

CITY OF THIEF RIVER FALLS

RESOLUTION NO. 6-184-12: APPROVE RESOLUTION ON PERFORMANCE MEASURES

Jodie Torkelson, City Administrator, presented a recommendation. Following discussion, Councilmember Schmalz introduced Resolution No. 6-184-12, being seconded by Councilmember Haj, that:

WHEREAS, in June 2011, the City Council approved Resolution No. 6-131-11 adopting performance measures for the City of Thief River Falls; and

WHEREAS, the city has implemented a local performance measurement system including an annual survey on more than ten performance measures; and

WHEREAS, the survey was distributed last month to residents through the monthly utility mailing and 573 responses were received as of 6/14/2012; and

WHEREAS, the results of that survey will serve as the baseline for future improvement and be included as part of the discussion on the 2013 budget in September.

THEREFORE BE IT RESOLVED, that the City Council intends to continue working toward improving services to its residents through the use of performance measures.

On vote being taken, the resolution was unanimously passed.

CERTIFICATION

I, Jodie Torkelson, City Administrator, do hereby certify that the attached Resolution No. 6-184-12 is a true and exact copy as part of the June 19, 2012 Council Proceedings as duly adopted by the City Council of Thief River Falls and is still in full force and effect.

6-29-12
Date


Jodie Torkelson, City Administrator

CITY OF THIEF RIVER FALLS

Performance Measurement Program

Citizen Survey

As part of the City of Thief River Falls' ongoing efforts to measure performance and improve services, we would like to hear from you. Please take a few moments to tell us how we are doing. Once the survey is complete, please return it to the city by either mailing it with your utility payment or placing it in the drop box for utility payments at city hall. We appreciate your time and effort to help us improve your city services.

1. Indicate the number of years you have lived in this city: 25 (average) years

2. How would you rate the overall **appearance** of the city?

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor	<input type="checkbox"/> Don't know
89	359	128	17	1

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

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor	<input type="checkbox"/> Don't know
115	360	108	11	1

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

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor	<input type="checkbox"/> Don't know
210	273	24	1	85

5. How would you rate the overall **condition of city streets**?

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor	<input type="checkbox"/> Don't know
29	285	221	58	2

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

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor	<input type="checkbox"/> Don't know
60	243	160	122	8

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

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor	<input type="checkbox"/> Don't know
119	359	58	11	46

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

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor	<input type="checkbox"/> Don't know
129	343	72	29	20

9. How would you rate the **dependability and overall quality of the city electric service**?

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor	<input type="checkbox"/> Don't know
129	352	78	5	6

10. How would you rate the overall **quality of city garbage collection and recycling services**?

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor	<input type="checkbox"/> Don't know
212	264	78	29	7

11. How would you rate the overall **quality of city recreational programs and facilities**?

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor	<input type="checkbox"/> Don't know
83	291	83	44	85

12. How would you rate the **quality of licensing, permitting and building inspection services**?

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor	<input type="checkbox"/> Don't know
20	206	104	30	229

13. How would you rate the **quality of code enforcement services** in your city (e.g. zoning, property maintenance)?

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor	<input type="checkbox"/> Don't know
23	186	129	65	190

14. How would you rate the **fiscal management and health** of your city?

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor	<input type="checkbox"/> Don't know
32	211	167	72	104

