Agenda
City of Minnetonka
Study Session
Monday, May 13, 2019
6:30 p.m.
Council Chambers

1. Report from the City Manager
2. Strategic profile progress report
3. Adjournment

The purpose of a study session is to allow the city council to discuss matters informally and in greater
detail than permitted at formal council meetings. While all meetings of the council are open to the public,
study session discussions are generally limited to the council, staff and consultants.
City Council Study Session Item #2
Meeting of May 13, 2019

Brief Description: Strategic profile progress report

Background

In May 2011, the city council adopted an update of the city's mission, vision and goals. Staff developed specific action steps to achieve the updated goals in June 2011. Since adoption, an annual update of the strategic profile has been presented to the council for review and input.

In March 2017, after the Imagine Minnetonka project was completed, the summary and recommendations, including the themes of Character, Connection and Citizens, were added to the annual profile.

The organizational performance evaluation is also included, with grades assigned to the city's mission, vision, guiding principles, and strategic goals. The results were based largely from the annual community survey and several objective measures.

At the study session, staff will present each of the six goals by briefly reviewing key performance measures, progress over the past year, and proposed future actions. Staff will also review additional details of the community survey results and evaluation with the council.

In advance of the meeting, Councilmembers are asked to review the Strategic Profile Report and consider the discussion points listed below. To focus the conversation, council is especially requested to provide feedback on these noted future actions. Kathy Graves, with Parenteau Graves, will facilitate the council’s discussion.

Future Actions for Council Input

Responsible Stewards

- Determine which data are critical for enhancing and supporting operations, including making budget decisions, staffing levels and productivity measures.

Natural Environment

- Engage Master Water Steward volunteers in water quality education and actions with public.
- Determine cost-benefits of becoming a “Step Four or Five City” through Green Step program.
- Review existing zoning ordinances and policies for potential changes to encourage use of alternate energy systems; continue to engage community in relevant education opportunities.
- Increase efforts to engage business community in emerald ash borer management strategies.

Public Safety
• Ensure community experiences no interruptions to police and fire service during public safety building construction process.
• Develop a body worn camera policy and outreach strategies to community.
• Develop strategies to address barriers to seeking police and/or fire services.

Transportation

• Develop public realm master plan for Opus, building on existing transportation studies to focus on sustainability, circulation, transportation, and station area.
• Coordinate all regional and local improvements to minimize impact to businesses.

Community Development

• Further implement housing work plan including updating policy and providing updates. Consider additional ordinance updates and educational materials for apartment owners for naturally occurring affordable housing.
• Encourage and coordinate private investments to support place-making and public realm improvement plans for Opus.
• Conduct public process for potential redevelopment of city-owned property at Highway 101/Covington in order to inform city as to direction for developing property.
• Continue business marketing efforts and other business outreach activities, such as business retention visits.
• Assist businesses and residents during SWLRT construction by ensuring community is updated regularly and tools are shared to address difficulties arising from construction.

Recreational

• Analyze and prioritize short- and long-term improvements/projects according to the facility and space study results.
• Continue to explore and develop partnerships with outside agencies to enhance recreation programs and utilize the city’s natural resources and park amenities.
• Enhance services for aging population.

Discussion Points

• Does the city council have any questions or comments on progress results and key measures to date on the goals and strategies?

• What feedback does the council have on the proposed future actions, especially the ones noted in this report?

• What are your priorities in each goal area and why?
• **Do you have new priorities, and if so, what additional resources would be required?**

• **Is anything no longer relevant or able to be “de-prioritized”?**

**Summary**

The attached strategic profile report for the city council’s review provides progress results on the action steps and important key measures that highlight various trending information. Included in the report are proposed future action steps related to each strategy. Staff will present on each area of the six council goals and then Kathy Graves, of Parenteau-Graves, will facilitate a discussion of future actions for each goal.

Council guidance is requested on whether the actions meet the spirit of the council’s intent to achieve each strategic goal. Feedback will ensure a mutual understanding between council and staff about policy priorities and implementation. This will be especially important as staff begins preparation of the 2020 budget for council consideration later this year.

Submitted through:
   Geralyn Barone, City Manager

Originated by:
   Perry Vetter, Assistant City Manager
Table of Contents

Our Mission, Vision and Guiding Principles ......................... 3
The organization ................................................................... 4
City services ........................................................................... 4
Strategic goals .......................................................................... 5
Imagine Minnetonka Process and trends ................................ 6
Imagine Minnetonka Recommendations .................................. 7
Strategic Doing ......................................................................... 8
Responsible Stewards ............................................................... 9
Natural Environment ............................................................... 10
Public Safety ............................................................................. 11
Transportation .......................................................................... 12
Community Development ....................................................... 13
Recreation ................................................................................ 14
Organizational MERIT ............................................................. 15

2019  Tessa Vacek

Spirit of Minnetonka Award Winners

2018 Susan Thomas  2006 Jo Colleran
2017 Todd Kasowski  2005 Virg Herrmann
2016 Douglas Fetter  2004 Desyl Peterson
2015 Jacque Larson  2003 Dean Elstad
2014 Dave Johnson  2002 Amy Cheney
2013 Steve Malecha  2001 Sandy Surges
2012 Fong Yang  2000 Sandy Streeter
2011 Larry Schnack  1999 Kathy Magrew
2010 Elise Durbin  1998 Mike Johnson
2009 Joe Wallin  1997 Wendy Anderson
2008 Bob Manor  1996 Bert Tracy
2007 Gary Lauwagie  1995 Ron Rankin

Our Shared Values - Excellence with Integrity
Our Mission

Provide the core public services residents and businesses rely upon in their daily lives, while striving to preserve and enhance the distinctive character that makes Minnetonka a special place to live.

Our Vision

Minnetonka will be the community of choice where people live, work, play and conduct business in a naturally beautiful environment.

Our dedicated employees will deliver dependable, quality services with a positive, helpful attitude.

Our Guiding Principles

- We will focus on excellent customer service by striving to do the right thing, at the right time, for the right reason to meet the needs of our customers.
- We will set the standard for innovative leadership by forging collaborative partnerships, adopting new technologies and promoting effective service delivery.
- We will foster open and inclusive communication to encourage community involvement, and to maintain the trust and respect of those we serve.
- We will live our shared values of authentic communication, contagious enthusiasm, shared success, outcome focused teamwork, adaptable learning and innovation, and healthy human relationships.

Adopted by the City Council on May 16, 2011
Minnetonka is a charter city with a council-manager form of government, represented by seven elected officials, including the mayor and six council members.

Administrative functions are the responsibility of City Manager Geralyn Barone who oversees the Administrative Services, Legal, Community Development, Engineering, Finance, Police, Fire, Recreation Services and Public Works departments.

