

CITY OF NORTH ST. PAUL

RESOLUTION NO. 2013-052

RESOLUTION AUTHORIZING THE CONTINUED PARTICIPATION IN AND ADOPTION OF THE COUNCIL ON LOCAL RESULTS AND INNOVATION PROGRAM AND COMPLETION OF THE ANNUAL CITIZEN AND SERVICE DATA COLLECTION AND QUALITY RATINGS

WHEREAS, in 2010, the State Legislature created the Council on Local Results and Innovation which released a set of ten performance measures to measure the efficacy of City service provision and citizens' opinion of those city services; and

WHEREAS, this is a voluntary program and through participating in the standard measures program the City is eligible to receive a reimbursement of \$0.14 per capita in local government aid; and

WHEREAS, a further benefit to City participation in the program is that it would exempt the City from levy limits under state statutes 275.70 to 275.74 for taxes payable in 2013; and

WHEREAS, the Performance Measures requiring annual reporting are:

- 1) General - includes citizens' rating of City services, changes in taxable property market value and citizens' rating of the appearance of the City;
- 2) Public Safety - a citizens survey rating of safety;
- 3) Fire Services - a citizens' rating of the quality of fire protection services;
- 4) Streets – a citizens' rating of the street conditions and a rating of the quality of snowplowing of city streets;
- 5) Water – citizens rating of the quality of city water supply;
- 6) Sanitary Sewer – citizens rating of the quality of city sanitary sewers;
- 7) Parks and Recreation – citizens rating of the quality of city parks and recreational programs and facilities.

WHEREAS, on June 21, 2011 the City of North St. Paul adopted Resolution No. 2011-077 and implemented the 10 performance measures developed by the Council on Local Results and Innovation; and

WHEREAS, the City of North St. Paul has implemented the local performance measurement system as developed by the Council on Local Results and Innovation; and

WHEREAS, the City of North St. Paul has reported the results of the 10 adopted measures by posting the 2012 Survey results on the City of North St. Paul website; and

WHEREAS, the City of North St. Paul is continuing to survey North St. Paul residents with the 2013 Survey; and

WHEREAS, the results of the survey and reporting data is to be completed on an annual basis for reimbursement from the Office of the State Auditor and to continue the tax levy exemption.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of North St. Paul, it hereby authorizes the City of North St. Paul to continue participation in the Council on Local Results and Innovation program and to complete the annual citizen and service data collection and quality ratings.

ADOPTED this 2nd day of April, 2013.

Motion by Council Member Thorsen
Second by Council Member Furlong

Voting: Aye: Council Member Furlong
 Council Member Petersen
 Council Member Thorsen
 Mayor Kuehn
 Nay: None
 Abstain: None
 Absent: Council Member Walczak



/s/ Michael R. Kuehn, Mayor

Attest: /s/ Walter T. Wysopal, City Manager

As Deputy Clerk of the City of North St. Paul, I hereby certify that this Resolution is a true and correct copy of the one adopted by the City Council at a regular meeting held on the 2nd day of April, 2013.

Mary H. Mills

Mary H. Mills, Deputy Clerk

North ST. PAUL

2013

Performance Measurement Program Report

This survey was sent to North St. Paul residents in April as part of a statewide Performance Measurement Program.

Of the 6,900 surveys that were sent to residents, 551 responded. The results only indicate responses to questions, so variations in the total number of responses indicate that some questions were skipped by respondents.

Jon Fure/Teri Werner

City of North St. Paul

7/1/2013

Summary

The Office of the State Auditor's (OSA) Performance Measurement Program has been created 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." This report details the City of North St. Paul's participation in the program, including the specific performance measures that have been gathered through a survey of residents.

