



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

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



New playground equipment at Hollow Park, installed summer 2023

December 18, 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 October 5th through November 30th, 2023. At the end of the survey period, the League of Minnesota Cities provided the results. The results indicated that 95 individuals responded to the survey.

City of St. Joseph
Performance Measurement Survey Results - Charts
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How many years have you lived in this city?

Years in City	Total Respondents	Number of Years in City Individual Responses
00-05 years	30	1{6}, 2{4}, 3{8}, 4{5}, 5{7}
06-10 years	22	6{4}, 7{6}, 8{2}, 9{5}, 10{5}
11-15 years	9	11{3}, 12{1}, 13{1}, 15{4}
16-20 years	11	16{1}, 17{4}, 18{2}, 20{4}
21-30 years	9	21{1}, 24{2}, 25{4}, 30{2}
>30 years	14	32{3}, 38{1}, 39{2}, 40{2}, 43{2}, 46{1}, 49{1}, 60{1}, 63 [1]

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?

2

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

How would you rate the overall condition of city streets?

3

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?

4

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.)?

5

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

The City needs your help selecting a new name for East Park. East Park is located on the south side of town by the Sauk River. Select from the four options listed.

6

95 respondents

City of St. Joseph
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The following comments were received from survey respondents.

Public Safety Comments:

- * I'm worried about traffic on College Avenue with increased housing units and the amount of speeding on that road with lots of foot traffic as well.
- * St. Joe needs a leash law for dogs. We have beautiful trails and parks and it's irritating to have to dodge dogs running out of yards at you while using them.
- * The city needs a leash law for dogs. I do not feel safe being chased by neighbors' dogs with my young child.
- * Hire officers that want to actually be officers instead of seat fillers and rid the department of the current seat fillers. There's more to being a cop than sitting in a squad.
- * The police department needs work. I have had several negative interactions with law enforcement within the past few years. Each time they have been aggressive, arrogant, overall unprofessional. I am completely unsatisfied and disappointed with how they are willing to treat residents in St. Joseph.
- * I don't care for how our fire department raffled guns.
- * It's very unsafe to cross highway 75 on foot or on bicycle even at any of the traffic lights. Much more investment needs to be made to develop safe crossing methods and locations.
- * I live along Hwy 121 and College Ave. Most of the motorists are not following the traffic speed signs coming into St. Joseph and also leaving St. Joseph. There are many people 55+ that live along those streets. How do we get police to monitor that street to get motorists to slow down?
- * Bars seem to be a focus for business in this town, helping to create a very unsafe environment in the middle of town. Parking here is an issue along with the safety of simply crossing the street being compromised.
- * We have more bars than parks. Government is more concerned with the safety of the bar patrons than the children in the community.
- * Always felt safe here until we had a high-speed police chase in our cul de sac last October. My kids play in the cul de sac biking scooter and so on and now most the time I tell them it's not safe. Also, the break ins around here have been up lately.

Streets/Plowing Services Comments:

- * Plows could clear closer to curb
- * Also, the snow plowing needs some assistance as well.
- * Last year the sidewalks in some areas were never shoveled at all. The City was notified more than once but nothing was ever done. Why have ordinances if not enforced? 3 properties between 2nd and 4th Ave NW Minnesota St.
- * Walkability & city trails are key St. Joe amenities. However, the city trails are not kept clear in the winter, which is unfortunate for residents who want a safe place to walk in the winter. Please consider keeping the trail system open in the winter.

