

Number	Measure	Information Source (Identify where/how to get data so can update annually)	Responsibility (Department or Individual)	Value of Measure (High, Medium, Low)	Target	2015 Baseline	2016 Baseline	2018	Notes
POLICY 1 Lindstrom is safe where people feel secure									
1.1	Average response time to emergency calls	Fire Report	Fire Chief	High	<5 minutes with full complement of fire fighters, page to first rig out			3.14 minutes	4.5 minutes page to arrival, 41 calls
1.2	Lindstrom's ISO rating	Fire Report	Fire Chief	High	6 or better		6	6	ISO rating review May 8, 2019
1.3	Structure Fires	Fire Report	Fire Chief	High	<2 per year		0	9	We have no control, don't measure
1.4	Number of vehicle or equipment breakdowns	Fire Report	Fire Chief	High	0		0	0	Doesn't tell us anything
1.5	Median years of experience for fire personnel	Fire Report	Fire Chief	Low	10 years		11	14	Middle number, Mean is 13.8, Mode is 14
1.6	Number of volunteer fire fighters	Fire Report	Fire Chief	High	23-25		23	26	
1.7	Fire outreach information and events, including youth activities, parades, and neighborhood events	Fire Report	Fire Chief	Low	> 2 per year		2	11	
1.8	Median years of experience for police personnel	Police Report	Police Chief	Low	>6 years		10 years	13 years	most is 26, least is 1 month
1.9	Patrol cars median age	Police Report	Police Chief	Low	<5 years		2.5 years	3.5 years	oldest is 2012
1.10	Average response time of LAPD to emergency calls	Police Report	Police Chief	High	11 min. national average		1 minute		Need to determine how to collect
1.11	Total number of property crimes reported per 1,000 population (part 2)	Police Report	Police Chief	Medium	MN State Average 46		75	41.75LAPD 14.12RE	LAPD statistics, RE is a real estate website
1.12	Closure/clearance rate for crimes	Police Report	Police Chief	Medium	> 35%	38%		Part 1 crimes 24% Part 2 60%	
1.13	Total number of Part One crimes reported per 1,000 population	Police Report	Police Chief	High	MN State Average 5			17.7LAPD 1.77 RE	LAPD statistics, RE is a real estate website
1.14	Police outreach including youth activities, parades and neighborhood events	Police Report	Police Chief	Low	>5		5	15	
1.15	Number of pedestrian/vehicle accidents	Police Report	Police Chief	High	0	0	0	0	
1.16	Number of vehicle accidents on City streets	Police Report	Police Chief	High	Reduced from baseline Number of traffic violations, reduced in specific locations	82	97		
1.17	Total number of City Code complaints reported annually	Code Enforcement Report	Administration	Low	<10 complaints			6	generated by residents not staff
1.18	Version of IBC adopted	Code Enforcement Report	Administration	Low	Latest version		X	2012	adopted in 2015, updated every 6 years
1.19	Average length of time to answer code question	Code Enforcement Report	Administration	Medium	<24 hours			8 hours	
1.20	Customer satisfaction as measured through an annual customer service survey	Customer Survey	Administration	High	Set from baseline			NA	This is a five year goal
1.21	Number of new City Council members attending LMC newly elected training	City Council Report	Administration	Medium	All				No elections in 2017
1.22	Number of City Council members' hours of training-logged	City Council Report	Administration	Medium	One training event/year		±		It's an action not a measure
POLICY 2 Lindstrom is financially healthy where residents receive good value									
2.1	City of Lindstrom Credit Rating-	Finance Report	Finance Director	High	Maintain Moody's A3, Standard and Poor's AA		X	A3, AA	Only reviewed when we bond, certificates on Finance Directors wall
2.2	Year-to-date net operating surplus/deficit	Annual Audit	Finance Director	High	Never a deficit		X	no	deficit, \$33,821
2.3	City Taxes per capita	Annual Audit Ratio Analysis	Finance Director	High	< \$425 mean	\$425	\$477	\$490	Per Audit
2.4	City Debt per capita	Annual Audit Ratio Analysis	Finance Director	Medium	< \$1,500 mean	\$775	\$703	\$563	Per Audit
2.5	City taxes on a median value home per median household income	Finance Report, Chisago County Data	Finance Director	Medium	< 3%	1.60%		1.54%	\$223,000 median value home x tax rate of .54581 or \$1,217, median family income of \$75,500
2.6	Peer group comparisons	Annual Audit Ratio Analysis	Finance Director	Low	better than our peer group	X	X		Per Audit
2.7	Percent of City's General Fund levy to General Fund Budget/Expense	Annual Budget Report	Finance Director	Medium	<73%	73%	75%	75%	Gen Fund levy, \$2,000,659 with Gen Fund Budget \$2,648,649
2.8	Residential versus Commercial/Industrial Market Value as a percent, single family homestead only	Finance Report	Finance Director	Medium	to 80%/20% by 2030			93/7	Find this from the Commercial assessor
2.9	Percent of City's total operating budget provided by external partners (leveraged dollars)	Finance Report	Finance Director	Medium	5.00%			20.60%	Dollars leveraged divided by City Budget
2.10	General Fund Balance	Annual Audit	Finance Director	High	> 45%	47.80%	53.70%	44.90%	Per Audit