Organizational Culture: The city of Minnetonka is an organization committed to excellence and integrity with a reputation as a leader and innovator in the Twin Cities. The key to success for the city is its shared values of the entire organization:

- Adaptable Learning & Innovation
- Authentic Communication
- Healthy Human Relationships
- Contagious Enthusiasm
- Outcome-Focused Teamwork
- Shared Success

Community Organizations: Minnetonka has several organizations founded on the principles of giving back to the community. Some of these community and service organizations include: Music Association of Minnetonka, Minnetonka Rotary Club, Sojourner Project, ICA Foodshelf, Resource West, Glen Lake Optimists, TwinWest Chamber of Commerce and the Minnetonka Historical Society.

City Services

Administrative Services: Manages routine operations of the city, including communication with elected officials, human resources, information technology, communications and marketing, elections and official city records.

Community Development: Administers inspections, environmental health, building permits, planning and zoning, licensing, housing and redevelopment.

Engineering: Oversees design, management and construction of the city’s infrastructure.

Fire Department: Performs fire suppression, rescue, fire code enforcement and public fire education. The department includes 80 paid-on-call firefighters and eight full-time staff.

Finance: Provides budget preparation, capital planning, assessing, payroll, utility billing, financial reporting, debt issuance, purchasing, investments and city asset management.

Legal Department: Handles most of the city’s criminal and civil legal work.

Police Department: Engages in a community policing philosophy, focusing on building relationships with residents, schools and businesses. Includes 57 sworn officers and 17 non-sworn support members.

Public Works: Maintains the city’s infrastructure and includes natural resources and forestry, recycling, parks and trails, water and sewer utilities, streets, buildings and fleet.

Recreation Services: Offers year-round programing and operates several facilities including the Community Center, Williston Fitness Center, indoor ice arenas and Grays Bay marina.

Regional Leadership: Minnetonka is proud to be a regional leader in innovative and precedent-setting solutions. City staff are encouraged to be at the cutting edge of issues facing Minnetonka and the Twin Cities. City officials enjoy sharing new approaches to problems by contributing time and ideas to regional organizations such as the League of Minnesota Cities and with their respective professional organizations.
<table>
<thead>
<tr>
<th><strong>Major Goals</strong></th>
<th><strong>Key Strategies</strong></th>
</tr>
</thead>
</table>
| **We will be responsible stewards of the city’s physical assets, human capital and financial resources** | → Providing good value for the dollars entrusted to us.  
→ Managing for the long-term to ensure the city’s ongoing ability to provide quality services at a reasonable price.  
→ Sustaining core services and continuing infrastructure investments, while living within our means. |
| **We will maintain quality public safety for our residents and businesses** | → Implementing appropriate recommendations in the Public Safety Management and Operations Study to address the evolving police, fire and emergency service needs of our community, including an aging and more diverse population.  
→ Providing seamless, coordinated and integrated public safety services through common protocols and shared practices among departments and personnel.  
→ Leading collaborative efforts with other agencies to cost-effectively provide quality public safety services, with an emphasis on coordinated technology, equipment and programs. |
| **We will protect and enhance the unique natural environment of our community** | → Carefully balancing growth and development with preservation efforts that protect the highly valued water and woodland resources of our community.  
→ Developing and implementing realistic long-term plans to mitigate threats to water quality, urban forests, and the unique natural character of Minnetonka.  
→ Taking an active role in promoting energy and water conservation, sustainable operations and infrastructure, recycling and environmental stewardship. |
| **We will support well-planned, responsible community development** | → Carefully balancing individual property rights with community-wide interests, while respecting the unique character of Minnetonka’s neighborhoods.  
→ Initiating programs and policies that broaden housing choices to both meet the needs of our aging population and attract young residents.  
→ Actively promoting the vitality of designated village centers, which integrate uses and connect people to commercial, residential, employment, and public activities.  
→ Supporting business retention and expansion and attracting new businesses to help our private sector be economically competitive. |
| **We will work to meet the transportation needs of our residents and businesses** | → Providing and preserving a quality local street system, based on a financially sustainable plan for reconstruction and ongoing maintenance.  
→ Collaborating with our state, regional and local partners in the timely development of shared highways and streets.  
→ Actively participating in regional light rail planning and development to ensure community needs and interests are served. |
| **We will provide excellent recreational amenities** | → Offering a full range of programs for people of all ages and ability levels.  
→ Responsibly maintaining our parks, trails and recreational facilities, while fairly balancing user fees with general community support.  
→ Renewing, expanding and maintaining a trail system to encourage outdoor recreation, and improve the connectivity and walkability of the community. |
Imagine Minnetonka

Throughout the summer and fall of 2016, the City of Minnetonka asked residents to provide feedback for a community-wide visioning and strategic planning project, *Imagine Minnetonka*. Residents of all ages were asked to share their response to the question: “How do you want your city to look and feel in the next 20 years?”

Hundreds of ideas were submitted in a variety of ways -- in-person, online and via social media -- before the community engagement period concluded in November 2016. Three strong themes emerged from the feedback that was received:

- **Character**: Participants stressed the importance of maintaining and preserving the features that give Minnetonka its unique character, including wetlands, parks and open spaces.
- **Connection**: Residents expressed an interest in the creation of more trails and sidewalks to safely connect the city, as well as more opportunities to connect with others and build relationships in the community.
- **Citizens**: The city received a lot of feedback about the importance of protecting and preserving the outstanding quality of life currently enjoyed in Minnetonka, and the desire to ensure the same quality of life is available for all citizens in the years to come.

In addition 16 trends that will impact Minnetonka were identified as well as 9 specific action recommendations for consideration.

1. Excess commercial office space
2. Climate change
3. Autonomous transit
4. Home health care delivery
5. Digital citizenship
6. School quality
7. Infrastructure overhaul
8. Aging in place
9. Increasing diversity
10. Population growth
11. Tribalism and identity politics
12. Urbanization
13. Rising demand for self-governance
14. Trust in government
15. City-to-city collaboration
16. Citizen engagement
<table>
<thead>
<tr>
<th>Major Goals</th>
<th>Imagine Minnetonka Recommendations</th>
</tr>
</thead>
</table>
| **We will be responsible stewards of the city's physical assets, human capital and financial resources** | → Monitor five signals for Minnetonka’s future  
→ Proactively engage and communicate with residents using best practices across multiple platforms  
→ Update the Minnetonka Citizen Academy  
→ Proactively collaborate with school leaders and other partners to address Minnetonka’s changing demographics (shared) |
| **We will maintain quality public safety for our residents and businesses** | → Proactively collaborate with school leaders and other partners to address Minnetonka’s changing demographics (shared) |
| **We will protect and enhance the unique natural environment of our community** | → Expand best practices for green infrastructure  
→ Create a visionary goal to connect all residents to woods and wetlands (shared) |
| **We will support well-planned, responsible community development**          | → Diversify and improve housing stock (including retrofitting vacant commercial space) that appeals to young professionals, working families, and the elderly  
→ Use best practices in suburban redevelopment to strengthen the City’s village centers and develop the new Shady Oak Road and Opus light rail transit area |
| **We will work to meet the transportation needs of our residents and businesses** | → Develop a multimodal transportation plan that will safely connect major pedestrian areas and all bike + hike trails (shared) |
| **We will provide excellent recreational amenities**                        | → Develop a multimodal transportation plan that will safely connect major pedestrian areas and all bike + hike trails (shared)  
→ Create a visionary goal to connect all residents to woods and wetlands (shared) |
Strategic Doing

As part of the Imagine Minnetonka process, city staff took part in a Strategic Doing exercise and asked themselves, “Imagine if Minnetonka was the most vibrant community in the metro?” As part of a workshop, staff learned about strategic doing and leveraged existing assets to define opportunities. The exercise asked “What could we do?, What should we do?, What will we do?, What’s our 30/30?” and then groups spent 30 minutes over 30 days working. Ideas that had the greatest impact and highest likelihood of success were pursued. In 2018 that project was Rock at Ridgedale.

