNTY COMMISSIONERS
WASHINGTON COUNTY, MINNESOTA

RESOLUTION NO. 2017-176

DATE June 20, 2017
MOTION
BY COMMISSIONER Miron

DEPARTMENT Administration
SECONDED BY
COMMISSIONER Bigham

Participation in the 2017 Performance Measurement Program

WHEREAS, the Legislature created the Council on Local Results and Innovation in 2010, outlined in MS 6.91; and

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

WHEREAS, in 2011, the County Board began its participation in the voluntary standard measures program by adopting resolution #2011-068; and

WHEREAS, a county that elects to participate in the standard measures program for 2017 may be eligible for a reimbursement of \$0.14 per capita in county government aid, not to exceed \$25,000; and

WHEREAS, counties must file a report with the Office of the State Auditor by July 1, 2017 consisting of a declaration adopting and implementing performance measures developed by the Council on Local Results and Innovation; and

WHEREAS, the county has a longstanding commitment to performance measurement and improvement that focuses on outcome goals and performance results; and


WHEREAS, the county has implemented a local performance measurement system including the use of measurement and reporting to help plan, budget, manage, and evaluate programs and processes; and

WHEREAS, the county will report the results of the 11 adopted measures from this program to residents by posting the results on the county's website; and


WHEREAS, the county has utilized surveys to gather information on the performance benchmarks and most recently surveyed its residents in 2016 on the quality of county services and facilities;

WHEREAS, the county will continue to communicate the results of our performance measurement and improvement program with our residents through the use of public meetings, news releases, and an annual report to the County Board and our residents.

NOW, THEREFORE, BE IT RESOLVED that the Washington County Board of Commissioners adopts 11 Model Performance Measures for Counties and authorizes the County Administrator to file the declaration to participate in the 2017 Performance Measurement Program and to file the Performance Measurement Review with the Office of the State Auditor by July 1, 2017.

ATTEST: 

COUNTY ADMINISTRATOR


COUNTY BOARD CHAIR

	YES	NO
MIRON	<u>X</u>	___
KRIESEL	<u>X</u>	___
WEIK	<u>X</u>	___
BIGHAM	<u>X</u>	___
KARWOSKI	___	___

State Standard Measures Program

In 2010, the Legislature created the Council on Local Results and Innovation. In February 2011, the Minnesota Council released a set of performance measures for counties that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of counties in providing services, and measuring residents' opinions of those services.

This document provides summary information on 11 of those performance measures. For additional information, including narratives and analysis on many of these measures, refer to the annual Washington County Performance Measurement Report on the county website: www.co.washington.mn.us/performanceasures

PUBLIC SAFETY

Part I and Part II Crimes per 1,000 residents

	2014	2015	2016
Part I Crimes	2.8	3.5	3.9
Part II Crimes	11.0	11.0	14.0

Crimes committed by offenders are classified as either Part I or Part II crimes. Part I crimes include homicide, sexual assault, robbery, aggravated assault, burglary, larceny-theft (shoplifting, pick-pockets), motor vehicle theft, and arson. Part II crimes include other assaults, forgery and counterfeiting, fraud, embezzlement, stolen property (buying, receiving, possessing), prostitution, sex offenses, drug abuse violations, gambling, offenses against family and children, driving under the influence, violating liquor laws, drunkenness, disorderly conduct, vagrancy, and all other offenses (any offense that does not fit in any category except for driving offenses).

Note: 2015 population estimate was used to calculate 2015 and 2016 crimes per 1,000 residents, as the 2016 population estimate was not available at the time of publication. Source: Washington County Sheriff's Office

Percent of adult offenders with new felony conviction within 3 years of discharge

	2014	2015	2016
Percent of adult offenders with a felony conviction within 3 years of discharge	18%	16%	12%

Note: Washington County recidivism rates for 2016 involve probation sentenced offenders with a felony level case discharged in 2012. The percentages are within the norm of the seven-county metro area. Source: Washington County Community Corrections

PROPERTY RECORDS, VALUATION, ASSESSMENT

Turnaround time for recording, indexing, and returning real estate documents

	2014	2015	2016
Recording compliance	100%	100%	100%
Timely recording, paper documents	2.75 days	3.51 days	3.49 days
Timely recording, electronic documents	0.25 days	0.10 days	0.004 days

To aid and improve commerce in Minnesota, state law compels specific processing requirements and compliance standards for recording of real estate documents, no later than 10 business days for documents submitted in paper form and no later than 5 days electronically after receipt by the county. Source: Property Records and Taxpayer Services

PUBLIC WORKS

Average pavement condition rating

	2014	2015	2016
Pavement Condition Index (PCI)	74	76	78

Note: The PCI rating monitors the surface quality of the pavement. Washington County's goal is to maintain the overall pavement condition of its roadway system at an average PCI of 72 or greater, with a minimum PCI of 40. Source: Washington County Public Works and Minnesota Department of Transportation

Citizens' rating of county roads such as Manning Avenue, Radio Drive, or Bailey Road

	2008	2013	2016
Condition of county roads	49	59	63

Note: Numbers are presented on a 0-100 scale where zero equals "poor," 33 equals "fair," 67 equals "good," and 100 equals "excellent." Source: Washington County Residential Survey 2008, 2013, 2016

PUBLIC HEALTH, SOCIAL SERVICES

Percentage of children in which there is a recurrence of maltreatment within 12 months following an intervention

	2014	2015	2016
Child Maltreatment	6.2%	3.3%	2.4%

Child maltreatment includes physical abuse, neglect, sexual abuse, mental injury, or maltreatment of a child in a facility. Minnesota's Department of Human Services measures repeat maltreatment as the percentage of children in which there is a recurrence of maltreatment within 12 months following an intervention. Washington County's goal is 10% or less.

Note: Data for 2016 is for a portion of the year, data for 2016 will be finalized after a full 12 months have elapsed after the occurrence of maltreatment. Source: Minnesota Department of Human Services' Social Services Information System

Percentage of low birth-weight children

	2013	2014	2015
Low birth-weight	4.9%	5.0%	4.2%

Note: Low birth-weight describes babies who are born weighing less than 2,500 grams or 5.5 pounds. This data does not include multiple births. 2016 data was not available at the time of publication. Source: Washington County Public Health and Environment

PARKS, LIBRARIES

Citizens' rating of quality of parks - Park Visitor Survey

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
2014	71.3%	23.4%	3.2%	0.8%	1.3%
2015	69.7%	24.7%	0.4%	1.1%	1.8%
2016	72.7%	23.4%	2.4%	0.5%	1.0%

This measure provides information on the percentage of surveyed park visitors who were satisfied with their experience in the park they visited that day. Source: Washington County Public Works - Park Visitor Survey

Number of annual library visits per 1,000 residents

	2014	2015	2016
Number of annual library visits per 1,000 residents	3,677	3,624	3,646

2015 population estimate was used to calculate the 2016 in-person library visits per 1,000 residents, as the 2016 population estimate was not available at the time of publication. *Note: Numbers do not include libraries in Stillwater, Lake Elmo, and Bayport.*

ENVIRONMENT

Recycling percentage

	2014	2015	2016
Percentage of recycled waste	51.7%	37.7%	42.8%

Note: The recycling percentage is the total tons of county recyclable materials as a percentage of the waste generated rate. Starting in 2015 the Minnesota Pollution Control Agency changed how the system reports recycling tonnage. This has resulted in a significant drop in the recycling rates for 2015 and 2016. Source: Washington County Public Health and Environment SCORE Report

BUDGET, FINANCIAL

Bond rating

	2014A	2015A	2016A
Standard and Poor's Rating Service	AAA	AAA	AAA
Moody's Investor's Services	Aaa	Aaa	Aaa

Note: The letter "A" behind each year signifies the name of the bond sale. Source: Washington County Accounting and Finance

**Washington County
Performance
Measurement
Program**

Since the mid-1990s, Washington County departments have tracked, reported, and monitored performance measures to support decision-making, and to drive continued improvement in the services provided.

Progress Meetings, scheduled with each department once a year, are an example of continuously improving and advancing use of data and analysis in the organization. The purpose of these meetings is to facilitate an ongoing dialogue about performance results and quality improvement efforts between the Office of Administration and the county's departments.

Washington County's multi-departmental Performance Measurement and Improvement Team (PerMIT) continues to further institutionalize the use of performance measurement, lean, and quality improvement throughout the organization.

Washington County remains committed to making data-driven decisions, ensuring accountability, and providing quality services.

WASHINGTON COUNTY VISION, MISSION, GOALS & VALUES

VISION

A great place to live, work and play...today and tomorrow

MISSION

Providing quality services through responsible leadership, innovation, and the cooperation of dedicated people

GOALS

- To promote the health, safety, and quality of life of citizens
- To provide accessible, high-quality services in a timely and respectful manner
- To address today's needs while proactively planning for the future
- To maintain public trust through responsible use of public resources, accountability, and openness of government

VALUES

- Ethical: to ensure public trust through fairness, consistency, and transparency
- Stewardship: to demonstrate tangible, cost-effective results and protect public resources
- Quality: to ensure that services delivered to the public are up to the organization's highest standards
- Responsive: to deliver services that are accessible, timely, respectful, and efficient
- Respectful: to believe in and support the dignity and value of all members of this community
- Leadership: to actively advocate for and guide the county toward a higher quality of life

MORE INFORMATION AVAILABLE

Performance Measurement and Indicators Report

The annual Performance Measures and Indicators Report reflects Washington County's continued commitment to high-quality service that meets and exceeds the needs and expectations of Washington County residents. The 2016 Performance Measures and Indicators Report is the county's 18th annual report.

www.co.washington.mn.us/performanceasures

Project Contact

Amanda Hollis, Senior Planner
 Washington County Office of Administration
 14949 62nd Street North | Stillwater, MN 55082
amanda.hollis@co.washington.mn.us | 651-430-6021
www.co.washington.mn.us

RESOLUTION 2017- 39

WHEREAS, Benefits to Winona County for participation in the Minnesota Council on Local Results and Innovation’s comprehensive performance measurement program are outlined in Minnesota Statute 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, Any 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 Winona 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.

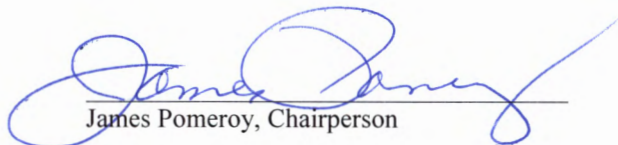
NOW THEREFORE LET IT BE RESOLVED THAT, Winona County will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the county’s website, or through a public hearing at which the budget and levy will be discussed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

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

- A. Public Safety – Part I and II Crime Rates
- B. Public Safety – Percent of adult offenders with a new felony conviction within 3 years of discharge
- C. Public Works – Hours to plow complete system during a snow event
- D. Public Works – Average County pavement condition rating
- E. Public Works – Average Bridge Sufficiency Rating
- F. Public Health – General life expectancy
- G. Social Services – Workforce participation rate among MFIP and DWP recipients
- H. Social Services – Child Support Program Cost Effectiveness
- I. Social Services – Percentage of children where there is a recurrence of maltreatment within 12 months following an intervention
- J. Assessment – Level of assessment ratio
- K. Elections – Accuracy of post-election audit (% of ballots counted accurately)
- L. Libraries – Number of annual visits per 1,000 residents
- M. Veterans Services – Dollars brought into County for veterans’ benefits
- N. Financial – Debt service levy per capita; outstanding debt per capita
- O. Environment – Recycling percentage
- P. Environment – Amount of hazardous household waste and electronics collected

Adopted at Winona, Minnesota this 13th day of June, 2017.