The OSA, through the Council on Local Results and Innovation, has established performance measures for cities in the following categories:

- General (overall satisfaction with quality of city services, appearance of the city, property values, etc.)
- Police services (feelings about safety in the city)
- Fire services (feelings about the quality of fire protection / emergency response services)
- Streets (feelings about the quality of streets and related services, including snow plowing and street sweeping)
- Water (feelings about dependability and quality of city water services)
- Sanitary sewer (feelings about dependability and quality of wastewater services)
- Parks and recreation (feelings about the quality of parks and recreation opportunities)

This report consists of:

1) A **resolution** approved by the city council (Res 2013-052) declaring that:

- The city/county has adopted and implemented the minimum 10 performance measures developed by the Council on Local Results and Innovation.
- The city/county has implemented a local performance measurement system as developed by the Council on Local Results and Innovation.
- The city/county 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 entity's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.
- The city/county has or will survey its residents by the end of the calendar year on the services included in the performance benchmarks.

2) The actual **results** of the performance measures adopted by the city.

City Council Resolution 2013-052

The North St. Paul City Council adopted the following resolution at its April 2, 2013 council meeting:

**RESOLUTION AUTHORIZING THE CONTINUED PARTICIPATION IN AND
ADOPTION OF THE COUNCIL ON LOCAL RESULTS AND INNOVATION
PROGRAM AND COMPLETION OF THE ANNUAL CITIZEN AND SERVICE DATA COLLECTION
AND QUALITY RATINGS**

WHEREAS, in 2010, the State Legislature created the Council on Local Results and Innovation which released a set of ten performance measures to measure the efficacy of City service provision and citizens' opinion of those city services; and

WHEREAS, this is a voluntary program and through participating in the standard measures program the City is eligible to receive a reimbursement of \$0.14 per capita in local government aid; and

WHEREAS, a further benefit to City participation in the program is that it would exempt the City from levy limits under state statutes 275.70 to 275.74 for taxes payable in 2013; and

WHEREAS, the Performance Measures requiring annual reporting are:

- 1) General – includes citizens' rating of City services, changes in taxable property market value and citizens' rating of the appearance of the City;
- 2) Public Safety – a citizens survey rating of safety;
- 3) Fire Services – a citizens' rating of the quality of fire protection services;
- 4) Streets – a citizens' rating of the road conditions and a rating of the quality of snowplowing of city streets;
- 5) Water – citizens rating of the dependability and quality of city water supply;
- 6) Sanitary Sewer – citizens rating of the dependability and quality of city sanitary sewers;
- 7) Parks and Recreation – citizens rating of the quality of city recreational programs and facilities.

WHEREAS, on June 21, 2011 the City of North St. Paul adopted Resolution No. 2011-077 and implemented the 10 performance measures developed by the Council on Local Results and Innovation; and

WHEREAS, the City of North St. Paul has implemented the local performance measurement system as developed by the Council on Local Results and Innovation; and

WHEREAS, the City of North St. Paul has reported the results of the 10 adopted measures by posting the 2012 Survey results on the City of North St. Paul website; and

WHEREAS, the City of North St. Paul has surveyed North St. Paul residents with the 2012 Survey: Giving Voice to the Future of Our City; and

WHEREAS, the results of the survey and reporting data is to be completed on an annual basis for reimbursement from the Office of the State Auditor and to continue the tax levy exemption.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of North St. Paul, it hereby authorizes the City of North St. Paul to continue participation in the Council on Local Results and Innovation program and to complete the annual citizen and service data collection and quality ratings.

ADOPTED this 2nd day of April, 2013.

An official, signed resolution is enclosed in this report.

Performance Measures

City staff developed a survey instrument in early 2013 based on the above resolution and on the 10 performance measures developed by the Council on Local Results and Innovation.

The method of collecting the survey was to send a paper copy to all residents, which they could return with their monthly utility bill or drop off at City hall. Staff considered using an online method for delivering the survey to residents, but previous feedback from residents has indicated that the monthly Utility Newsletter is the most effective way for residents to receive communication from the City. The newsletter contained articles about the survey in March through June, and a printed copy of the survey was mailed to all North St. Paul residents and organizations in the April 2013 newsletter. Copies of the survey were also available in City Hall, and information about the survey was posted on the City's website. The deadline to respond to the survey was June 5, which coincided with the deadline for monthly utility payments.

