

**CITY OF FOREST LAKE, MINNESOTA
PERFORMANCE MEASUREMENT PROGRAM**

RESOLUTION NUMBER 06-09-14-01

WHEREAS, benefits to the City of Forest Lake for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in M.S. § 6.91 and include eligibility for a reimbursement as set by State statute; and

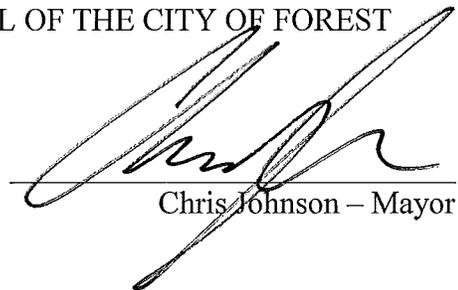
WHEREAS, any city or county participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, the City Council of Forest Lake 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 that the City Council of Forest Lake will continue to report the results of the performance measures to its citizens 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 Forest Lake will submit to the Office of the State Auditor the actual results of the performance measures adopted by the City.

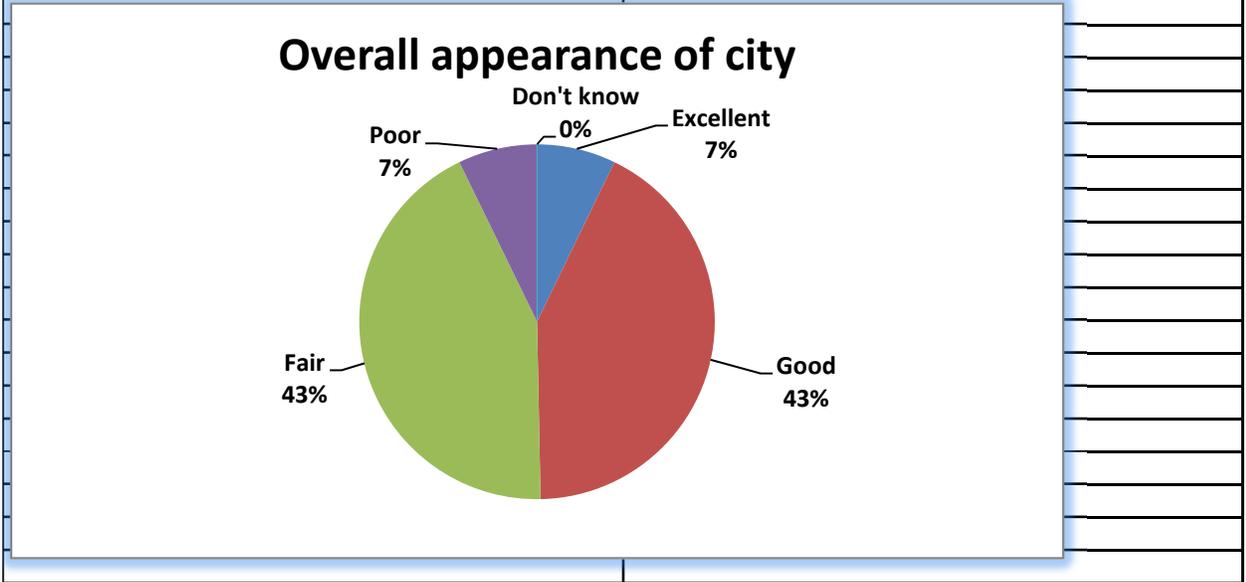
PASSED AND ADOPTED BY THE CITY COUNCIL OF THE CITY OF FOREST LAKE THIS 9TH DAY OF JUNE 2014


Chris Johnson – Mayor

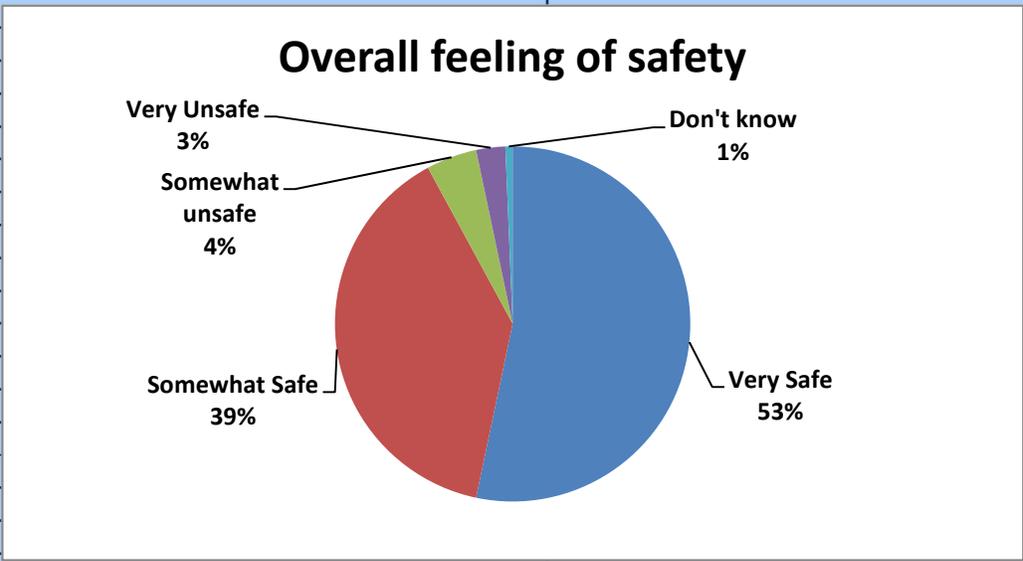
ATTEST:


Aaron Parish – City Clerk/Administrator

| How many years have you lived in this city? | How would you rate the overall appearance of the city? |
|---------------------------------------------|--------------------------------------------------------|
| Excellent | 11 |
| Good | 65 |
| Fair | 66 |
| Poor | 11 |
| Don't know | 0 |
| Total Responses | 153 |
| | |
| Excellent | 7% |
| Good | 42% |
| Fair | 43% |
| Poor | 7% |
| Don't know | 0% |

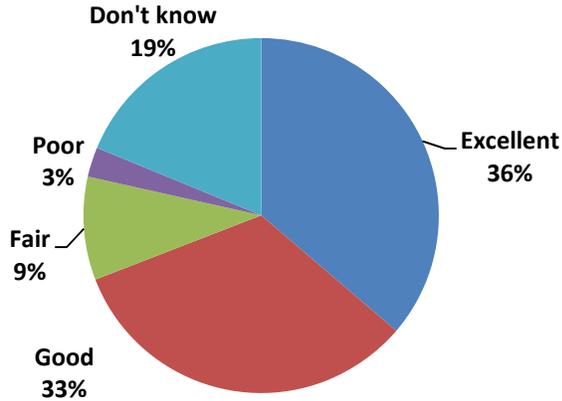


| Comments: | How would you describe your overall feeling of safety in the city? |
|-----------------|--------------------------------------------------------------------|
| Very Safe | 81 |
| Somewhat Safe | 59 |
| Somewhat unsafe | 7 |
| Very Unsafe | 4 |
| Don't know | 1 |
| Total Responses | 152 |
| | |
| Very Safe | 53% |
| Somewhat Safe | 39% |
| Somewhat unsafe | 5% |
| Very Unsafe | 3% |
| Don't know | 1% |

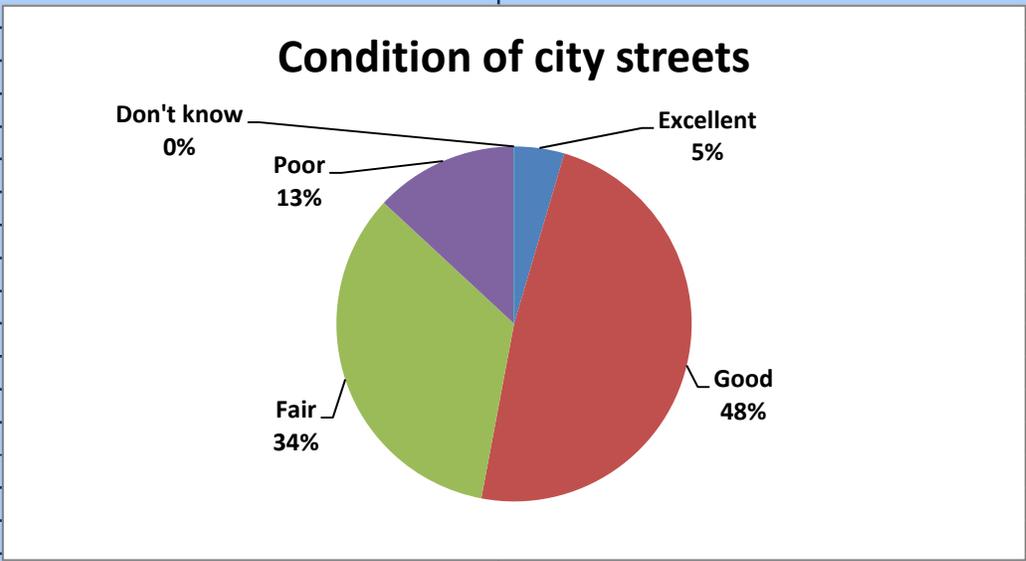


| Comments: | How would you rate the overall quality of fire protection services in the city? |
|---------------------|---------------------------------------------------------------------------------|
| # saying Excellent | 54 |
| # saying Good | 49 |
| # saying Fair | 14 |
| # saying Poor | 4 |
| # saying Don't know | 28 |
| Total Responses | 149 |
| | |
| | |
| Excellent | 36% |
| Good | 33% |
| Fair | 9% |
| Poor | 3% |
| Don't know | 19% |

