



City of St. Joseph, 75 Callaway St E, St. Joseph MN 56374

March 2023 City of St. Joseph Performance Measurement Program Survey Results



Tails on Trails Recreation Event

April 17, 2023

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Introduction

In 2010, the Minnesota Legislature created the Council on Local Results and Innovation (Council). The Council created a set of ten standard performance measures for cities and counties that could assist the governing body in determining the quality, efficiency and need for services provided. This program has become known as the Performance Measurement Program. Participants in the program would agree to survey their constituents using at least the ten standards established by the Council. The survey would allow residents the opportunity to provide input on the services provided.

To encourage participation in the voluntary program, the 2010 Legislature provided a financial incentive. Cities that opted to participate would be eligible for a reimbursement of \$0.14 per capita, not to exceed \$25,000 and would be exempt from levy limits under MS 275.70 to 275.74. For the City of St. Joseph, the reimbursement for participation is approximately \$1,000.

Additional information on the Council on Local Results and Innovation can be found the Minnesota Secretary of State Website: <http://www.auditor.state.mn.us>.

Methodology

To assist Minnesota cities with the new Performance Measurement Program, the League of Minnesota Cities (LMC) created a survey that would meet the requirements of the 2010 Legislation. Participating cities would have the opportunity to modify the question and they would administer the actual survey, providing the results to each city.

The City of St. Joseph utilized the services the League of Minnesota Cities who provided the survey through survey monkey. The City notified the residents that they had an opportunity to provide input on the services provided. Notification was placed in the following locations:

Published in the May Newsletter distributed to all utility bill customers. Residents were provided with the URL and requested to participate. The URL was listed as follows:

https://www.surveymonkey.com/r/St_Joseph2023.

1. Posted on the City of St. Joseph cable channel, newsletter and marquee sign.
2. Published on the front page of the City Website. <http://cityofstjoseph.com>.

The survey was available on survey monkey from March 3rd through March 31st, 2023. At the end of the survey period, the League of Minnesota Cities provided the results. The results indicated that 73 individuals responded to the survey.

City of St. Joseph
 Performance Measurement Survey Results - Charts
 April 17, 2023

How many years have you lived in this city?

Years in City	Total Respondents	Number of Years in City Individual Responses
00-05 years	25	0{1}, 1{3}, 3{8}, 4{8}, 5{5}
06-10 years	6	7{4}, 9{1}, 10{1}
11-15 years	10	12{3}, 13{1}, 15{6}
16-20 years	9	16{1}, 17{4}, 19{1}, 19{1}, 20{2}
21-30 years	11	21{2}, 22{1}, 23{1}, 25{3}, 26{1}, 27{1}, 30{2}
>30 years	12	32{1}, 35{3}, 37{1}, 40{2}, 42{1}, 43{1}, 44{1}, 50{2}

How would you rate the overall appearance of the city?

How would you rate the fiscal management and health of the city?

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

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

How would you rate the overall condition of city streets?

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

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

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

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

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

73 respondents

City of St. Joseph

Performance Measurement Survey Results - Comments

April 17, 2023

The following comments were received from survey respondents.

Public Safety Comments:

- * Focus needs to be made to the amount of speeding in town. Dale Street E has a major issue with people not stopping at the stop sign on 12th, 9th and not paying attention at the entrance to Klinefelter. Too much traffic and no stop sign there. We and our neighbors have almost been hit many times. Dale is a racetrack without a stop sign. Please look into this. We're concerned for the safety of all of the kids that utilize the parks and often don't look as they exit on bikes. Thank you.
- * The traffic downtown is dangerous. I see people nearly getting hit daily!!!
- * The traffic at the four way stop of Minnesota and College Ave has been concerning at times. Mostly during peak times and especially as a pedestrian.
- * The city should launch a campaign to remind drivers to watch out and stop for pedestrians at crosswalks. This is a regular problem.
- * Would have liked to see more public announcements by the city when all the car and vehicle thefts were happening. Other local cities tend to post on social media quite often about local crimes to keep the public informed.
- * We need a leash law for pets. Not having a leash is not safe for citizens or animals.