City staff members who provided energy and ideas to this project, include:

Shelley Petersen, Moranda Dammann, Drew Ingvalson, Patty Latham, John Vance, Kelly O'Dea, Julie Wischnack, Karen Hendrickson, Trevor Johnson, Jeff Dulac, Matt Higgins, Kari Spreeman, Darin Ellingson, Carol Hejl, Pam Hendel, Rob Hansen, Todd Kasowski, and Darin Ellingson

This team committed themselves to follow through and bring forward the event they envisioned at the initial workshop. On Sept. 22, 2018, the Rock at Ridgedale team hosted their successful signature event featuring the Johnny Holm band. Thank you to everyone on the team for keeping the vision on this idea and delivering a high quality event for everyone in Minnetonka.

2 Strategic Doing (strategicdoing.net) enables leaders to design and guide new networks that generate innovative solutions. It is a new strategy discipline that is lean, agile and fast. Thank you to Janyce Fadden, Director of Strategic Engagement at the University of North Alabama, for your assistance with our Strategic Doing workshop.
We will be **responsible stewards** of the city’s physical assets, human capital and financial resources

### Key Strategies

**Providing good value for the dollars entrusted to us.**

**Managing for the long-term to ensure the city’s ongoing ability to provide quality services at a reasonable price.**

**Sustaining core services and continuing infrastructure investments, while living within our means.**

### Progress

Staff annually reviews the community survey results, department performance measures and industry benchmarks to ensure the use of appropriate, available service delivery options and technology. These types of data are used to analyze city services, such as road index ratings, community survey results, key budget measures and energy management savings. Council met and discussed the city’s 2020-2024 plans for capital and economic improvement investments to be adopted later this year. A public education campaign for needed police and fire facility improvements culminated in the land use and financing approvals for the facility, additionally a bipartisan legislative request to exempt construction materials from state sales tax. An appointment process was conducted for the Ward 2 and At-Large Seat B seats. A charter amendment was also adopted relating to council vacancy procedures. The Land Committee recommended a new encroachment policy and work continues on that effort.

Efforts continue to remain a competitive employer; employee benefits are becoming increasingly data driven. The City Hall remodel project is underway to help with efficiencies, recruitment and retention efforts and accommodating the changing workforce. Staff completed the annual participation in the GARE cohort model with the Government Alliance on Race and Equity.

Technological connections have been expanded to improve service, satisfy customer needs and enhance citizen engagement. A data practices tracking module has been updated to better track and respond to an increasing number of requests; technology infrastructure related to the city hall remodel, the public safety project and security improvements for payment card industries, building security and user campaigns have been planned or implemented. New and enhanced communication platforms have increased the exposure to city news, project updates and service offerings. The city brand refreshed in 2017 has won multiple awards along with the programs for communications and marketing city services.

### Future Actions

Conduct an annual survey, analyze key organizational processes and use metrics and data to improve or enhance business practices. Continue to work on employee development, launch the internship program, revise the recruitment program, determine next steps for the Diversity and Inclusion 2.0 committee, and develop a records management protocol and identify training opportunities.

Create a budget for the city that incorporates long-term planning and measures productivity, quality of work and ongoing development of the workforce. Analyze the Paid-On-Call pension reserve, review the employee compensation market system and research learning modules for new employees. Fulfill customer expectations with effective employee service levels, active recruitment and essential support framework. Complete job description updates and develop an internal workflow process for agreements. Ensure that process improvements for the GovQA citizen request module, the Boards and Commissions application software and the website project continue to move forward.

Provide and preserve a quality city-owned facilities and utility systems, based on a financially sustainable plan for reconstruction and ongoing maintenance including bonding when needed. Ensure the city hall project is completed, and launch the construction of the police and fire facility project.
We will protect and enhance the unique **natural environment** of our community

**Key Strategies:**

*Carefully balancing growth and development with preservation efforts that protect the highly valued water and woodland resources of our community.*

*Developing and implementing realistic long-term plans to mitigate threats to water quality, urban forests, and the unique natural character of Minnetonka.*

*Taking an active role in promoting energy and water conservation, sustainable operations and infrastructure, recycling and environmental stewardship.*

**Progress**

Continued work with SWLRT Project Office and its contractors. Over the last year staff has extended natural resources approvals and provided important easement information.

Evaluated and started collecting the data needed to achieve “Step Four City” designation through the Green Step Program. The city also hosted two solar power information sessions, presented by Midwest Renewable Energy Association (MREA).

Provided technical assistance to the Lake Minnetonka homeowners association for the planning and future implementation of new rain gardens on private property.

Participated in a lawsuit seeking compensation from coal tar refiners for cleanup of polycyclic aromatic hydrocarbons polluting local stormwater ponds.

Continued to inspect ponds in preparation for future capital improvement projects designed to protect water quality into the future.

Presented emerald ash borer management strategies/information to two schools and three local businesses.

Worked to update ordinances related to landscaping at new multifamily, office, and commercial developments are being update to include “plantings beneficial to pollinators.”

**Future Actions**

Continue to work with SWLRT Project Office and its contractors to ensure construction compliance with city ordinances.

Engage Master Water Steward volunteers in water quality education and actions with the public.

Apply to become a “Step Four City” and evaluate next steps needed to achieve “Step Five City” designation through the Green Step program.

Review existing zoning ordinances and policies for potential changes to encourage use of alternate energy systems and continue to engage the community in relevant education opportunities.

Continue to reach out to the business community to inform them about Emerald Ash Borer management strategies in order to raise awareness.
We will maintain quality public safety for our residents and businesses

Key Strategies

Implementing appropriate recommendations in the Public Safety Management and Operations Study to address the evolving police, fire and emergency service needs of our community, including an aging and more diverse population.

Providing seamless, coordinated and integrated public safety services through common protocols and shared practices among departments and personnel.

Leading collaborative efforts with other agencies to cost-effectively provide quality public safety services, with an emphasis on coordinated technology, equipment and programs.

Police: Mental Health and Crisis Calls for Service

Progress

Police and fire continue to plan for the upcoming ground breaking on the fire headquarters and remodeled police facility. This includes relocation of operations during the construction phase with minimal impact to service delivery.