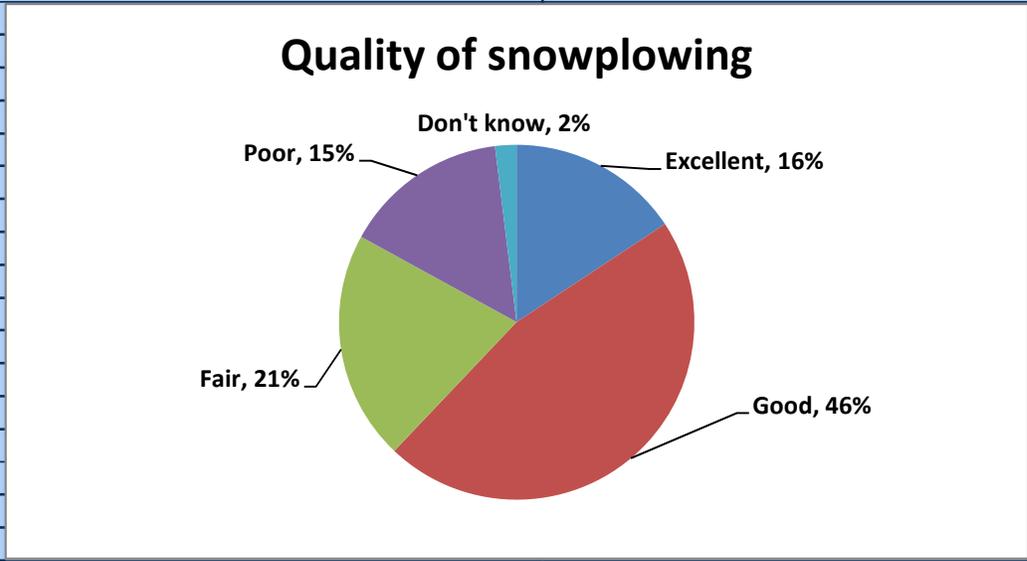
Overall quality of fire protection



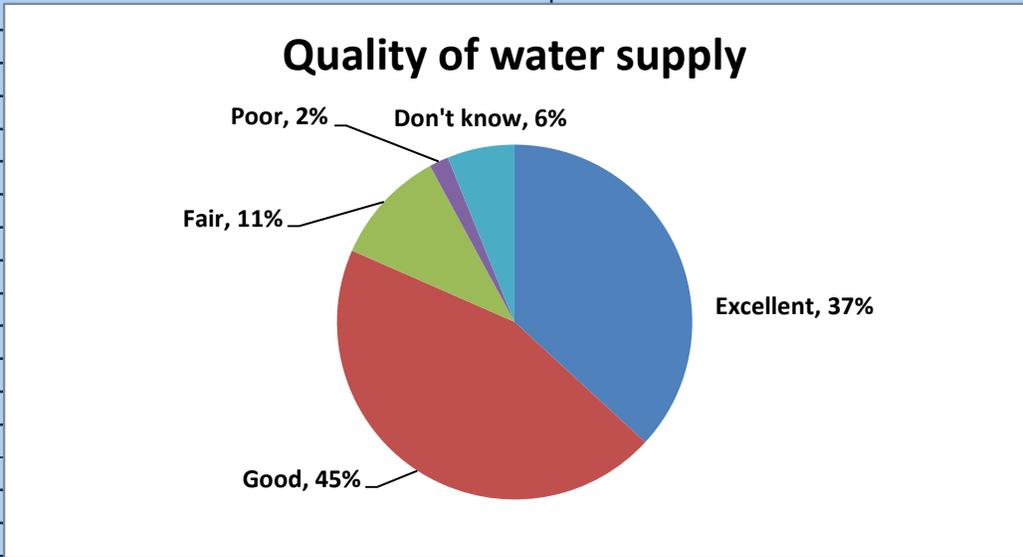
| Comments: | How would you rate the overall condition of city streets? |
|-----------|-----------------------------------------------------------|
| | 7 |
| | 74 |
| | 52 |
| | 20 |
| | 0 |
| | 153 |
| | |
| | 5% |
| | 48% |
| | 34% |
| | 13% |
| | 0% |



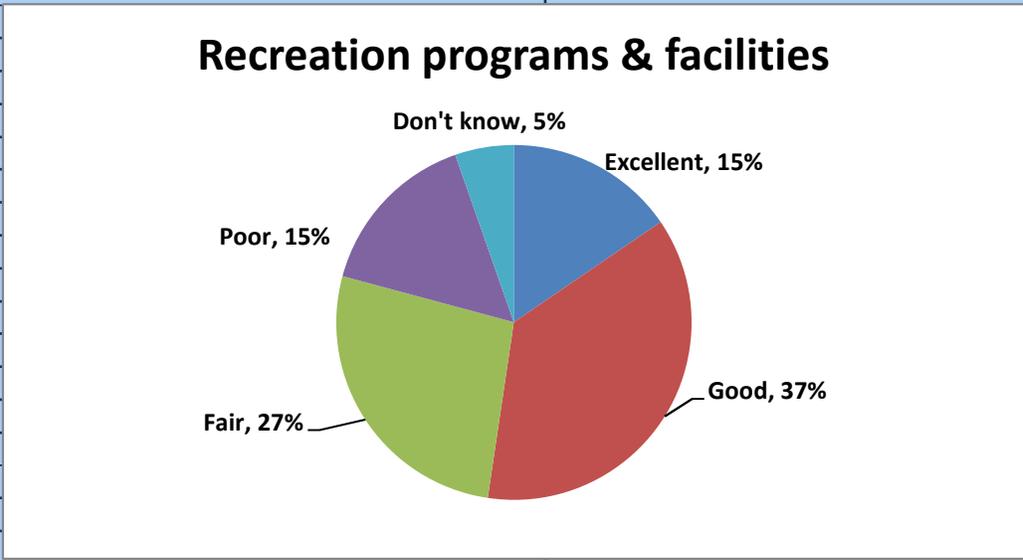
| Comments: | How would you rate the overall quality of snowplowing on city streets? |
|-----------|------------------------------------------------------------------------|
| | 24 |
| | 71 |
| | 32 |
| | 23 |
| | 3 |
| | 153 |
| | |
| | 16% |
| | 46% |
| | 21% |
| | 15% |
| | 2% |



| Comments: | How would you rate the dependability and overall quality of the city water supply? |
|-----------|------------------------------------------------------------------------------------|
| | 42 |
| | 51 |
| | 12 |
| | 2 |
| | 7 |
| | 114 |
| | |
| | |
| | 37% |
| | 45% |
| | 11% |
| | 2% |
| | 6% |

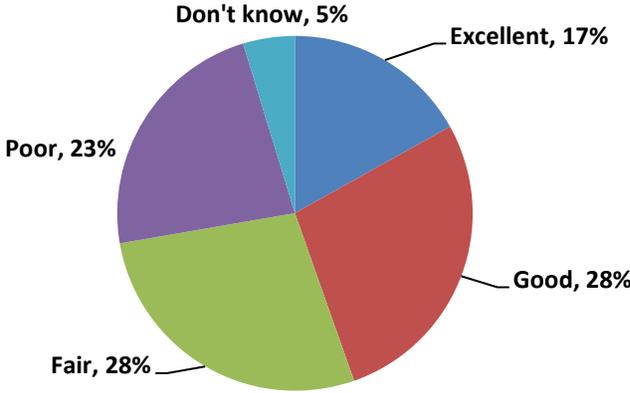


| Comments: | How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)? |
|-----------|----------------------------------------------------------------------------------------------------------------------------------|
| | 23 |
| | 55 |
| | 40 |
| | 23 |
| | 8 |
| | 149 |
| | |
| | |
| | 15% |
| | 37% |
| | 27% |
| | 15% |
| | 5% |



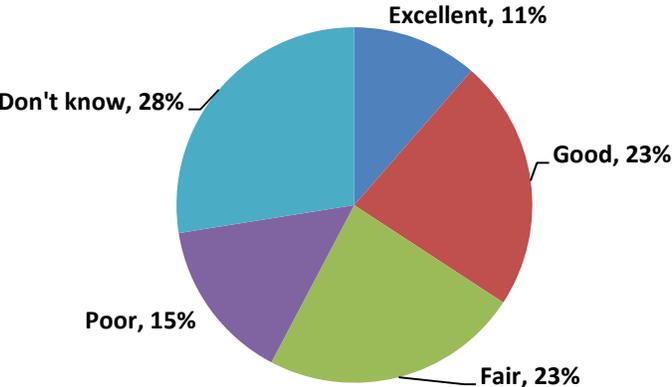
| Comments: | How would you rate the fiscal management and health of your city? |
|-----------|-------------------------------------------------------------------|
| | 25 |
| | 41 |
| | 41 |
| | 34 |
| | 7 |
| | 148 |
| | |
| | |
| | 17% |
| | 28% |
| | 28% |
| | 23% |
| | 5% |

Fiscal management and health of city

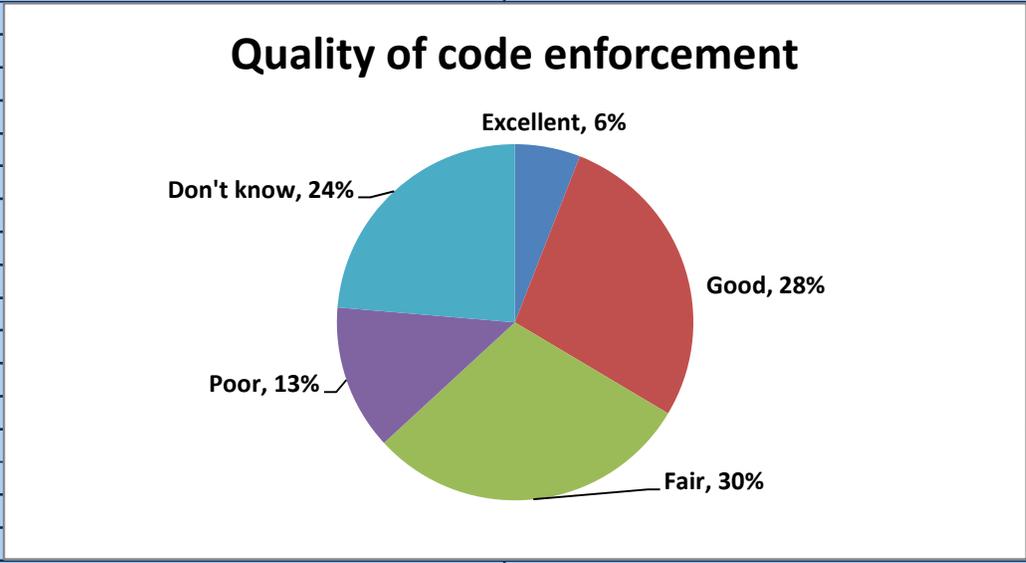


| Comments: | How would you rate the quality of licensing, permitting and building inspection services in your city? |
|-----------|--------------------------------------------------------------------------------------------------------|
| | 17 |
| | 34 |
| | 35 |
| | 22 |
| | 41 |
| | 149 |
| | |
| | |
| | 11% |
| | 23% |
| | 23% |
| | 15% |
| | 28% |