The following performance measures are the results of the survey, except for #2, which was provided by Ramsey County (survey data is the number of responses for each possible answer and the percentage of responses received by each possible answer):

1. How would you rate the overall quality of services provided to you by the City of North St. Paul?
 - Excellent: 142 (26%)
 - Good: 324 (59%)
 - Fair: 71 (13%)
 - Poor: 5 (1%)
2. What is the percent change in taxable property market value in the city?
 - North St. Paul's 2013 Total Real Property Estimated Value is \$680,817,500, which is a 2.42 percent decrease compared to the estimated value for 2012
 - The total estimated market value is comprised of \$85,629,400 in commercial / industrial estimated market value (a 1.87% decrease), \$61,231,100 in apartment estimated value (0.49% decrease), and \$533,957,000 in residential estimated market value (2.72% decrease).
 - Source: Ramsey County Office of the County Assessor, 2013 Payable 2014 Ramsey County Assessors' Report.
3. How do rate the overall appearance of the city?
 - Excellent: 70 (13%)
 - Good: 344 (62%)
 - Fair: 118 (21%)
 - Poor: 14 (3%)

4. How do you rate the safety of our community?
 - Very safe: 230 (42%)
 - Somewhat safe: 252 (46%)
 - Somewhat unsafe: 43 (8%)
 - Very unsafe: 3 (1%)
5. How do you rate the quality of fire protection services from the city?
 - Excellent: 305 (55%)
 - Good: 216 (39%)
 - Fair: 11 (2%)
 - Poor: 0
6. How do you rate the condition of streets in the city?
 - Excellent: 39 (7%)
 - Good: 229 (42%)
 - Fair: 172 (31%)
 - Poor: 108 (20%)
7. How do you rate the quality and timeliness of snowplowing by the city?
 - Excellent: 253 (46%)
 - Good: 209 (38%)
 - Fair: 62 (11%)
 - Poor: 23 (4%)
8. How do you rate the dependability and quality of the city water supply?
 - Excellent: 271 (49%)
 - Good: 218 (40%)
 - Fair: 41 (7%)
 - Poor: 10 (2%)
9. How do you rate the dependability and quality of the city sanitary sewer service?
 - Excellent: 236 (43%)
 - Good: 256 (46%)
 - Fair: 38 (7%)
 - Poor: 7 (1%)
10. How do you rate the quality of a.) city recreational programs and b.) recreational facilities?
 - Excellent: a.) 85 (15%), b.) 109 (20%)
 - Good: a.) 297 (54%) b.) 339 (62%)
 - Fair: a.) 74 (13%) b.) 68 (12%)
 - Poor: a.) 13 (2%) b.) 9 (2%)

Analysis of Survey Results

2013 is the second consecutive year that the City of North St. Paul has participated in the Performance Measurement Program by administering a city-wide survey. Some questions have been modified slightly in an effort to become more precise in what information is being sought. For example, the previous version of the survey asked one question about the quality of recreational programs and facilities, and this year those were two

separate questions, because people could have different views about the quality of programs compared to the quality of facilities.

The following table contains selected comparisons of responses over the past two years, by category:

Category	2013	2012
Overall appearance of City	75% Good or Excellent	64% Good or Excellent
Safety of community	88% Very safe or Somewhat safe	90% Very safe or Somewhat safe
Quality of fire services	94% Good or Excellent	91% Good or Excellent
Condition of streets	49% Good or Excellent (7% Excellent, 31% Fair, 20% Poor)	83% Good or Mostly Good, 15% Poor (Excellent was not an answer option)
Quality of snow plowing	84% Good or Excellent (46% Excellent)	90% Good or Excellent
Quality of water supply	89% Good or Excellent (49% Excellent)	92% Good or Excellent
Quality of sanitary sewer	89% Good or Excellent (43% Excellent)	90% Good or Excellent
Quality of recreational facilities*	82% Good or Excellent	83% Good or Excellent
Quality of recreational programming*	69% Good or Excellent	83% Good or Excellent
Overall quality of services provided by City of North St. Paul	85% Good or Excellent	70% Good or Excellent

*In 2012, these were asked as one question, so results are expressed as the same for both questions.