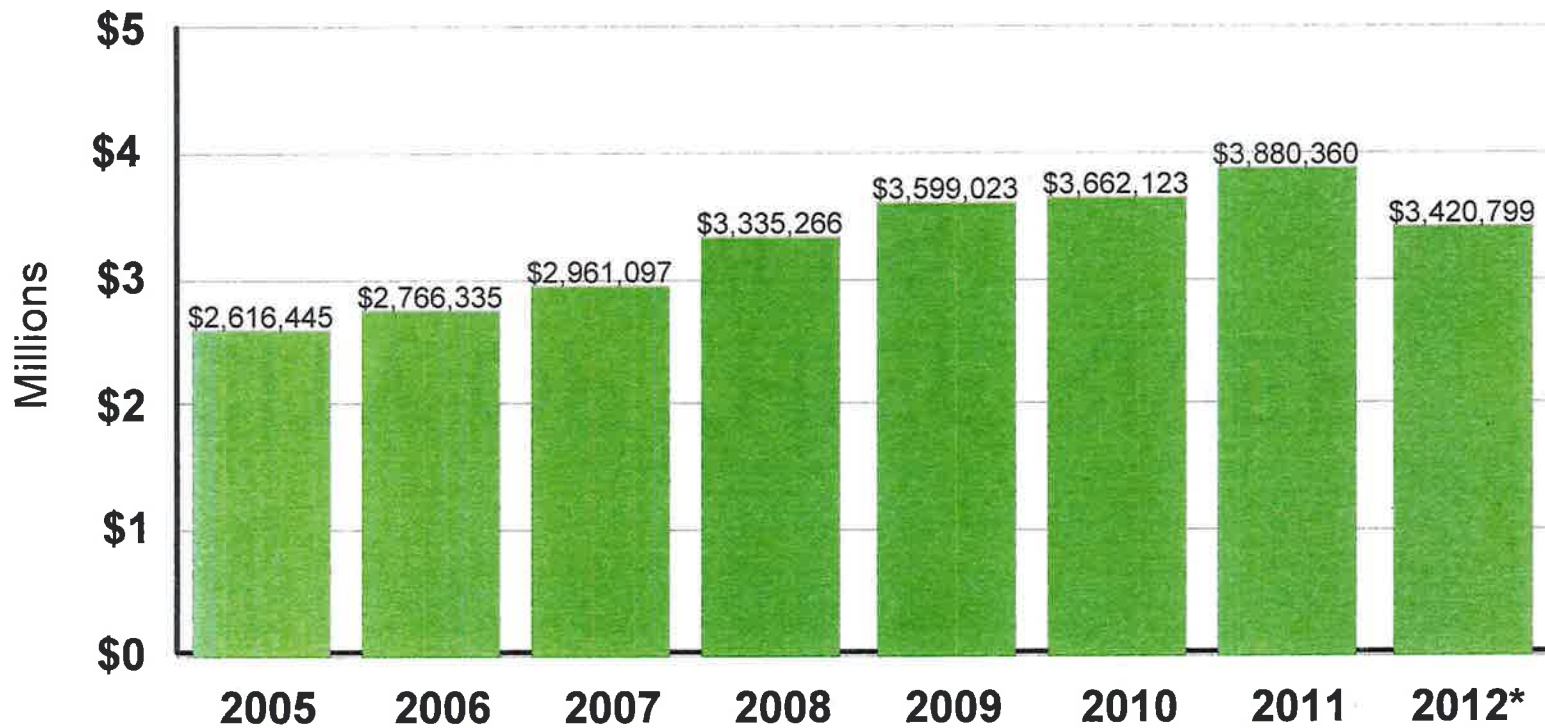
15. How would you rate the overall **quality of services** provided by the city?

<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor	<input type="checkbox"/> Don't know
69	353	135	26	11