Licensing, permitting & inspections

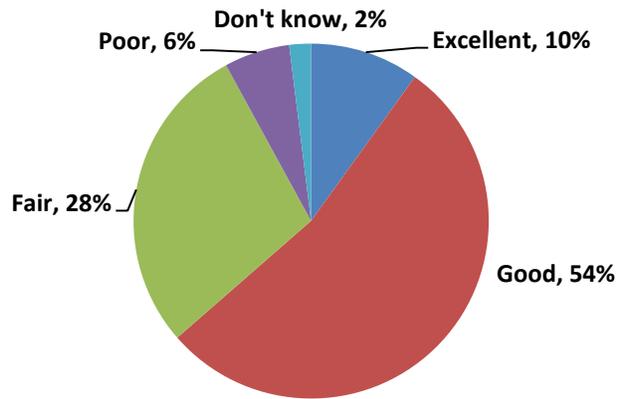


| Comments: | How would you rate the quality of code enforcement services in your city (e.g. zoning, property maintenance)? |
|-----------|---------------------------------------------------------------------------------------------------------------|
| | 9 |
| | 42 |
| | 45 |
| | 20 |
| | 36 |
| | 152 |
| | |
| | |
| | 6% |
| | 28% |
| | 30% |
| | 13% |
| | 24% |



| Comments: | How would you rate the overall quality of services provided by the city? |
|-----------|--------------------------------------------------------------------------|
| | 15 |
| | 81 |
| | 43 |
| | 9 |
| | 3 |
| | 151 |
| | |
| | 10% |
| | 54% |
| | 28% |
| | 6% |
| | 2% |

Overall quality of services provided



| How many years have you lived in this city? | How would you rate the overall appearance of the city? | Comments: | How would you describe your overall feeling of safety in the city? |
|---------------------------------------------|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| 12 | Fair | A lot of dumpy looking buildings, like the motel or whatever it is on Lake Street and 4th Avenue. | |
| 35 | Fair | Appearance of various neighborhoods is highly varied, from tacky to nice. Several commercial/ industrial areas need renewal. That which is new and meeting current standards is great!! | |
| 30 | Good | Been improving over the last ten years | |
| 38 | Good | Broadway looks great and now the south end is shaping up. Keep up the good work. | |
| 38 | Fair | Buildings downtown stay empty a long time. | |
| 15 | Fair | City facilities and parks don't need any upgrades. Businesses that are closed could use improvement but I don't want to see government 'fix' it. | |
| 30 | Good | City has a welcoming, wide open feel due to new banners, widened boulevard and entrance monuments. Seasonal flowers/plants say: We Care - We like our town | |

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|----|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| | | | |
| 1 | Fair | Closed stores on Hwy 16 are an eye sore. Would like to see hanging flower baskets along the main streets. | |
| 22 | Fair | Don't turn off Broadway Ave. You will see shere the tax money isn't being sodnt Sgredts, lighting, sidewalks. It's s long list | Don't know |
| 23 | Good | Downtown looks tired, Broadway needs a business jump start | |
| 30 | Fair | Fair -Part of downtown looks hideous-not very inviting-City not layed out very well | Somewhat safe |
| 40 | Fair | From an aesthetic perspective, there have definitely been some improvements, but we have a long way to go. Espcially on Highway 61 from Hwy 97 to North Shore Drive. Although it's far too late now, it would have been nice to require setbacks from the road in the downtown area to add some green space. There isn't any consistency in the look and feel of our downtown area. | |
| 12 | Good | Garbage is cleaned up off of streets and main areas are maintained. The parks need more upkeep and maintenance and vandalism needs to be dealt with. The abandon buildings look terrible but the city does try to keep them maintained the best they can. | |
| 35 | Good | Getting better with new buildings under construction | |

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|----|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| | | Getting better, but improvements could still be made. The immediate downtown area is nice now, but that same appeal should extend north and south on 61 and west on Broadway. | |
| 5 | Fair | | Somewhat safe |
| 35 | Good | Getting better, there a still a few blighted areas but we are getting there. | |
| 37 | Poor | Ghost town! | Somewhat safe |
| 50 | Good | Good and getting better. | |
| 9 | Fair | Highway 61 strip has issues | |
| 24 | Good | Hiway 61 corridor needs attention...Hopefully the redevelopment of Northland Mall will spur work on the East side of the corridor, Will the ugly scrap yard go away soon? | |
| 9 | Good | I do not like the fact that there are employees facing termination and then might be rehired back. This is unacceptable! Keep the employees you have and pay them a fair wage!!! | Somewhat safe |
| 20 | Fair | I feel a lot more could be done to enhance development and appearance - too many bars in downtown! | |
| 12 | Good | I love the flowers and appearance of the city park. I don' t like the tent vendors allowed to set up in the spring and summer. | Very safe |
| 23 | Good | I think the corner by where the old E-Z Stop was looks awful - something needs to be done there. | |
| 6 | Good | I think the medium on Broadway inhibits business, because some times you have to go blocks to get to the business that you want. Gas is expensive and I do not like going out of my way. | |

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|----|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| 7 | Good | I think there is still some work to do, especially along 61, but all of the changes over the past few years have been a big improvement | |
| 10 | Good | I think Winnick's is an eyesore. I think Dazy Maze and the sex store downtown (in the theatre building) are eyesores. I am worried that too many downtown businesses are closed (old theatre building, Laker, etc....). | |
| 3 | Good | I wish it was upgraded around some parts | Very safe |
| 7 | Good | Improvements are slow but coming along | |
| 16 | Good | In some places fine (good), and in other areas fair to poor. I hope this changes over time. I would like to see less vacated space. We also do not need any more gas stations, bars, banks, or pornographic stores. I would love to see more restaurant options and a new community center with a pool. | Somewhat safe |

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|----|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| | | | |
| 9 | Good | Inconsistent. North part much nicer than south part. | Somewhat safe |
| 23 | Fair | It has dramatically changed in the last few years. There are still area that need some imedate attention such as the old FL Theater on Lake Street, and closed buildings that have been closed for decades including the Holiday Gas Station across from City Hall, Stock Building Supply, and some building in Industrial area of FL. | Somewhat safe |
| 9 | Good | It is getting better | |
| 5 | Good | It was fair when we moved here, only recently would I consider it good. The roundabouts and ungrades to Broadway finally make it look like a nice City. 61 and the Northland Mall getting ungraded eliminates eyesores and the appearance of an under rated City. The roundabouts by MN dot will improve safety with the highschool drivers and everyone with those dangerous merges and crossing of 2 lane traffic. | Very safe |
| 45 | Fair | It's getting better. The roundabout, Lakeside Beach and Broadway corridor look beautiful - the best in my lifetime. I am looking forward to the changes in the Northland Mall area. PLEASE continue to improve - it will benefit everyone...taxpayers, schools, businesses, etc. | Somewhat safe |
| 14 | Good | It's getting better. There have been improvements in the last 2 years. | Very safe |

| | | | |
|----|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 32 | Fair | Its too scattered, no direction with regards to retail and commercial development | Somewhat unsafe |
| 9 | Poor | Lake street is run down | Somewhat unsafe |
| 43 | Fair | Lake Street needs help! Buildings have been remodeled or built over the years with no thought to a master plan or design. There appears to be no thought to continuity - each building owner seems to have their own design and just does their thing.. The city should have a master plan where eventually each building would be of similar or complementary design, similar material, roof line and store front. Now all we have is a hodge podge of some new - some old buildings of various designs and materials. It most certainly looks like a dying main street. The intersection of Lake Street & Broadway is attractive. --- the rest of the street is a disaster. However, Broadway itself is does present a pleasant approach to the city. | Somewhat unsafe |
| 43 | Fair | Lake Street needs help! Buildings have been remodeled or built over the years with no thought to a master plan or design. There appears to be no thought to continuity - each building owner seems to have their own design and just does their thing.. The city should have a master plan where eventually each building would be of similar or complementary design, similar material, roof line and store front. Now all we have is a hodge podge of some new - some old buildings of various designs and materials. It most certainly looks like a dying main street. The intersection of Lake Street & Broadway is attractive. --- the rest of the street is a disaster. However, Broadway itself is does present a pleasant approach to the city. | Somewhat unsafe |

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|----|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| | | Lakeside Park in the summer is a mess, especially the beach area. We use the area a lot in the summer, it just seems as though there isn't a lot of care to the park or beach area. Too much dog and goose poop. | |
| 14 | Fair | | |
| 10 | Excellent | Love Forest Lake | |
| 11 | Poor | Many buildings that are run down in the town. | |
| 30 | Fair | many houses are looking shabby. We need a "Spruce Up" program. | Very safe |
| 7 | Fair | Many very nice additions, bridges, roundabouts, areas by Cub Foods are nice; however the areas on 61 such as by the remodeling project and also the awful old ugly bldgs on 61 that like they are going to fall over really need to go. They make the city look dirty. | |
| 11 | Fair | Most of Forest Lake is appealing however downtown is embarrassing. | |
| 12 | Fair | Needs redevelopment along TH 61 | |
| 2 | Fair | Old abandoned buildings that need to go. | |
| 12 | Fair | Opportunities to make our city more inviting, like making the new City Hall attractive and inviting are sometimes overlooked. | |
| 6 | Fair | Recent improvements to the downtown area by Hwy 35 are nice. | Somewhat safe |
| 9 | Good | Slow progress with Northtown Mall and the western corners of Broadway and 61 could use some updating. | |