See pages 7-11 for charts showing the 2013 survey results.

Conclusion and Next Steps

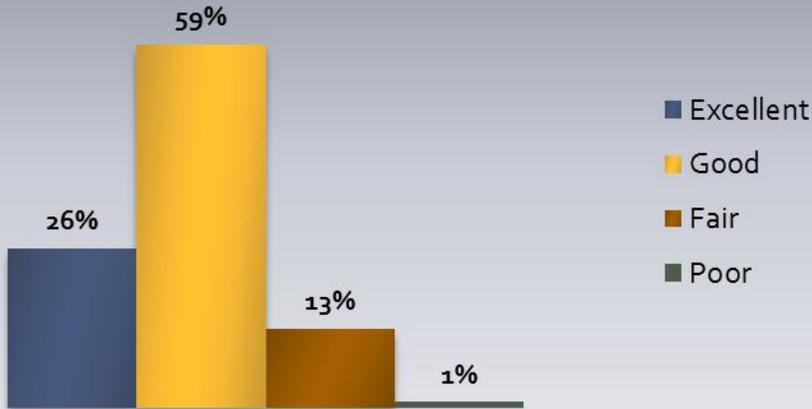
The survey results indicate that more residents gave lower ratings for certain services in 2013 compared to 2012, while a greater percentage of survey respondents gave high ratings for city services overall in 2013 (85% compared to 70% in 2012). The most significant changes in responses from 2012 to 2013 were regarding the condition of streets – the survey results indicate that fewer residents in 2013 gave high ratings to the condition of streets in North St. Paul, and the quality of streets received the greatest percentage of poor ratings (20%).

All of these results will be reviewed by the City Council, which will soon begin the process of creating the budget for 2014. The council is also in the process of adopting a Capital Improvement Plan to address concerns about the quality of city streets.

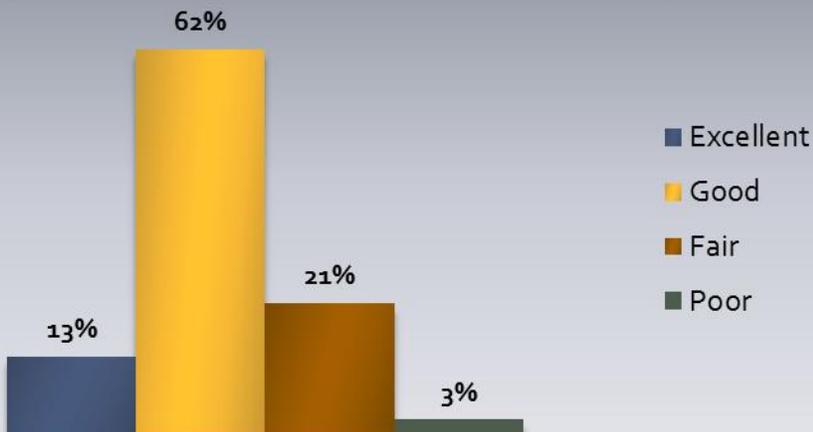
City staff will continue administering the survey annually to continue building on the two years of data on residents’ opinions of services provided by the City of North St. Paul.