2.11	Profit targets from enterprise funds are transferred to the general fund annually	Annual Audit	On/Off Sale Managers	High	Off Sale - \$85,000 On Sale \$20,000	X		\$141,800 \$44,050	Includes transfers, rents and special transfers

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2.12	New revenue sources	Finance Report	Finance Director	Low	One new revenue source by 2020			TAP money	It's an action not a measure
2.13	To support legislation that increases LGA or provides funding for transportation for cities under 5,000 population.	Administration Report	Administration	Medium	awareness			2	This is an action not a measure
2.14	Validation sheets to Staff and Council for consideration during budget approval for new and replacement equipment.	Budget Report	Finance Director	High	all new, replacement items requested		19	yes	This is obligatory, its an action
POLICY 3 Lindstrom is livable where residents feel at home									
3.1	Acres of park land per capita	Parks Data Report	Park Commission	Medium	.083 acres of park land per capita, Mpls 750 sq ft/capita	0.0655	0.0655	2,853	300 acres or 13,074,970 sq. ft. of parkland per capita or 12.7% of land area, 9.7% is median nationally
3.2	Number of community events per year	Parks Data Report	Park Commission	Medium	6			8	Just City originated, Harmony is one
3.3	Percent of housing to be owner occupied	Housing Report	Administration	High	>70%			84.70%	
3.4	Number of local lakes with public lake access	Parks Data Report	Park Commission	Medium	100%			78%	Sunrise Lake, North Lindstrom, Linn with no public access
3.5	Number of public trail connections between lakes	Parks Data Report	Park Commission	Low	75%			78%	
3.6	Percent of respondents in Community and Resident Surveys with positive responses	Community Survey	Administration	High				no data	This is a five year goal
3.7	Number of paved trail miles, off road	Parks Data Report	Park Commission	Medium	6.8 miles		3.45	4.07	Per Park Commission Goals
3.8	Percent of residents within 1/2 mile of neighborhood park	Parks Data Report	Park Commission	Low	>97.5%			98.20%	33 out of 1,852 are beyond 1/2 mile, 8 nonlakeshore
3.9	Number of areas of concern for housing maintenance identified by annual windshield survey	Code Enforcement Report	Administration	Low	Set from baseline				This is about a housing maintenance code,
3.10	Number of property maintenance complaints received	Code Enforcement Report	Administration	Low	<5			6	Not City Staff generated, only resident generated calls
3.11	Number of 4-5 acre parks to serve the community	Parks Data Report	Park Commission	Low	5			3	Not sure why this is here
POLICY 4 Lindstrom is well managed where assets and infrastructure are excellent									
4.1	Number of sewer backups per year	Public Works Report	Public Works	High	< 2				
4.2	Linear feet of sewer mains reconstructed per year	Public Works Report	Public Works	Medium	Set from baseline				reconstructed or lined
4.3	Vehicle maintenance costs per year	Public Works Report	Public Works	Medium	Stay steady	\$7,611		\$16,341	Fire up to \$12,045 from \$5,891
4.4	Number of Vehicles and equipment replaced	Finance Report	Finance Director	Low	Per schedule	x	x		We do this, don't need to measure
4.5	Number of water main breaks per year	Public Works Report	Public Works	High	< 2				
4.6	Cost per mile of street maintenance	Public Works Report	Public Works	Medium	< \$6,500 per mile/year	\$13,421	\$21,188	\$18,285	Street Department budget/27.9 street miles
4.7	Number of miles of street reconstructed per year	Public Works Report	Public Works	<1	1	0	0	0	Mill & Overlays or reconstructs
4.8	Building maintenance costs per year	Public Works Report	Public Works	Low	Steady	\$18,398		\$22,705	Line item 401 in multiple departments
4.9	Percent capital assets remaining to depreciate	Annual Audit	Finance Director	Medium	> 60%	62%			Per Audit
4.10	Full-time staff turnover ratio	Administration Report	Administration	Medium	Under 10% per two years	6.25%	0	20%	No sure we need to measure this
4.11	Number of new hires receiving a majority favorable recommendation by current staff about the level of anticipated fit with the existing city staff culture	Administration Report	Administration	Medium	All	1	N/A	1	They all do and I don't think it matters
4.12	Number of township parcels receiving city services	Administration Report	Administration	Medium	Set from baseline			1	City completed the annexations
4.13	Percent of sewer capacity from inflow and infiltration	Public Works Report	Public Works	Medium	Set from baseline (work towards minimum amount)				Water billed by sewer processed
4.14	Extent of availability of reliable high speed internet and mobile service	Administration Report	Administration	Medium	10 down 5 up			no data	

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POLICY 5 Lindstrom is environmentally sensitive where the city and its residents are encouraged to conserve									
5.1	Number of failing septic systems in the City, and in-growth areas of the township, especially those around the lakes	County Sanitarian	Administration	High	Set from baseline			0	we don't have failing systems in the City.