| | | | |
|----|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| | | | |
| 9 | Fair | Some areas look good - Hwy 35 corridor, Broadway, and then you get to downtown and south of town by the old mall and Winnick and it looks just run down. | Very safe |
| 32 | Fair | Some building around FL are run down. FL also has too many fast food outlets and auto parts stores. | |
| 12 | Fair | Some buildings on North 61 in downtown are rundown and bad looking. The feed store is an eyesore. So is Winnick Supply...both important businesses, but they really could put forth some effort in sprucing their lots up. | |
| 7 | Good | Some commercial face lifts needed | Very safe |
| 40 | Fair | South end is trashy looking, empty buildings, unkept property, west side of Winnicks | |
| 8 | Poor | Still just a hodgepodge | Somewhat safe |
| 13 | Good | Tear down section 8 housing and it would improve the looks of the city. | Somewhat safe |
| 12 | Fair | TH 61 needs significant upgrades. Bury overhead power lines. Trail connections needed Fire Hydrants need replacing | |
| 18 | Fair | The buildings along hwy 61 need to run together more, to make it feel more like a community and less like a strip of hwy. | Very safe |

| | | | |
|----|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| | | The city has a beautiful lake and looks like it has tried to make the areas around the lake look nice, but there are places along highway 61 that look awful. There are some businesses that don't care about how they look. The business that buys scrap metal and sells sewer pipe doesn't care about the appearance of its place of business and looks horrible. When I built my house here in 2011, the City was very picky. It seems like a double standard. | |
| 2 | Fair | | |
| 7 | Fair | The city has natural beauty but city planning has left much to be desired. | |
| 7 | Fair | The city needs to enforce its ordinances and maintain our parks and play grounds as they are currently in disrepair. | |
| 12 | Fair | THE CITY SPENT A LOT OF MONEY ON THE BEACH AND WATER FRONT BUT YOU CAN'T USE IT BECAUSE OF ALL THE GEESE THAT OVER RUN IT.. GET RID OF THOSE DIRTY BIRDS | Somewhat safe |
| 16 | Fair | The downtown area really doesn't speak well of our city | |
| 23 | Fair | The main thoroughfares into Forest Lake are not particularly attractive. Downtown Lake St. is lined with shabby old buildings. | |
| 13 | Poor | the medians and round about make it look congested and makes you go out of the way to get where your going money waisted | |
| 25 | Good | the old down town area and some locations on hwy 61 could use some improvement | |

| | | | |
|----|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| 14 | Fair | The original downtown buildings need renovation. | Somewhat safe |
| 43 | Fair | The run down buildings and Winnicks on the corner of 11th and 61 make the city look like trash. First appearances are bad. You can't even see the beautiful lake that we are named after. | Very safe |
| 33 | Fair | The south side of town looks terrible. Between r purple bldgs., green bldgs, ratty motel's with junk outside, winnick's steel junk, sand piles and the old Ron's TV Appliance on the East side of the road, it appears we don't have regulations for the upkeep and looks of the business property. | |
| 18 | Poor | There are several shabby looking vacant buildings along the main road of Forest Lake. It's apparent there are very few business that would attract visitors to our community. There are limited business that have been allowed in to forest lake. Our City is made up of Banks, Auto repair stores, thrift stores and liquor stores. The perfect environment for crime and little taxable income for the city. | |
| 44 | Fair | There are some real eyesores along Lake Street - Wine and Roses, Daisie Maze, Tatoo place, Northland Mall to name a few. Also, I don't care for the tree story building blocking off the town from the lake on the east side of lake street, just north of the roundabout. | |
| 20 | Fair | Too many closed buildings downtown | |

| | | | |
|----|------|--------------------------------------------------------------------------------|-----------|
| | | | |
| 47 | Good | We have some area that could be cleaned up. Time will remove these issue areas | Very safe |
| 25 | Good | We still have some problem properties. | |
| 42 | Good | Well done on Broadway and the future (old) Northland site. | |
| 8 | | | |
| 8 | | | |
| 11 | | | |
| 35 | | | |
| 7 | | | |
| 10 | | | |
| 7 | | | |

| | | | |
|----|--|--|-----------|
| | | | |
| 8 | | | Very safe |
| 7 | | | |
| 53 | | | |
| 40 | | | |
| 2 | | | |
| 50 | | | |

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|----|--|--|---------------|
| 15 | | | |
| 45 | | | |
| 39 | | | |
| 9 | | | Somewhat safe |
| 12 | | | |
| 14 | | | |
| 19 | | | |
| 26 | | | |
| 15 | | | |
| 10 | | | |
| 2 | | | Very safe |

| | | | |
|----|--|--|-------------|
| 6 | | | |
| 30 | | | Very safe |
| 4 | | | |
| 2 | | | |
| 13 | | | |
| 21 | | | |
| 1 | | | |
| 11 | | | |
| 10 | | | Very unsafe |

| | | | |
|----|--|--|--|
| 10 | | | |
| 34 | | | |
| 11 | | | |
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| 5 | | | |
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| 23 | | | |
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| 17 | | |
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| 35 | | |
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| 9 | | |
| 22 | | |
| 54 | | |
| 29 | | |
| 14 | | |
| 6 | | |
| 4 | | |
| 61 | | |
| 9 | | |
| 1 | | |
| 28 | | |
| 9 | | |
| 11 | | |
| 25 | | |
| 2 | | |
| 30 | | |
| 1 | | |

| Comments: | How would you rate the overall quality of fire protection services in the city? | Comments: |
|-----------|---------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| | | |
| | Excellent | I have had two experiences with them....both wonderful....no major problems that triggered a call! |
| | | |
| | | |
| | | |
| | Poor | Rural areas don't have protection. |
| | | |

| | | |
|----------------------------------------------------------------------------|------|------------------------------------------------------------------------------------------------------------------|
| | | |
| Police. Busy looking fo ghe BIG crime I guess | Poor | The firemen do the best with what they have. Actually a great job. Just don't live to far from the fire station. |
| | | |
| Yes, I feel safe but with such a huge police dept, we should all feel safe | Fair | Good |
| | | |
| | | |
| | | |

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|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-----------------------------------------------------------------------------------------------------|
| <p>Forest Lake has what seems to be a relatively high number of residents who own really big, really loud trucks that go really fast on neighborhood streets. Biking/jogging/walking takes some nerve. Of course, the trail is a great place to bike/jog/walk, but one needs to first get to the trail.</p> | | <p>No experience with this.</p> |
| | | |
| <p>Lower income housing!</p> | <p>Good</p> | <p>Real safe with a 20 story fire truck!</p> |
| | | |
| | <p>Excellent</p> | <p>We would expect it to be excellent but have no experience needing it, which, is a good thing</p> |
| | | |
| <p>No more cuts to the police department.</p> | <p>Good</p> | <p>More funding for fire.</p> |
| | | |
| <p>our police to a great job!!</p> | | |
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| | | |
| That is one good thing about Forest Lake. I always feel safe | | |
| | Fair | hire FT firefighters |
| Police visibility is excellent. I still feel the need to take precautions and would walk on any trails in the evenings by myself, for example. | | |

| | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Need to make laws tougher for criminals to stay away from our city. Police force doing a good job enforcing current laws.</p> | | |
| <p>I live in Apartment Building in FL. I also used to work for it. When police were called many times Washington County Shrift had to show up 20-30 min after a incident because of to much other activity happening in FL.</p> | | |
| <p>Our local Police are very conscientious and very pro active. I like the addition of the community liaison officer and the officer positions at the schools. They could patrol the bar areas I have seen swerving drivers leaving local eating establishments that serve liquor</p> | <p>Good</p> | <p>They need to upgrade and I think we should have paid positions, our town is growing.</p> |
| <p>From a policing perspective, I feel very safe. I have the opportunity to work in many communities, and the community policing in Forest Lake is unmatched. I am very proud of our police department and their presence in the community. There are areas of the city where I don't feel quite as safe, however. These are mostly near the freeway area (Walmart parking lot or that general area at night), so that is why I dropped my ranking to Somewhat Safe. With that said, I see a solid presence by the police department in that area which is appreciated.</p> | <p>Don't know</p> | <p>Thankfully, I do not have first hand experience with the local fire department other than an incident with a dryer fire many, many years ago. At that time they were incredibly responsive, thorough, and kind. I know their leadership and imagine things have only improved since then, but I don't feel I have enough information to respond definitively.</p> |
| <p>Good police dept. Gets better over the years.</p> | <p>Excellent</p> | <p>Good service.</p> |

| | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Police haven't been very effective, bring back the county, please.</p> | <p>Fair</p> | <p>I own a business in town and have been inspected (harassed) three times in three years</p> |
| <p>We should have a Washington County Sheriff instead of the police department</p> | <p>Good</p> | <p>We don't need a new fire hall</p> |
| <p>Generally I believe the police department does a fine job. I believe that much of our problems come from outside influence which is difficult to control. I believe that the big box stores could have greater surveillance in thier parking lots especially after sunset.</p> | <p>Good</p> | <p>Thankfully I have not had to use the local fire department. But from all indications it appears the men are dedicated, well trained and do a good job, I do not understand the recent reorganization where some of the current fire department personal would have to change their residence in order to maintain their status with the department.</p> |
| <p>Generally I believe the police department does a fine job. I believe that much of our problems come from outside influence which is difficult to control. I believe that the big box stores could have greater surveillance in thier parking lots especially after sunset.</p> | <p>Good</p> | <p>Thankfully I have not had to use the local fire department. But from all indications it appears the men are dedicated, well trained and do a good job, I do not understand the recent reorganization where some of the current fire department personal would have to change their residence in order to maintain their status with the department.</p> |

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| Glad the police dept is getting an adequate facility | Good | Volunteer firefighters can't always be replaced by "existing" staff. |
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| Not comfortable hearing gun shots during deer season inside my residential home. Maybe this is common in Wisconsin but that's why I don't live there. | | |
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| <p>PD does excellent work. Unfortunately rift raft come and go. Although, as unfortunate us it be, less section 8 housing may help the cause. Some don't want to believe it but statics show more crime is committed from that area of society than others.</p> | <p>Excellent</p> | <p>They folks seem to do an excellent job when called upon! Have never heard of one bad thing from anyone regarding their services, well done FLFD!</p> |
| | | |
| | <p>Fair</p> | <p>I have never had to use the services, but I have heard that the response time is very long.</p> |
| <p>I would expect crime to increase as the city grows but it would be nice to provide funding to allow our Police Dpt to stay ahead of it.</p> | <p>Good</p> | <p>It would be nice to find the finances to establish a complete full time crew.</p> |
| | | |
| <p>Vandalism gets worse each year</p> | <p>Fair</p> | <p>No hydrants because of short sited city sewer but not city water decision of years ago</p> |
| <p>Tear down section 8 housing and it would improve safety in the city.</p> | | |
| | <p>Poor</p> | <p>Service to northwest part of City and east are poor</p> |
| <p>I have had great response from police and ambulance when needed. And I like to see them on the job.</p> | <p>Don't know</p> | <p>never needed them</p> |