Staff continues to participate, collaborate and identify areas of public education and regional transit planning. Police and fire continue to participate with Southwest Light Rail Transit (SWLRT) Project Office staff with both safety planning for light rail extension and participating on-going emergency exercises.

Police and fire continue to train on current trends/threats, including all-hazards regional response training drills with our regional partners. Police and fire staff continue to conduct regular information sharing sessions that inform and educate staff on new equipment, procedures and capabilities, which strengthen the police and fire partnership.

Implemented appropriate recommendations for 2019 from the FACET Fire study, this includes; the hiring of an Assistant Training Officer, adjusted to a 15 minute recruitment area and streamlined the firefighter recruitment process.

Police continue to analyze the impact of Ridgedale and Opus area development on police response and staffing. Effective 3rd quarter 2019, a fifth patrol district will be added during peak call for service times.

Police will be partnering with the Plymouth Police Department and sharing the cost of an embedded Hennepin County Social worker to enhance our response to mental health calls.

Future Actions

Fire will continue to implement the appropriate recommendations from the FACETS study including continuing to develop a robust recruitment and retention plan for paid on-call-firefighters.

Police and fire will continue to seek creative solutions to maintain institutional knowledge to address retirements and turnover.

During public safety building construction evaluate operations ensuring no interruption of police and fire services.

Develop a body worn camera policy and evaluate financial and staffing considerations in anticipation of 2021 purchase.

Consider barriers in police and fire policy and programming development.
We will work to meet the transportation needs of our residents and businesses

**Key Strategies**

Providing and preserving a quality local street system, based on a financially sustainable plan for reconstruction and ongoing maintenance.

Collaborating with our state, regional and local partners in the timely development of shared highways and streets.

Actively participating in regional light rail planning and development to ensure that community needs and interests are served.

**Progress**

Prepared plans for trail improvements in the right of way including phase 2 of Plymouth Road and Ridgedale Drive. Completed comprehensive planning efforts for the multimodal transportation needs of the city. Participated in the Three Rivers Park District west area regional trail study to recommend corridor/s for a north south trail connection.

Coordinated all regional and local street improvements, including Woodhill Road, Ridgehaven Lane, Mill and Overlay projects, Highway 7, Excelsior Blvd and many miles of local street construction to minimize impacts to businesses. Coordinated with local businesses and acquired state and local approvals for the Ridgedale Drive Improvement project.

Installed traffic signal blue lights at three intersections along Highway 7 at Woodland Road, Williston Road and Shady Oak Road to allow police to monitor and enforce red light violations in safe locations.

Worked with agency partners to continue implementation of flashing yellow conversion phase 2 in applicable signals city wide, including 10 intersections around Hopkins Crossroad, County Road 62 and Excelsior Boulevard.

**Future Actions**

Coordinate Opus area improvements outlined in the CIP with the SWLRT project office as well as manage development proposals in preparation for light rail.

Development of transportation component of public realm design guidelines and a high level development master plan for Opus, building off of existing transportation studies. Plan will focus on sustainability, circulation and transportation, as well as station area planning.

Coordinate all the regional and local improvements, including Ridgedale Drive, Mill and Overlay projects, Carlson Parkway, Opus Bridges and many miles of local street construction to minimize impacts to businesses. Coordinate with local businesses and residents and acquire local approvals for the Twelve Oaks Center Drive and Parkers Lake Road Improvement project to begin in 2020.

Prepare feasibility work for trail improvements in the right of way including Excelsior Boulevard from Glenview Drive to Caribou Drive and Baker Road to Shady Oak Road to comply with Hennepin County requirements. Complete comprehensive planning efforts for the multimodal transportation needs of the city.

Work with agency partners to continue implementation of flashing yellow conversion phase 3 in applicable signals city wide, including approximately 10 intersections around the city.
We will support well-planned, responsible community development

Key Strategies

Carefully balancing individual property rights with community-wide interests, while respecting the unique character of Minnetonka’s neighborhoods.

Initiating programs and policies that broaden housing choices to both meet the needs of our aging population and attract young residents.

Actively promoting the vitality of designated village centers, which integrate uses and connect people to commercial, residential, employment, and public activities.

Supporting business retention and expansion and attracting new businesses to help our private sector be economically competitive.

Progress

Major infrastructure planning has occurred in the city’ primary village centers, Ridgedale and in the Opus area. The property for the Ridgedale area park was secured and improvements are being planned. Opus area planning continues, including a variety of public and private investments. The 2040 comprehensive plan was completed over an 18-month process. Specific highlights of the effort include addressing issues of housing, sustainability, and transportation.

Work continues on planning for the city owned property at County Road 101 and Covington Road. A plan for a public process will occur later this year.

Continued work with affordable housing advocates; conducted Council study session on topic at Feb. 4, 2019 meeting.

The sign ordinance was updated occurring over a several month process and was approved in 2018.

Strategic marketing efforts were launched to reach targeted audiences through a variety of efforts, most notably through the creation and distribution of the Thrive newsletter for businesses. The efforts also included connecting with businesses to create a new contact list for the city to direct more information.

Future Actions

Further implementation of the housing work plan including updating policy and providing updates. Consider additional ordinance updates and educational materials for apartment owners for naturally occurring affordable housing.

Encourage and coordinate private investments to support place-making and public realm improvement plans for Opus.

Conduct the public process for potential redevelopment of city owned property at Highway 101/Covington in order to inform the city as to the direction for developing the property.

Continue business marketing efforts and other business outreach activities, such as business retention visits.

Assist businesses and residents during SWLRT construction by ensuring the community is updated regularly and tools are shared to address difficulties arising from the construction.
We will provide excellent **recreational** amenities

**Key Strategies**

Offering a full range of programs for people of all ages and ability levels.

Responsibly maintaining our parks, trails and recreational facilities, while fairly balancing user fees with general community support.

Renewing, expanding and maintaining a trail system to encourage outdoor recreation, and improve the connectivity and walkability of the community.

**Program Registrations**

<table>
<thead>
<tr>
<th>Year</th>
<th>Online Registrations</th>
<th>Total Registrations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Progress**

With the assistance of an outside consultant, recreation staff completed a facility and programming space study and presented the findings to the Park Board and City Council.

Completed the parks, trails and open space chapter of the 2040 comprehensive plan.

Completed community outreach & engagement to create community supported concept designs for the new park at Ridgedale & Crane Lake Preserve.

Released an RFP & hired an outside consultant for public realm improvements in the Opus area.

Recreation facilities were updated with new amenities to improve user experience and increase safety (i.e. splash pad features, beach inflatables, hockey boards).

The softball field lights at Big Willow Park were upgraded to a LED lighting system.

Completion of the new pickleball courts at Lone Lake Park will be completed in spring of 2019. Plans for future programming and community usage of the courts has been completed.

**Future Actions**

Analyze and prioritize short and long term improvements/projects according to the facility and space study results.

Continue to explore and develop partnerships with outside agencies to enhance recreation programs and utilize the city’s natural resources and park amenities.

Complete park audits for community parks and begin updating internal facing sections of the Parks Open Space and Trails (POST) plan.