Streets/Plowing Services Comments:

- * I understand the plows have to get the snow off the road, but homeowners have a hard time digging out, especially when it is slushy, and then freezes. I know that's one thing about homeownership. However, I think there's a way to minimize it while plowing. However, I don't know the ins and outs, but it's gotta be somewhere to make it a little bit easier on us.
- * There needs to be better enforcement of snow removal on sidewalks. It got to be very dangerous this winter.
- * Would love to see roundabouts incorporated in to the city. Intersection of Minnesota Street and College Ave for example.
- * The snowplowing on our street (a side street) is really hit or miss. At times our street has been really poorly plowed.
- * Why doesn't the streets get plowed sometimes? 1st Ave SW to 2nd Ave SW?
- * Plowing on 7th Avenue SE is awful!!!! Seems our road is routinely skipped when bordering roads are cleared for the second or third necessary passes or when things warm up and roads could be cleaned.
- * Some neighbors or individual plow companies still plow snow from their driveways into cul de sacs, which makes it harder to navigate if the city has yet to come through to clear said cul de sac. Would like to see better monitoring of that.
- * The streets are Sh*** in the winter and potholes down main street.
- * Some roads need to be redone, not just fill in pot holes (Northland Drive).
- * City plowing is not the best, some streets have no plowing at all until mid day which is hard when you have to be to work in the morning.

Parks and Recreation Comments:

- * I want memorial Park to remain a park. Green space is critical and cannot be replaced if developed.
- * Would like to see more programs like the snowshoe club this winter. Maybe a walking and biking group.
- * We don't need an expensive community center. We needed it 30 years ago, not now.
- * Don't need a community center.
- * Would like to see more kid friendly indoor activities for winter.

Water, Sewer and Refuse Services:

- * Insane amount of manganese in the city water.
- * To address #10, our water has very high sediment, it leaves sandy films on our water pitchers and coffee pot. As well as a lot of calcium build up.
- * The water in St. Joe is undrinkable.
- * I also do not understand why we can't get recycling picked up every week – we end up throwing away recyclables because we don't have room for them. Every other city I have lived in picked up recycling every week. We could do better about this.
- * Should have better prior notice when there isn't garbage pick up.

Other City Services Comments:

- * Not all are treated equal, it depends on who you know as to how you are treated.
- * City needs to clean up the parking by renters of housing for college students and do something about the parties at these rentals and the mess and trash left after them.
- * The planning is poor. No more gas stations or bars please. We need more parks and more family friendly places.
- * The city needs to have the Lawns to Legumes program to help pollinators. I also think it's disgusting how you are allowing all these wetlands to be built on. You need to start caring about the environment and the non human species that live here also.
- * Please expand mail service throughout the entire city! The policy that bars those of use who live near downtown from getting mail service at our homes is outdated.
- * Why isn't there a connection with "televised" or "internet" viewing of the Council meetings – none since moving into the new building. Why not even You Tube?

General Comments:

- * I would like to see questions that ask what people find important rather than questions that are just focused on assessing what you feel is important. Some of these things are important but some I feel are lower and/or non-issues...which is a good thing. Overall, I feel things are good, but this survey does not make me feel heard. Thanks!
- * This city needs to stop spending more we don't have or can afford to spend.
- * Please keep spending down!
- * More trees along walking paths and throughout the city would be helpful.
- * I love the small town feel of St. Joe. The colleges always bring young people into the community. I hope the new shops downtown will withstand this tough economy.
- * Overall St. Joe is a great community that is always willing to help each other. We could use a high school though. Commuting to neighbor cities to over fill classrooms is tough.

