

Measures for Counties

St. Louis County Departmental Key Performance Indicators

1. Public Safety – County Sheriff – Crime Rates/Citizen Survey

Department Goal: To protect and serve the citizens of the county and region with professionalism and pride.

Commissioner Priority Area: Health and Well-Being of County Citizens

Current Performance: In 2009, St. Louis County (population 195,706) had the following Part I & II offenses and crime rates:

Part I: 7,140 total offenses; 1,947 total offenses cleared (27%)

Part II: 11,136 total offenses; 6,507 total offenses cleared (58%)

Crime Rate: 9,338 grand total; 3,648 Part I; 5,690 Part II; 46% cleared

Crime rates for the Northland (more than St. Louis County):

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
Northland										
Serious crime rate per 100,000 residents	2,814	3,390	3,444	3,308	3,251	2,971	3,053	3,226	3,153	2,982
Total serious crimes	9,065	10,931	11,084	10,642	10,435	9,507	9,758	10,328	10,123	9,594
Property crime rate per 100,000 residents	2,628	3,189	3,222	3,104	3,072	2,747	2,798	2,975	2,923	2,766
Number of property crimes	8,465	10,283	10,369	9,986	9,862	8,789	8,944	9,526	9,383	8,896
Violent crime rate per 100,000 residents	186	201	222	204	178	224	255	251	231	217
Number of violent crimes	600	648	715	656	573	718	814	802	740	698
Total population	322,109	322,434	321,801	321,719	321,017	319,996	319,606	320,150	321,015	321,677

Current Performance: Three-quarters or more of St. Louis County residents (measured in its 2011 Residential Survey) felt “very” or “somewhat” safe from violent (83%) or property crimes(67%) and 59% felt safe from illegal drug activity. 2011 ratings were similar to those given in 2007.

Current Performance: The St. Louis County Sheriff's Office responded to 1.195 Priority One Level Incidents throughout St. Louis County between 1/1/10 and 12/31/10. The average response time from time of dispatch to first unit on scene computes to 15.66 minutes. St. Louis County is very unique compared to other Minnesota counties in that it is over 7,000 square miles in size, the type and quality of our roadways varies significantly throughout the county, and great distances between calls often requires extra time to respond thus impacting the efficacy of this measure as a standard in St. Louis County as compared to other counties in the State.

2. Probation/Corrections – Arrowhead Regional Corrections (ARC) – Recidivism

Department Goal: To provide probationary services, including case management, intensive supervision and research effect programming

Commissioner Priority Area: Health and Well-Being of County Citizens

Current Performance: Recidivism of Arrowhead Juvenile Center (AJC) clients is measured up to 3-years post-discharge and the % of AJC clients who are convicted of a new felony offense within 3-years of discharge is measured with the goal of maintaining juvenile recidivism at 30% or lower. The 2009 annual juvenile recidivism rate was 26%. In the adult female population, the 2010 recidivism goal was 15% and the actual rate was 11%. Of all probation cases management by ARC, 89% were defined as "successful at discharge" with 87% of these probation clients referred to and completing cognitive-based programming (TFC or CSC).

3. Public Works – Public Works – Snow Plowing Time

Department Goal: To provide a safe, well-maintained road and bridge system

Commissioner Priority Area: Strong County Infrastructure, Facilitate Economic Development

Current Performance: It takes the St. Louis County Public Works Department an average of 6 hours to plow county roadways during an average snowfall event.

4. Public Works – Public Works – Average Pavement Rating/ Citizen Survey

Department Goal: To provide a safe, well-maintained road and bridge system

Commissioner Priority Area: Strong County Infrastructure, Facilitate Economic Development

Current Performance: To improve the overall pavement quality of the roads of St. Louis County jurisdiction (unorganized townships, county roads, and county state aid highways) to a level acceptable to the public, Public Works strives to maintain 75% of roadway miles with a Pavement Quality Index (PQI) of 2.900 or higher and the weighted average PQI for all mileage at 3.100 or higher. In 2010, the percentage of roadway miles rated with a PQI of 2.900 or higher was 53.4%, and the weighted average PQI for all mileage, using the same data, was 2.187.