Create public realm design guidelines and a small area implementation plan to guide placemaking improvements within the Opus 2 area.

Complete construction level design drawings for Excelsior Blvd trail and Ridgedale area parks.

Continue to improve customer service through the use of technology (i.e. Team Sideline management software, online room reservations).

Research and determine a source of funding for future Memory Café/Dementia Programming after current grant expires 2019.

Maintain the vibrancy of recreation facilities through the addition of new and updated amenities and safety enhancements (i.e. splash pad features, inflatables, hockey boards).
Responsible Stewards: A

Residents are extremely satisfied with their quality of life in Minnetonka, with 99% rating it as excellent or good. Over a quarter of all those surveyed listed their friendly, safe neighborhoods, and close to one-third cited factors related to our natural setting as what they value most.

Over 40% of those surveyed stated there was nothing they disliked about living in Minnetonka, an unusually high number. The metro average for such boosters is six percent, placing Minnetonka among the very highest across the metro area. This year 13% noted disliking high taxes, down slightly from 16% a year ago. Ten percent indicated “lack of sidewalks” as the next issue of concern, followed by “traffic congestion” and “no entertainment options”.

Ninety-nine percent feel accepted and welcomed in the City of Minnetonka, while 92% think the community of Minnetonka are welcoming and accepting of people of all colors, races and religions. The five percent who differ about the welcome and acceptance by the community point to “resistance to change” and “looking down on other cultures.”

The city’s financial position remains strong with a renewed Aaa bond rating; only six percent of cities nationwide receive this top rating. For 36 years running, the city has received the Government Finance Officers Award for Excellence in Financial Reporting. The city’s tax rate is modest amongst comparable cities, despite the lack of special assessments.

As noted, the community’s appetite for taxes is stabilizing. This year, 89% of residents again positively rated the quality and value of city services based on the property taxes paid. Residents post a solid majority, 69% to 15% in favor of an increase of city property taxes if needed to maintain city services at their current level, similar to 2018. This majority is the highest level found in the Metropolitan Area suburban studies conducted in the last five years. Eight in ten respondents support and strongly support the 2018 decision to increase in franchise fees to expand and improve sidewalks in the city.

Natural Environment: A-

Overall ratings of the city’s efforts to protect the natural environment remain very positive. Nearly 97% of those with an opinion positively rated the quality of the city’s natural resources management. Nearly 93% felt the city is doing the right amount to protect the environment and over nine in ten rated the overall quality of the natural environment as excellent or good.

Public Safety: A-

Police and fire services ratings are overwhelmingly positive, near and at 99% approval respectively. Ninety-seven percent of those calling 9-1-1 rated the way employees handled the situation positively, similar to ratings last year. Of those calling the police and fire departments for non-emergency calls, 95% rated how the employees handled the call as excellent and good.

Eighty-nine percent say there is no area in Minnetonka where they feel unsafe. Of the respondents who had a public safety concern, traffic and areas such as Minnetonka Blvd and Hopkins Crossroads with no sidewalks and busy intersections are the major concerns of this group.
Transportation: B+

Over 81% of residents surveyed rated the quality of pavement repair and patching as excellent or good. This season snow and ice control removal efforts resulted in close to 87% positive rating the quality of snow plowing and 96% positively rated trail maintenance.

Community Development: A-

Residents were 99% positive about the city’s quality of community planning. Seventy-six percent believe the City of Minnetonka is “successful” in maintaining a balance between the rights of individual property owners to reasonably develop their properties, with the desire of the wider community to preserve the natural environment and its surrounding. Eighty percent would be committed to staying in Minnetonka; in fact, 52% would be “very committed.” And, if they were going to move from their current home for downsizing, 77% would be committed to staying in Minnetonka; again, 52% would be “very committed” to staying in the community.

Fourteen percent see eyesores on residential properties, such as external storage of personal property, as at least a “minor problem” in Minnetonka. Under eighteen percent regard “noise” as at least a “minor problem” in the community, down seven percent in one year. Fifteen percent consider the “maintenance and upkeep of residents’ yards” as at least a minor problem, down eight percent since the 2018 study, while 15%, double slightly from 2018 levels, feel the same about the maintenance and upkeep of residential homes.

Recreation: A

Thirty-eight percent of survey respondents participated in city-sponsored recreation programs again this year. Notably, 89% responded positively about the quality of recreation programs and services. Almost 95% of those responding rate the park and trail system as excellent and good.

Overall: A-

Combined ratings of the city’s vision and mission, guiding principles, and each of the six strategic goals result in an overall organizational grade of A- for this year. The city's actual “grade point average” is 3.706, slightly higher (3.696 A-) than last year.
Minnetonka City Council

Brad Wiersum, Mayor
Deb Calvert, At-large
Susan Carter, At-large

Robert Ellingson, Ward 1
Rebecca Schack, Ward 2
Mike Happe, Ward 3
Tim Bergstedt, Ward 4

Department Directors

Geralyn Barone, City Manager
Scott Boerboom, Police Chief
Corrine Heine, City Attorney
Merrill King, Finance
Will Manchester, City Engineer

Kelly O’Dea, Recreation Services
John Vance, Fire Chief
Perry Vetter, Assistant City Manager
Brian Wagstrom, Public Works
Julie Wischnack, Community Development

Strategic Work Groups

**Responsible Stewards** – Merrill King, Geralyn Barone, Patty Latham, Jason Branstrom, Moranda Dammann, Corrine Heine and Perry Vetter

**Natural Environment** – John Weinand, Susan Thomas, Philip Olson, Sarah Schweiger, Drew Ingvalson, Leslie Yetka and Kevin Maas

**Public Safety** – John Vance, Scott Boerboom, Kevin Fox, Brian Wagstrom, Shelley Peterson and Andy Gardner

**Transportation** – Will Manchester, Brian Wagstrom, Darin Ellingson, Philip Olson, Scott Boerboom, Julie Wischnack, and Alisha Gray

**Community Development** – Julie Wischnack, Loren Gordon, Alisha Gray, Will Manchester and Luke Berscheit

**Recreation** – Kelly O’Dea, Ann Davy, Mike Pavelka, Todd Kasowski, Steve Pieh, Sara Woeste, John Heckmann, Kristin Pimental and Carol Hejl
2019 Community Survey Results
How long have they lived in Minnetonka?

<table>
<thead>
<tr>
<th>Year</th>
<th>Less 1 Year</th>
<th>1 to 2 Years</th>
<th>3 to 5 Years</th>
<th>6 to 10 Years</th>
<th>11 to 20 Years</th>
<th>Over 20 Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>11%</td>
<td>15%</td>
<td>23%</td>
<td>26%</td>
<td>23%</td>
<td>0%</td>
</tr>
<tr>
<td>2018</td>
<td>5%</td>
<td>11%</td>
<td>18%</td>
<td>21%</td>
<td>26%</td>
<td>20%</td>
</tr>
<tr>
<td>2017</td>
<td>4%</td>
<td>10%</td>
<td>15%</td>
<td>21%</td>
<td>31%</td>
<td>20%</td>
</tr>
<tr>
<td>2016</td>
<td>5%</td>
<td>7%</td>
<td>16%</td>
<td>21%</td>
<td>27%</td>
<td>25%</td>
</tr>
<tr>
<td>2015</td>
<td>9%</td>
<td>14%</td>
<td>19%</td>
<td>25%</td>
<td>30%</td>
<td>0%</td>
</tr>
</tbody>
</table>
How long do they plan to live in Minnetonka?