- * Has the city considered a snow emergency parking enforcement rather than a blanket enforcement between November and April? It would be much easier for residents to manager. Thank you for keeping the city sidewalks and trails clear in the winter! What a gift for residents to be able to enjoy our beautiful city all winter long!
- * I have lived in Sartell, Sauk Rapids, and St. Joseph. St. Joseph, by far, has the worst snow removal. It seems as though the plows forget about anyone that lives north of Jasmine Lane. The flower baskets that hang on the lamp posts in the summer are gorgeous.
- * And last note city workers suck at plowing the alley ways and streets. They plow after all the alley ways have been ice packed or don't salt them or sand them either.
- * City streets need to have sidewalks. Use your eminent domain power to add them. Our development plan says the goal is to be a walkable city, but families have to walk in the streets. Add more evergreen shrubs and gardens in the city medians, sidewalks and welcoming boulevards. Evergreens elevate the caliber of plantings and look good all year round. The resurfacing of the roads 2 years ago was a mess, they are a rough surface and dangerous. Leaving the crushed granite on the tar for months was unprofessional and messy. The contractor was from Maple Grove. This was around the same time that the council cancelled a plan to hire an architect from Minneapolis because they weren't local (also a bad decision). Conflicting standards of decision-making results in poor quality and calls the integrity of the council into question.
- * Improvement on area trails, resurfacing Klinefelter park trails and walking path trails in neighborhoods. Major cracks in surfaces and little ones can get scooters stuck in them.
- * Before building or adding to any structures that will require more maintenance and tax dollars, I would recommend creating a plan to upkeep stop lights and crosswalks (paint regularly for one).
- * Northland Drive should have gotten reworked down to Hwy 75!!
- * The hill of Northland Drive should also be repaved.

Parks and Recreation Comments:

- * During the summer it would be nice if the parks would host live music and movies in the park and other entertainment, like a doggie parade on a regular basis to bring people together.
- * Saint Joe needs more facilities or programs for kids who are between the age of 13 and 18. Some kind of mentor program.
- * One area that I would appreciate the city addressing and emphasizing is our growing elderly population. A senior center would be nice!
- * I wish we had a nicer dog park, can't even have them play and not be full of mud unless we have no rain for months. No trees or anything for them to play on. Maybe take a look what other cities do.
- * Please no YMCA
- * Great job! Let's get the YMCA going.
- * Don't need a community center. Jacob Wetterling Foundation has the money to pay for it not the residents of the city. It's sad what happened but still happening till this day so we should name places for every building after everyone and spend redick amount of money that don't need to.
- * The community center is a waste of money.
- * Park Name suggestion: Riverwood Park or RiverBend Park
- * I think Jacob's Park would be a great name for East Park.
- * Terrible names for the future east park. How about flood plain park. I've lived near there my whole life and it floods every year.

- * When developing the new East Park please factor in the launching, pickup and parking needs of kayaker, canoers and tubers. This is a highly used spot for river floats with already congested parking and unloading issues in the summer. The article says you are not adding a boat landing at this time but just room is needed for trailers with tubes, canoes and kayaks.
- * East Park comments – please include mowed trails in this park. A place to go for hiking, walking, running, etc. close to downtown would really take things up a notch, not to mention open this park up to being able to host cross country meets, trail running events, and even Nordic skiing events.
- * This East Park is the biggest waste of money. The way this floods excessively every year there is no way the city will keep up with the damage flooding will cause, they can't even currently keep up the landing as is, appropriately for the users. We use that landing very frequently, my son is there almost daily fishing and we use it for kayaking. Not to mention you can't even access via a walking trail from the city so everyone will have to drive. Now you want to tar trails in a flooded area, so how often are you going to pay to repair damage once your funding runs out? I use Klinefelter Park and the tarred trails are crap, buckled all over. Maybe invest in fun at Klinefelter. Put that money in an area you will keep up or an area for kids. Invest that money in a play area for our youth, see Brophy Park up in Alexandria, create a safe play space. Brophy Park is amazing play space. There is nothing in this town for kids. Any parks here have nothing for kids to play on that is fun and exciting. Build a family fun space and use the money on something that will frequently be utilized. A walking trail in the middle of nothing really not that exciting. This current park landing works just fine as is, we already have issues with random vehicles down there most likely drug use and dealing, many times my son comes back home because strange people sit down there in cars. It's too secluded to feel entirely safe. Reconsider where you are investing your funding. Create a park with accessibility to people in town, kids, families, college students. It would be different if you could walk to this location from town, but you can't. You have done a great job revitalizing downtown, there are just a million better options for wasting money.
- * The new East Park...love the mowed trail that is there. I hope it stays this long and gets groomed in the winter!
- * Please keep swings in park behind city offices lubed so they don't squeak for homeowners across the street. Last year we reported the issue several times & were ultimately told that city crew lubed them, which was untrue, since they continued to squeak loudly until one of our neighbors lubed them personally. We don't appreciate dishonesty. Thanks.
- * We live across from the government center. There is playground equipment behind it. We asked several times for the city to oil the swing sets so we could enjoy having our windows open without hearing the screeching from the swings. We were told it had been done however our neighbor herself go a ladder and oiled the swings. Disappointed that this was not handled honestly and quickly by the city.