- * The trailer park makes the community feel unsafe and is an eyesore.
- * Not enough accessibility for Deaf to know what is going on. I.e. No open captioned in Live news from city Hall or from all businesses.
- * There needs to be more public transportation in St. Joseph, including regular busing to St. Cloud.
- * We love St. Joe! Thanks for offering this survey and collecting feedback.
- * Every aspect of this town is terrible. From the Mayor, Parks, Community Center to the price of water and sewer. The city expects those that will never use the parks or community center to pay for them. And the utilities and taxes are out of hand. This town is terrible.
- * Grateful the food shelf survived after the city kicked it out.
- * Why is paying for a recycling container mandatory and not an optional expense? Why was a modular/mobile home allowed to be put into a residential neighborhood (1st Ave SW)? Why is there an apartment complex being placed on the corner of College Ave/Hill Street? Land could have purchased by the city for a dog park, and/or city park?
- * Student housing looks like trash coming into town, there needs to be stronger stipulations on garbage clean up,, landscaping, mowing lawns, case day needs to come to an end! And lawn chairs on the roof is stupid!
- * The city spends money in very foolish ways. We have been trying to get a community center for how long but they buy a worthless building and pay how much money for studies instead of asking the public what they want. If the city would have put all the money they spent so far they could have a nice community center.
- * When will Dollar General get cleaned up? It's an eyesore. What is the status of the community center?

Appendix A
Resolution 2011-014 Declaring St. Joseph's Performance Measurements

Resolution 2011-014
City of St. Joseph
Resolution Declaring St. Joseph's Performance Measurements

WHEREAS, pursuant to Minnesota Statute 6.91 cities may elect to participate in the standard measures program established by the Office of the State Auditor, and

WHEREAS, the City of St. Joseph acknowledges performance measurements provide feedback to their citizens, taxpayers, elected officials, staff and other interested parties about the effectiveness and efficiency of services provided by the City of St. Joseph; and,

WHEREAS, the City of St. Joseph elects to participate in the State program and declares ten performance measures to review annually by June 15th.

NOW THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF ST. JOSEPH, MINNESOTA declares the following standard performance measurements:

1. Citizen's rating of the overall quality of services provided by the City of St. Joseph.
2. Percent change in the taxable property market value.
3. Citizen's rating of the overall appearance of the City of St. Joseph.
4. Citizen's rating of the safety in the City of St. Joseph.
5. Citizen's rating of the quality of fire protection services in the City of St. Joseph.
6. Citizen's rating of the road conditions in the City of St. Joseph.
7. Citizen's rating the quality of snowplowing in the City of St. Joseph.
8. Citizen's rating of the dependability and quality of the St. Joseph water supply.
9. Citizen's rating of the dependability and quality of the St. Joseph sanitary sewer service.
10. Citizen's rating of the quality of St. Joseph's recreational programs and facilities (including parks, trails and park buildings).

Adopted by the council this 16th day of June 2011.


Judy Weyrens, City Administrator


Rick Schultz, Mayor

Appendix B



**Resolution 2023-018
Accepting St. Joseph's
Performance Measures Survey Results**

Whereas, pursuant to Minnesota Statute 6.91 the St. Joseph City Council has adopted performance and output measures recommended by the State of Minnesota's Council on Local Results and Innovation and desires to continue with recommended performance measure guidelines and practices.

Now therefore be it resolved, the St. Joseph City Council adopted the following performance measures initiatives:

1. That the City has adopted and implemented the minimum 10 performance measures developed by the Council on Local Results and Innovation.
2. That the City has implemented a local performance measurement system as developed by the Council on Local Results and Innovation.
3. That the City will report the results of the 10 adopted measures to its residents before the end of 2023 on the City's Website.
4. That the City has surveyed its residents on the services included in the performance benchmarks and intends to periodically (at least biennially) repeat the survey of its residents to gauge changes in the performance benchmarks.
5. That the City accepting the results of the performance measures survey conducted in March 2023.

Adopted this 17th day of April, 2023.



Kayla Klein, City Clerk



Rick Schultz, Mayor