- 2019:
  - Less than 2 years: 5%
  - 2 to 5 years: 8%
  - 6 to 10 years: 15%
  - 11 to 20 years: 20%
  - 21 to 30 years: 12%
  - Over 30 years: 40%

- 2018:
  - Less than 2 years: 4%
  - 2 to 5 years: 13%
  - 6 to 10 years: 19%
  - 11 to 20 years: 23%
  - 21 to 30 years: 17%
  - Over 30 years: 41%

- 2017:
  - Less than 2 years: 5%
  - 2 to 5 years: 17%
  - 6 to 10 years: 29%
  - 11 to 20 years: 17%
  - 21 to 30 years: 17%
  - Over 30 years: 31%

- 2016:
  - Less than 2 years: 4%
  - 2 to 5 years: 11%
  - 6 to 10 years: 23%
  - 11 to 20 years: 23%
  - 21 to 30 years: 17%
  - Over 30 years: 38%

- 2015:
  - Less than 2 years: 6%
  - 2 to 5 years: 20%
  - 6 to 10 years: 19%
  - 11 to 20 years: 17%
  - 21 to 30 years: 38%
What is the value of their home?
Like least about Minnetonka
Like Least about Minnetonka

Lack of Diversity
What should the City do to address the lack of diversity?

- Unsure: 77%
- More Community Events: 8%
- Affordable Rental: 8%
- Encourage Home Buying: 8%
Like most about Minnetonka

![Bar chart showing percentage of people liking different aspects of Minnetonka]

- **Nature setting:**
  - 2014: 38%
  - 2015: 40%
  - 2016: 30%
  - 2017: 35%
  - 2018: 35%
  - 2019: 23%

- **Neighborhood:**
  - 2014: 35%
  - 2015: 33%
  - 2016: 36%
  - 2017: 37%
  - 2018: 36%
  - 2019: 44%

- **Location:**
  - 2014: 12%
  - 2015: 16%
  - 2016: 22%
  - 2017: 24%
  - 2018: 16%
  - 2019: 30%

- **Other:**
  - 2014: 15%
  - 2015: 14%
  - 2016: 4%
  - 2017: 13%
  - 2018: 13%
  - 2019: 12%
Quality of life

- 2019: 62% Excellent, 38% Good
- 2018: 64% Excellent, 35% Good
- 2017: 66% Excellent, 33% Good
- 2016: 68% Excellent, 32% Good
- 2015: 52% Excellent, 47% Good

Legend: Excellent, Good, Fair, Poor
Contacted city in past year

40% of residents (38% last year)
City staff performance

- 2019: 26% Excellent, 73% Good, 1% Fair, 0% Poor
- 2018: 31% Excellent, 66% Good, 4% Fair, 0% Poor
- 2017: 31% Excellent, 65% Good, 4% Fair, 0% Poor
- 2016: 34% Excellent, 65% Good, 4% Fair, 0% Poor
- 2015: 25% Excellent, 74% Good, 1% Fair, 0% Poor
City staff performance

Professional: 46% Excellent, 48% Good, 5% Fair, 5% Poor

Ease of Reaching: 31% Excellent, 61% Good, 8% Fair, 8% Poor

Courtesy: 46% Excellent, 53% Good, 8% Fair, 8% Poor

Efficiency: 40% Excellent, 51% Good, 8% Fair, 8% Poor
Preferred source of information

- Memo
- Web/Email
- Mail
- Newspaper
- Word of mouth

2015:
- Memo: 51%
- Web/Email: 14%
- Mail: 19%
- Newspaper: 13%
- Word of mouth: 7%

2016:
- Memo: 48%
- Web/Email: 20%
- Mail: 18%
- Newspaper: 13%
- Word of mouth: 8%

2017:
- Memo: 55%
- Web/Email: 28%
- Mail: 11%
- Newspaper: 13%
- Word of mouth: 7%

2018:
- Memo: 47%
- Web/Email: 32%
- Mail: 13%
- Newspaper: 8%
- Word of mouth: 7%

2019:
- Memo: 49%
- Web/Email: 33%
- Mail: 9%
- Newspaper: 7%
- Word of mouth: 7%
Preferred method of information

![Bar chart showing the preferred method of information with data for different years and methods including Memo, Mailings, Website, and Emails. The chart indicates changes in percentage from 2013 to 2019.](image)
Community activities

- Farmers Market: 56% Participate, 30% Not participate, 15% Not aware
- Summer Fest: 63% Participate, 24% Not participate, 13% Not aware
- Music in Park: 37% Participate, 41% Not participate, 22% Not aware
- Burwell Festival: 43% Participate, 40% Not participate, 18% Not aware
- Open House: 37% Participate, 46% Not participate, 17% Not aware
- Kids Fest: 35% Participate, 46% Not participate, 20% Not aware
- Senior Activities: 19% Participate, 34% Not participate, 48% Not aware
- Tree Sale: 15% Participate, 44% Not participate, 41% Not aware
- Pollinator Field Day: 18% Participate, 38% Not participate, 44% Not aware
Value of city services

Year | Excellent | Good | Fair | Poor |
-----|-----------|------|------|------|
2019 | 16%       | 75%  | 8%   | 2%   |
2018 | 31%       | 64%  | 5%   | 4%   |
2017 | 39%       | 57%  | 4%   | 5%   |
2016 | 38%       | 56%  | 5%   | 5%   |
2015 | 22%       | 70%  | 8%   | 5%   |
2014 | 24%       | 61%  | 14%  | 5%   |
Increase taxes to maintain services

<table>
<thead>
<tr>
<th>Year</th>
<th>Favor (%)</th>
<th>Unsure (%)</th>
<th>Oppose (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>50%</td>
<td>8%</td>
<td>43%</td>
</tr>
<tr>
<td>2015</td>
<td>55%</td>
<td>9%</td>
<td>36%</td>
</tr>
<tr>
<td>2016</td>
<td>63%</td>
<td>4%</td>
<td>34%</td>
</tr>
<tr>
<td>2017</td>
<td>78%</td>
<td>7%</td>
<td>15%</td>
</tr>
<tr>
<td>2018</td>
<td>78%</td>
<td>18%</td>
<td>4%</td>
</tr>
<tr>
<td>2019</td>
<td>69%</td>
<td>16%</td>
<td>15%</td>
</tr>
</tbody>
</table>
Increase in budget