WINONA COUNTY BOARD OF COMMISSIONERS



James Pomeroy, Chairperson

Attest:



Kenneth J. Fritz, County Administrator

Offenses and Clearances by Classification

Offense Classification	Offenses Reported or Known	Offenses Unfounded	Total Actual Offenses	Crime Rate per 100,000	Cleared by Arrest or Exceptional Means	Cleared Involving only Under 18 Years Old
Murder & Nonnegligent Manslaughter	1	0	1	7	1	0
Manslaughter by Negligence	0	0	0	0	0	0
Rape						
Completed	0	0	0	0	0	0
Attempted	0	0	0	0	0	0
Totals	0	0	0	0	0	0
Robbery						
Firearm	0	0	0	0	0	0
Knife or Cutting Instrument	0	0	0	0	0	0
Other Weapon	0	0	0	0	0	0
Strong Arm (hands, fist, feet, etc.)	0	0	0	0	0	0
Totals	0	0	0	0	0	0
Assault						
Firearm	1	0	1	7	1	0
Knife or Cutting Instrument	2	0	2	14	2	0
Other Weapon	5	0	5	35	5	0
Hands, Fist, Feet, etc. (aggravated injury)	3	0	3	21	2	0
Totals	11	0	11	77	10	0
Burglary						
Forcible Entry	4	0	4	28	1	0
Unlawful Entry (no force)	2	0	2	14	0	0
Attempted Forcible Entry	1	0	1	7	0	0
Totals	7	0	7	49	1	0
Larceny-theft	34	0	34	238	1	0
Motor Vehicle Theft						
Autos	4	0	4	28	3	0
Trucks & Buses	1	0	1	7	1	0
Other Vehicles	1	0	1	7	0	0
Totals	6	0	6	42	4	0
Arson	0	0	0	0	0	0
Human Trafficking - Commercial Sex Acts	0	0	0	0	0	0
Human Trafficking - Involuntary Servitude	0	0	0	0	0	0
Part I Totals	59	0	59	413	17	0
Part II Offenses						
Other Assaults (simple, not aggravated)	36	1	35	245	27	3
Forgery & Counterfeiting	1	0	1	7	0	0
Fraud	21	0	21	147	3	0
Embezzlement	0	0	0	0	0	0
Stolen Property (buy, receive, possess)	1	0	1	7	1	0
Vandalism	29	0	29	203	2	0
Weapons (carry, possess, etc.)	5	0	5	35	4	1
Prostitution & Commercialized Vice	0	0	0	0	0	0
Sex Offenses (except Rape & Prostitution)	7	1	6	42	1	1
Drug Abuse Violations	48	0	48	336	47	1
Gambling	0	0	0	0	0	0
Family & Children	2	0	2	14	1	0
Driving Under the Influence	101	0	101	707	100	0
Liquor Laws	2	0	2	14	2	0
Drunkenness - MN statute repealed 1971	0	0	0	0	0	0
Disorderly Conduct	27	2	25	175	4	0
Vagrancy	0	0	0	0	0	0
All Other Offenses (except traffic)	92	6	86	602	65	1
Suspicion - not a crime in MN	0	0	0	0	0	0
Part II Totals	372	10	362	2,534	257	7
Curfew & Loitering (persons under 18)	0	0	0	0	0	0
Runaways (persons under 18)	4	0	4	28	0	0
Grand Totals	435	10	425	2,975	274	7

Winona Co Adult Felons Closed 2012

Recid_6mos

CaseType		Frequency	Percent
Probation	No	89	97.8
	Yes	2	2.2
	Total	91	100.0
Supervised Release	No	43	97.7
	Yes	1	2.3
	Total	44	100.0

Recid_1yr

CaseType		Frequency	Percent
Probation	No	85	93.4
	Yes	6	6.6
	Total	91	100.0
Supervised Release	No	43	97.7
	Yes	1	2.3
	Total	44	100.0

Recid_2yrs

CaseType		Frequency	Percent
Probation	No	82	90.1
	Yes	9	9.9
	Total	91	100.0
Supervised Release	No	40	90.9
	Yes	4	9.1
	Total	44	100.0

Recid_3yrs

CaseType		Frequency	Percent
Probation	No	80	87.9
	Yes	11	12.1
	Total	91	100.0
Supervised Release	No	37	84.1
	Yes	7	15.9
	Total	44	100.0

Winona County Highway Department/Public Works

- **Hours to plow complete system during a snow event:**
 - 4 hours

- **Average county pavement condition rating:**
 - 3.09 average Pavement Quality Index (PQI) for all County State-Aid Highway and County Highway paved roads based on 2016 information

- **Average Bridge Sufficiency Rating:**
 - 90.71 for bridges Winona County is required to inspect and manage, including county, township and small city bridges

COUNTY PROFILE: Winona County, Minnesota

US COUNTY PERFORMANCE

The Institute for Health Metrics and Evaluation (IHME) at the University of Washington analyzed the performance of all 3,142 US counties or county-equivalents in terms of life expectancy at birth, mortality rates for select causes, alcohol use, smoking prevalence, obesity prevalence, and recommended physical activity using novel small area estimation techniques and the most up-to-date county-level information.

Explore more results using the interactive US Health Map data visualization (<http://vizhub.healthdata.org/subnational/usa>).

FINDINGS: LIFE EXPECTANCY

Sex	Winona County	Minnesota	National	National rank	% change 1980-2014
Female	83.2	82.9	81.5	224	+4.3
Male	78.7	78.9	76.7	269	+7.8

life expectancy at birth (years), 2014

Fig. 1: Female life expectancy, 2014

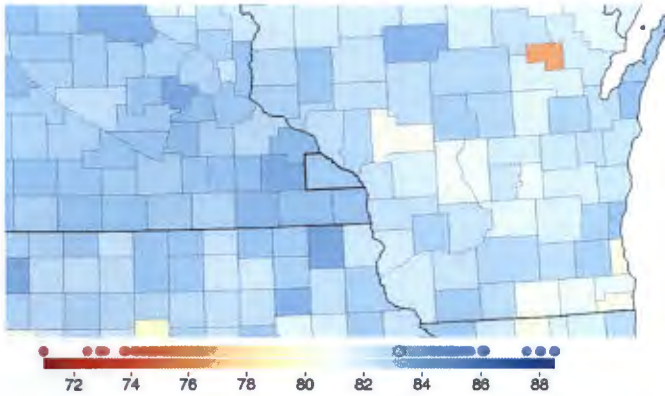
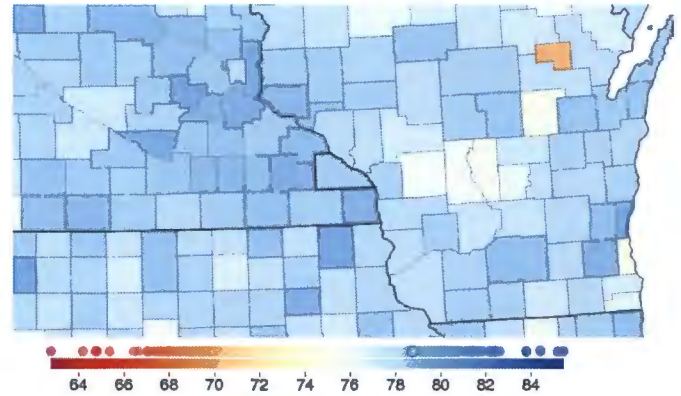


Fig. 2: Male life expectancy, 2014



FINDINGS: ALL-CAUSE MORTALITY

Sex	Winona County	Minnesota	National	National rank	% change 1980-2014
Female	578.9	590.4	667.8	295	-23.0
Male	836.3	817.3	930.1	415	-34.3

rate per 100,000 population, age-standardized, 2014

Fig. 3: Female all-cause mortality, 2014

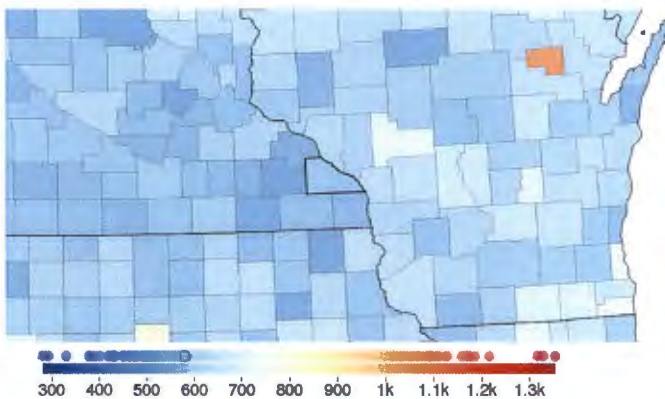
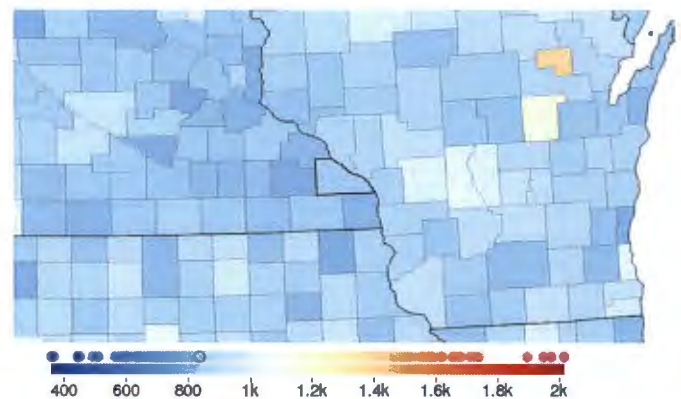


Fig. 4: Male all-cause mortality, 2014



FINDINGS: ISCHEMIC HEART DISEASE

Sex	Winona County	Minnesota	National	National rank	% change 1980-2014
Female	83.9	75.5	124.9	205	-53.5
Male	164.3	130.7	191.5	592	-60.3

rate per 100,000 population, age-standardized, 2014

Fig. 5: Female ischemic heart disease, 2014

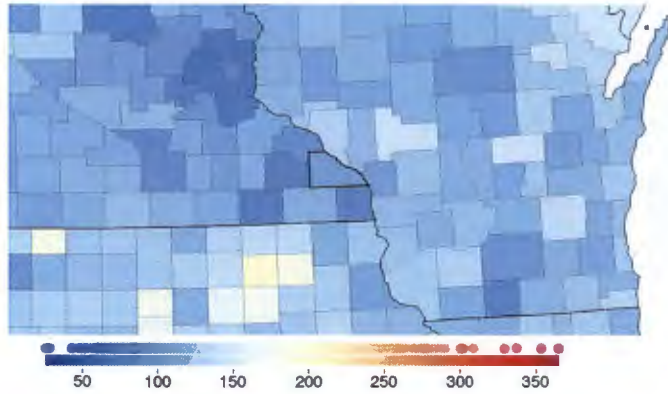
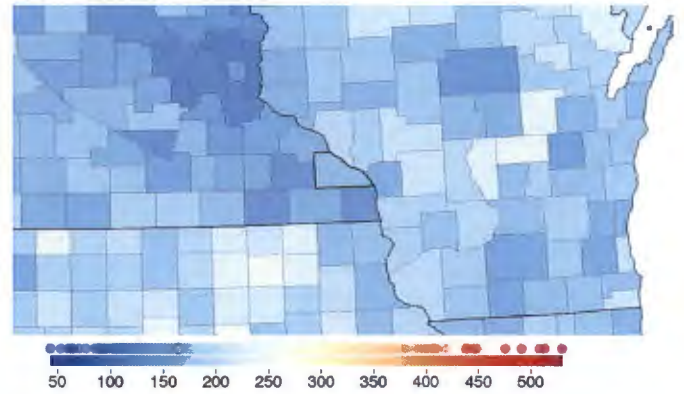


Fig. 6: Male ischemic heart disease, 2014



FINDINGS: CEREBROVASCULAR DISEASE (STROKE)

Sex	Winona County	Minnesota	National	National rank	% change 1980-2014
Female	39.4	43.2	47.4	342	-36.5
Male	42.4	44.8	48.8	524	-52.9

rate per 100,000 population, age-standardized, 2014

Fig. 7: Female cerebrovascular disease (stroke), 2014

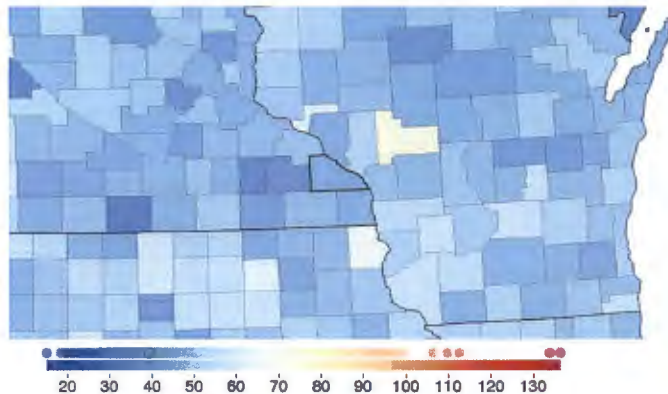
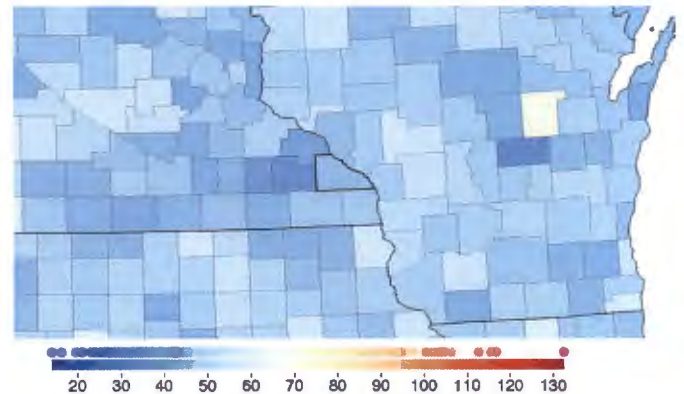