Water, Sewer and Refuse Services:

- * Bad and overpriced water
- * It would be nice to see some resident utility incentives, because of inflation over the last few years. I would also like to see the compost permits not go up in price. Focus on every day expenses for residents and how much everything has gone up in price would be something to take into consideration overall.
- * The water tastes disgusting.
- * Water is so much more expensive than any city we've lived in.
- * The water in our house is so gross we have to buy drinking water.

- * There tends to be a lot of garbage along Minnesota Street, especially in the warmer weather months near Highway 2 through the intersection of College Street. Is there a city service that picks up trash?
- * We LOVE the curbside large item trash pickup twice a year. It's a great way for other people to reuse items and to get rid of things we can't use.
- * Is there a possibility of adding a compost bin to our waste and recycle bins? Many cities have it and it's better for the environment rather than throwing away organic material.

Other City Services Comments:

- * I heard the city is planning on charging \$200.00 every time you use a city property. I think this is outrageous. Where do you expect organizations to have their meetings?
- * Complete the sidewalks already! Follow through on comprehensive plan
- * I'm in the city limits, but have no service
- * Why do outer city residents pay for services that aren't provided where we live – street light, stormwater management. We didn't ask to be part of the city, receive no additional services, yet increased taxes versus when we were part of the township. Please address city workers working for the Catholic Church/school fundraising events specifically 4th of July and Octoberfest. Is the city charging the church for this?
- * We also need electric vehicle charging stations
- * It would be nice to have Metro bus service in the area and Lyft or Uber.
- * And what about the parking for new businesses in the town. There's no parking!
- * I'd like to see a community development position that has its mission to improve the quality of life, increase interactions and build good will amongst ALL people. A city position that works with community groups and people, IE a city person involved in JoeTown Rocks, Winterwalk, Millstream, etc. City muscle, weight and \$ behind citizen efforts.
- * I've reported a couple issues on the St. Joe website, but never received any response or communication about if & how they would be addressed. If you want citizens to report issues, you might want to thank the for submitting issues & let them know what will be done.
- * The city would be wise to start doing more for homeowners and less for landlords. More and more rental properties are going up, yet the city does little to make sure landlords keep up their properties. The rental properties in St. Joe are or quickly fall into disarray because there's no consequences for poor property management.
- * There is a need for more senior independent housing units it needs to include an elevator.
- * The city needs affordable housing for its seniors who can still live on their own. A senior housing affordable apartment residence is much needed!
- * And what about the parking for new businesses in the town. There's no parking!
- * We have a pressing need for public transportation in St. Joseph. The city should work to add a bus line to connect with services and opportunities in St. Cloud. Also, door to door mail service should be made available to those in the center of town. This would especially help elderly people and those with disabilities.
- * And although I am aware that our city officials cannot actually change the extremely high costs of places for seniors to reside, it would be appreciated if their voices are heard by our governor and state legislators to address and hopefully change some of the high costs of senior residences and facilities where services are provided to our elderly population. Most of these senior residents have contributed talent, money, and time to enhance everyone's way of life and as a society we need to find ways to assist them to enjoy a comfortable way of life in their retirement.
- * The ladies in the office are very helpful but the city is just ok. Costs too much to pay your bill online, get a different 3rd party vendor to do card transactions, that's ridiculous.