**CITY OF THIEF RIVER
FALLS**

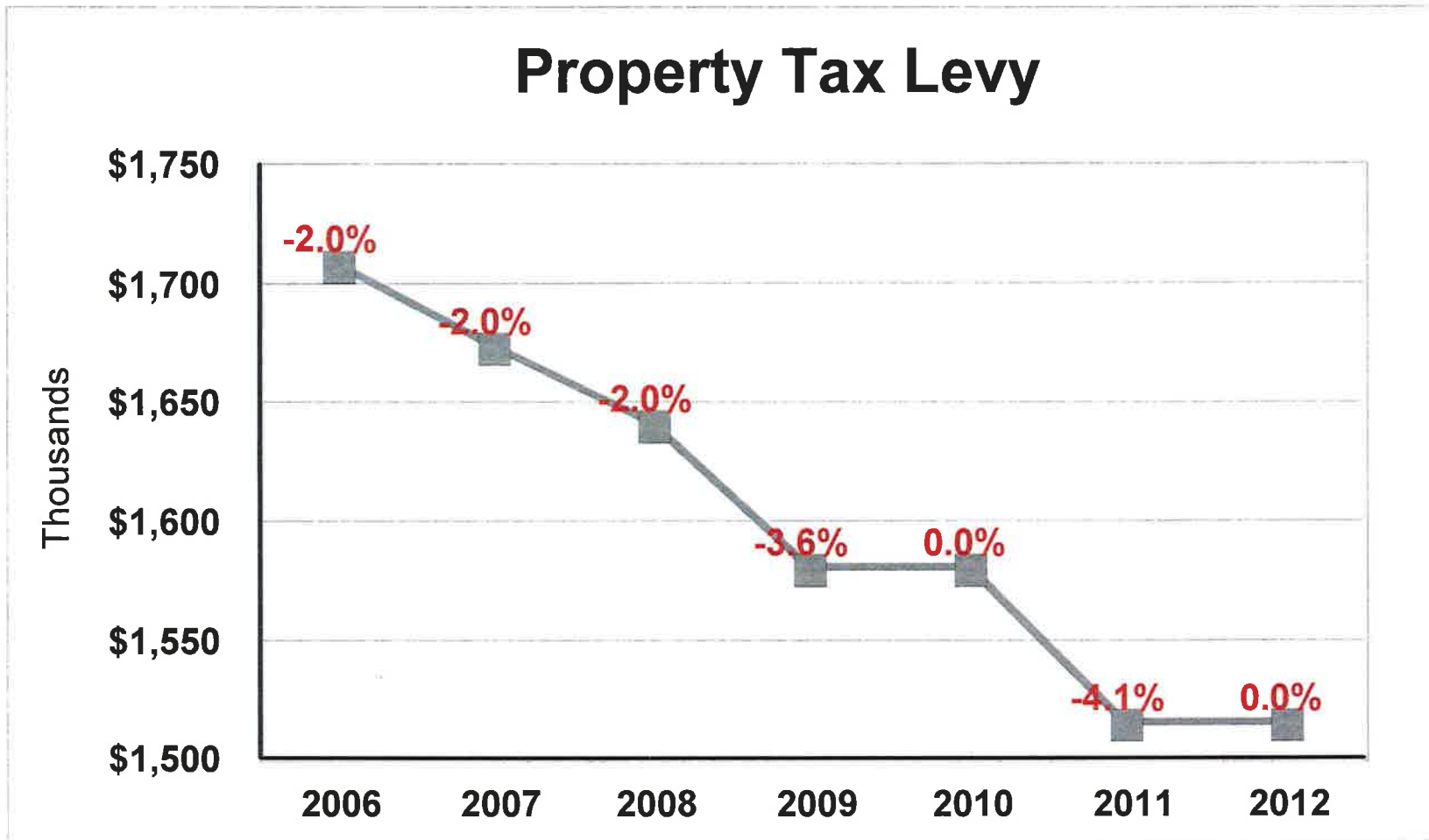
The City's tax base has grown since 2005.