Fig. 8: Male cerebrovascular disease (stroke), 2014



FINDINGS: TRACHEAL, BRONCHUS, AND LUNG CANCER

Sex	Winona County	Minnesota	National	National rank	% change 1980-2014
Female	44.1	42.3	43.8	1210	+72.8
Male	62.4	58.7	67.6	859	-20.7

rate per 100,000 population, age-standardized, 2014

Fig. 9: Female tracheal, bronchus, and lung cancer, 2014

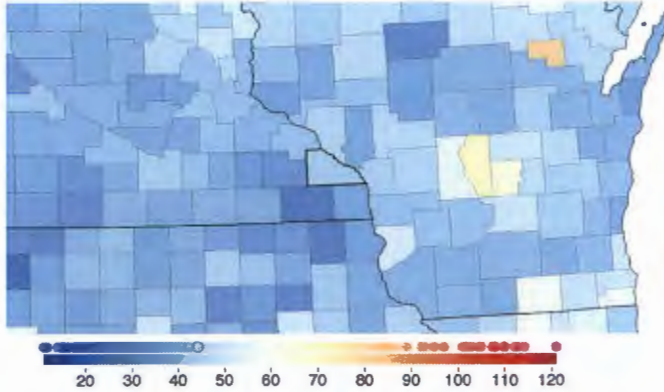
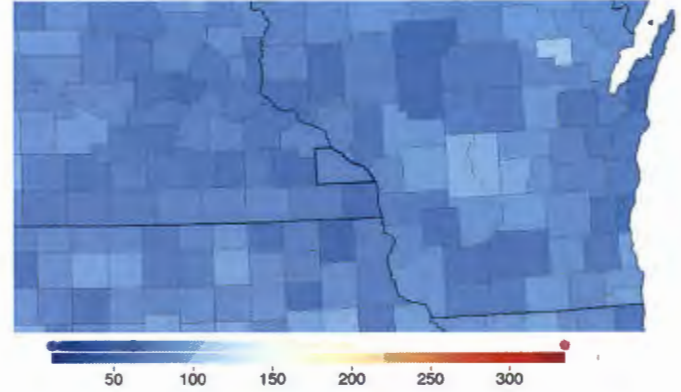


Fig. 10: Male tracheal, bronchus, and lung cancer, 2014



FINDINGS: BREAST CANCER

Sex	Winona County	Minnesota	National	National rank	% change 1980-2014
Female	22.9	23.0	25.9	583	-32.8
Male	0.3	0.3	0.3	491	-21.4

rate per 100,000 population, age-standardized, 2014

Fig. 11: Female breast cancer, 2014

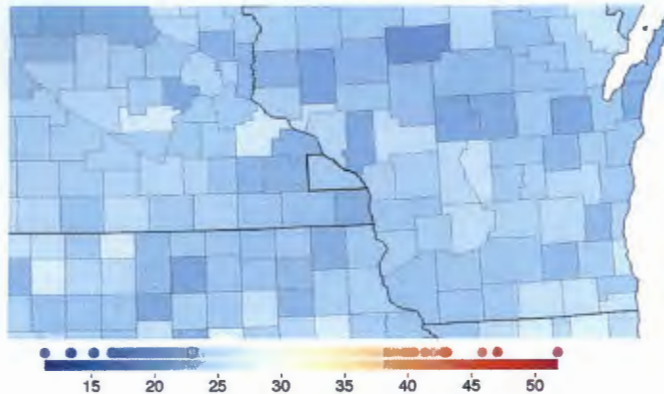
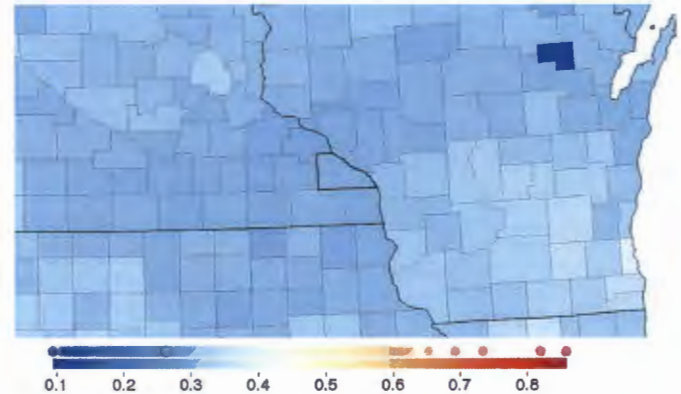


Fig. 12: Male breast cancer, 2014



FINDINGS: MALIGNANT SKIN MELANOMA

Sex	Winona County	Minnesota	National	National rank	% change 1980-2014
Female	1.8	1.8	1.9	703	+3.6
Male	4.4	3.9	4.5	1002	+38.3

rate per 100,000 population, age-standardized, 2014

Fig. 13: Female malignant skin melanoma, 2014

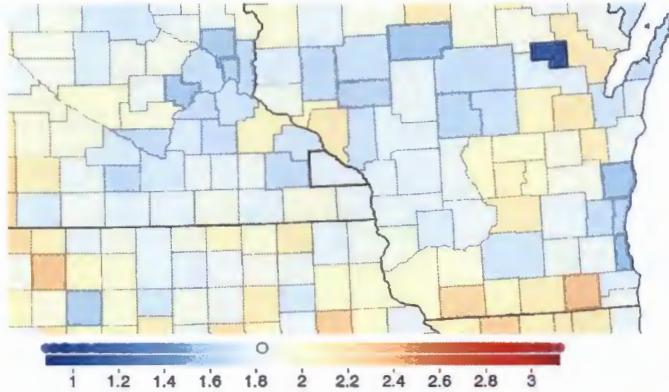
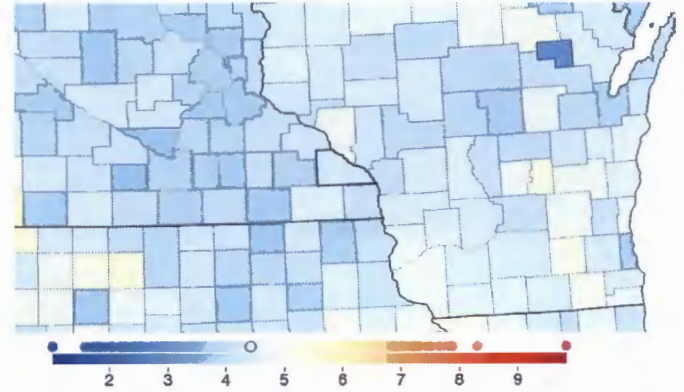


Fig. 14: Male malignant skin melanoma, 2014



FINDINGS: DIABETES, UROGENITAL, BLOOD, AND ENDOCRINE DISEASES MORTALITY

Sex	Winona County	Minnesota	National	National rank	% change 1980-2014
Female	33.7	42.6	49.6	146	+56.6
Male	40.3	57.9	63.8	79	+19.2

rate per 100,000 population, age-standardized, 2014

Fig. 15: Female diabetes, urogenital, blood, and endocrine diseases mortality, 2014

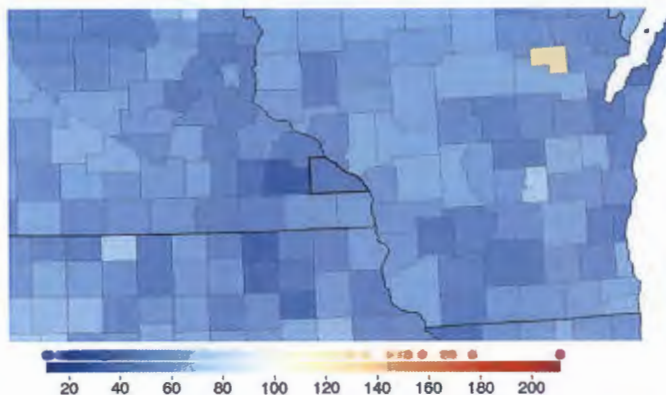
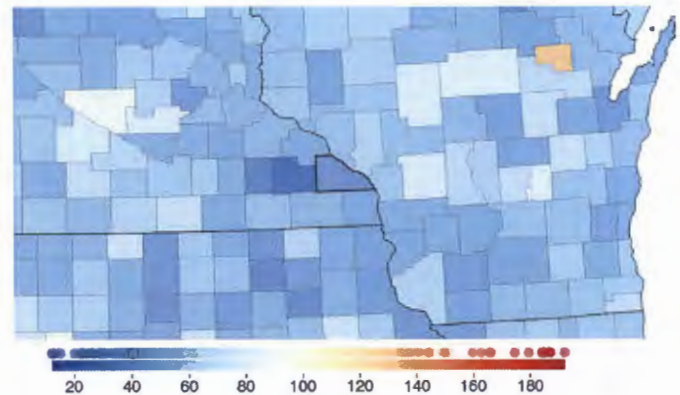


Fig. 16: Male diabetes, urogenital, blood, and endocrine diseases mortality, 2014



FINDINGS: SELF-HARM AND INTERPERSONAL VIOLENCE MORTALITY

Sex	Winona County	Minnesota	National	National rank	% change 1980-2014
Female	6.7	7.3	9.0	443	+9.7
Male	18.8	23.3	30.9	89	-8.5

rate per 100,000 population, age-standardized, 2014

Fig. 17: Female self-harm and interpersonal violence mortality, 2014

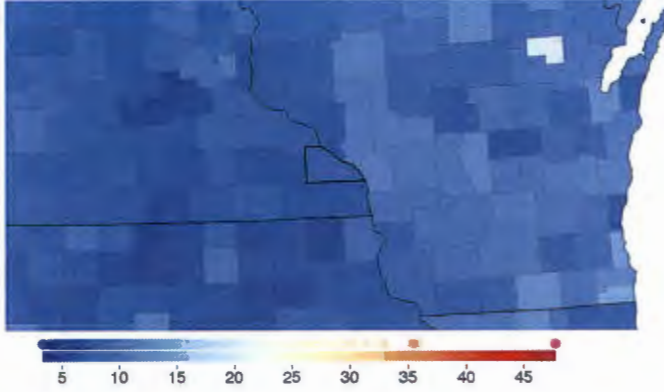
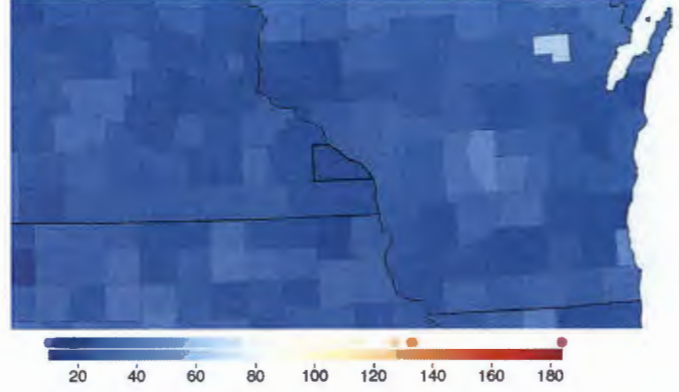


Fig. 18: Male self-harm and interpersonal violence mortality, 2014



FINDINGS: TRANSPORT INJURIES MORTALITY

Sex	Winona County	Minnesota	National	National rank	% change 1980-2014
Female	8.2	7.0	8.1	489	-32.2
Male	17.9	15.2	19.8	398	-41.0

rate per 100,000 population, age-standardized, 2014

Fig. 19: Female transport injuries mortality, 2014

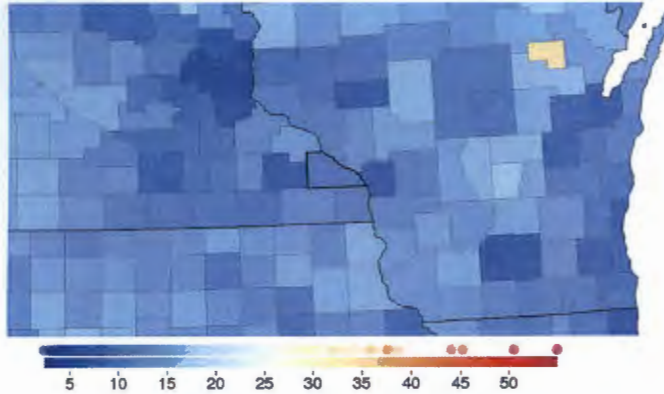
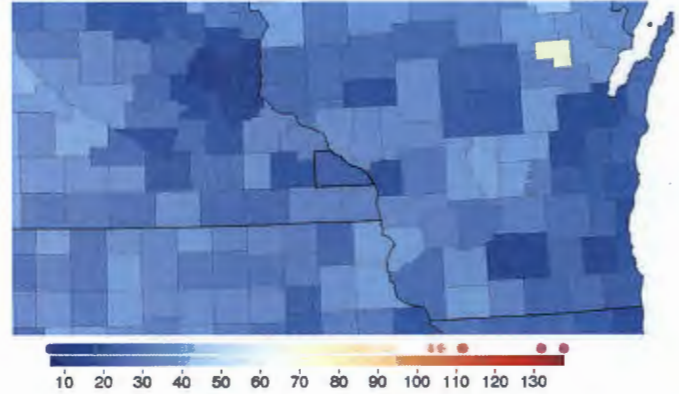