General Comments:

- * Stop raising the taxes so much
- * Please consider updating your website to a more modern and clean design, perhaps something like: <https://winterset.gov/>
- * I think the city owns too many public buildings and property that require tax payer support. Additionally, I think the city plays favorites with certain businesses. When downtown buildings are converted to other uses they should provide parking to sustain their occupant loads.
- * Just moved into rental unit after living in house in the country. Very impressed by quality of parks & downtown that we didn't see by living in country.
- * I was born and raised in St. Joe. I can remember growing up the sacrifices City services made to save money for the taxpayers. They made due with the equipment they had, not like today when it seems like every City employee has their own city issued vehicle to drive. We don't need fancy new vehicles. Save the taxpayers money so we can afford to keep living here.
- * The city also needs to stop spending on frivolous "projects" and start considering the financial state of the residents. Money has to come from somewhere.
- * There are two vacant lots to my north that get overgrown with weeds. Also a large pile of dirt/weeds. I believe they are owned by Berscheid Builders. Lots should be cleaned up!
- * I like that our city has a little grit and the businesses are local. I really do not want to see it gentrified, but think our bars need to work on overserving the youth. Would love to see more diversity.
- * It would be a better view with the power lines underground like Avon and Albany.
- * The city council has allowed ugly structures to be built for the sake of tax revenue. The electrical wires need to be buried to get rid of the unsightly poles on our sidewalks. They have continued to butcher trees to accommodate these wires. Although the recent new commercial spaces have a nice trendy look to them, many trees were removed, and none replanted. As the climate gets hotter, we need more not less trees in our town.
- * Not happy with the sale of old Kennedy! That is land within the downtown. As an old building it can come down. The land is worth more than what it was sold for. And as for the community center, food shelf getting the boot out of the old school that is a service that all can count on in bad times that was dirty what happened there.
- * Mayor Schultz needs to stop creating tension between the city and the college and monastery. The economic benefit of having a college in town is huge, and it's a shame he doesn't see it that way.
- * The mayor is a weak mayor, not a strong mayor. He needs to realize that he has equal vote and voice to the other elected council members. He doesn't have authority to make promises to individuals and groups and then politic internally to get his way. All emails to the mayor requests constituents to send him need to go to the administrator instead. The mayor's financial relationship with GTI Properties and Walz Properties has not been disclosed, and calls into question his strategic intent behind not finishing the promised community center in favor of a private development owned by his friends, using sales tax revenue and other taxpayer dollars. A lot more transparency is needed, starting with how the council (not the mayor) appoints commissioners to the city's boards, bureaus and commissions.

- * Mayor Schultz needs to stop beating the dead horse of the college and monastery not paying property tax. The church also doesn't pay property tax but that's never mentioned. It's the economic benefit of students and employees of those places that sustains small businesses in the town. The city needs to do a better job of collaborating with the college. We all want the city to be better, and sharing resources will help us grow together.
- * Get rid of the mayor and some of the old councilmen
- * Need a new mayor. He hasn't come through on the community center which the taxpayers have paid for how many studies and still nothing. He is trying to sell a city park to a developer for a hotel which we don't need. The cops can't keep up the prostitution from happening in the hotel/motel that we have already.
- * The old boy network in council is super frustrating and no one responds to questions.
- * The leadership is stale. Where is our community center? The sale of the old Kennedy school was a huge mistake (I am sure someone's pockets got lined in that deal\$\$\$).
- * We moved here to live in small community. Not happy about the "want" to grow. I understand growing, but not at the rate the City leaders are wanting. Slow down!
- * St. Joe is a wonderful community. I especially like all of the walking opportunities, the access to the beautiful college of St. Ben's for students and residents, and the return of the college students in the fall as I feel they bring a special kind of energy to the community, as well as the number of businesses to enable residents to access varying services and products. Thank you for this opportunity to share the positive things about our community as well as resident's concerns!

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

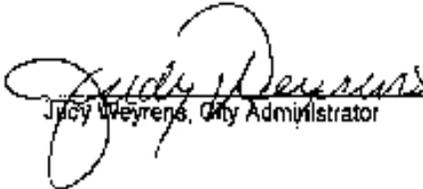
WHEREAS, the City of St. Joseph acknowledges performance measurements provide feedback to their citizens, taxpayers, elected officials, staff and other interested parties about the effectiveness and efficiency of services provided by the City of St. Joseph; and,

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



Resolution 2023-075
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.

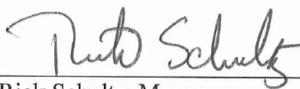
Now therefore be it resolved, the St. Joseph City Council adopted the following performance measures initiatives:

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 July 2024 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 November 2023.

Adopted this 18th day of December, 2023.



David Murphy, City Administrator



Rick Schultz, Mayor