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| I THINK WE COULD USE MORE LAW ENFORCEMENT SERVICES. | Fair | WE COULD USE MORE FIRE SERVICES. |
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| | Don't know | Never had to use the services so I can't tell. |
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| <p>I have lived in a neighborhood with two known drug houses for 14 years. There have been drive by shootings and obvious drug traffic. The police department claims it is too hard to do anything about it. What good are more officers if they can't do anything? We had more intervention when Washington County patrolled our road. We need action not more officers who say their hands are tied.</p> | <p>Don't know</p> | <p>I do know the air boat and its training are a joke. If anyone really had to rely on it for rescue they would die of old age before it would get there. Also other than appearing at special events I see no need in keeping the huge snorkel truck. Let's spend our tax money more wisely.</p> |
| <p>We have excellent police and fire departments.</p> | | |
| | | |
| | <p>Fair</p> | <p>I don't believe Forest Lake has done anything to actively promote the attraction for citizens to become Fire Fighters.</p> |
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| For the most part the city is very safe. The only area of concern is in the S.W. part of Town. | Excellent | I think we have a very professional Volunteer Fire Fighters |
| | Excellent | However, I think we need a remote fire station at the east end of the lake. |
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| Great job to the Police and Fire Departments | | |
| the junk yard at Winnicks is an eye sore and some of the rundown apartment complexes | Good | Good police presence, more traffic enforcement on Goodview south of highshcool, especially when school lets out, its sometimes scary walk that quarter mile racetrack!!! |
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| over the years, numerous cars broken into in our neighborhood | | |
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| Spend too much on law enforcement...should share more services with surrounding cities | | |

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| Great Fire Department | Excellent | I think we have the best fire fighters/department |
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| Stop signs are like yield signs and sometimes non-existent creating potential accidents. No one stops anymore around the city. | | |

| How would you rate the overall condition of city streets? | Comments: | How would you rate the overall quality of snowplowing on city streets? |
|-----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| | | Fair |
| Good | Forest Road, between Hwy97 and 11th av. could use a resurfacing and center striping. I think the restriping of the rounabout is helpful for those who had trouble with the previous layout. Lots of painted striping is is need of renewal. | Good |
| | | |
| | | |
| Poor | pot holes. not good for cars. | |
| Poor | North Shore Trail is terrible. Highway 97 bridge over I35 (in Columbus but used by many in FL) is constantly congested and needs to be upgraded! | Poor |
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| Poor | Dirt roads would be smoother to drive on. | Fair |
| | | |
| Good | Good | Good |
| | | |
| Fair | The street in front of my home was replaced last summer, so it is fine. However, markings were not placed until this year. Some roads (old cnty 34/ 11th st SE) needs to be repaired. | Fair |
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| | | Poor |
| Fair | Fair, but getting better. | Fair |
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| Good | We live in Minnesota. Mother Nature is the natural enemy of streets; we just have to keep fighting. | |
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| | | Excellent |
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| Good | Certain resident streets are in rough shape. | Good |

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| Good | They are good condition but need upgrades. I thought in 2012 after the Broadway project 12th st. was going to be done. Intersection of 12th st and 3rd ave sw is extremely dangerous and have had several serious accidents. Including crashes just outside of Wal-Mart with fatalities. It needs an huge upgrade. | Poor |
| | | |
| Fair | Some are good and some are very very bad. | Good |
| Fair | There are great areas, there are good areas, there a terrible areas - overall they are in fair shape. Could be better. | Fair |
| Fair | I know we are saving money via franchise fees. I hope to see improvements consistently over the next few years. | Excellent |

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| Poor | <p>The city streets are AWFUL. Granted a very few were resurfaced this past summer. But generally --- the streets as a whole are in terrible condition. If I were considering a move to a suburban area the condition of the streets in Forest Lake would certainly turn me off.</p> | Fair |
| Poor | <p>The city streets are AWFUL. Granted a very few were resurfaced this past summer. But generally --- the streets as a whole are in terrible condition. If I were considering a move to a suburban area the condition of the streets in Forest Lake would certainly turn me off.</p> | Fair |

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| | | Poor |
| Excellent | Streets in SE Forest Lake were greatly upgraded last summer. Thanks | |
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| Fair | Many street improvements are needed | |
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| | | Poor |
| Fair | Driving on Hwy 97 at night could use lighting. Very dark and difficult to see if oncoming traffic has to use high beams to see the road. Add deer season to this and driving is exceptionally dangerous. I have seen accidents on this street at night due to this. | Poor |
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| Fair | Some are excellent and some are poor so the vote rates in the middle. I hate the chip coating that is getting done but it does make sense on why it is done. | Good |
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| | | Fair |
| Good | ...but there always will be more to repair than can be funded. | Good |
| | | |
| Fair | Some good but the failing ones are failing fast | Good |
| | | |
| Poor | City Council needs to increase property taxes to supplement franchise fees for road improvements. Look at narrowing older streets to reduce maintenance. | |
| Fair | needs help, stop spending on decorations and more on up keep of the roads! | Good |

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| | | Fair |
| Poor | City streets lack maintenance of similarly sized cities with much smaller tax bases. | |
| Poor | DOWN TOWN IS OK SIDE STREETS BY WALMART COULD USE REPAVING. | Poor |
| | | Good |
| Good | I use Forest Rd regularly and it is a patched up mess. Other streets I use are okay. | |
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| Poor | The old city streets are good The old township needs work | Poor |
| Poor | The streets are horrible. Overlaying on top of old and broken is not the way to go. They need to be replaced. | |
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| Good | The workers do a good job on the streets. | |
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| Good | The city needs to address the infrastructure. We have alot of areas that need new sewers. Which should be fixed before we do overlays. | Excellent |
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| Poor | Everton by 19th 15th between 12th and 11th 12th from Broadway to 11th is very dangerous and needs a median. | |
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| | | Poor |
| Good | good public works | Good |
| | | Fair |
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| Fair | Some areas are very good while other areas are poor. | Poor |
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| | | Excellent |
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| | | Poor |
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| Good | some back streets still need fixing | Good |
| Good | Really dislike the rocking process of the residential roads. It is hard on our cars and takes months and months for the extra rocks to be picked up from the roads. If this process needs to be done a better clean up afterwards needs to be followed. | Don't know |
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| | | Fair |
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| | | Poor |
| | | Good |
| Fair | Good in the off-winter months, poor in the winter | Poor |
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| Comments: | How would you rate the dependability and overall quality of city sanitary sewer service? | Comments: |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| After warm days I think they should go back and clean up the streets a little more, keep them clean so when it freezes again its not so rough. | | |
| I wish the plows would come closer to inside corner curbs, road edges, so that homeowners didn't have to remove so much snow from city streets in order to exit their driveways. | Excellent | Somehow, it all goes downhill....as we like it to do! Never a problem!!! Thanks!! |
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| The former township did it much better. I often wonder during snow storms if we even have plows. | Fair | I wish that 'fees' for streetlights and other nonsense I don't have in rural FL didn't get charged to me on a sewer bill. |
| | Excellent | and I just knocked on wood for good measure |

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| Need to put the plow down. Ever hear of salt. Can't stop on side streets till the Spring thaw. | | |
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| Good | | Good |
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| somehow more snow ends up at the end of our driveway than all of our neighbors. Residents are still plowing out and across the street- this needs to be monitored and enforced better. When plowing occurs often there are huge piles left on the corners of the streets - making them impassable. | | |
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| <p>I think Mike Tate is terrific. I see no one standing around on their shovels in the City buildings, and I think Mike and his crews give the taxpayer a good value for the dollar. Hustle makes for good morale for everyone, and hustle doesn't cost anything.</p> | | |
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| <p>Some businesses don't care about looking after their sidewalks in front of their stores and I think they should.</p> | | |

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| Plow will go through once, but haven't seen any additional cleanup needed after the initial plow. | | |
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| they are timely | | |
| There were days when the plow didn't come through until late morning or even early afternoon. This is ok on a weekend, but makes getting to work very challenging. This has gotten worse over the years - without question. | Excellent | We had an incident last spring where our sewer backed up into our house. It happened on a Sunday, but I put a call into the city anyway. Were we surprised when a city worker showed up at our door to check things out, and within about 30 minutes!! He was courteous, responsive, genuinely concerned, and deliberate in his assessment of the issue. It ended up to be our issue, not a city issue, but we appreciated this level of customer service. Very grateful to live in such a great city and this is another reason why. |
| Mike does a fantastic job. He is a real asset to FL. | | |

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| <p>I understand that all streets can not be cleaned at one time. However - sometimes we wait quite a long time for attention. The township did a much better job totally with street maintenance in my area.</p> | | |
| <p>I understand that all streets can not be cleaned at one time. However - sometimes we wait quite a long time for attention. The township did a much better job totally with street maintenance in my area.</p> | | |

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| my neighborhood seems to be the last to be done. Also issues with mailboxes being hit. | | |
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| We need to return to more aggressive plowing practices, especially when we know accumulations will be over an inch. Waiting to plow until the end of a storm leaves many streets near where I live dangerous. | | |
| Hwy 97 again during some storms was poor. I can count 4-5 cars in a ditch during my morning commute on that road every time. | | |
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| <p>They do a good job. I know it's hard but it does seem as though they plow up plenty of persons yards that most have paid to have sodded and also maintain.</p> | <p>Excellent</p> | <p>Have never had a problem.</p> |
| | | |
| <p>Last year I was standing in my driveway shoveling and the plow driver saw me, waved at me, and then gunned his engine and sprayed me with wet snow and slop as I was getting out of the way. Then he turned and looked as he laughed going around the corner. Not acceptable. Other than that really bad experience, the plowing has been adequate. It's a problem when the plows jump the curb and take out 2 feet of grass, though.</p> | | |
| <p>It would be nice to get to cul-du-sacs and side streets sooner and not go over the curbs (gouging the sod) as often.</p> | | |
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| <p>Used to be excellent now just good</p> | | |
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| | <p>Fair</p> | <p>Some friends with the City have experienced backups</p> |
| <p>It is a hard job. Thanks</p> | | |