Assessed Tax Capacity

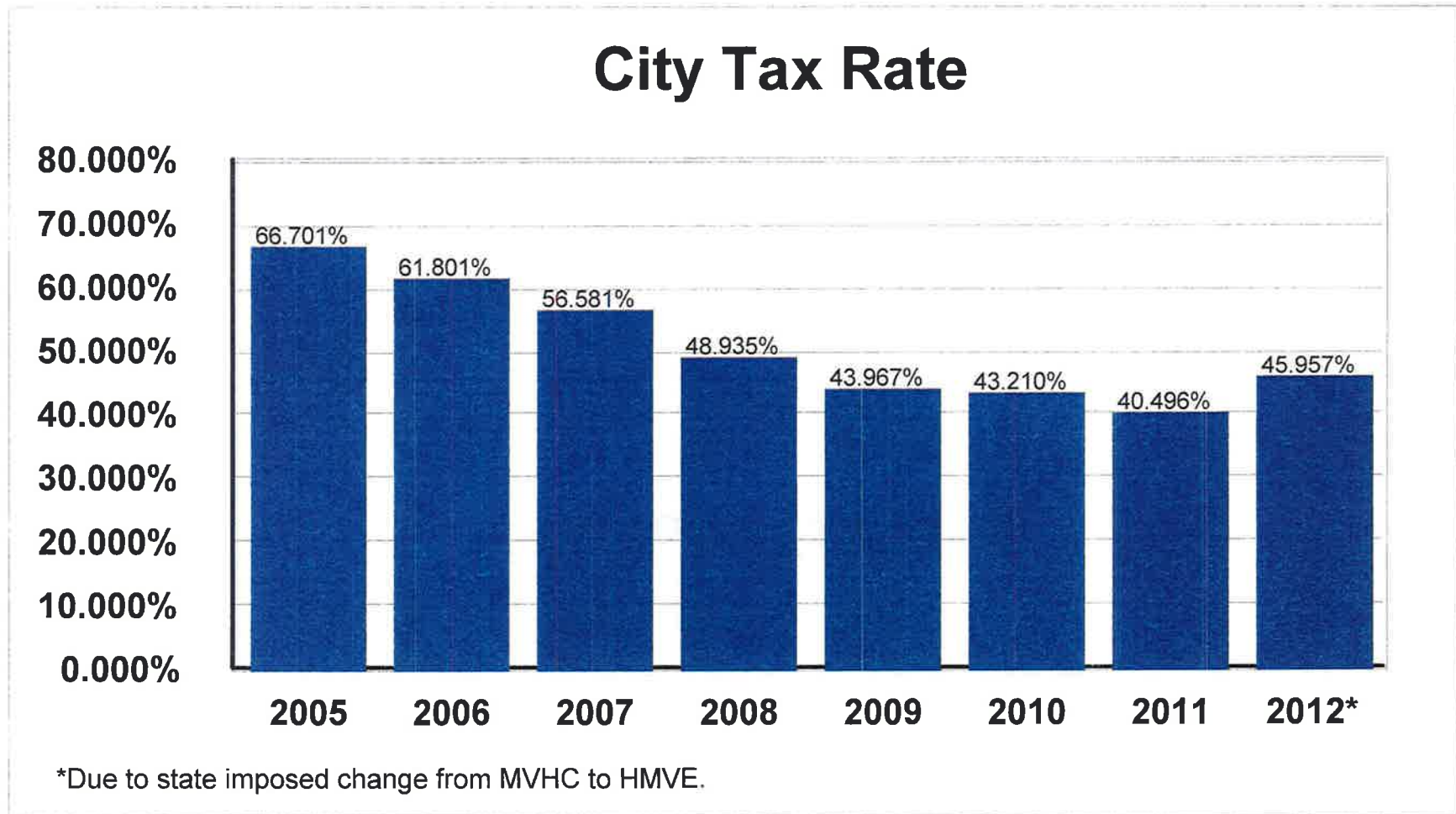


*Due to State imposed change from MVHC to HMVE.

The City's levy requests have not increased in 7 years.