Fig. 20: Male transport injuries mortality, 2014



FINDINGS: MENTAL AND SUBSTANCE USE DISORDERS MORTALITY

Sex	Winona County	Minnesota	National	National rank	% change 1980-2014
Female	6.6	6.2	8.2	1138	+376.4
Male	14.7	13.7	18.7	1443	+254.8

rate per 100,000 population, age-standardized, 2014

Fig. 21: Female mental and substance use disorders mortality, 2014

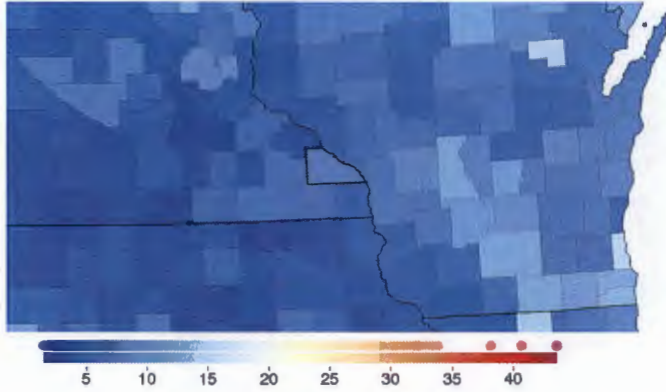
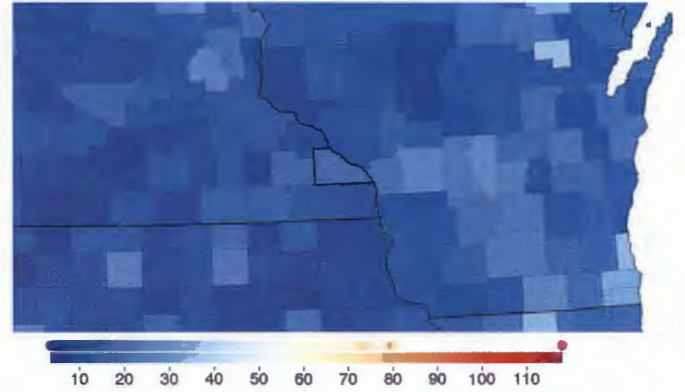


Fig. 22: Male mental and substance use disorders mortality, 2014



FINDINGS: CIRRHOSIS AND OTHER CHRONIC LIVER DISEASES MORTALITY

Sex	Winona County	Minnesota	National	National rank	% change 1980-2014
Female	9.2	9.6	11.8	487	-0.9
Male	14.7	15.6	22.2	390	-13.3

rate per 100,000 population, age-standardized, 2014

Fig. 23: Female cirrhosis and other chronic liver diseases mortality, 2014

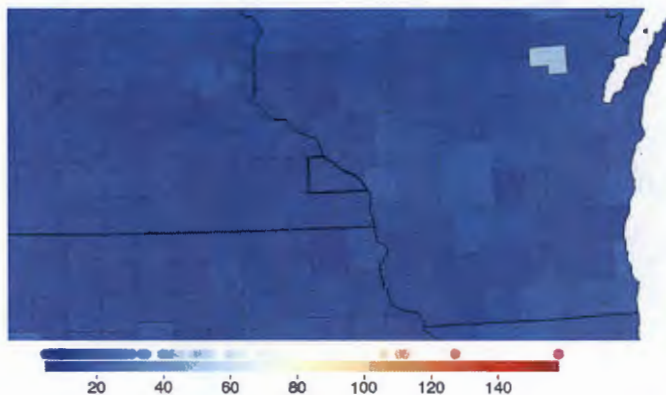
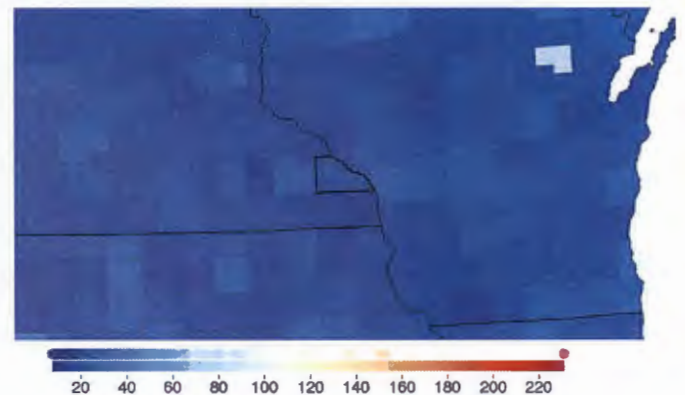


Fig. 24: Male cirrhosis and other chronic liver diseases mortality, 2014



FINDINGS: HEAVY DRINKING

Sex	Winona County	Minnesota	National	National rank	% change 2005-2012
Female	9.5	8.4	6.7	2885	+49.0
Male	14.0	11.6	9.9	2787	+26.1

prevalence (%), age-standardized, 2012

Fig. 25: Female heavy drinking, 2012

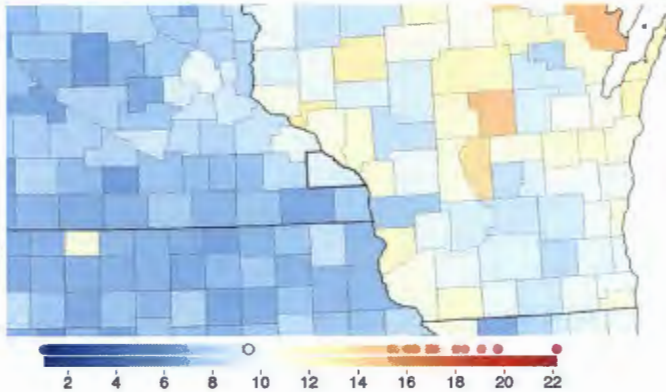
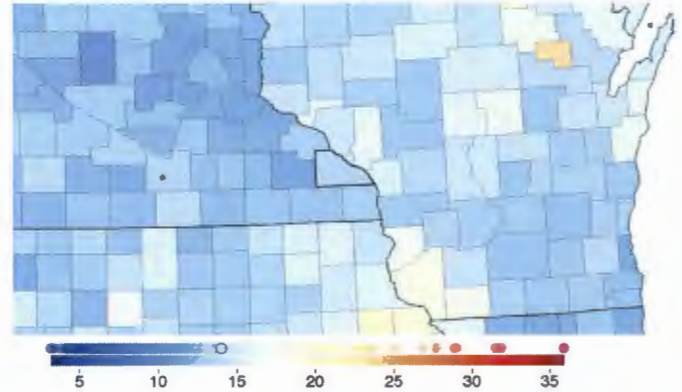


Fig. 26: Male heavy drinking, 2012



FINDINGS: BINGE DRINKING

Sex	Winona County	Minnesota	National	National rank	% change 2002-2012
Female	18.4	17.3	12.4	2924	+18.8
Male	36.6	30.2	24.5	3020	+14.4

prevalence (%), age-standardized, 2012

Fig. 27: Female binge drinking, 2012

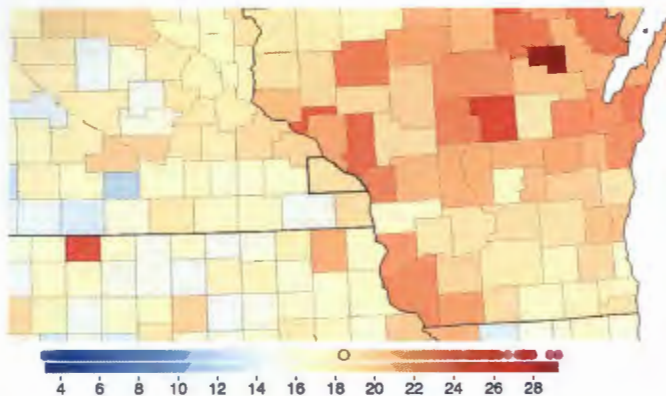
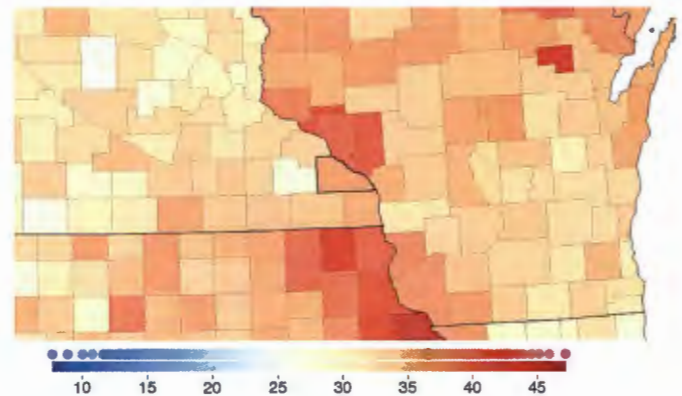


Fig. 28: Male binge drinking, 2012



FINDINGS: SMOKING

Sex	Winona County	Minnesota	National	National rank	% change 1996-2012
Female	17.9	17.5	17.9	545	-11.0
Male	21.2	21.0	22.2	436	-13.2

prevalence (%), age-standardized, 2012

Fig. 29: Female smoking, 2012

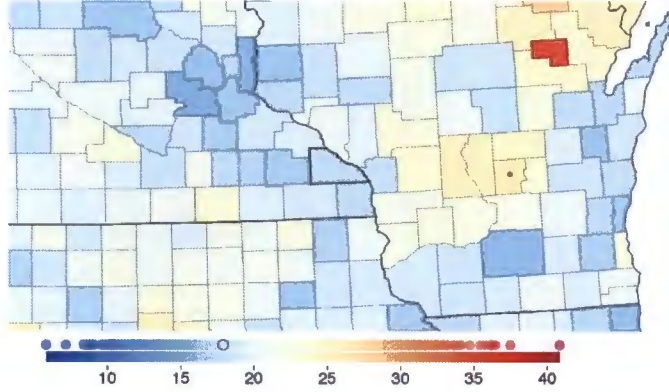
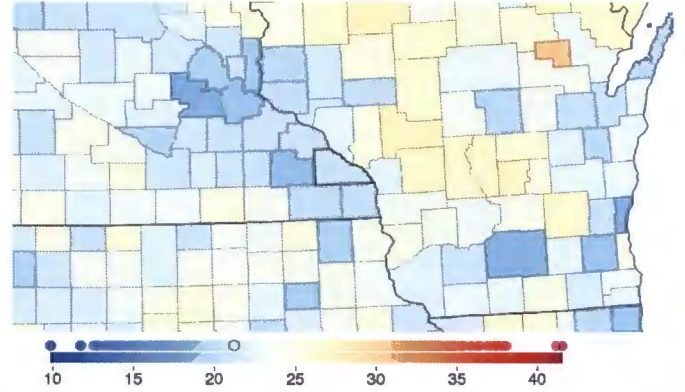


Fig. 30: Male smoking, 2012



FINDINGS: OBESITY

Sex	Winona County	Minnesota	National	National rank	% change 2001-2011
Female	37.7	33.3	36.1	1355	+29.2
Male	39.3	33.4	33.8	2374	+36.6

prevalence (%), age-standardized, 2011

Fig. 31: Female obesity, 2011

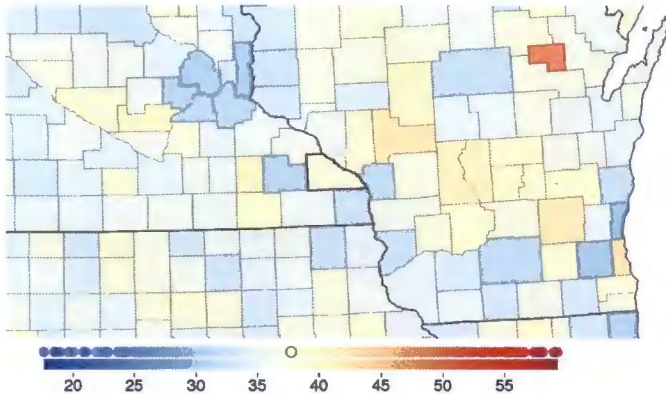
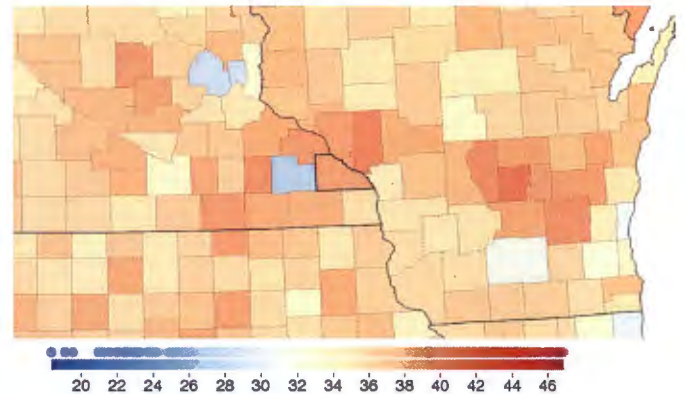


Fig. 32: Male obesity, 2011



FINDINGS: RECOMMENDED PHYSICAL ACTIVITY

Sex	Winona County	Minnesota	National	National rank	% change 2001-2011
Female	56.9	56.8	52.6	479	+6.7
Male	62.5	59.8	56.3	176	+3.5

prevalence (%), age-standardized, 2011

Fig. 33: Female recommended physical activity, 2011

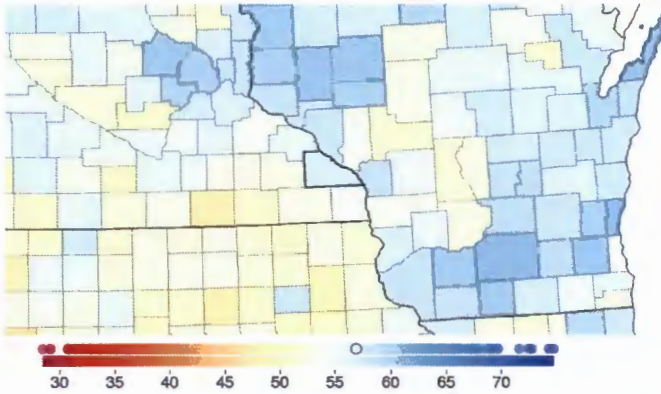
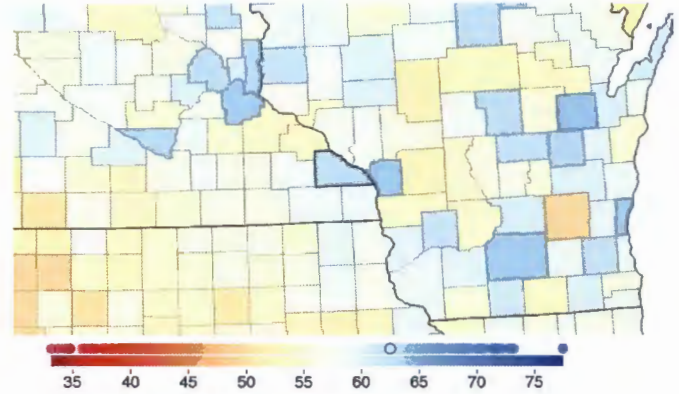


Fig. 34: Male recommended physical activity, 2011



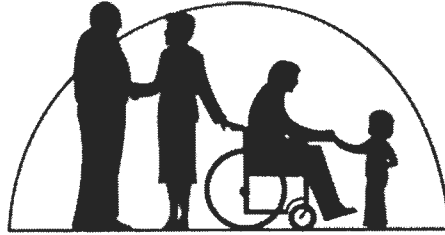
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 Seattle, WA: IHME, 2016.