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| Plow hit out mailbox and several curbs have cement taken out from last winter. | | |
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| PUBLIC WORKS NEVER COMES OUT AFTER HOURS WHEN IT IS NEEDED FOR PLOWING,SALT AND SNOW. | | |
| We don't need plows out when only 2 snowflakes have fallen | | |
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| <p>I do not receive this service because I live on a private road. The city seems to do a good job on the main roads. They should not have to plow all of the airport. The owners should be responsible for their aprons. It should also be done after the city streets have been cleared</p> | <p>Good</p> | <p>I have had no issues other than the cost</p> |
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| The guys do a great job with equipment they have to work with. | Good | We do not have a lot of failures. But there is a need to update the older manholes and sewer mains. The only real failures are do to power outages for the lift stations. |
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| <p>I live on Elston Ct. N. and it took over 2 days for our roads to be plowed in the neighborhood. Needs to be fixed.</p> | | |
| <p>Again, good public works</p> | <p>Excellent</p> | <p>Never had an issue</p> |
| <p>Residential streets are plowed less often causing snow to accumulate which creates ruts and and holes. Makes for difficult driving throughout most of the winter.</p> | | |
| | <p>Fair</p> | <p>Have had sewer back-up problems a few times.</p> |
| <p>Our street seems to be completed many hours after a snowfall. Plow does not do a good job of clearing snow around the mailboxes.</p> | | |
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| <p>Our home is in a cul-de-sac on 212th St Ct N, which is very difficult for the plows to maneuver in, but they always do an excellent job keeping it clear of snow! Way to go snow plow drivers.</p> | | |
| | | |
| <p>Several times each of the last three years, the plows omit altogether the last 300' or so of my street including myself and two other owners.</p> | | |
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| <p>always has been very good but there is always room for improvement, last year during one storm our street got completely missed. not a big deal but needs improvement</p> | <p>Good</p> | <p>overall very good</p> |
| <p>The USPS requires me to plow to the edge of the street for delivery. Why is FL not required to plow to the edge of the street? If we get a lot of snow the streets become unsafe because they are too narrow. Hire a new residential snow removal company, the current company does a horrible job. Contact the city of Blaine for referrals.</p> | | |
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| 210th Street is often plowed later than Goodview (Co Road) | | |
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| Northshore Drive is poorly plowed and salted. | | |
| Depends when we lived on the West side the plowing was bad, now that we live on the East side its good. | | |
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| It takes too long to get clean streets | | |
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| How would you rate the dependability and overall quality of the city water supply? | Comments: | How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)? |
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| | | Fair |
| | | Don't know |
| | | Poor |
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| | | Poor |
| Poor | Smells like swimming pool water. Brita is making a fortune in Forest Lake. | Poor |
| Don't have city water service | Would be nice to get water around the lake. | Fair |
| | Good | |
| | | |
| Excellent | I would like to recommend that the watering ban be modified however. It is very difficult if you don't have an underground system to maintain the watering without getting up at 4 am. Maybe alternating days but change the times to 6 am-10 am and 7 pm-10 pm. This also needs to be enforced better too. | Fair |
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| | | Fair |
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| Don't have city water service | Why am I billed for a service that I don't receive? | Don't know |
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| | | Fair |
| | | Fair |
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| | | Excellent |

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| Poor | No city water available | |
| | | Don't know |
| | | Don't know |

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| Good | Very hard water. | Fair |
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| | | Fair |
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| | | Poor |
| | | Fair |
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| Excellent | Have never had a problem. | Good |
| | | Excellent |
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| | | Good |
| Excellent | rates too high | |
| | | Poor |
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| | | Poor |
| | | Good |

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| Don't know | I do not receive city water. | Good |
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| | | Fair |
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| Excellent | I have a well. But I have never heard of any complaints. | Good |
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| | | Good |
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| | N/A We have a well. | |
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| | | Poor |
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| | | Poor |
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| | | |
| Good | overall very good | Good |
| | | Good |
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| | | Poor |
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| | | Good |
| | | Poor |
| | | Good |
| Fair | It could be better | Fair |
| | | Poor |
| | | Poor |

| Comments: | How would you rate the fiscal management and health of your city? | Comments: |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | Fair | Stop the two no votes all the time and tell them to grow up and be an adult. |
| | Excellent | I get so upset at a small number of folks who complain all the time about how the City wastes money. I don't think we do, and thank us all for what we have. Imagine a rutted dirt trail from here to the "cities". That is what the anti -government folks would have if it were not for the foresight of so many "City Fathers" that have literally "paved the way"! |
| | | |
| Find a way to create a parks dept that can maintain the parks we already have such as Fenway. Why should we rely on contractors to care for our parks? | Excellent | Nice bond rating |
| To not use them | Poor | Management does what they want. People do not have a voice. |
| Too much cost to the taxpayers. Lower the Park Board budget! | Poor | The mayor and a couple council members didn't allow a vote on the city hall. They also are tied in with a financially failed ice rink. |
| It is getting better. | Good | We have a fiscally smart mayor at the helm. We recognize many of the current spending projects are due to prior neglect and a bully atmosphere from many citizens on spending. Very satisfied with the direction the city is taking |

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| <p>Not sufficient open or green space that is away from a noisy road. Very little in terms of nature parks with trees and walking / hiking trails.</p> | <p>Poor</p> | <p>Spending \$22 million for a city center for a city our size is very inappropriate. And then having the audacity to make the citizens pay for it with 12% higher property tax rate when they didn't even get a say regarding approving the \$22M expenditure just put things over the top. I wonder about the leadership of this city!</p> |
| <p>What park's? What beach? Seems the buildings took all that away. Forest Lake, no access unless you , jve on it or own a boat.</p> | | |
| <p>My son plays baseball and the FL fields are the worst fields we played at, we don't need fancy, decent upgrade would help.</p> | <p>Good</p> | <p>Overall excellent, should not have spent \$20+ million on city hall, think it could have been done for 10 - 12 if we didn't buy the old mall.</p> |
| <p>Good</p> | | <p>Poor-City Council & Mayor do not listen to the people</p> |
| | | |
| <p>City parks are damaged and often not replaced. I personally adopted a park and have since "unadopted" it. There was always broken glass, feces in the slide and vandalism at the park. Also, dogs were allowed to be in the park and smoking too. All of the parks should be smoke free as YIPA tried to do several years ago. No one wants to take their children to the park where smoking is occurring.</p> | <p>Poor</p> | <p>I'd like to know where the money that was overcharged for utilities and was returned by the Met Council went? I am also not happy about the large percentage tax increase on the properties in Forest Lake. The city needs to be more transparent in its dealings with its residents and make the information more available.</p> |
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| <p>The parks themselves are fine for families who choose to drive to them. However, parks showed be accessible by foot and pedal. Also, parks seem to be frequently vandalized.</p> | | |
| | <p>Excellent</p> | <p>things seem to be improving. Council and Parrish have done a great job in investing where we need and looking for smart areas to decrease spending.</p> |
| <p>Don't use them</p> | <p>Poor</p> | <p>Stop the spending!!</p> |
| | | |
| <p>Dedicated Bike lanes would be appreciated.</p> | <p>Good</p> | <p>Not sure, which is the driver to my rating</p> |
| <p>People I talk to think Forest Lake might be a good place to live, and then when they tour the City they say there is no investmetn by the City in Parks and Trails...they buy homes elsewhere.</p> | | |
| | <p>Good</p> | <p>There is plenty of money to pay staff and supply better services.</p> |
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| <p>We spend way to much on them. We are not made of money.</p> | | |

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| | Excellent | I think we can't do as much as we'd like due to tough times and the poor economy. I believe our City Council and Mayor are making prudent and cautious financial decisions, and I support them. I think the local economy, dependent on the Twin Cities and commuting, is more fragile than we think. Seems to be a lot of light rail everywhere else (Big Lake, really?), and its economic benefits are being touted; are we being left behind? What if we had light rail from FL to downtown St. Paul? |
| | | |
| City really needs to step it up in regards to recreational programs. Do we even have any outside of community ed or Flaaa? | Fair | taxes going up yet still no chance of a community center |
| We really need a community center that has a new pool(s) for everyone to enjoy. It should have a warm pool for lessons and seniors and it should have a lap pool for all swimmers, a swim club for kids, and for the three junior high and FLHS swim programs that have hundreds of students interested in competitive swimming. We all live close to water here. Knowing how to swim is a safety issue in this community! | Good | The fiscal management seems fine. I am not sure the city staff restructuring makes sense. You have good people working there - I hope they decide to stay. |

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| <p>The redone areas are really nice. Would like to see other areas upgraded to attract families and people that will contribute to our community. If we don't invest and let the town rot - then expect a Detroit like result.</p> | <p>Good</p> | <p>Investment strategy and financial management to date is good for the growth of the city. Those who are short-sighted do not recognize the long term need for community growth and health. I moved from a city that was not strategically future focused and is now bankrupt.</p> |
| <p>Need a pavilion somewhere down by the lake.</p> | | |
| <p>We need to expand and do way more if we want people to move here and stay residents in Forest Lake. We need stronger people leading this charge, perhaps a paid position. Committees are good but it needs better direction and purpose.</p> | <p>Good</p> | <p>The City Administrator seems very well educated and intelligent in this area</p> |
| <p>The city needs to step up and take responsibility for some of the recreational activities in the city. It shouldn't fall to the schools. Why didn't you purchase the arena? It appears that it will generate significant revenue according to the school district. There seems to be adequate parks, but the trail system is poor. Unless you live in town or one of the newer developments with trails, it's very difficult to walk or ride a bike safely.</p> | <p>Good</p> | <p>While I appreciate progressive management, I do not completely support the direction the staff restructuring is going. I also know you are spending quite a bit of money of late, but we support the progress - it's about time. Do you mean health as in fiscal health or HEALTH? We are lucky to have a major health care provider/hospital a few miles away. Creating an environment that supports physical activity would be helpful...see the parks, trails comment.</p> |
| <p>Do we have recreational programs? A few community events which are nice.</p> | <p>Excellent</p> | <p>I think we have a lot for not spending a lot.</p> |