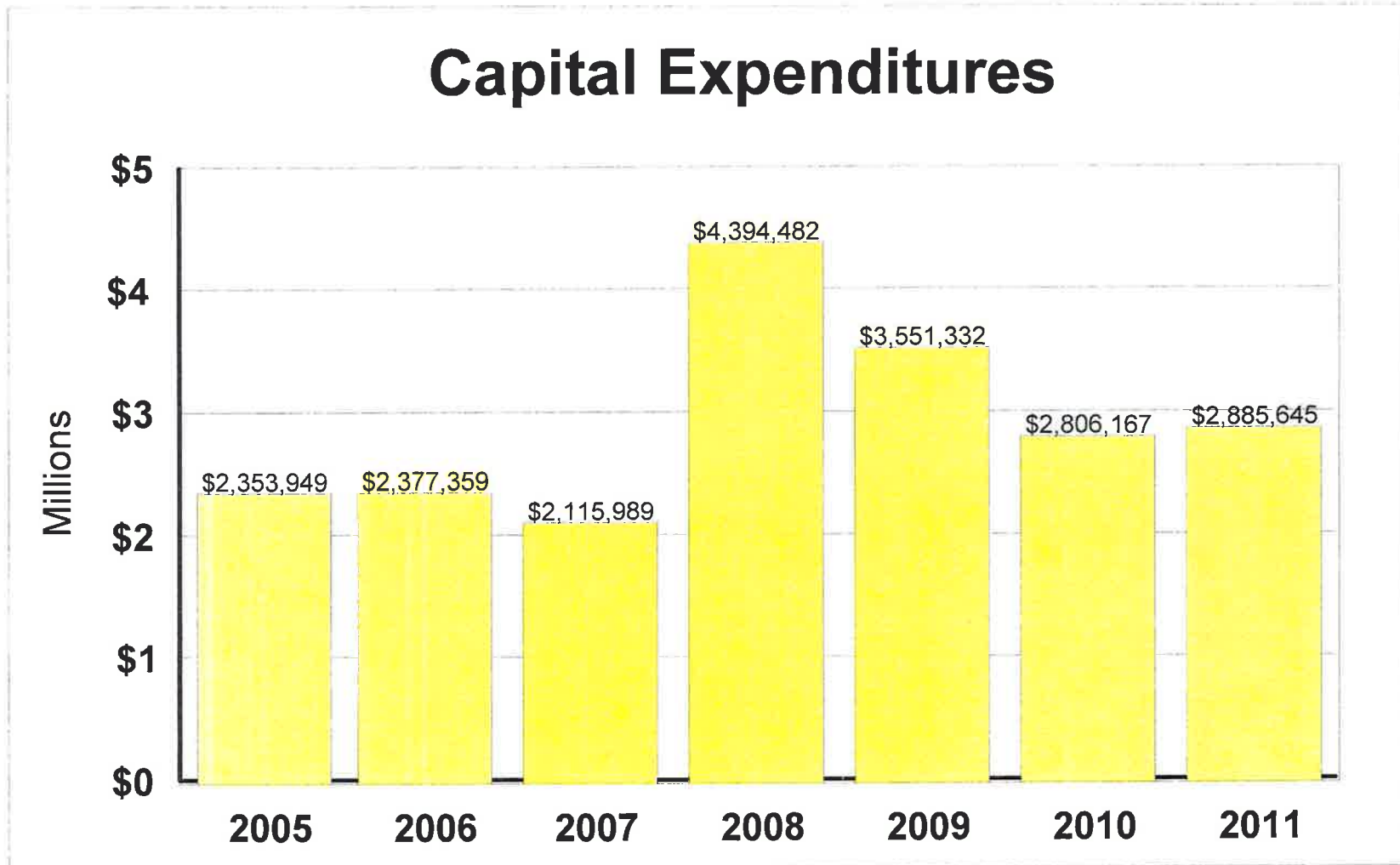


City taxpayer rates have decreased since 2005.