Institute for Health Metrics and Evaluation
 2301 Fifth Ave., Suite 600
 Seattle, WA 98121 USA

Telephone: +1-206-897-2800
 E-mail: engage@healthdata.org
www.healthdata.org





Minnesota Department of **Human Services**

Minnesota Family Investment Program
2016 Annualized Self-Support Index
For determination of 2017 performance based funds

Published July 2016
Minnesota Department of Human Services
Economic Assistance and Employment Supports Division
P.O. Box 64951
St. Paul, MN 55164-0951



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For more information on this report, contact:

Erika Martin

Research, Planning and Evaluation Unit

Economic Assistance and Employment Supports Division

651-431-3978

Erika.Martin@state.mn.us

Annualized MFIP Performance Measures for April 2015 to March 2016

This report publishes the annualized Self-Support Index performance measure for counties, tribes and county consortia administering the Minnesota Family Investment Program (MFIP).

Starting with calendar year 2016, the Minnesota Department of Human Services (department) will use the annualized Self-Support Index to determine which counties, county consortia and tribal agencies are eligible for performance bonuses. The 2014 Minnesota Legislature amended Minn. Stat. 256J.626, subd.7, so that a service area¹ will receive 100 percent of its Consolidated Fund allocation, plus potential for a 2.5 percent bonus awarded to those that perform above the service area's Range of Expected Performance on the annualized Self-Support Index. Service areas consistently performing below the customized range will submit an improvement plan and face a potential cut in funding. Prior to calendar year 2015, counties, consortia and tribal agencies received 95 percent of their Consolidated Fund allocation and had to earn an additional 2.5 percent of the base by reaching the Work Participation Rate target, and an additional 2.5 percent by reaching the Self-Support Index target, or submit an improvement plan. Because of this change to award performance based funding solely on the annualized Self-Support Index, the annualized Work Participation Rate will no longer be produced and included in this report.

The "MFIP Management Indicators Report" on the department's website reports updates on these measures quarterly. See the latest and past issues of the report on the [MFIP Reports](#) page.

The Annualized Three-year Self-Support Index

The three-year Self-Support Index is an outcome measure that tracks all adults receiving MFIP or Diversionary Work Program (DWP) cash assistance in a quarter, and calculates what percentage have left cash assistance or are working at least 30 hours a week during the quarter three years later. For the 2016 annualized S-SI, the department averaged the three-year S-SI for quarters two, three and four of 2015 and the first quarter of 2016, weighted by the number of adults in each baseline quarter. This report provides the following data for each service area:

- Average (mean) number of adults eligible for MFIP or DWP for whom the county, consortium or tribal provider had been the most recent service agency across the four baseline quarters
- The annualized Self-Support Index
- The Range of Expected Performance for the entire year
- A determination of whether the annualized Self-Support Index was above, within or below the annualized Range of Expected Performance.

¹ The service areas reported here are four county consortia, four tribal employment service providers, and the remaining 74 counties. See the "Management Indicators Report" for details.

**Annualized Three-year Self-Support Index and Range of Expected Performance
April 2015 through March 2016 -- Part 1**

Service agency	Average count of eligible adults in baseline quarter	Weighted actual three-year Self- Support Index	Range of Expected Performance		Result
			Lower	Upper	
State	38,041	68.0%			
County Consortia					
Faribault/Martin	182	77.2%	70.1%	80.0%	Within
Des Moines Valley HS	130	79.9%	74.3%	83.2%	Within
MN Prairie	465	76.2%	70.8%	84.6%	Within
SWHHS	348	80.9%	75.7%	81.2%	Within
Tribal Providers					
Leech Lake Band	231	60.8%	60.1%	70.0%	Within
Minnesota Chippewa Tribe	184	55.6%	54.6%	62.2%	Within
Red Lake Nation	582	57.6%	54.4%	67.3%	Within
White Earth Nation	254	54.6%	50.2%	61.9%	Within
Counties					
Aitkin	98	88.8%	78.1%	86.4%	Above
Anoka	2027	68.6%	69.3%	72.4%	Below
Becker	207	76.5%	71.4%	77.4%	Within
Beltrami	582	69.9%	63.3%	70.2%	Within
Benton	294	71.9%	68.0%	74.4%	Within
Big Stone	20	73.4%	62.3%	84.5%	Within
Blue Earth	397	76.0%	68.1%	76.3%	Within
Brown	94	78.9%	72.8%	83.2%	Within
Carlton	139	79.9%	68.1%	76.7%	Above
Carver	161	73.6%	66.2%	76.3%	Within
Cass	192	72.6%	63.9%	77.5%	Within
Chippewa	60	73.8%	67.2%	80.4%	Within
Chisago	157	79.9%	70.4%	78.5%	Above
Clay	411	75.9%	71.6%	76.8%	Within
Clearwater	53	76.9%	74.9%	87.0%	Within
Cook	23	77.8%	63.3%	81.4%	Within
Crow Wing	341	80.5%	76.2%	81.8%	Within
Dakota	1,711	72.8%	68.6%	71.1%	Above
Douglas	127	72.8%	68.0%	76.0%	Within
Fillmore	91	87.8%	76.8%	83.3%	Above
Freeborn	235	75.5%	72.0%	80.7%	Within
Goodhue	184	71.6%	70.8%	77.4%	Within
Grant	35	90.6%	70.6%	86.5%	Above
Hennepin	10,250	60.4%	62.0%	64.8%	Below
Houston	85	76.6%	76.1%	83.8%	Within
Hubbard	100	68.3%	68.8%	80.2%	Below
Isanti	219	86.4%	71.6%	76.6%	Above
Itasca	314	74.6%	75.1%	82.3%	Below
Kanabec	105	79.3%	75.6%	82.8%	Within
Kandiyohi	338	75.3%	76.4%	81.0%	Below

**Annualized Three-year Self-Support Index and Range of Expected Performance
April 2015 through March 2016 -- Part 2**

Service agency	Average count of eligible adults in baseline quarter	Weighted actual three-year Self- Support Index	Range of Expected Performance		Result
			Lower	Upper	
Kittson	9	82.9%	77.9%	91.4%	Within
Koochiching	79	76.1%	72.8%	84.1%	Within
Lac qui Parle	25	68.0%	58.9%	85.7%	Within
Lake	30	93.4%	75.3%	86.8%	Above
Lake of the Woods	21	84.1%	69.3%	84.7%	Within
Le Sueur	137	77.2%	68.3%	76.0%	Above
McLeod	148	85.6%	80.0%	86.6%	Within
Mahnomen	70	69.4%	61.9%	73.7%	Within
Marshall	23	91.1%	77.0%	90.6%	Above
Meeker	90	83.1%	76.0%	85.0%	Within
Mille Lacs	173	81.5%	66.0%	74.3%	Above
Morrison	144	75.1%	74.5%	81.5%	Within
Mower	311	76.0%	72.2%	77.7%	Within
Nicollet	205	73.8%	66.6%	74.5%	Within
Nobles	149	84.9%	82.5%	87.0%	Within
Norman	57	80.6%	75.6%	88.4%	Within
Olmsted	940	76.4%	76.8%	83.1%	Below
Otter Tail	238	76.9%	73.0%	79.5%	Within
Pennington	58	84.1%	73.2%	84.1%	Within
Pine	224	78.4%	74.8%	80.2%	Within
Polk	290	78.0%	70.3%	76.6%	Above
Pope	39	73.1%	63.5%	85.0%	Within
Ramsey	7,824	63.9%	60.1%	63.4%	Above
Red Lake	21	85.5%	75.2%	89.2%	Within
Renville	54	78.1%	70.5%	86.4%	Within
Rice	340	80.6%	75.0%	81.8%	Within
Roseau	49	81.7%	71.2%	83.9%	Within
St. Louis	1,456	65.6%	63.6%	69.1%	Within
Scott	368	79.3%	69.9%	75.0%	Above
Sherburne	299	78.5%	70.8%	75.6%	Above
Sibley	50	85.4%	64.3%	78.1%	Above
Stearns	912	74.4%	74.2%	78.4%	Within
Stevens	30	85.6%	64.4%	79.6%	Above
Swift	57	77.9%	59.2%	84.1%	Within
Todd	118	78.0%	72.2%	78.6%	Within
Traverse	18	85.7%	61.8%	81.5%	Above
Wabasha	79	80.8%	71.8%	82.6%	Within
Wadena	105	67.1%	69.9%	79.0%	Below
Washington	713	70.1%	67.2%	71.2%	Within
Watonwan	48	79.7%	70.7%	84.0%	Within
Wilkin	27	87.9%	74.7%	87.2%	Above
Winona	193	74.8%	69.5%	77.1%	Within
Wright	373	82.4%	74.3%	78.2%	Above
Yellow Medicine	33	73.5%	57.7%	83.7%	Within

County Results: Cost Effectiveness

County	Collections Distributed FFY2016	Expenditures FFY2016	Federal Performance Measures: Cost Effectiveness				
			FFY2016 (\$)	FFY2015 (\$)	FFY2014 (%)	FFY2013 (\$)	FFY2012 (\$)
Aitkin	1,815,532	547,821	3.31	3.53	3.04	3.38	2.01
Anoka	42,743,484	8,755,036	4.88	5.07	5.49	5.14	5.14
Becker	3,745,747	1,401,687	2.67	3.33	3.41	3.37	2.89
Beltrami	4,457,270	1,225,625	3.64	3.64	4.33	4.03	4.29
Benton	5,239,034	1,258,016	4.16	4.92	4.69	4.71	4.61
Big Stone	569,768	139,111	4.10	4.64	4.63	5.44	5.62
Blue Earth	7,559,746	1,441,903	5.24	5.66	5.65	5.51	5.83
Brown	3,614,142	644,435	5.61	6.61	5.96	5.53	5.74
Carlton	4,867,731	1,506,331	3.23	3.74	3.55	3.31	3.50
Carver	8,481,691	1,645,774	5.15	5.49	4.95	4.75	4.43
Cass	2,522,120	1,072,436	2.35	2.65	2.79	2.78	3.13
Chippewa	1,538,981	426,370	3.61	4.21	3.99	3.96	4.02
Chisago	7,465,700	998,984	7.47	7.82	6.88	7.79	6.46
Clay	7,861,764	1,554,013	5.06	5.35	5.84	5.73	5.72
Clearwater	1,133,837	270,213	4.20	3.91	3.68	2.88	3.16
Cook	362,369	132,889	2.73	2.72	2.62	4.00	3.76
Cottonwood	-	-	-	-	-	5.67	6.09
Crow Wing	8,492,940	1,508,235	5.63	5.62	5.14	4.68	4.98
Dakota	44,531,574	10,535,094	4.23	4.40	4.25	4.04	4.54
Dodge	-	-	-	-	4.37	4.87	6.30
Douglas	4,331,873	899,343	4.82	4.92	5.66	5.19	4.95
Fillmore	2,172,693	302,648	7.18	9.52	7.13	7.99	8.41
Freeborn	4,789,910	775,580	6.18	6.49	6.35	7.08	6.87
Goodhue	5,831,187	1,514,792	3.85	4.03	4.22	3.94	4.30
Grant	884,529	211,260	4.19	3.92	4.20	3.42	3.99
Hennepin	101,128,466	34,106,246	2.97	3.07	3.24	3.28	3.25
Houston	1,934,082	434,931	4.45	5.49	4.55	5.30	5.67
Hubbard	2,152,352	454,015	4.74	4.94	6.21	6.54	6.55
Isanti	6,512,981	1,389,490	4.69	4.65	5.11	5.04	5.26
Statewide	594,711,443	179,981,020	3.30	3.54	3.58	3.63	3.51