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| | Poor | Are you serious |
| | Poor | Worst run city in America |
| Really don.t use the parks a lot. But do enjoy and appreciate Lakeside Park. It has always been well maintained when I have been there. City playgrounds appear well equipt and maintained as well. | | I am disappointed with our governing bodies. The citizens of Forest Lake should have had an oppportunity to vote on the new city complex! |
| Really don.t use the parks a lot. But do enjoy and appreciate Lakeside Park. It has always been well maintained when I have been there. City playgrounds appear well equipt and maintained as well. | | I am disappointed with our governing bodies. The citizens of Forest Lake should have had an oppportunity to vote on the new city complex! |

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| <p>Lakeside Park needs to be taken care of more. Oh and Bayside park on Bay drive, it was at least 6 weeks this summer there wasn't any mowing done. Plus two swings were broken. Belz Park is good. Always clean and if something is broken, it is fixed the next time we are there.</p> | | |
| | | |
| <p>Beltz Park children equipment needs updating.</p> | <p>Excellent</p> | <p>We have confidence in the fiscal management of the city.</p> |
| | | |
| <p>Beltz looks run down. Basketball & Tennis court are due for replacement. No trails in town that I am aware of (other than old railroad track). Outdoor pool would be well received by youth/families.</p> | | |
| <p>A lot of maintenance is needed Many trails are missing connecting links</p> | | |
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| | <p>Fair</p> | <p>It feels like we cut corners too often and fail to take the long view. City planning must look well beyond the next 5 years.</p> |
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| <p>Only use two o the parks and the main trail that use to be the railroad bed. Do we have more trails than that?</p> | <p>Excellent</p> | <p>I think the current council is doing an awesome job. Keep the forward thinking going. Be mindful of the citizens that are paying the taxes when making those tough decisions to move the city forward instead of backwards like some folks would rather do.</p> |
| <p>FL needs to work closely with the FL Lake Association to protect the city/area's number one asset - lake 1, 2 & 3 from runoff pollution and invasive species.</p> | | |
| | <p>Poor</p> | <p>The new city hall is an abomination in this economy and should have been put to a vote by the citizens of the city. I understand the need for newer buildings, I really do, but it seems so sneaky and unjustified. I am extremely disappointed in the city leaders.</p> |
| <p>Restroom at the main park, downtown with the beach, need updating and cleaning.</p> | | |
| | | |
| <p>No park and rec department, parks need major upgrade starting with Kulenkamp as it is the largest one and out in a more remote area</p> | <p>Fair</p> | <p>Tax increase a little extreme but I understand you are making up for past neglect</p> |
| | <p>Fair</p> | <p>We didn't need and don't need to spend millions on a new city hall.</p> |
| <p>Not enough opportunities for youth. Our parks are like dinosaurs ... old, outdated, broken down, and embarrassing as compared to neighboring communities.</p> | <p>Excellent</p> | <p>Double AA bond rating says it all!</p> |
| <p>could use trails along hwy. 97 east from hwy 61</p> | <p>Fair</p> | <p>sometime I think they don't know what a budget is.</p> |

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| It's great there's a trail but it goes next to scrap metal pile. Not very scenic. | | |
| Trees, lawns, paths and park facilities are poorly maintained. i.g. Trees, scrubs, bushes lack annual trimming and basic care resulting in many trees prematurely dying. Vandalism to signage, playgrounds, common areas, etc. | | |
| IF YOU COULD USE THE PARKS AND THEY WERE KEPT UP BETTER..REPLACE PROP DAMAGE MORE COP TO PREVENT IT.. ETC ETC | Poor | COULD DO OR BE BETTER |
| | Poor | seems the city council is more worried about their own agendas instead of what's best for everyone |
| Hardwood Creek Trail along Forest Road has ditches that have large trash items. | Good | I appreciate the fiscally responsible mgmt. of the city. The usual suspects who complain about city spending would evidently prefer to live in a backwoods environment. I am particularly impressed with Mr. Parrish's reorg. plan. Keep up the good work. |
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| We have too many to maintain. | Good | But I worry about the city's debt with the cost of the new city complex. We need so many more important things. |
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| | Poor | The management of our community falls short on long term goals. They have focused on and give breaks to businesses and housing that provides for low income and government subsidized citizens which doesn't help the overall growth or income to Forest Lake. |
| I would like to see a bike trail along highway 97. It's a shame the only swimming pool in the City is a nearly 40 year old pool at the junior high. We were severely lacking ball fields when my kids were that age, but that may have been eased by the Fenway development. Schumacher Field is a gem, but I don't think the City helped much with that. | Good | I wish the group that opposes anything progressive would shut up and go away. |
| | Poor | Did not like the building of the new center in Northland Mall without a vote. |

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| <p>They could be excellent. I don't really use the programs or facilities.</p> | <p>Good</p> | <p>I do not care for some of the new reorganizing. I think there are some employees that are just about ready to retire that should not be let go. Butting heads and severence packages will far exceed the projected savings.</p> |
| <p>We need a community center with aquatic center facilities.</p> | | |
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| | <p>Poor</p> | <p>New city building without a vote very disappointing!</p> |
| | <p>Poor</p> | <p>New city building without a vote very disappointing!</p> |
| | | |
| | | |
| <p>Would be nice to see more programs or outdoor activities/trails for families</p> | | |
| | <p>Poor</p> | <p>property taxes are sky high.city spending is out of control.</p> |
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| | Fair | I am astonished at the way in which leaders of this city are treating employees of the city. There are projects that are being funded that I believe costs too much, however, investing is important but we can do things in a different way. |
| | Fair | More could be done new business's |
| | | |
| | Fair | Interfund loans from the Water & Sewer Fund to Park and Airport Funds now have created problems for the Water and Sewer Fund. The Airport Fund has repaid nothing. The Park Fund is now raiding the CIF, in part, to repay those loans. The statement of position, on interfund loans, from the Minnesota State Auditor is not, in my opinion, being followed. The City of Forest Lake interfund policy is also, in my opinion, not being followed. |
| The park over by by Everton needs new trees planted and the grass is not in good condition. Some flower beds or other landscape ideas would help improve the looks | Poor | Not a fan of raising taxes to pay for a new government center. City council has an appetite for raising taxes, I would prefer you bring to town more businesses to help off set costs for residents. |
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| | Poor | I was shocked how the City Administrator handled the recent "restructure" of City Employees. I feel the employees, especially the building department, was hit very hard by the restructuring plan. Better communication would have helped the restructuring. Even more disappointed that the City Council passed it. |
| | Fair | Huge tax increases with new City Hall, seems out of line. Will I get \$30MM worth of improved service? Or will service stay the same with the increased taxes? |
| Both the city and township breached their duty to obtain park lands from developers, allowed alternative payments irresponsibly low and misspent the meagre fees obtained. | Poor | Charging utility fees for nonexistent public street lights was at best incompetent and at worst criminal. |
| | | |
| We offer very little in the way of recreational programs. Hard to get your kids active or stay active yourself if there isn't anything being offered. | | |
| | | 20 million too much debt |
| | | |
| I'm not inf. to say | | |
| I believe we should look harder to provide something for the youth ages 14-17 --we had a skate park but it was LAMO I talked with some young men/boys on the path and this is what they wanted was a place to go. | Fair | I believe their are issues, but they were something that should have been handled a long time ago and not sure what I would suggest now. but I believe we could be going in the right direction. |
| | | |
| Build a community center! | Good | We need more improvements to attact new business to FL. |
| | Poor | Spend less and stop raising taxes in a time when everyone is earning less! |

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| | | I appreciate the current practices of the City management. A sense of foresight with still being responsible with the present is greatly appreciated. |
| | Good | |
| Can't think of a worse city for parks, trails, recreational adult leagues, etc. Biggest downfall of forest lake, when in actuality, it should be one of the highlights with our geography. | Good | As with any gov't, its very wasteful, however, in some ways forest lake's cost cutting is a positive. |
| | Fair | A little disappointed by property tax rate raised 18.9 percent this year |
| Would love a community center | | |
| We need a YMCA near the Hardwood Creek Library. You have the Park and Ride, Senior Living and New Family Homes. I like the Forest Lake beach and park but I'm tired of seeing the Junior High kids hanging out and smoking or making out. | | |
| Too bad the new skate park was not built here in Forest Lake. So the kids could skate in their own town. | | |
| There should be less restrictive rules to allow for people to actually enjoy the parks. Pets and bikes should be allowed to be in the park with reasonable consideration. Fishing should be allowed from the docks. | | |
| The park off 207th and Everton is full of Goose Poop.It is unsanitary as it is on the walkway and playground where the young children play. | | |
| No outdoor adult recreation programs like adult league softball. Conn Rapids and Blaine have stellar programs where we go for leagues and Forest Lake is missing out on potential revenue on this. | | |

| How would you rate the quality of licensing, permitting and building inspection services in your city? | Comments: | How would you rate the quality of code enforcement services in your city (e.g. zoning, property maintenance)? |
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| | | |
| | | Poor |
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| Poor | Most should be eliminated. We don't need inspections for every stupid little thing. Let us live our life! | Excellent |
| | | Good |

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| | | Fair |
| Don't know | Poor-Don't understand why some houses are built so close to the lake & ridiculous garage height on North Shore Circle & house next to old driving school | |
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| Fair | Haven't used for a few years, but was fine with the dog license portion (however, stopped paying for it as very few others were purchasing). Had a few rough dealings with the ladies in the building permit office but understand that some have retired. | |
| Poor | Building department is VERY UNFRIENDLY! | |