Overall Quality

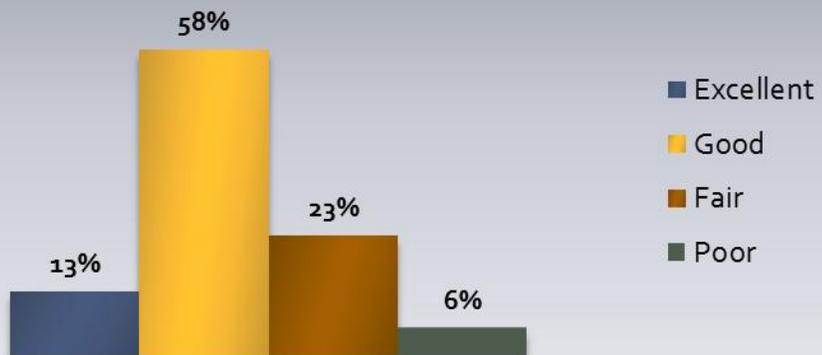
OVERALL QUALITY OF CITY SERVICES



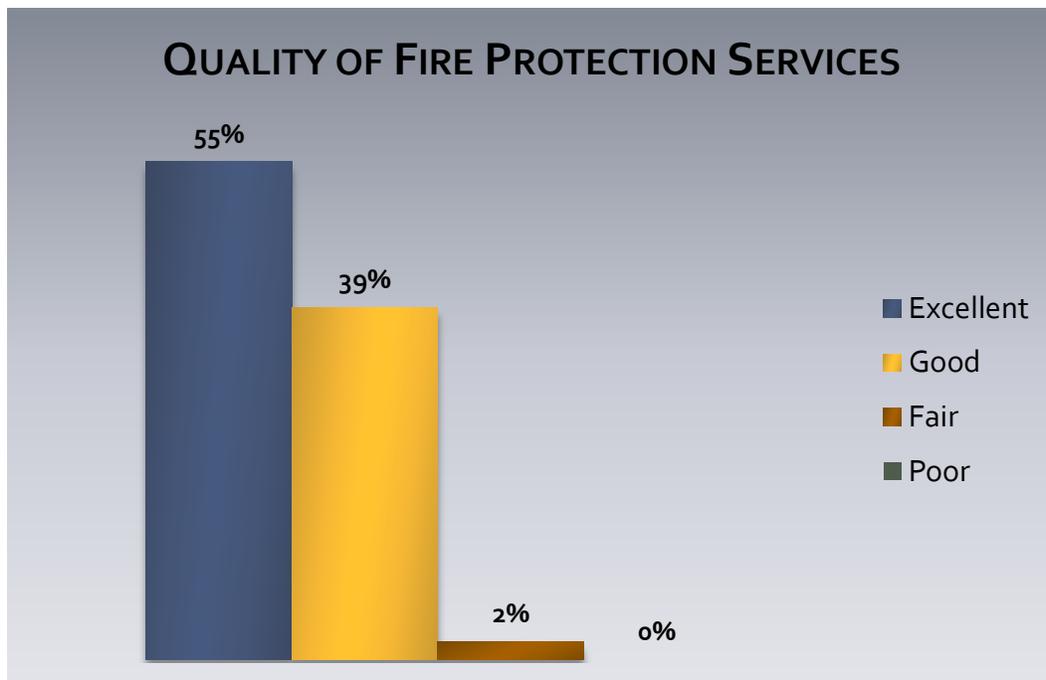
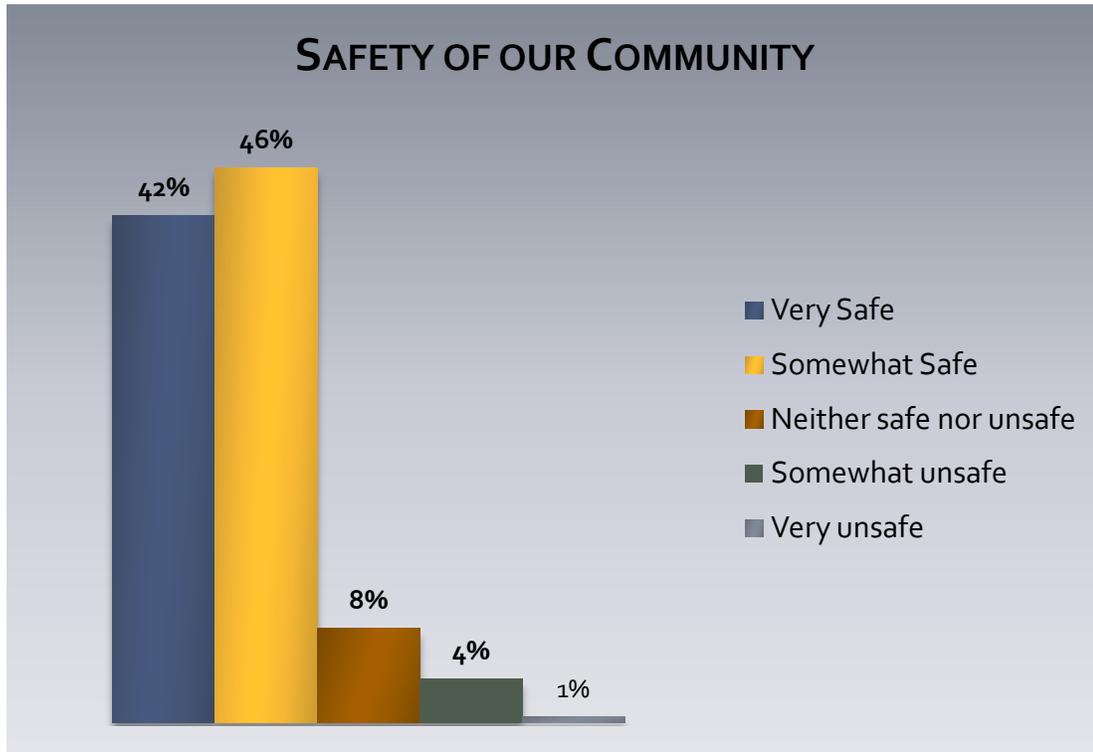
OVERALL APPEARANCE OF THE CITY