2019: Streets 41%, Police & Fire 21%, Parks/Trails/Env 25%, None 10%, Other 1%

2018: Streets 41%, Police & Fire 12%, Parks/Trails/Env 23%, None 10%, Other 14%

2017: Streets 37%, Police & Fire 16%, Parks/Trails/Env 20%, None 17%, Other 9%

2016: Streets 29%, Police & Fire 21%, Parks/Trails/Env 23%, None 21%, Other 5%

2015: Streets 38%, Police & Fire 26%, Parks/Trails/Env 14%, None 15%, Other 7%

2014: Streets 49%, Police & Fire 18%, Parks/Trails/Env 15%, None 14%, Other 4%
Quality of natural environment

<table>
<thead>
<tr>
<th>Year</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>26%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2016</td>
<td>38%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td>32%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>44%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2019</td>
<td>25%</td>
<td>73%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Forested areas efforts

- 2019: 28% Excellent, 66% Good, 7% Fair, 5% Poor
- 2018: 51% Excellent, 47% Good, 6% Fair, 7% Poor
- 2017: 39% Excellent, 54% Good, 6% Fair, 7% Poor
- 2016: 40% Excellent, 54% Good, 7% Fair, 4% Poor
- 2015: 30% Excellent, 64% Good, 4% Fair, 4% Poor
Wetlands & streams efforts

<table>
<thead>
<tr>
<th>Year</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>7%</td>
<td>64%</td>
<td>29%</td>
<td>7%</td>
</tr>
<tr>
<td>2018</td>
<td>5%</td>
<td>48%</td>
<td>48%</td>
<td>5%</td>
</tr>
<tr>
<td>2017</td>
<td>13%</td>
<td>54%</td>
<td>32%</td>
<td>5%</td>
</tr>
<tr>
<td>2016</td>
<td>6%</td>
<td>54%</td>
<td>40%</td>
<td>6%</td>
</tr>
<tr>
<td>2015</td>
<td>8%</td>
<td>63%</td>
<td>29%</td>
<td>8%</td>
</tr>
</tbody>
</table>
Water quality rating

<table>
<thead>
<tr>
<th>Year</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>17%</td>
<td>65%</td>
<td>17%</td>
<td>11%</td>
</tr>
<tr>
<td>2016</td>
<td>25%</td>
<td>64%</td>
<td>17%</td>
<td>12%</td>
</tr>
<tr>
<td>2017</td>
<td>21%</td>
<td>64%</td>
<td>14%</td>
<td>9%</td>
</tr>
<tr>
<td>2018</td>
<td>24%</td>
<td>67%</td>
<td>9%</td>
<td>11%</td>
</tr>
<tr>
<td>2019</td>
<td>16%</td>
<td>72%</td>
<td>11%</td>
<td>6%</td>
</tr>
</tbody>
</table>
Environmental information

Year | Very helpful (%) | Somewhat (%) | Not too (%) | Not helpful (%)
--- | --- | --- | --- | ---
2019 | 51% | 43% | 5% | 0%
2018 | 49% | 47% | 5% | 0%
2017 | 51% | 42% | 6% | 0%
2016 | 39% | 49% | 11% | 0%
2015 | 52% | 44% | 5% | 0%
Police protection

- 2019:
  - Excellent: 42%
  - Good: 57%
  - Fair: 0%
  - Poor: 25%

- 2018:
  - Excellent: 70%
  - Good: 29%
  - Fair: 0%
  - Poor: 25%

- 2017:
  - Excellent: 64%
  - Good: 35%
  - Fair: 0%
  - Poor: 29%

- 2016:
  - Excellent: 65%
  - Good: 54%
  - Fair: 0%
  - Poor: 49%

- 2015:
  - Excellent: 51%
  - Good: 49%
  - Fair: 0%
  - Poor: 51%
Public Safety Concerns

<table>
<thead>
<tr>
<th>Year</th>
<th>None Serious</th>
<th>Traffic</th>
<th>Burglary</th>
<th>Juvenile</th>
<th>Drugs</th>
<th>Identity Theft</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>37%</td>
<td>28%</td>
<td>11%</td>
<td>5%</td>
<td>13%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>16%</td>
<td>36%</td>
<td>7%</td>
<td>15%</td>
<td>8%</td>
<td>5%</td>
<td>13%</td>
</tr>
<tr>
<td>2017</td>
<td>32%</td>
<td>33%</td>
<td>5%</td>
<td>8%</td>
<td>6%</td>
<td>12%</td>
<td></td>
</tr>
<tr>
<td>2016</td>
<td>23%</td>
<td>34%</td>
<td>5%</td>
<td>9%</td>
<td>8%</td>
<td>19%</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>21%</td>
<td>28%</td>
<td>12%</td>
<td>4%</td>
<td>7%</td>
<td>6%</td>
<td>22%</td>
</tr>
</tbody>
</table>
Areas that do not feel safe

- Areas with no sidewalks: 35%
- Busy Intersections: 30%
- Ridgedale: 9%
- Parks: 5%
- Apartments: 2%
- Scattered: 2%

Legend:
- Areas with no sidewalks
- Busy Intersections
- Ridgedale
- Parks
- Apartments
- Scattered
What would make you feel more safe?

- Sidewalks
- More patrols
- Street Lights
- More people
- Crosswalk Time
- Less Traffic
- Enforce Driving Violations

<table>
<thead>
<tr>
<th>Year</th>
<th>Sidewalks</th>
<th>More patrols</th>
<th>Street Lights</th>
<th>More people</th>
<th>Crosswalk Time</th>
<th>Less Traffic</th>
<th>Enforce Driving Violations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>37%</td>
<td>35%</td>
<td>19%</td>
<td>5%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>53%</td>
<td>26%</td>
<td>12%</td>
<td>7%</td>
<td>5%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td>46%</td>
<td>41%</td>
<td>7%</td>
<td>5%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2016</td>
<td>41%</td>
<td>44%</td>
<td>15%</td>
<td>10%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>36%</td>
<td>39%</td>
<td>25%</td>
<td>10%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Fire protection

- 2019: 62% Excellent, 37% Good
- 2018: 66% Excellent, 35% Good
- 2017: 67% Excellent, 33% Good
- 2016: 61% Excellent, 39% Good
- 2015: 54% Excellent, 46% Good
Quality of community planning

<table>
<thead>
<tr>
<th>Year</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>37%</td>
<td>63%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>2018</td>
<td>31%</td>
<td>68%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>2017</td>
<td>33%</td>
<td>65%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>2016</td>
<td>41%</td>
<td>58%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>2015</td>
<td>35%</td>
<td>59%</td>
<td>0%</td>
<td>4%</td>
</tr>
</tbody>
</table>
Successful in balancing rights

- 2019: 26% Very, 50% Somewhat, 14% Neither, 10% Somewhat Un, 0% Not at all
- 2018: 26% Very, 55% Somewhat, 16% Neither, 6% Somewhat Un, 0% Not at all
- 2017: 25% Very, 46% Somewhat, 22% Neither, 6% Somewhat Un, 0% Not at all
- 2016: 36% Very, 52% Somewhat, 11% Neither, 11% Somewhat Un, 8% Not at all
- 2015: 27% Very, 63% Somewhat, 8% Neither, 10% Somewhat Un, 0% Not at all
Appropriate public input opportunity

- 2019: 80% Yes, 20% No
- 2018: 88% Yes, 12% No
- 2017: 81% Yes, 19% No
- 2016: 94% Yes, 6% No
- 2015: 92% Yes, 8% No
Neighborhood nuisances

- **Homes**: 86% Not problem, 14% Minor problem
- **Yards**: 85% Not problem, 15% Minor problem
- **Storage**: 85% Not problem, 14% Minor problem
- **Business**: 95% Not problem, 5% Minor problem
- **Noise**: 82% Not problem, 14% Minor problem
Does Minnetonka have enough...