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| Don't know | No experience with this. | Don't know |
| Fair | I have had little personal experience but by reputation the city can be difficult to work with. Whether true or not, that reputation hurts our city. | |
| Poor | Fees are extremely high. Building inspectors don't get anything done! | Poor |
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| | | Poor |
| Excellent | I hear it's excellent and there is a lot of funds coming in. | |
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| Poor | The inspectors are VERY picky and I am not sure they know the building codes as well as they should. They do make building difficult. | |
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| Don't know | I have never heard good things about it. | |
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| | | Fair |
| Excellent | Again, we've had nothing but quality customer service from your staff. Several years ago, we had an issue with a deck on our house that we discovered in the late spring/early summer - it was dangerous and needed replacing right away. With a graduation open house scheduled, we needed to move through the permitting and inspection process quickly. Your staff was responsive and understanding. We were able to hold the open house as planned and on a safe structure! | |
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| Poor | Hire a private firm. | Poor |
| Poor | Red tape, red tape, red tape. They overcharge us for everything. | |
| | | Fair |
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| | | Fair |
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| Poor | Building Inspector is difficult to deal with. Extremely inflexible. Have heard from many contractors they avoid Forest Lake | |
| Poor | Hard to get a permit in a timely fashion and will only get worse when new home construction increases | |
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| Excellent | I have used them a couple of times and didn't have any issues. | Good |
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| Poor | A few years ago I got my yard marked so I could do some fence maintenance. One week later I got a threatening letter from the building permit office saying that I had not taken out a permit for my new fence and would be subject to fines. It was outrageous seeing as the fence had been there for 15 years and was properly permitted. There are other things the city should be spending time and money on other than hounding/threatening people who live here. | |
| Excellent | I would hope we would not enact any changes that would lower the quality. | Excellent |
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| Excellent | good job. Thanks | |

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| Fair | At the time we built our home, i don't think they had enough to do, because it was one thing after another. | Fair |
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| | | Poor |
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| | | Don't know |
| Good | I am very concerned with the recent decisions to restructure. | Good |
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| Excellent | I don't always like the answers. But the staff communicates the rules the city has adopted or State mandated ordinances. I think utilizing this department to be fire fighter first and then there regular job is a mistake. I have never had a problem. But I have heard people complain about the slow turnaround for building permits. | Excellent |
| Fair | There seems to be some inconsistency in the application of building codes. People get frustrated. | |
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| | | Fair |
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| | | Fair |
| | | Good |
| Poor | Oppressive. | Poor |
| Don't know | have never used | Don't know |
| | | Poor |
| Poor | way too many regs | |
| Poor | Too many permits needed to do anything | |
| | not qual. to say | |
| Fair | I have discussed this with several businesses this is a huge issue. | |
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| Comments: | How would you rate the overall quality of services provided by the city? |
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| <p>When there is a problem, I don't see a timely solution to "eyesore issues". Looking around residential areas on the lakes, I see lots of lot coverage that may result from a variance or a deliberate skirting of the rules. It is never clear!</p> | |
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| <p>We need no more enforcement of 'codes'.</p> | <p>Fair</p> |
| <p>We installed new windows several years ago and appreciated the check by the building inspector to insure we got what we paid for</p> | <p>Good</p> |

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| | Fair |
| | Poor |
| They do decent job, but lots of work is done without permits, especially grading and shoreline work that should not have been done. | |
| don't know | |
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| privately-owned new Forest Lake airport hangars should not HAVE to have handicapped-accessible bathrooms in them for the private use of their owners. This is an egregious example of over-reach on the part of the building inspector. This might be an example of over-enforcement. An exemption should be made in the building code - how many handicapped pilots are there at the airport? | Good |
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| I thought chickens were legal but people have roosters crowing at all hours in residential | |
| | Good |

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| It could be improved with better communication to all not just big presentations to the board | |
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| | Good |

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| Forest lake has been and still is a good old boys town, there is a lot of bias. | |
| | |
| There are properties on Lake Street as well as in neighborhood areas where the owners should have to clean up the building and surrounding area - or the city take charge - and the owner billed. | Fair |
| There are properties on Lake Street as well as in neighborhood areas where the owners should have to clean up the building and surrounding area - or the city take charge - and the owner billed. | Fair |

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| FL needs an emphasis/push for residents to clean out/get rid of exterior junk -- with incentives like free pick up , etc.... | Good |
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| | Fair |
| | Fair |
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| Property maintenance seems to look decent. | Excellent |
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| I would hope we would not enact any changes that would lower the quality. | Excellent |
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| | Fair |
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| | Good |

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| <p>I think there is a double standard. For instance, the guy that sells pipe on HWY 61 gets by with a really awful frontage and I abide by every letter of the law.</p> | |
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| | Fair |
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| | Good |

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| There are too many junked or cars parked on lawns | Fair |
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| I do question the zoning of Winnick's which looks to be a environmental issue. | |
| Because it is essentially complaint driven, it may end up being somewhat inequitable. | |
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| I have never had a bad experience | Excellent |
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| | Good |
| | Good |
| Vacant lots that are for sale are filled with litter, but they are never made to clean up! | Good |
| | Fair |
| | Good |
| | Fair |
| | Excellent |

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| | Good |
| Some apartment complexes need a few fines. Hwy 61 across from DQ and intersection of 12th and 11th. | Good |
| | Good |
| | Don't know |
| Too much regulation to many regulations and bad people enforcing them. | |

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| <p>There is no way any City of this size, can keep up with all the violations, they pop up like dandelions in the Spring!</p> | |
| <p>I think it is just right.</p> | |
| <p>Highly political and oppressive. Used to oppose affordable housing for seniors, veterans and those with modest incomes.</p> | |
| <p>have never used</p> | |
| <p>Forest Lake's zoning makes NO sense.</p> | |
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Comments:

I am OK with the services provided. Don't charge me more in taxes!

We are unhappy that the City of Forest Lake did not partner with FLAAA or the school on the ownership and maintenance of the new Sports Center.

There seems to be little sense of community here ... you know, people coming together to do things. The Music in the Park series is lame compared to the Chisago Lakes series. I think a city our size should have more community events in all areas of living ... health, wellness, environment, recreation, entertainment, giving back, etc. I do agree that more attention needs to be paid to economic development and think the restructuring of that position in the city will be helpful.

Does that include funning water and electricity?

Fair

Overall, the residents of Forest Lake seem disconnected from each other. I think it is a small enough community to be more cohesive. The city has many great community building activities, but what it really needs is a community hub.

Big wages and poor service

Services seem pretty good. The ladies in the City offices are terrific (Brenda, Chantall, etc...). We need to attract more businesses. I think the airport is under-utilized by local businesses, and needs to be a featured advantage when talking about economic development. Do we have an economic development officer? Should we hire a grant-writer (whose sole mission would be to out-earn his or her own salary)? I get the feeling that there is not much support for the local public school system and its teachers. People need to be held more accountable for trimming trees and bushes that grow over the sidewalk. Hedges need to be kept, by homeowners, a minimum of a vertical plane 1 foot away from the edge of the sidewalk. Trees should be trimmed by homeowners such that a 6'5" guy can walk without bowing his head down. The City needs to talk to homeowners, or enforce this more. Tell the building inspector to worry more about that, and less about the damn stupid "requirement" of handicapped-accessible bathrooms in privately-owned airport hangars.

FL is a great place to live. Love the people and the community activities offered by the city and the school district. When we are not participating in the events, we sometimes watch the coverage on LATV 10 and Ranger 20. Its fun to see local citizens on TV, watch the games and concerts and find out what is going on.

I what to blieve that our governing bodies will push forward to improve the all over appearance and livability of our city --- that's why I continue to live here. But --- PLEASE -- understand that the continual increase in taxes become a turn off and even a burden for some of the long time residents as well as the people looking to move into our area..

I what to blieve that our governing bodies will push forward to improve the all over appearance and livability of our city --- that's why I continue to live here. But --- PLEASE -- understand that the continual increase in taxes become a turn off and even a burden for some of the long time residents as well as the people looking to move into our area..

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| Thanks to Mayor & new city administrator for the push to build a new city center. |
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| Forest Lake past practice has been to keep taxes so low that they cannot keep up with city needs. I don't love taxes, but you get what you pay for, and I would pay for more. |
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| I would like to rate good for the area but there is always room for improvement. Consider those street lights for tax payer's safety. |
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I think overall the services are excellent. FD & PD do an excellent job and are a great value to the city. I also think the City Administrator is doing a great job as well. It would be nice to see the council not be the standard 3-2 vote on everything and learn that compromise is good but it just appears it is typical politics as usual which is sad and a disservice to the community.

I would hope we would not enact any changes that would lower the quality.

The services provided are good but there aren't many services beyond bare minimum

We could use more big community events to draw attention to our city. Look at what other communities are doing.

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| COULD USE MORE POLICE, PUBLIC WORKS COULD DO BETTER PLOWING ESPECIALLY AFTER HOURS.... |
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| I am thankful for the leadership and positive attitude of our current mayor as he strives to move Forest Lake forward as a progressive and viable community in which to live and do business. |
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I think the city offers alot for the amount of people who live here and It's limited tax base.

I think alot gets done with budget provided.

You didn't ask about public schools. It is a very important part of our community!

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We need better roads before we need an aquatic center! That's the last thing we need!! The new city center will be nice but the roads and empty buildings take away from the city.

unfortunately this survey does not have one single question to wheather the city acted responsibly in moving forward with a 22 million dollar government building without a public referendum. DISGUSTING the mayor and two others got a way with this. The citizens are appauled and spoke out accordingly but to deaf ears by the 3 now 2 city council members.

Too many deliquents roaming the streets... walking or biking in the middle of the streets, 8th Ave SE and South Shore Drive.

surprising there are not more questions regarding taxation in this survey.

My wife and I love livingin Forest Lake and overall has been a great place to live. I have had no problem with taxes. I appreciate the new city hall/police dept being built. It should have been done along time ago. I prefer to pay taxes on the city level because these dollars have more with the quality of life for my family. I prefer to have safe streets, Fire protection and my streets plowed etc. then my money going to Washington. I know that you feel people want lower taxes but I would rather pay a few dollars more then have the quality of city govt. go down.

Leadership of the city need to pay more attention to the great work city employees do. Snowplowing needs to be improved significantly. More money can be added to fixing roads in this city. More attention to outer Forest Lake areas is important, rather than nice light poles down Broadway... There needs to be more focus on parts of Forest Lake that aren't just in the main area of the city.

good, Public Svcs' - Great Police & Fire and good public works - code enforcement could use a hand.

Forest Lake staff has always accomplished a lot without spending the same monies compared to other similar communities. Please continue that philosophy!

A current study should be conducted to determine if Forest Lake has a need and means to support an airport used by so few Forest Lake residents.