Cost Effectiveness FFY2016 Rank Order (\$)	
Chisago	7.47
Nobles	7.31
Des Moines Valley	7.20
Fillmore	7.18
Sherburne	7.15
Lac qui Parle	7.11
Wabasha	7.09
Watonwan	7.01
Wadena	6.87
McLeod	6.86
Meeker	6.82
Wright	6.66
Freeborn	6.18
Washington	6.13
Sibley	6.11
Norman	6.05
Renville	5.82
Todd	5.79
SWHHS	5.77
Crow Wing	5.63
Brown	5.61
Le Sueur	5.55
Yellow Medicine	5.52
Kandiyohi	5.47
Scott	5.44
Rice	5.33
Blue Earth	5.24
Faribault/Martin	5.20
Winona	5.17



County Results: Cost Effectiveness

County	Collections Distributed FFY2016	Expenditures FFY2016	Federal Performance Measures: Cost Effectiveness				
			FFY2016 (\$)	FFY2015 (\$)	FFY2014 (%)	FFY2013 (\$)	FFY2012 (\$)
Itasca	5,847,884	1,732,200	3.38	3.12	3.69	4.08	4.35
Des Moines Valley	3,117,456	432,941	7.20	6.17	5.58	5.50	5.28
Kanabec	2,550,674	494,891	5.15	5.79	5.75	5.08	4.59
Kandiyohi	5,775,379	1,056,189	5.47	5.27	5.46	4.66	4.70
Kittson	354,985	114,164	3.11	4.37	4.26	5.38	4.45
Koochiching	2,011,824	482,605	4.17	4.38	4.43	4.53	4.38
Lac qui Parle	774,511	108,924	7.11	6.80	7.23	7.27	7.90
Lake	1,297,076	341,551	3.80	5.16	3.97	3.80	3.61
Lake of the Woods	332,492	102,058	3.26	3.38	3.52	3.79	3.93
Le Sueur	3,713,489	668,648	5.55	7.58	8.04	8.62	7.99
SWHHS	9,950,567	1,724,253	5.77	6.79	6.21	6.60	6.82
McLeod	4,765,190	694,426	6.86	6.60	7.02	6.64	7.49
Mahnomen	362,906	189,950	1.91	2.04	1.61	1.66	1.65
Marshall	1,169,855	277,453	4.22	5.70	6.10	6.38	6.19
Faribault/Martin	5,553,942	1,067,533	5.20	5.32	5.39	5.50	5.29
Meeker	3,014,570	442,267	6.82	7.66	7.21	7.16	6.12
Mille Lacs	3,321,034	788,621	4.21	4.88	4.75	4.67	4.82
Morrison	4,470,823	890,355	5.02	5.05	4.96	5.02	4.90
Mower	6,119,578	1,242,872	4.92	5.08	4.45	4.81	5.20
Nicollet	4,518,954	1,085,679	4.16	4.57	4.31	5.00	5.14
Nobles	2,961,509	404,960	7.31	8.42	6.70	7.28	7.47
Norman	840,329	138,967	6.05	6.36	8.24	7.78	7.04
Olmsted	18,046,205	4,158,887	4.34	4.77	5.11	5.38	5.40
Otter Tail	6,155,528	1,798,911	3.42	3.98	3.90	4.12	3.58
Pennington	2,050,130	538,745	3.81	3.81	3.64	4.05	4.42
Pine	4,532,759	1,027,637	4.41	4.97	5.49	5.56	5.44
Pipestone	-	-	-	-	-	5.47	5.68
Polk	4,648,509	1,275,926	3.64	4.55	4.93	5.13	5.22
Pope	1,131,024	255,485	4.43	4.83	5.00	4.17	4.60
Statewide	594,711,443	179,981,020	3.30	3.54	3.58	3.63	3.51

Cost Effectiveness FFY2016 Rank Order (\$)	
Carver	5.15
Kanabec	5.15
Swift	5.10
Clay	5.06
Morrison	5.02
Mower	4.92
Anoka	4.88
St. Louis	4.83
Douglas	4.82
Hubbard	4.74
Isanti	4.69
Stearns	4.63
Houston	4.45
Pope	4.43
Pine	4.41
Olmsted	4.34
MN Prairie	4.27
Dakota	4.23
Marshall	4.22
Mille Lacs	4.21
Clearwater	4.20
Grant	4.19
Koochiching	4.17
Benton	4.16
Nicollet	4.16
Big Stone	4.10
Roseau	3.96
Stevens	3.86
Goodhue	3.85



County Results: Cost Effectiveness

County	Collections Distributed FFY2016	Expenditures FFY2016	Federal Performance Measures: Cost Effectiveness					Cost Effectiveness Measure FFY2016 Rank Order (\$)	
			FFY2016 (\$)	FFY2015 (\$)	FFY2014 (%)	FFY2013 (\$)	FFY2012 (\$)		
Ramsey	50,642,728	16,790,964	3.02	3.26	3.34	3.39	3.57	Pennington	3.81
Red Lake	563,783	165,726	3.40	2.99	2.91	3.90	3.62	Lake	3.80
Redwood	-	-	-	-	-	3.63	3.51	Beltrami	3.64
Renville	2,070,817	355,688	5.82	6.00	5.16	5.16	5.97	Polk	3.64
Rice	6,722,343	1,261,394	5.33	5.73	6.09	5.63	5.77	Chippewa	3.61
Roseau	2,002,143	506,034	3.96	4.68	5.28	5.25	5.32	Otter Tail	3.42
St. Louis	25,171,268	5,216,190	4.83	4.86	5.17	5.19	5.25	Red Lake	3.40
Scott	12,723,538	2,337,188	5.44	5.64	5.84	5.75	5.29	Itasca	3.38
Sherburne	12,277,259	1,717,286	7.15	7.17	6.68	6.96	7.43	Aitkin	3.31
Sibley	1,830,498	299,638	6.11	6.40	6.56	6.23	6.39	Statewide	3.30
Stearns	15,289,048	3,301,077	4.63	4.83	4.47	4.59	4.62	Wilkin	3.27
MN Prairie	11,134,467	2,606,895	4.27	5.28	4.58	6.30	6.45	Lake of the Woods	3.26
Stevens	772,852	200,094	3.86	5.04	4.63	4.54	4.95	Carlton	3.23
Swift	1,383,917	271,348	5.10	4.96	4.80	4.20	4.32	Traverse	3.16
Todd	2,997,982	517,515	5.79	5.35	4.58	4.70	4.61	Kittson	3.11
Traverse	349,778	110,547	3.16	13.97	12.80	5.10	2.93	Ramsey	3.02
Wabasha	2,453,428	346,037	7.09	7.13	5.81	7.04	6.44	Hennepin	2.97
Wadena	2,453,005	357,277	6.87	7.68	6.55	6.41	5.84	Cook	2.73
Waseca	-	-	-	-	3.87	4.41	5.26	Becker	2.67
Washington	23,291,661	3,798,320	6.13	6.87	6.27	7.26	6.83	Cass	2.35
Watonwan	2,059,268	293,750	7.01	6.52	6.99	7.23	7.26	Mahnomen	1.91
Wilkin	967,503	296,219	3.27	3.89	4.39	4.33	3.90		
Winona	4,659,361	900,920	5.17	4.89	4.66	4.82	3.97		
Wright	15,354,147	2,303,994	6.66	7.33	6.99	6.17	5.82		
Yellow Medicine	1,349,944	244,610	5.52	5.73	4.54	5.09	5.07		
Statewide	594,711,443	179,981,020	3.30	3.54	3.58	3.63	3.51		

Source: CSD InfoPac QQ320921: Annual OCSE157 Federal Performance –
Summary and DHS Financial Operations Report. *Represents only one quarter while still independent



Federal Measures: Agency Details



How to use this page:

1. Examine performance over time

(Select the same agency)

2. Compare up to three agencies

(Select the same year)

Agency 1 Winona	Agency 2 Winona	Agency 3 Winona
Year 1 2014	Year 2 2015	Year 3 2016

Dashboard Filters

Performance Standard	Winona	Winona	Winona
	Abc	Abc	Abc
	2014	2015	2016
(1) Maltreatment Recurrence 9.1% or less	23.1% 3 / 13 (Not Met)	2.8% 1 / 36 (Met)	12.5% 5 / 40 (Not Met)
(2) Maltreatment in Foster Care 8.5 victimizations or less per 100,000 days in care	11.1 victimizations 1 / 9,012 (Not Met)	0.0 victimizations 0 / 11,198 (Met)	13.9 victimizations 2 / 14,416 (Not Met)
(3) Foster Care Reentry 8.3% or less	3.8% 1 / 26 (Met)	19.0% 4 / 21 (Not Met)	16.7% 4 / 24 (Not Met)
(4) Permanency: 12 Months 40.5% or greater	63.6% 21 / 33 (Met)	77.8% 28 / 36 (Met)	48.4% 15 / 31 (Met)
(5) Permanency: 12-23 Months 43.6% or greater	100.0% 5 / 5 (Met)	40.0% 2 / 5 (Not Met)	50.0% 3 / 6 (Met)
(6) Permanency: 24 Months 30.3% or greater	0.0% 0 / 0 (N/A)	0.0% 0 / 0 (N/A)	0.0% 0 / 3 (Not Met)
(7) Placement Stability 4.12 moves or less per 1,000 days in care	2.9 moves 10 / 3,485 (Met)	3.9 moves 16 / 4,129 (Met)	2.4 moves 14 / 5,909 (Met)

2016 Assessment Sales Ratio Study
Final Sales Analysis for the State
City and Township Ratios by Property Type
Final ratios reflect the 2017 EMV/the sales price forward adjusted to Jan 2, 2017

District Type	CO	City-Twp Code	PT	Property	Water Status	Median ratio	Aggregate ratio	Mean ratio	Coeff. of dispersion *	Price related differential *	Price related bias *	# Sales with Extremes	# Sales without Extremes	Sales with time trends
CO	85	0	2	Apartment (4 or more units)		93.28	.	101.13	.	.	.	7	7	0
CO	85	0	6	Commercial (with buildings)		97.8	.	94.5	.	.	.	16	14	0
CO	85	0	7	Industrial (with buildings)		93.63	.	93.63	.	.	.	1	1	0
CO	85	0	91	Seasonal Recreational Residential/Residential Aggregation		95.07	94.48	96.89	11.6	1.01	.	608	571	608
CO	85	0	91	Seasonal Recreational Residential/Residential Aggregation-Off Water	N	95.07	94.48	96.89	11.6	1.01	.	608	571	608
CO	85	0	92	Rural Vacant Land (34.5 or more acres) Aggregation		89.35	.	101.81	.	.	.	5	2	0
CO	85	0	93	Agricultural Rural Vacant Bare Land (34.5 or more acres) Aggregation		88.7	.	99.52	.	.	.	6	3	0
CO	85	0	95	Agriculture Improved and Unimproved (34.5 or more acres) Aggregation		102.88	.	104.88	.	.	.	13	10	0

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Summary of WINONA County Totals
Tuesday, November 8, 2016 STATE GENERAL ELECTION

Number of persons registered as of 7 a.m.	28813
Number of persons registered on Election Day	4322
Number of accepted regular, military, and overseas absentee ballots and mail ballots	2727
Number of federal office only absentee ballots	24
Number of presidential absentee ballots	0
Total number of persons voting	26309

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Winona County Libraries Annual Visit Per 1,000 Residents

Location	Annual Visits	County Population	Visits Per 1,000 Residents
LaCrescent	70,699		
St. Charles	19,006		
Winona	127,266		
Total	216,971	50,948	4,258.68

FY15 GEOGRAPHIC DISTRIBUTION OF VA EXPENDITURES (GDX)