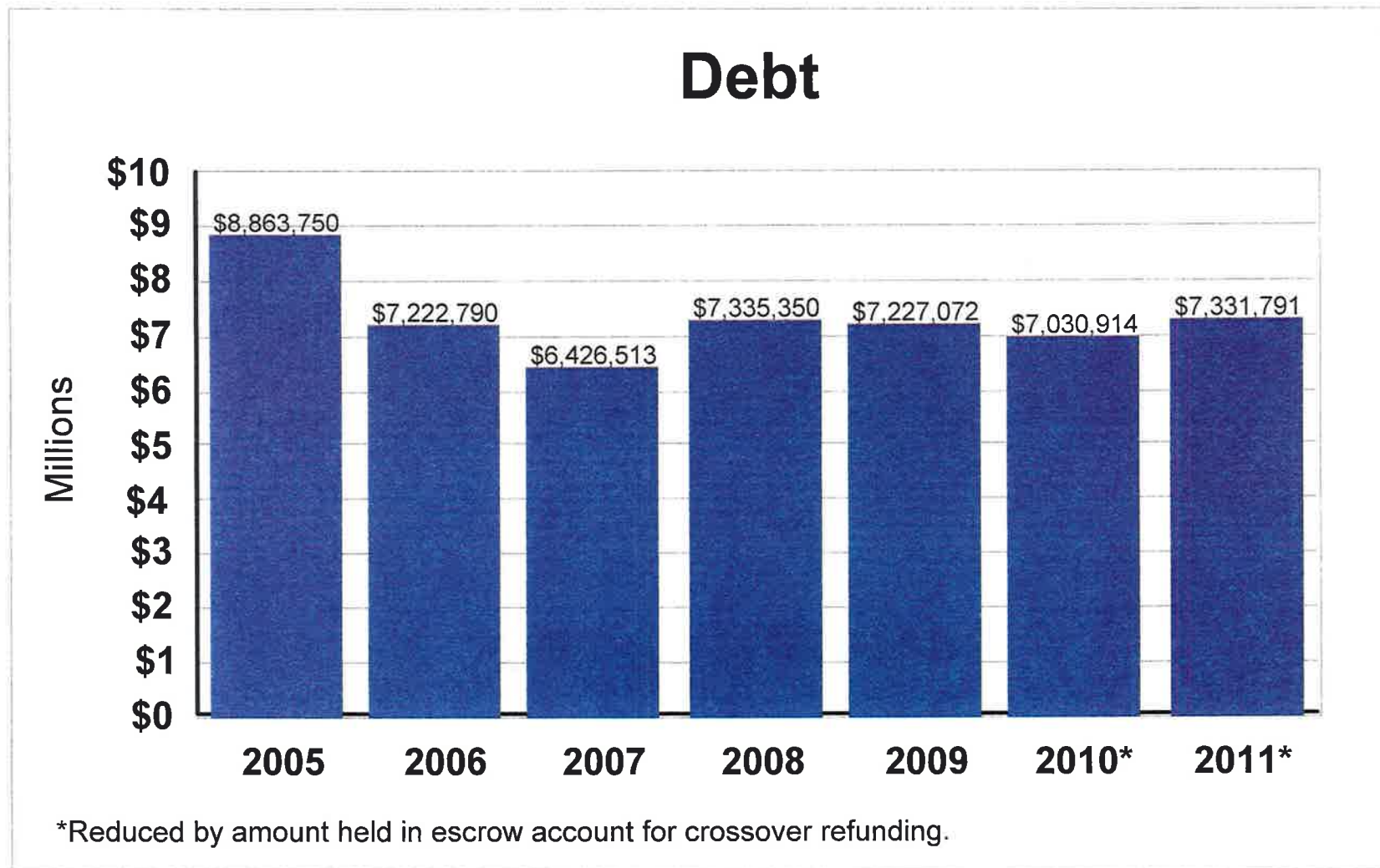


The City has been able to