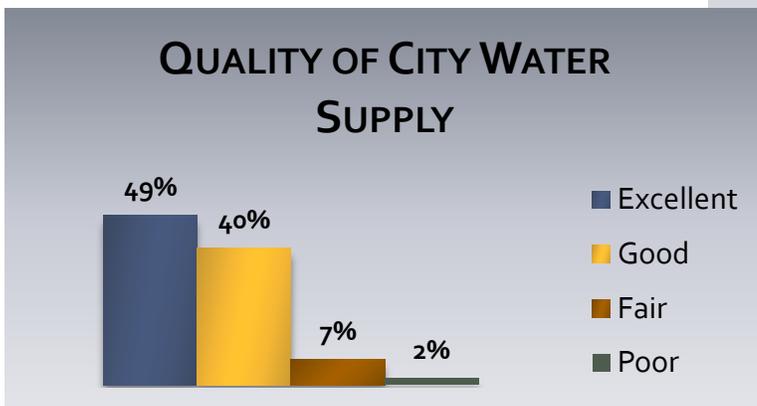
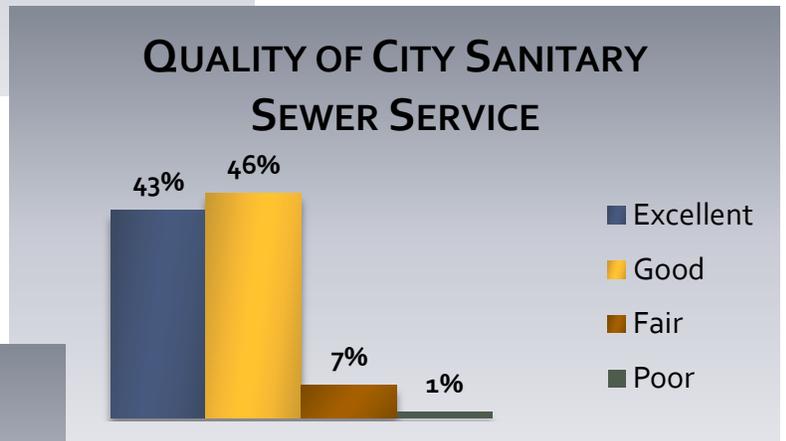
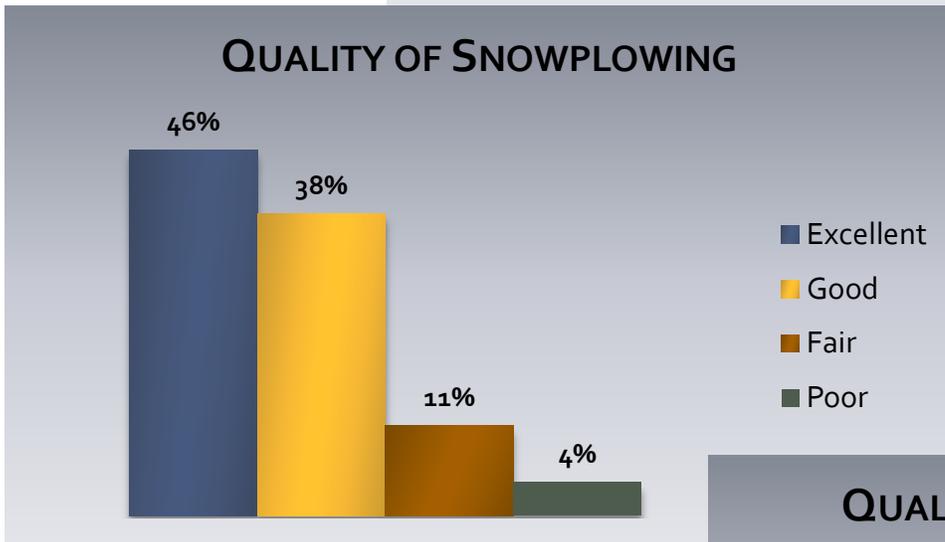
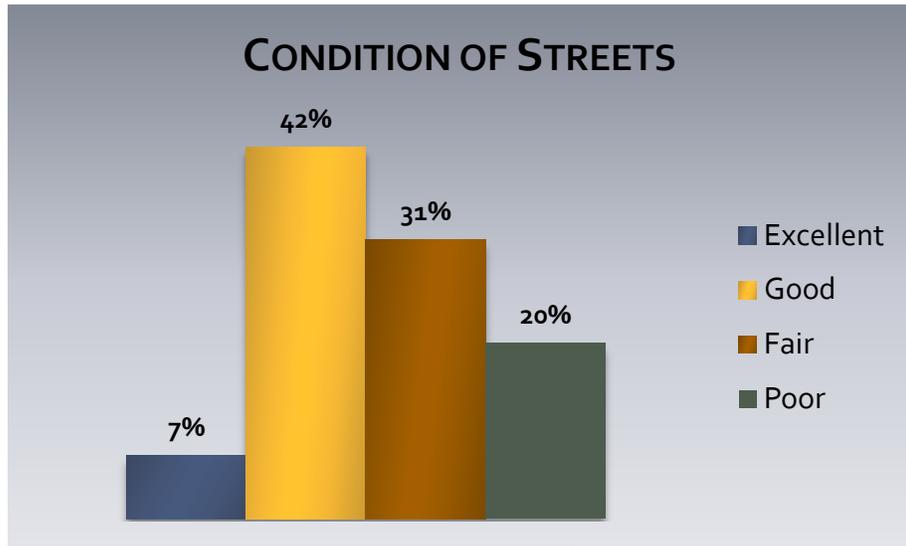
OVERALL APPRANCE OF YOUR NEIGHBORHOOD