FY16 Summary of Expenditures by State										
Expenditures in \$000s										
County/ Congressional District	Veteran Population*	Total Expenditure	Compensation & Pension	Construction	Education & Vocational Rehabilitation/ Employment	Loan Guaranty#	General Operating Expenses	Insurance & Indemnities	Medical Care	Unique Patients**
AITKIN	1,665	\$ 16,258	\$ 8,411	\$ -	\$ 259	\$ -	\$ -	\$ 53	\$ 7,534	912
ANOKA	22,581	\$ 154,458	\$ 72,221	\$ -	\$ 9,469	\$ -	\$ -	\$ 1,948	\$ 70,819	7,301
BECKER	2,856	\$ 21,976	\$ 11,233	\$ -	\$ 424	\$ -	\$ -	\$ 116	\$ 10,203	1,204
BELTRAMI	3,115	\$ 29,936	\$ 16,757	\$ -	\$ 1,178	\$ -	\$ -	\$ 242	\$ 11,760	1,367
BENTON	3,330	\$ 30,893	\$ 11,098	\$ -	\$ 692	\$ -	\$ -	\$ 160	\$ 18,944	1,534
BIG STONE	441	\$ 3,556	\$ 2,279	\$ -	\$ 97	\$ -	\$ -	\$ 130	\$ 1,050	227
BLUE EARTH	4,509	\$ 29,313	\$ 14,600	\$ -	\$ 2,381	\$ -	\$ -	\$ 541	\$ 11,791	1,348
BROWN	1,754	\$ 15,630	\$ 8,764	\$ -	\$ 566	\$ -	\$ -	\$ 389	\$ 5,911	838
CARLTON	3,299	\$ 24,671	\$ 15,286	\$ -	\$ 1,126	\$ -	\$ -	\$ 113	\$ 8,145	1,028
CARVER	4,856	\$ 24,736	\$ 12,303	\$ -	\$ 1,572	\$ -	\$ -	\$ 343	\$ 10,517	1,236
CASS	3,266	\$ 28,742	\$ 15,270	\$ -	\$ 464	\$ -	\$ -	\$ 155	\$ 12,854	1,566
CHIPPEWA	802	\$ 6,937	\$ 2,983	\$ -	\$ 144	\$ -	\$ -	\$ 17	\$ 3,793	466
CHISAGO	4,223	\$ 33,356	\$ 17,066	\$ -	\$ 1,871	\$ -	\$ -	\$ 371	\$ 14,048	1,287
CLAY	4,224	\$ 37,348	\$ 15,578	\$ -	\$ 2,021	\$ -	\$ -	\$ 667	\$ 19,081	1,681
CLEARWATER	766	\$ 8,232	\$ 3,717	\$ -	\$ 147	\$ -	\$ -	\$ 24	\$ 4,345	414
COOK	489	\$ 3,168	\$ 1,886	\$ -	\$ 41	\$ -	\$ -	\$ 12	\$ 1,229	123
COTTONWOOD	771	\$ 5,334	\$ 3,007	\$ -	\$ 38	\$ -	\$ -	\$ 87	\$ 2,202	333
CROW WING	5,679	\$ 57,135	\$ 31,301	\$ -	\$ 1,572	\$ -	\$ -	\$ 437	\$ 23,825	2,934
DAKOTA	26,543	\$ 190,506	\$ 88,389	\$ -	\$ 14,683	\$ -	\$ -	\$ 2,917	\$ 84,517	7,402
DODGE	1,196	\$ 6,872	\$ 3,633	\$ -	\$ 437	\$ -	\$ -	\$ 76	\$ 2,727	386
DOUGLAS	3,133	\$ 27,505	\$ 14,144	\$ -	\$ 637	\$ -	\$ -	\$ 380	\$ 12,344	1,506
FARIBAULT	1,219	\$ 8,245	\$ 4,159	\$ -	\$ 283	\$ -	\$ -	\$ 40	\$ 3,764	412
FILLMORE	1,474	\$ 8,951	\$ 5,234	\$ -	\$ 392	\$ -	\$ -	\$ 60	\$ 3,265	475
FREEBORN	2,450	\$ 18,419	\$ 8,269	\$ -	\$ 280	\$ -	\$ -	\$ 117	\$ 9,754	1,132
GOODHUE	3,841	\$ 21,892	\$ 11,106	\$ -	\$ 1,438	\$ -	\$ -	\$ 252	\$ 9,096	1,039
GRANT	461	\$ 4,566	\$ 2,650	\$ -	\$ 66	\$ -	\$ -	\$ 22	\$ 1,828	210
HENNEPIN	57,508	\$ 491,631	\$ 159,137	\$ 411	\$ 28,741	\$ -	\$ 84,867	\$ 8,261	\$ 210,215	15,754
HOUSTON	1,512	\$ 9,310	\$ 5,434	\$ -	\$ 424	\$ -	\$ -	\$ 164	\$ 3,289	637
HUBBARD	2,232	\$ 17,434	\$ 9,446	\$ -	\$ 422	\$ -	\$ -	\$ 133	\$ 7,433	885
ISANTI	3,138	\$ 23,491	\$ 11,012	\$ -	\$ 744	\$ -	\$ -	\$ 90	\$ 11,646	1,228
ITASCA	4,500	\$ 35,691	\$ 20,743	\$ -	\$ 788	\$ -	\$ -	\$ 538	\$ 13,622	1,857
JACKSON	784	\$ 5,348	\$ 2,214	\$ -	\$ 211	\$ -	\$ -	\$ 91	\$ 2,831	330
KANABEC	1,447	\$ 13,123	\$ 5,634	\$ -	\$ 178	\$ -	\$ -	\$ 49	\$ 7,262	712
KANDIYOHI	2,628	\$ 22,873	\$ 12,078	\$ -	\$ 435	\$ -	\$ -	\$ 284	\$ 10,075	1,317
KITTS	387	\$ 2,070	\$ 1,093	\$ -	\$ 41	\$ -	\$ -	\$ 29	\$ 906	161
KOOCHICHING	1,210	\$ 8,644	\$ 5,494	\$ -	\$ 220	\$ -	\$ -	\$ 92	\$ 2,839	423
LAC QUI PARLE	549	\$ 4,681	\$ 2,257	\$ -	\$ 36	\$ -	\$ -	\$ 88	\$ 2,299	363
LAKE	1,145	\$ 7,605	\$ 4,957	\$ -	\$ 126	\$ -	\$ -	\$ 97	\$ 2,425	418
LAKE OF THE WOODS	467	\$ 2,677	\$ 1,528	\$ -	\$ 88	\$ -	\$ -	\$ 1	\$ 1,060	165
LE SUEUR	1,948	\$ 11,299	\$ 5,398	\$ -	\$ 444	\$ -	\$ -	\$ 238	\$ 5,220	707
LINCOLN	444	\$ 2,908	\$ 1,297	\$ -	\$ 73	\$ -	\$ -	\$ 31	\$ 1,508	184

FY15 GEOGRAPHIC DISTRIBUTION OF VA EXPENDITURES (GDX)

FY16 Summary of Expenditures by State										
Expenditures in \$000s										
County/ Congressional District	Veteran Population*	Total Expenditure	Compensation & Pension	Construction	Education & Vocational Rehabilitation/ Employment	Loan Guaranty#	General Operating Expenses	Insurance & Indemnities	Medical Care	Unique Patients**
LYON	1,675	\$ 9,342	\$ 4,839	\$ -	\$ 546	\$ -	\$ -	\$ 58	\$ 3,899	528
MCLEOD	2,792	\$ 16,875	\$ 8,379	\$ -	\$ 680	\$ -	\$ -	\$ 82	\$ 7,733	1,076
MAHNOMEN	400	\$ 3,529	\$ 1,926	\$ -	\$ 94	\$ -	\$ -	\$ 89	\$ 1,419	201
MARSHALL	681	\$ 4,800	\$ 2,628	\$ -	\$ 134	\$ -	\$ -	\$ 132	\$ 1,906	327
MARTIN	1,648	\$ 12,830	\$ 7,291	\$ -	\$ 320	\$ -	\$ -	\$ 37	\$ 5,182	725
MEEKER	1,861	\$ 15,990	\$ 7,844	\$ -	\$ 251	\$ -	\$ -	\$ 96	\$ 7,799	890
MILLE LACS	2,383	\$ 26,267	\$ 14,400	\$ -	\$ 535	\$ -	\$ -	\$ 36	\$ 11,296	1,145
MORRISON	2,783	\$ 35,641	\$ 18,200	\$ -	\$ 737	\$ -	\$ -	\$ 81	\$ 16,623	1,697
MOWER	2,642	\$ 16,656	\$ 10,097	\$ -	\$ 490	\$ -	\$ -	\$ 247	\$ 5,822	832
MURRAY	655	\$ 4,525	\$ 1,873	\$ -	\$ 101	\$ -	\$ -	\$ 83	\$ 2,467	317
NICOLLET	2,057	\$ 13,788	\$ 7,529	\$ -	\$ 1,003	\$ -	\$ -	\$ 367	\$ 4,889	816
NOBLES	1,441	\$ 7,589	\$ 2,919	\$ -	\$ 156	\$ -	\$ -	\$ 242	\$ 4,272	473
NORMAN	560	\$ 5,964	\$ 2,588	\$ -	\$ 142	\$ -	\$ -	\$ 12	\$ 3,222	261
OLMSTED	10,424	\$ 43,646	\$ 23,732	\$ -	\$ 3,870	\$ -	\$ -	\$ 979	\$ 15,065	2,193
OTTER TAIL	5,117	\$ 43,709	\$ 20,825	\$ -	\$ 793	\$ -	\$ -	\$ 400	\$ 21,690	2,345
PENNINGTON	969	\$ 6,201	\$ 3,378	\$ -	\$ 279	\$ -	\$ -	\$ 12	\$ 2,533	367
PINE	2,929	\$ 22,836	\$ 13,156	\$ -	\$ 476	\$ -	\$ -	\$ 130	\$ 9,073	920
PIPESTONE	613	\$ 3,141	\$ 1,422	\$ -	\$ 112	\$ -	\$ -	\$ 42	\$ 1,566	202
POLK	2,457	\$ 14,162	\$ 7,267	\$ -	\$ 859	\$ -	\$ -	\$ 166	\$ 5,870	896
POPE	805	\$ 7,115	\$ 3,658	\$ -	\$ 169	\$ -	\$ -	\$ 92	\$ 3,196	423
RAMSEY	25,956	\$ 174,997	\$ 72,967	\$ -	\$ 13,719	\$ -	\$ -	\$ 3,390	\$ 84,920	6,786
RED LAKE	344	\$ 2,053	\$ 986	\$ -	\$ 14	\$ -	\$ -	\$ 0	\$ 1,053	101
REDWOOD	1,089	\$ 8,880	\$ 5,136	\$ -	\$ 118	\$ -	\$ -	\$ 83	\$ 3,542	459
RENVILLE	1,120	\$ 9,407	\$ 5,507	\$ -	\$ 171	\$ -	\$ -	\$ 237	\$ 3,491	453
RICE	4,448	\$ 21,405	\$ 11,304	\$ -	\$ 1,110	\$ -	\$ -	\$ 345	\$ 8,645	1,000
ROCK	656	\$ 4,433	\$ 2,530	\$ -	\$ 151	\$ -	\$ -	\$ 59	\$ 1,693	275
ROSEAU	994	\$ 6,209	\$ 3,251	\$ -	\$ 230	\$ -	\$ -	\$ 36	\$ 2,692	387
ST. LOUIS	18,167	\$ 109,475	\$ 63,492	\$ -	\$ 7,049	\$ -	\$ -	\$ 1,492	\$ 37,442	5,768
SCOTT	7,207	\$ 53,805	\$ 24,310	\$ -	\$ 5,429	\$ -	\$ -	\$ 420	\$ 23,646	2,274
SHERBURNE	6,323	\$ 58,139	\$ 29,792	\$ -	\$ 3,118	\$ -	\$ -	\$ 424	\$ 24,806	2,593
SIBLEY	1,138	\$ 7,403	\$ 3,609	\$ -	\$ 155	\$ -	\$ -	\$ 95	\$ 3,543	428
STEARNS	10,008	\$ 161,921	\$ 55,184	\$ 12,153	\$ 3,894	\$ -	\$ 1,261	\$ 840	\$ 88,589	5,870
STEELE	2,700	\$ 13,806	\$ 7,512	\$ -	\$ 708	\$ -	\$ -	\$ 254	\$ 5,332	705
STEVENS	499	\$ 3,022	\$ 1,810	\$ -	\$ 155	\$ -	\$ -	\$ 17	\$ 1,040	219
SWIFT	907	\$ 6,192	\$ 3,156	\$ -	\$ 231	\$ -	\$ -	\$ 69	\$ 2,736	331
TODD	2,041	\$ 17,235	\$ 7,221	\$ -	\$ 200	\$ -	\$ -	\$ 30	\$ 9,784	1,096
TRAVERSE	328	\$ 2,456	\$ 1,438	\$ -	\$ 17	\$ -	\$ -	\$ 50	\$ 951	147
WABASHA	1,731	\$ 14,012	\$ 7,818	\$ -	\$ 361	\$ -	\$ -	\$ 199	\$ 5,634	693
WADENA	1,159	\$ 16,245	\$ 9,969	\$ -	\$ 397	\$ -	\$ -	\$ 404	\$ 5,475	584
WASECA	1,676	\$ 8,999	\$ 4,520	\$ -	\$ 447	\$ -	\$ -	\$ 198	\$ 3,834	457
WASHINGTON	16,491	\$ 94,879	\$ 47,712	\$ -	\$ 8,870	\$ -	\$ -	\$ 1,643	\$ 36,655	3,545

FY15 GEOGRAPHIC DISTRIBUTION OF VA EXPENDITURES (GDX)