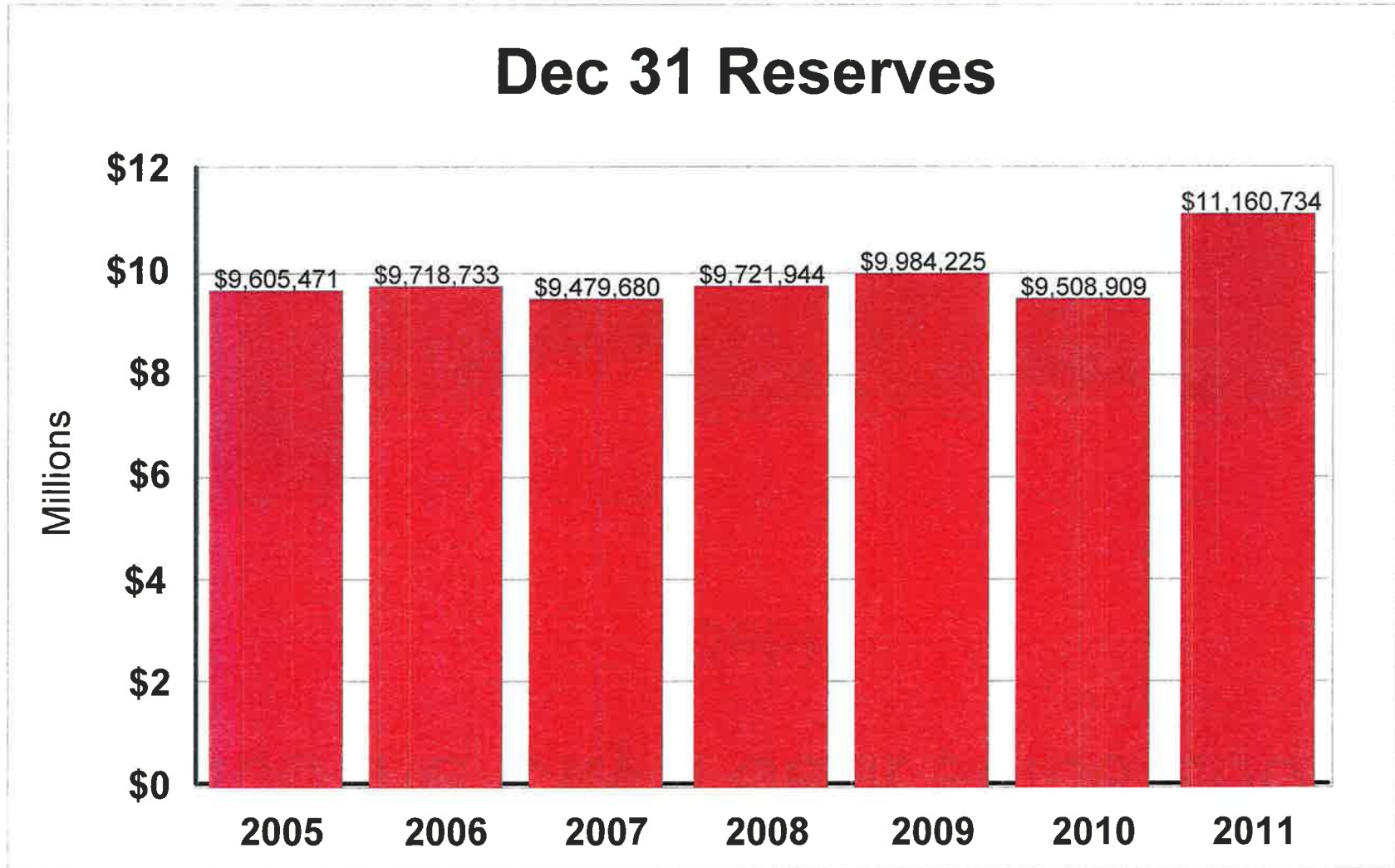
Continue to invest in infrastructure and equipment.