Current Performance: In 2007, the county conducted a resident survey and of the respondents 33% said that road conditions in the county were a major problem, and they assigned as an average rating for

street maintenance and repair at 27 out of 100 (100 being perfect); snow removal was placed at 54/100 and storm drainage at 46/100.

In 2011, residents again found road conditions to be a major problem. In fact, 13% of residents selected road conditions as the most serious issue facing St. Louis County. The 2011 survey asked somewhat different questions than 2007. For example, the average rating (on a 100 point scale) for “snow and ice removal on county roads” was 48 and for the condition of county roads it was a 30.

5. Public Health – Life Expectancy

This data has not yet been collected, but Administration will work with PHHS to develop baseline data for this measure in the near future.

6. Social Services – Public Health & Human Services (PHHS) – Workforce Participation Rate

Department Goal: Adults will be self-sufficient, providing for their own welfare and that of their children. Children will be born healthy, live a life free from abuse and neglect, and will have a permanent living arrangement. Parents will be emotionally and financially able to provide for their children.

Commissioner Priority Area: Health and Well-Being of County Citizens

Current Performance: The department’s work participation rate measures how effectively people are able to enter the workforce and gain economic self-sufficiency. PHHS’ goal is that MFIP and DW participants will meet or exceed the state’s expectation of a work participation rate of 38.9%. In 2010, this rate was 41.3% in St. Louis County. At the end of 2010, it was determined that the three-year self-support index was 65.9% which fell within the expected range.

7. Social Services – Public Health & Human Services (PHHS) – Maltreatment

Department Goal: Adults will be self-sufficient, providing for their own welfare and that of their children. Children will be born healthy, live a life free from abuse and neglect, and will have a permanent living arrangement. Parents will be emotionally and financially able to provide for their children.

Commissioner Priority Area: Health and Well-Being of County Citizens

Current Performance: PHHS strives to protect vulnerable children in order to enhance their safety, permanency and well-being. The department has established targets of 90% of children with one incident of substantiated child abuse will not a reoccurrence within 12 months. In 2010, this rate was at 92.1% in St. Louis County.

8. Taxation – County Assessor – Level of Assessment Ratio

Department Goal: Inspect, value, and classify - for property tax purposes – all taxable parcels with new construction on an annual basis.

Commissioner Priority Area: Efficient, Effective Government

Current Performance: The current St. Louis County level of assessment ratio, median ratio, falls between 90-105% for 2009.

PROPERTY TYPE	MEAN RATIO	MEDIAN RATIO	NUMBER OF SALES
RESIDENTIAL	95.5	93.1	688
APARTMENTS	101.4	101	7
CABINS	88.1	84.8	62
RESORTS	99.1	99.1	2
AGRICULTURAL	91.2	85.5	52
COMMERCIAL/INDUSTRIAL	101.9	98	23

9. Elections – County Auditor – Accuracy of Post-Election Audit

Department Goal: Maintain high election standards and public confidence in the election process in compliance with state and federal election laws (including HAVA).

Commissioner Priority Area: Effective, Efficient Government

Current Performance: During the 2010 general election, according to the post-election audit, 100% of ballots were counted accurately.

10. Parks – (NA/No County Parks, Recreational Programs or County Facilities)

Current Performance: Although St. Louis County does not operate county parks some of the 2011 Residential Survey Data speaks to general ratings in this area. The overall quality of life in ST. Louis County is high, with 84% of residents rating overall quality of life “good” or “excellent.” When asked about factors that impact this quality of life, on a 100 point scale high ratings were given to natural environment (70), recreational opportunities (64), public land/open space (59) and rural character (51).

11. Libraries – (NA/No County Libraries)

Other:

Veteran’s Services – Veterans Service Office – Veteran Feedback

Department Goal: To annually increase the number of veterans we work with and to serve them in a timely and customer-oriented manner.

Commissioner Priority Area: Health and Well-Being of County Citizens

Current Performance: Customer satisfaction surveys are used by this office to assure customer satisfaction. 95% of the surveys received in each of the county Veterans Service Offices indicated either “Very Satisfied” or “Somewhat Satisfied”