<table>
<thead>
<tr>
<th>Category</th>
<th>Too Few/Little</th>
<th>About Right</th>
<th>Too Many/Much</th>
</tr>
</thead>
<tbody>
<tr>
<td>Luxury rental units</td>
<td>16%</td>
<td>58%</td>
<td>25%</td>
</tr>
<tr>
<td>Condominiums</td>
<td>14%</td>
<td>66%</td>
<td>20%</td>
</tr>
<tr>
<td>Young Family Starter Homes</td>
<td>19%</td>
<td>77%</td>
<td>4%</td>
</tr>
<tr>
<td>Service/Retail</td>
<td>33%</td>
<td>65%</td>
<td>4%</td>
</tr>
<tr>
<td>Entertainment/Dining</td>
<td>35%</td>
<td>65%</td>
<td>9%</td>
</tr>
<tr>
<td>Full-time job opportunities</td>
<td>35%</td>
<td>65%</td>
<td>9%</td>
</tr>
<tr>
<td>Affordable Housing (MetCouncil)</td>
<td>35%</td>
<td>56%</td>
<td>9%</td>
</tr>
</tbody>
</table>
Committed to stay in Minnetonka

For a Housing Upgrade

<table>
<thead>
<tr>
<th>Year</th>
<th>Very</th>
<th>Somewhat</th>
<th>Not Too</th>
<th>Not At All</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>52%</td>
<td>29%</td>
<td>13%</td>
<td>7%</td>
</tr>
<tr>
<td>2018</td>
<td>46%</td>
<td>29%</td>
<td>16%</td>
<td>10%</td>
</tr>
<tr>
<td>2017</td>
<td>41%</td>
<td>37%</td>
<td>14%</td>
<td>9%</td>
</tr>
<tr>
<td>2016</td>
<td>54%</td>
<td>27%</td>
<td>15%</td>
<td>5%</td>
</tr>
<tr>
<td>2015</td>
<td>32%</td>
<td>45%</td>
<td>15%</td>
<td>8%</td>
</tr>
</tbody>
</table>
Committed to stay in Minnetonka

For a Housing Downgrade

- **2019:**
  - Very: 52%
  - Somewhat: 26%
  - Not Too: 15%
  - Not At All: 9%

- **2018:**
  - Very: 41%
  - Somewhat: 29%
  - Not Too: 19%
  - Not At All: 11%

- **2017:**
  - Very: 41%
  - Somewhat: 34%
  - Not Too: 14%
  - Not At All: 13%

- **2016:**
  - Very: 56%
  - Somewhat: 24%
  - Not Too: 14%
  - Not At All: 6%

- **2015:**
  - Very: 31%
  - Somewhat: 45%
  - Not Too: 16%
  - Not At All: 9%

Legend:
- Very
- Somewhat
- Not Too
- Not At All
Recreation programs

- 2019: 46% Excellent, 50% Good
- 2018: 45% Excellent, 54% Good
- 2017: 41% Excellent, 56% Good
- 2016: 48% Excellent, 51% Good
- 2015: 34% Excellent, 65% Good
- 2014: 33% Excellent, 66% Good

Legend:
- Excellent
- Good
- Fair
- Poor
Recreation facilities

<table>
<thead>
<tr>
<th>Facility</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sr Ctr (33%)</td>
<td>38%</td>
<td>55%</td>
<td>42%</td>
<td>8%</td>
</tr>
<tr>
<td>Ice Arena (21%)</td>
<td>38%</td>
<td>56%</td>
<td>45%</td>
<td>11%</td>
</tr>
<tr>
<td>Com Ctr (45%)</td>
<td>31%</td>
<td>67%</td>
<td>45%</td>
<td>11%</td>
</tr>
<tr>
<td>Marina (33%)</td>
<td>45%</td>
<td>45%</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>Williston (43%)</td>
<td>55%</td>
<td>45%</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>Trails (83%)</td>
<td>24%</td>
<td>55%</td>
<td>8%</td>
<td>8%</td>
</tr>
<tr>
<td>Parks (85%)</td>
<td>55%</td>
<td>42%</td>
<td>8%</td>
<td>8%</td>
</tr>
</tbody>
</table>
Support for property tax increase for trail expansion

Note: 2019 data shows the support from citizens after the implementation of the franchise fees.
Awareness of the council decision to increase franchise fees to fund the expansion and improvement of trails and sidewalks

- Yes: 45%
- No: 55%
2019 Support for increase in city franchise fees to expand and improve city trails and sidewalks

- Strongly Support: 46%
- Support: 36%
- Oppose: 15%
- Strongly Oppose: 4%
Quality of trail maintenance

- 2019: 51% Excellent, 46% Good
- 2018: 54% Excellent, 44% Good
- 2017: 46% Excellent, 53% Good
- 2016: 49% Excellent, 50% Good
- 2015: 38% Excellent, 56% Good
- 2014: 39% Excellent, 60% Good

Categories: Excellent, Good, Fair, Poor
Park maintenance

- 2019: 56% Excellent, 43% Good
- 2018: 63% Excellent, 37% Good
- 2017: 48% Excellent, 51% Good
- 2016: 52% Excellent, 47% Good
- 2015: 45% Excellent, 54% Good
- 2014: 42% Excellent, 57% Good
Park amenities most often used

- Trails: 38% (2019), 48% (2018), 34% (2017), 43% (2016)
- Tennis Courts: 16% (2019), 16% (2018), 16% (2017), 16% (2016)
- Cross Country Skiing: 8% (2019), 5% (2018), 7% (2017), 6% (2016)
- Ice Rinks: 0% (2019), 0% (2018), 0% (2017), 0% (2016)
This study contains the results of a telephone survey of 400 randomly selected residents of the City of Minnetonka. Survey responses were gathered by professional interviewers across the community between February 19th and March 12th, 2019.

The average interview took 34 minutes. The non-response rate was 5.0%. All respondents interviewed in this study were part of a randomly generated sample of Minnetonka residents.

In general, random samples such as this yield results projectable to their respective universe within ± 5.0 percent in 95 out of 100 cases.

Charts do not include null responses, such as “Don’t Know” or “Refused” unless specifically noted.

Charts do not highlight values of 4% or less due to formatting issues.