5.2	Water usage	Public Works Report	Public Works	Medium	Reduce our use of the aquifer for non-drinking water by 20% by 2020	95704000 pumped 93,137,100 sold 117,788,000 gal Sewer billed	98786000 pumped 92,249,000 sold 122,110,000 sewer billed	106900000 99,725,900 sold 118,709,000 Sewer Billed	water pumped versus water sold tells us how much is used fighting fires, flushing, water main breaks or is wasted. Showing what we are billed at the sewer plant tells us how much we have in I & I
5.3	Percent of public impervious surface	Public Works Report	Public Works	Medium	Reduce by 20% by 2020			433,516 sq yd	Not sure this is a good goal
5.4	Number of alternative energy sources; solar, wind, geothermal	Administration Report	Administration	Low	solar panels			2	checked City Permits
5.5	Lake water quality	Lake Improvement District Report	Administration	Medium	6 lakes, Grade B or higher		1-A-, 3-B, 1-C, 1-D	1-A, 1-A-, 1-B+, 2-B, 1-D	LID Lake Report
5.6	Total maximum daily loads	Soil and Water Conservation District, Water Quality Monitoring Report	Administration	Medium	Reduce by the numbers in the TMDL study				Soil & Water Conservation District
5.7	Annual tonnage per resident of recycling				Increased by 10%			no data	talk to a hauler
5.8	Sanitary Sewer around the community lakes. (number of lake area homes served with municipal sewer)	Administration Report	Administration	Medium	100%			75%	495 properties on our lakes, 370 have sewer
5.9	Inventory the number of rain gardens within the City	Public Works Report	Public Works	Low	Increase the number by 20% by 2020		17	20	Complete,
POLICY 6 Lindstrom listens and communicates where residents feel connected and informed									
6.1	Number of City Staff-performance evaluations annually	Administration Report	Administration	High	100%	x	x	58%FT, 33%PT	Need to work on this.
6.2	Number of website views/Facebook posts/views	Administration Report	Administration	Low	Set from baseline	N/A	FB P58/M 16,703/M	WS 40/D 810/M FB P60.5/M 17328/M	web views and Facebook posts/impressions, Posts are what we put on FB or P, Impressions are who views or i
6.3	Publish City Newsletter	Administration Report	Administration	Low	Twice a year	x	x	2	Complete,
6.4	Number of City Council and Commission applicants	Administration Report	Administration	Low	Set from baseline			5	I don't know what this means
6.5	Average response time to inquiries	Administration Report	Administration	Medium	same day				need method to collect
POLICY 7 Lindstrom's downtown is robust and dynamic where businesses and people want to be									
7.1	Percent of vacancies in downtown commercial buildings	EDA Report	EDA	Medium	Maintain < 5%	11.30%		5.7%	88 business locations, 5 empty
7.2	Average lease per square foot of commercial space on Highway 8	EDA Report	EDA	Medium	Set from baseline				We can't get the data for this
7.3	Number of businesses in Lindstrom	EDA Report	EDA	Low	Increase by 5 businesses by 2020	83		82	
7.4	Commercial/industrial market value as percent of whole	EDA Report	EDA	Low	Increase by 2% per year			6.86%	Ag, commercial and industrial EMV
7.5	Commercial/industrial tax capacity as percent of whole	EDA Report	EDA	Low	Increase by 2% per year				
7.6	Number of living wage jobs	EDA Report	EDA	High	Add 25 new living wage jobs by 2020				Can't get data for this
7.7	Number of part-time jobs	EDA Report	EDA	High	Add 40 part-time jobs by 2020				Can't effect this as a City
7.8	Number of commuters	EDA Report	EDA	Low	Reduce to 60% by 2030			72%	
7.9	Number of lodging options	EDA Report	EDA	Low	Add one lodging option in town by 2020	12		13, AirBnB	
7.10	Number of website hits per year	Administration Report	Administration	Low	Increase each year by 5%			3/2017 2,110	
7.11	Karl Oskar Days Event	Parks Data Report	Park Commission	High	Ensure occurs annually	x	x	x	This is an action not a measure
7.12	Number of community events	Parks Data Report	Park Commission	Medium	6 per year	6	7	13	includes 10 Harmony events
7.13	Number of farmers market vendors	EDA Report	EDA	Low	Set from baseline				We don't control
7.14	Number of new business start-ups jobs created	EDA Report	EDA	Medium	Set from baseline				We don't control

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POLICY 8 Lindstrom is adaptable yet resilient where there is appropriate change balanced with an appreciation for tradition									
8.1	A City that is characterized by Hope for the future				-				Measure this on the Community Survey
8.2	Tourism increase from Sweden	Chamber of Commerce	Chamber Director	Low	-				need method to collect
8.3	Number of events supporting "small town feel"				Set from baseline				Don't know how to measure
8.4	Positive feedback on City surveys	Community Survey	Administration	High	-				Five year goal
8.5	Ability of the City to persevere through unexpected challenges				-			dinnerbell repurpose	
8.6	Number of Volunteer hours	Administration Report	Administration	Low	-				create volunteer program first
8.7	Number of Volunteer area of focus	Administration Report	Administration	Low	-				Don't know how to do this