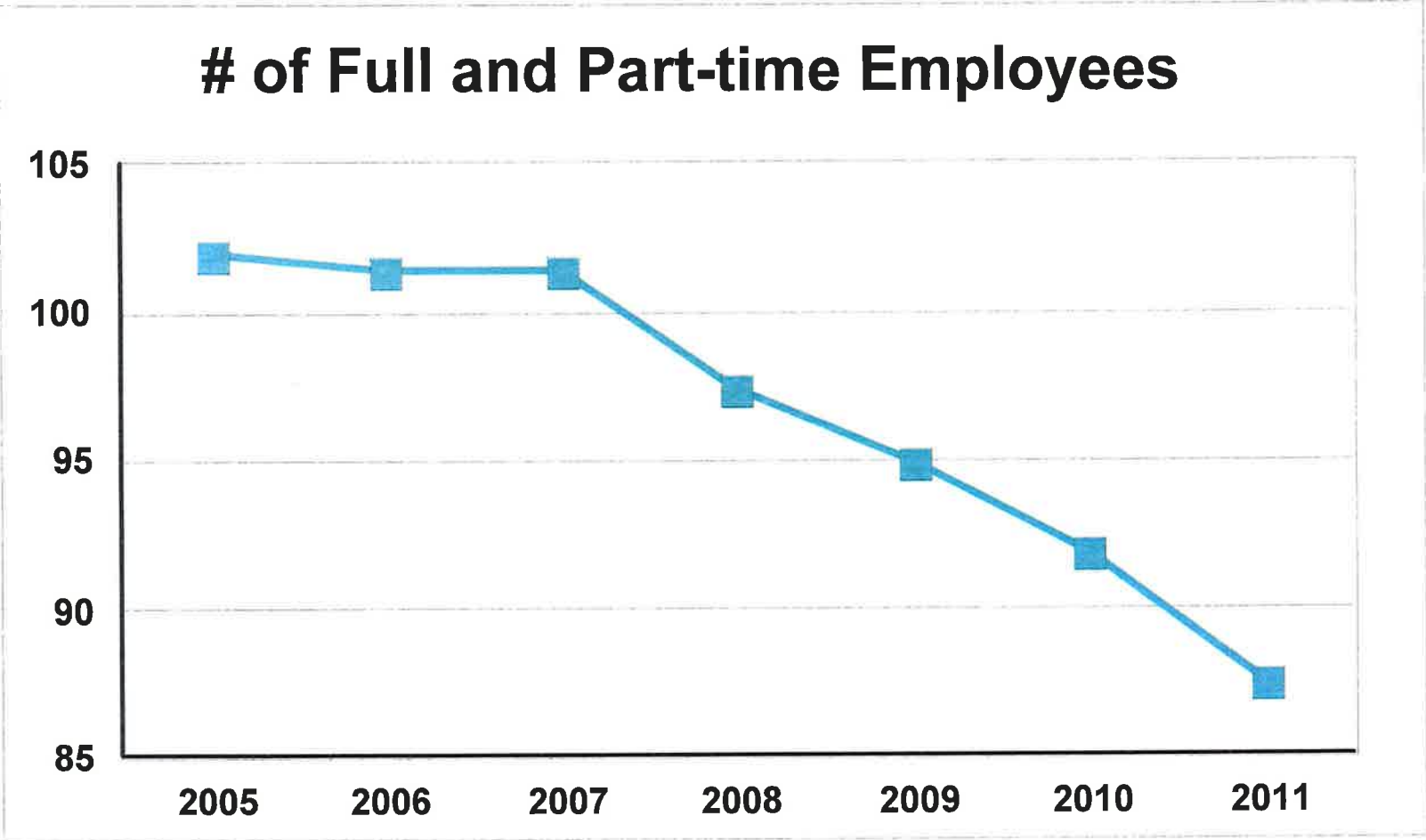
Reduce the City's debt since 2005.



Maintain cash reserves to manage the volatility of state aid and to plan for future capital needs.



Streamline City operations through attrition without reducing City services.



And improve the City's bond rating.

Year	Rating Agency	Bond Rating
2003	Moody's	Baa2
2004	Moody's	Baa1
2008	Standard & Poors	A
2009	Standard & Poors	A+
2010	Moody's	A1