FY16 Summary of Expenditures by State Expenditures in \$000s										
County/ Congressional District	Veteran Population*	Total Expenditure	Compensation & Pension	Construction	Education & Vocational Rehabilitation/ Employment	Loan Guaranty#	General Operating Expenses	Insurance & Indemnities	Medical Care	Unique Patients**
WATONWAN	862	\$ 6,075	\$ 3,103	\$ -	\$ 152	\$ -	\$ -	\$ 80	\$ 2,739	358
WILKIN	453	\$ 3,766	\$ 1,509	\$ -	\$ 87	\$ -	\$ -	\$ 86	\$ 2,083	177
WINONA	3,417	\$ 17,972	\$ 8,686	\$ -	\$ 1,219	\$ -	\$ -	\$ 221	\$ 7,847	999
WRIGHT	9,098	\$ 55,938	\$ 26,712	\$ -	\$ 3,485	\$ -	\$ -	\$ 523	\$ 25,219	2,665
YELLOW MEDICINE	750	\$ 7,098	\$ 3,423	\$ -	\$ 142	\$ -	\$ -	\$ 165	\$ 3,369	380
MINNESOTA (Totals)	353,301	\$ 2,677,849	\$ 1,225,675	\$ 12,564	\$ 138,626	\$ -	\$ 86,128	\$ 34,596	\$ 1,180,261	118,886
CONG. DIST (01)	47,522	\$ 274,863	\$ 144,538	\$ -	\$ 14,763	\$ -	\$ -	\$ 4,638	\$ 110,924	14,863
CONG. DIST (02)	43,985	\$ 304,374	\$ 142,391	\$ -	\$ 23,515	\$ -	\$ -	\$ 4,167	\$ 134,301	12,421
CONG. DIST (03)	37,025	\$ 212,125	\$ 92,704	\$ -	\$ 15,642	\$ -	\$ -	\$ 4,273	\$ 99,505	9,895
CONG. DIST (04)	36,059	\$ 234,620	\$ 104,856	\$ -	\$ 19,613	\$ -	\$ -	\$ 4,474	\$ 105,677	8,852
CONG. DIST (05)	32,009	\$ 353,981	\$ 101,095	\$ 411	\$ 17,635	\$ -	\$ 84,867	\$ 4,929	\$ 145,043	9,221
CONG. DIST (06)	45,800	\$ 410,644	\$ 172,438	\$ 12,118	\$ 18,526	\$ -	\$ 1,261	\$ 3,432	\$ 202,870	17,558
CONG. DIST (07)	50,034	\$ 399,446	\$ 198,646	\$ 32	\$ 11,493	\$ -	\$ -	\$ 4,384	\$ 184,891	22,027
CONG. DIST (08)	60,867	\$ 487,796	\$ 269,007	\$ 3	\$ 17,437	\$ -	\$ -	\$ 4,299	\$ 197,050	24,049
MINNESOTA (Totals)	353,301	\$ 2,677,849	\$ 1,225,675	\$ 12,564	\$ 138,626	\$ -	\$ 86,128	\$ 34,596	\$ 1,180,261	118,886

FY15 GEOGRAPHIC DISTRIBUTION OF VA EXPENDITURES (GDX)

FY16 Summary of Expenditures by State Expenditures in \$000s										
County/ Congressional District	Veteran Population*	Total Expenditure	Compensation & Pension	Construction	Education & Vocational Rehabilitation/ Employment	Loan Guaranty#	General Operating Expenses	Insurance & Indemnities	Medical Care	Unique Patients**
Notes:										
* Veteran population estimates, as of September 30, 2016, are produced by the VA Office of the Actuary (VetPop 2014).										
# Prior to FY 08, "Loan Guaranty" expenditures were included in the Education & Vocational Rehabilitation and Employment (E&VRE) programs. Currently, all "Loan Guaranty" expenditures are attributed to Travis County, TX, where all Loan Guaranty payments are processed. VA will continue to improve data collection for future GDX reports to better distribute loan expenditures at the state, county and congressional district levels.										
** Unique patients are patients who received treatment at a VA health care facility. Data are provided by the Allocation Resource Center (ARC).										
Expenditure data sources: USASpending.gov for Compensation & Pension (C&P) and Education and Vocational Rehabilitation and Employment (EVRE) Benefits; Veterans Benefits Administration Insurance Center for the Insurance costs; the VA Financial Management System (FMS) for Construction, Medical Research, General Operating Expenses, and certain C&P and Readjustment data; and the Allocation Resource Center (ARC) for Medical Care costs.										
1. Expenditures are rounded to the nearest thousand dollars. For example, \$500 to \$1,000 are rounded to \$1; \$0 to \$499 are rounded to \$0; and "\$ -" = 0 or no expenditures.										
2. The Compensation & Pension expenditures include dollars for the following programs: veterans' compensation for service-connected disabilities; dependency and indemnity compensation for service-connected deaths; veterans' pension for nonservice-connected disabilities; and burial and other benefits to veterans and their survivors.										
3. Medical Care expenditures include dollars for medical services, medical administration, facility maintenance, educational support, research support, and other overhead items. Medical Care expenditures do not include dollars for construction or other non-medical support.										
4. Medical Care expenditures are allocated to the patient's home location, not the site of care.										

Winona County Debt

Year	2007 GO Bond Principal	Interest	2009 GO Bond Principal	Interest	2010 GO Bond Principal	Interest	Total	
2018			445,000.00	14,281.25	245,000.00	32,737.50	690,000.00	47,018.75
2019			30,000.00	6,525.00	250,000.00	24,075.00	280,000.00	30,600.00
2020			25,000.00	5,500.00	260,000.00	15,150.00	285,000.00	20,650.00
2021			25,000.00	4,500.00	265,000.00	5,300.00	290,000.00	9,800.00
2022			30,000.00	3,400.00			30,000.00	3,400.00
2023			35,000.00	2,100.00			35,000.00	2,100.00
2024			35,000.00	700.00			35,000.00	700.00
2025							-	-
Total	-	-	625,000.00	37,006.25	1,020,000.00	77,262.50	1,645,000.00	114,268.75
Total Principal and Interest								1,759,268.75

* GO= General Obligation

**2009 GO-Call date 2019

***2010 GO- No call date

Total Population	51,128	
Outstanding debt		
per Capita	\$ 32.17	

2017 Debt Levy	\$ 677,614	
Debt Levy		
per Capita	\$ 13.25	

Solid Waste Performance Measures

Recycling Program

Recyclable materials collected in 2016 through the county's residential and commercial collection contract was 4,831 tons.

Total tons of materials recycled in 2016 from within Winona County, as reported in the State SCORE Report, was 28,565 tons. Approximately 20% of recyclables are generated were from the residential sector, and 80% from the commercial/industrial sector.

The recycling of agricultural film plastics, at no cost to farmers, began in Winona County in late 2016. The program, which provides free dumpsters, and pickup as needed, is being offered by Little-Rock, Arkansas-based Revolution Plastics.

Household Hazardous Waste Program

49.3 tons of hazardous waste was collected in 2016.

Residents reused 5.2 tons of material with a cost savings to the County of \$3,676.

RESOLUTION # 14-2017

RESOLUTION DECLARING PARTICIPATION IN THE PERFORMANCE MEASUREMENT PROGRAM AND FILING OF THE 2016 PERFORMANCE MEASUREMENT PROGRAM REPORTING REQUIREMENTS

WHEREAS, on June 14, 2016, the Yellow Medicine County Board of Commissioners voted to participate in the Performance Measurement Program created by the Council on Local Results and Innovations; and

WHEREAS, Yellow Medicine County understands that by electing to participate in the standard measures program for 2015 that Yellow Medicine County is eligible for a reimbursement of \$0.14 per capita in local government aid, not to exceed \$25,000 and is also exempt from levy limits under sections 275.70 to 275.74 for taxes payable in 2017, if levy limits are in effect; and

WHEREAS, by July 1, 2017, Yellow Medicine County understands that annual reporting to the Office of the Minnesota State Auditor will be required by the County to participate in the program.

NOW, THEREFORE, BE IT RESOLVED, that the Yellow Medicine County Board of County Commissioners agrees to continue to participate in the Performance Measurement Program created by the Council on Local Results and Innovations.

BE IT FURTHER RESOLVED, Yellow Medicine County has adopted and implemented 10 performance measures developed by the Council on Local Results and Innovation.

BE IT FURTHER RESOLVED, Yellow Medicine County has implemented a local performance measurement system as developed by the Council on Local Results and Innovation.

BE IT FURTHER RESOLVED, Yellow Medicine County will report the results of the 10 adopted measures to its residents before the end of the calendar year by posting the results on the County's website.

BE IT FURTHER RESOLVED, Yellow Medicine County will survey its residents by the end of the calendar year on the services included in the adopted performance benchmarks that require survey results to establish output measures for a performance benchmark.

BE IT FURTHER RESOLVED, Yellow Medicine County will submit to the Office of the State Auditor the actual results of the performance measures adopted by the County.


Adopted by Yellow Medicine County this 13th day of June, 2017.

County Board of Commissioners



Chairperson

I, Peg Heglund, Administrator in and for the County of Yellow Medicine, Minnesota, do hereby certify that the above is a true and correct copy of a resolution adopted by the Board of County Commissioners on the 13th day of June, 2017.


Peg Heglund, County Administrator



**Department of
Finance & Administration**

180 8th Ave
Granite Falls, MN 56241

Telephone: (320) 564-5841 Fax: (320) 564-0927

Website: www.co.ym.mn.gov

Equal Opportunity Employer

In 2016, Yellow Medicine County declared to participate in the Performance Measurement Program created by the Council on Local Results and Innovations. The County adopted the ten performance benchmarks developed by the Council and implemented them in 2011. The results of these measures are required to be reported to the Office of the State Auditor on an annual basis. Below are the ten performance measures, goals, and outcomes for 2016:

1. Performance Measure: Type I and II Crime Rates

Performance Goal: To decrease crime rates over 5 years

Outcome: The Yellow Medicine County Sheriff's office had 34 Type I events and 78 Type II events in 2016. These events correlate with a Type I crime rate of 537 and Type II crime rate of 1,231. These crime rates are based on 2015 population of 6,336 as reported in the 2015 Uniform Crime Report.

2. Performance Measure: Percent of adult offenders with a new felony conviction within 3 years of discharge

Performance Goal: To decrease percent of adult offenders with a new conviction over 10 years

Outcome: Current data includes offenders released in 2012 that had recidivism in 2013, 2014, and 2015.

For adult felony probation (offenders not sent to prison) cases:

- 1 year recidivism – 100% did not recidivate,
- 2 year recidivism – 90.9% did not recidivate, 9.1% did recidivate
- 3 year recidivism – 86.4% did not recidivate, 13.6% did recidivate

For adult felony supervised release (offenders released from prison) cases:

- 1 year recidivism – 91.7% did not recidivate, 8.3% did recidivate
- 2 year recidivism – 75% did not recidivate, 25% did recidivate
- 3 year recidivism – 66.7% did not recidivate, 33.3% did recidivate

3. *Performance Measure:* Hours to plow complete system during a snow event

Performance Goal: On average, it can take 4 to 6 hours to plow the complete system during a snow event. This range is impacted by the variable nature of snow events, and thus can significantly fluctuate from year to year. Therefore, our goal is to ensure the County is using efficient and safe methods for proper snow removal. We will continue to report the average hours to plow each year, but this number will be subjective to the weather and road conditions.

Outcome: During 2016, Yellow Medicine County averaged 4 hours per snow event to plow the complete system.

4. *Performance Measure:* Average county pavement condition rating

Performance Goal: To improve the county pavement condition over 5 years to achieve payment targets as set by the State.

Outcome: Yellow Medicine County pavement condition rating was “Good” and ranged from 3.0 to 3.5.

5. *Performance Measure:* Life Expectancy generally and by sex and race

Performance Goal: To increase the life expectancy for county residents over 5 years.

Outcome: According to the Institute for Health Metrics and Evaluation, Yellow Medicine County life expectancy in 2014 (most recent year available) for males was 78.67 years and females was 83.19 years. Life expectancy by race was not available.

6. *Performance Measure:* Workforce participation among Minnesota Family Investment Program (MFIP) and Diversionary Work Program (DWP) recipients

Performance Goal: To increase the workforce participation rate over 5 years.

Outcome: Estimated workforce participation rate for 2016 is 24.9%. This rate is based upon the activities of MFIP participants.

7. *Performance Measure:* Percentage of children where there is a recurrence of maltreatment within 12 months following an intervention

Performance Goal: Maintain a 0% recurrence rate.

Outcome: In 2016, 13.8% of children had a recurrence of maltreatment within 12 months following an intervention.

8. *Performance Measure:* Level of assessment ratio

Performance Goal: Maintain an acceptable ratio between 90% and 105%

Outcome: The 2017 Assessment Median Ratios by classification are the following:

Residential – 96.23%

Agricultural – 97.18%

Commercial/Industrial – 95.67%

9. *Performance Measure:* Turn-around time for recording, indexing, and returning real estate documents.

Performance Goal: To maintain compliance with Minn. Statute 357.182 that requires a 10 day turn-around time.

Outcome: In 2016, the average turn-around time for recording, indexing, and returning real estate documents was 4.03 days.

10. *Performance Measure:* Accuracy of election ballot counting (reporting of even years)

Performance Goal: To increase the accuracy of ballots counted for each election

Outcome: The 2016 Post Election Review Results of Stony Run Township and the City of Wood Lake were “Acceptable”.

OR

Performance Measure: Number of annual visits per 1,000 residents (reporting of odd years)

Performance Goal: To increase the number of visits to county libraries over 5 years.

Outcome: Total visits in 2016 include:

Clarkfield: 8,628

Canby: 14,870

Granite Falls: 15,508