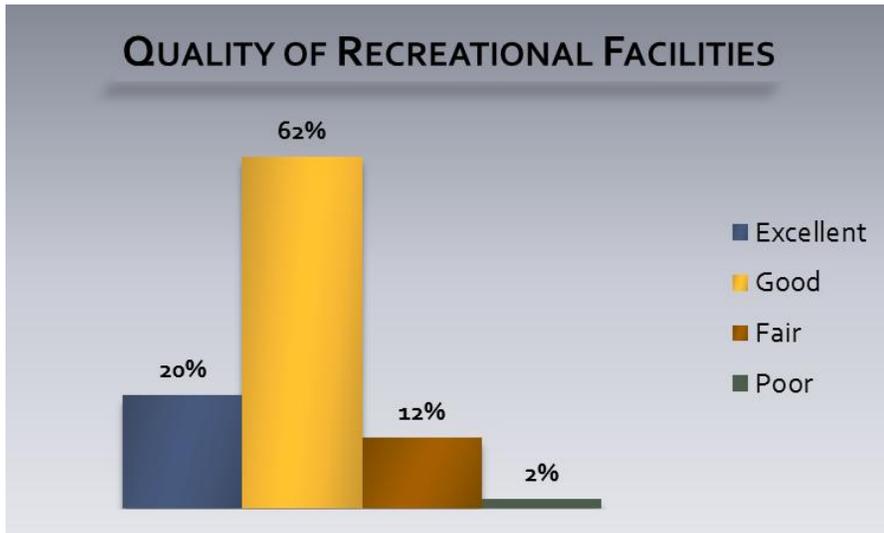
Emergency Services



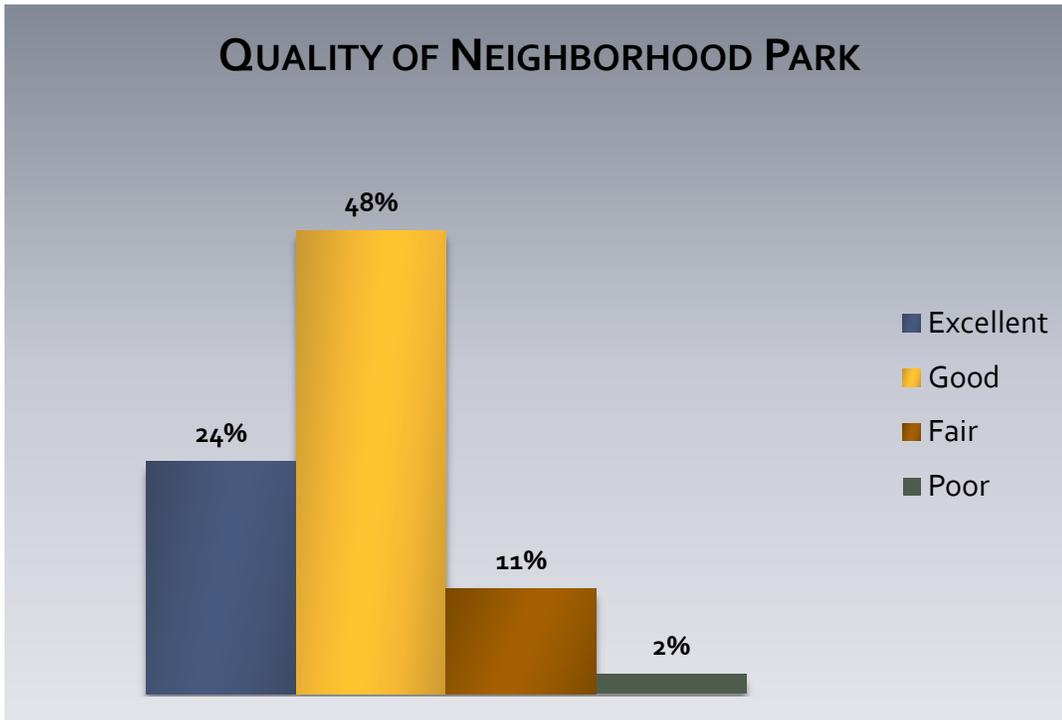
Public Works



Recreation



Parks



The percentage of individuals that answered the above question claimed the following as their neighborhood park:

