Agenda
City of Minnetonka
Study Session
Monday, May 7, 2018
6:30 p.m.
Minnehaha Room

1. City Manager’s update
2. Strategic profile progress report
3. Adjournment
4. Closed session for discussion of possible coal tar sealant litigation, pursuant to Minn. Stat. § 13D.05, subd. 3(b)

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 7, 2018

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 for making the updated goals a reality in June 2011. Since adoption, an annual update of the strategic profile has been presented to the council for review.

In March 2017, after the Imagine Minnetonka project was completed the summary and recommendations were presented to the city council. 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.

Finally, 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 review the community survey results and evaluation with the council.

Discussion Points

- *Does the city council have any questions or comments on progress results and key measures to date on the goals/strategies?*
- *Does the council generally agree with the planned future actions related to the goals/strategies?*
- *Does the council have any comments regarding the organizational performance evaluation?*
- *The City has worked within the strategic profile that is updated annually.*
  - *Is there anything in the current plan that should change?*
  - *If we undergo a comprehensive strategic planning process within the next 12 months, what do you anticipate may be different from the current plan?*
Summary

The attached strategic profile report for the 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. Council guidance is requested on whether the actions meet the spirit of the council’s intent to achieve each strategic goal. By providing feedback, a mutual understanding will be ensured between council and staff about policy priorities and implementation.

Submitted through:
   Geralyn Barone, City Manager

Originated by:
   Perry Vetter, Assistant City Manager
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Our Shared Values - Excellence with Integrity

Spirit of Minnetonka Award Winners

2018 Susan Thomas

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

Administrative Services: Manages routine operations of the city, including communication with elected officials, human resources, information technology, public relations, 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 five 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 56 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 programming 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>
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| 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.

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1 Imagine Minnetonka - Thank you to Rebecca Ryan, and her team at Next Generation, for facilitating and implementing the Imagine Minnetonka process and recommendations.
Sixteen trends that will impact Minnetonka’s future

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    | → Monitor five signals for Minnetonka’s future  
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| We will support well-planned, responsible community development             | → 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 work to meet the transportation needs of our residents and businesses | → 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 provide excellent recreational amenities                            | → 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) |
Signals for Minnetonka’s future

1. Ratio of incoming to departing 25 to 40 year olds

Population Change of Minnetonka by Age Group
2010 to 2015

Under 5 years | 130
5 to 9 years | -7
10 to 14 years | -196
15 to 19 years | -413
20 to 24 years | 76
25 to 29 years | 1,215
30 to 34 years
35 to 39 years | -263
40 to 44 years | -297
45 to 49 years | -791
50 to 54 years | -657
55 to 59 years | 1,011
60 to 64 years | 424
65 to 69 years | 884
70 to 74 years | 214
75 to 79 years | 107
80 to 84 years | -8
85 years and over | 498

Source: Greater MSP
Signals for Minnetonka’s future

1. Ratio of incoming to departing 25 to 40 year olds

Median Age by Community
2000 to 2010

Source: MN State Demographer
2. Commercial Real Estate Price Fluctuations

Signals for Minnetonka’s future

Source: 2018 Minnetonka Assessment Report
Signals for Minnetonka’s future

3. Increased diversity

Percentage of Residents or Students of Color by City or School District

Source: MN State Demographer and MN Dept. of Education
4. Civic Mood: Does Minnetonka want to be more or less connected to the greater Minneapolis metro area?

**Community Survey: 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>Condominiums</td>
<td>8%</td>
<td>68%</td>
<td>23%</td>
</tr>
<tr>
<td>Luxury rental units</td>
<td>8%</td>
<td>63%</td>
<td>29%</td>
</tr>
<tr>
<td>Young Family Starter Homes</td>
<td>13%</td>
<td>67%</td>
<td>19%</td>
</tr>
<tr>
<td>Service/Retail</td>
<td>17%</td>
<td>75%</td>
<td>9%</td>
</tr>
<tr>
<td>Entertainment/Dining</td>
<td>28%</td>
<td>67%</td>
<td>6%</td>
</tr>
<tr>
<td>Full-time job opportunities</td>
<td>49%</td>
<td>49%</td>
<td>25%</td>
</tr>
<tr>
<td>Affordable Housing (MetCouncil)</td>
<td>74%</td>
<td>25%</td>
<td>6%</td>
</tr>
</tbody>
</table>

Source: 2017/2018 Minnetonka Community Survey
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. Staff will continue to refine these ideas for future implementation. Three ideas that have the greatest impact and highest likelihood of success are currently being pursued, and include:

- Currently being planned for this fall is the creation of a signature event including Art, Music, Families, Vendors and park lots.
- This past year city communications and brand have been reinvigorated to more strategically promote the assets of Minnetonka.
- Continuing the research of creating a regionally unique recreational experience in nature by creating a public/private partnership.

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

Ann Davy, Dave Johnson, Kelly O’Dea, Sara Woeste, Darrin Ellingson, Jo Colleran, Brian Wagstrom, Jim Malone, Shelley Peterson, Scott Boerboom, Loren Gordon, Susan Thomas, Drew Ingvalson, Corrine Heine, Sara Kronmiller, John Vance, Kevin Fox, Merrill King, Will Manchester, Jeremy Koenen, Phil Olson, Julie Wischnack, Alicia Gray, Colin Schmidt, David Maeda, Kari Spreeman, Patty Latham, and Moranda Zimmer

*Strategic Doing* ([strategicdoing.net](http://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.
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 2019-2023 plans for capital and economic improvement investments to be adopted later this year. A public education campaign for needed police and fire facility improvements was undertaken along with a bipartisan legislative request to exempt construction materials from state sales tax. A special election was conducted for Ward 3 in April.

Efforts continue to remain a competitive employer; employee benefits are becoming increasingly data driven, with targeted programs to reduce insurance experience ratings and analyze offerings. Implementation of a parental leave policy to support the city’s workforce was instituted and efforts to update job descriptions continue. The City Hall remodel project will help with efficiencies and adjacencies, recruitment and retention efforts and accommodating the changing workforce. An internal Diversity and Inclusion Committee has established internal goals to refine organizational improvements, and staff has begun 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 implemented to better track and respond to an increasing number of requests; a new mobile device policy supports flexibility in the workforce; data retention training was completed for all city departments; and network security and phishing prevention campaigns continue to test the organization for threat readiness. New and enhanced communication platforms have increased the exposure to city news, project updates and service offerings. The city brand was refreshed and launched in December of 2017.

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, organizational development and onboarding to better prepare the workforce. Develop goals and ongoing action steps for ensuring city organization and programming are welcoming and inclusive to all current and future members of the community by continuing the work of the Diversity and Inclusion Committee and the GARE cohort.

Create a budget for the city that incorporates long-term planning and measures productivity, quality of work and ongoing development of the workforce. Use policy priority systems for developing budgets and establishing benchmarks for city services and infrastructure.

Provide and preserve a quality city-owned facility and utility system, based on a financially sustainable plan for reconstruction and ongoing maintenance by bonding for the multiyear program. Continue to educate the public on the needed police and fire facility improvements and bring the project forward for review and approval. Continue to work with legislative representatives to secure a sales tax exemption on construction materials. Gain permitting and bonding approvals for the police and fire facility improvements.

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.
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

The city continues to review the evolving LRT Green Line plans to ensure impact to the natural environment is not greater than previously approved.

The city remains compliant with the MS4 permit.

With the adoption of a Sustainable Purchasing policy, the city has achieved “Step Three City” designation through the Green Step Program.

On August 14, 2017, the city adopted allocated funding for a Lake and Pond Management Policy, which has been incorporated into the CIP.

On March 26, 2018, the city council provided funding direction for the tree removal and reforestation related to Emerald Ash Borer.

The city signed contracts to build solar gardens which will provide up to 100 percent of the statutory energy allowance.

### Future Actions

Continue to work with SWLRT Project Office and its contractors.

Evaluate next steps needed to become a “Step Four City” designation through the Green Step Program.

Work with residents and lake associations that may be interested in a water quality improvement projects.

Perform major pond rehabilitation, consistent with the Capital Improvement Program, to continue protecting water quality into the future.

Reach out to the local business community to inform them about Emerald Ash Borer management strategies.

Work toward achieving the three remaining steps to fulfill the Mayors Monarch Pledge.

### Water Quality Ratings

<table>
<thead>
<tr>
<th>Year</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>26%</td>
<td>67%</td>
<td>9%</td>
<td>9%</td>
</tr>
<tr>
<td>2017</td>
<td>21%</td>
<td>64%</td>
<td>14%</td>
<td>12%</td>
</tr>
<tr>
<td>2016</td>
<td>25%</td>
<td>64%</td>
<td>12%</td>
<td>17%</td>
</tr>
<tr>
<td>2015</td>
<td>17%</td>
<td>85%</td>
<td>17%</td>
<td>12%</td>
</tr>
<tr>
<td>2014</td>
<td>14%</td>
<td>60%</td>
<td>20%</td>
<td>9%</td>
</tr>
<tr>
<td>2013</td>
<td>10%</td>
<td>77%</td>
<td>9%</td>
<td>9%</td>
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</tbody>
</table>

### Natural Environment Quality Ratings

<table>
<thead>
<tr>
<th>Year</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>44%</td>
<td>52%</td>
<td>7%</td>
<td>9%</td>
</tr>
<tr>
<td>2017</td>
<td>32%</td>
<td>60%</td>
<td>7%</td>
<td>9%</td>
</tr>
<tr>
<td>2016</td>
<td>38%</td>
<td>63%</td>
<td>7%</td>
<td>9%</td>
</tr>
<tr>
<td>2015</td>
<td>26%</td>
<td>71%</td>
<td>7%</td>
<td>9%</td>
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<tr>
<td>2014</td>
<td>26%</td>
<td>70%</td>
<td>7%</td>
<td>9%</td>
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<tr>
<td>2013</td>
<td>30%</td>
<td>66%</td>
<td>7%</td>
<td>9%</td>
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</tbody>
</table>
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**

![Graph showing Mental Health Crisis and Suicidal Threats/Attempts calls from 2013 to 2017.]

**Progress**

Police and fire continue to work with WOLD Architects on the Police and Fire Public Safety Facility project and will be focusing on next steps which include concept plan review, detail design, communications and on-going resident engagement.

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 observing 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.

Continue to proactively utilize outreach programs to engage the community on a variety of public safety issues. These include fire prevention, emergency preparedness and police and community relations.

Continue to analyze the impact of Ridgedale area redevelopment on police staffing assigned to the corridor. The department continues to work with corridor businesses on identity theft, fraud and forgery.

Dispatch services were consolidated with Hennepin County and impact bargaining negotiations were completed.

Identified data collected by police department to create standard operating procedures to help manage the accessibility of the data. Police continue to meet with neighboring agencies to identify an after care crisis response protocol.

**Future Actions**

Fire will engage with consultant services to refine a Standards of Coverage study and a future Operations Plan.

Fire will develop a robust recruitment and retention plan for paid on-call firefighters.

Identify options for relocating police operations during police facility reconstruction.

Analyze impact of OPUS area redevelopment and the SWLRT project on police and fire services.

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

Identify areas where the GARE Race Equity Tool can be used to assist 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**

Worked with Trails Team to compile a trail transportation network implementation and funding plan, including grant opportunities with outside partners for the Plymouth Road trail and working with Three Rivers Park District on sidewalk/trail improvements on Smetana Drive. These improvements complete a regional trail connection from Hopkins to Minneapolis.

Managed the regional and local street improvements including: Crosby Road, Mill and Overlay projects, Highway 169, Minnetonka Boulevard, and many miles of local street construction to minimize impacts to businesses. Coordinated federal, state, and local process and approvals for the I-394/Plymouth Road/Ridgehaven Lane project to begin in 2018.

Coordinated Opus area improvements outlined in the CIP with light rail project office, MnDOT, and development proposals. Determined preliminary trail lighting needs and trail realignments needed to service the LRT Opus station.

Prepared plans for pedestrian safety improvements including crosswalk enhancements in the area of Minnetonka High School on Delton Avenue/Old Excelsior Boulevard and installation of dynamic speed signs in the Minnetonka Mills area. Participated in Highway 169 and I-494 advisory committee mobility study with project partners.

**Future Actions**

Refine construction management and communication procedures to plan for and meet resident and business expectations for the SWLRT and coordinating Opus area improvements outlined in the CIP with the project office and development proposals in preparation for light rail authorization.

Manage the regional and local street improvements, including Woodhill Road, Ridgehaven Lane, Mill and Overlay projects, Highway 7, Excelsior Boulevard, and many miles of local street construction to minimize impacts to businesses. Coordinate with local businesses and acquire state and local approvals for the Ridgedale Drive Improvement project to begin in 2019.

Develop plans for trail improvements in the right of way including phase 2 of Plymouth Road and Ridgedale Drive. Complete comprehensive planning efforts for the multimodal transportation needs of the city. Participate in the Three Rivers Park District West Metro Regional Trails Study, which will recommend a trail connection between city hall and downtown Wayzata and a north-south trail connection between French (Plymouth) and Bryant Lake (Eden Prairie).

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

Began implementing the many steps of the process to update the city’s 30 year Comprehensive Guide Plan (10 steering committee meetings and 14 outreach events)

Outlined a process for the city owned property at County Road 101 and Covington Road for redevelopment.

Conducted an in-depth market study of housing stock. The report identified housing characteristics, demographics and trends.

Continued to promote the use of Minnetonkamatters.com as a public engagement tool. The platform has now been utilized by multiple city departments.

Worked on business marketing promotions and developed a multiyear plan for business engagement.

Implementation of a new building plan review software, Avolve, has been implemented to refine the workflow process to approve permit applications.

Future Actions

Collaborate on planning and placemaking activities to integrate significant community level parks & open space in two of the city’s primary village centers, Ridgedale and Opus. Also continue overseeing applications for major projects in these areas.

Complete city’s comprehensive plan.

Continue development work on the County 101 property – complete LISC process

Continue to work with affordable housing advocates to amend city’s housing goals.

Advance phase 2 of sign ordinance updates.

Expand strategic marketing efforts to reach targeted audiences.
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.

Progress

Conducted a series of public engagement opportunities to gather input on the requested development of mountain biking trails in the city’s park system. Based on feedback received, staff moved forward with a study for the development of trails in Lone Lake Park to present to the Park Board.
Worked with the Communications Division to implement a new creation process and layout for the seasonal recreation brochure.
Collected data related to outdoor ice skating rink usage and developed suggested changes for implementation in the 2018-19 season.
Implemented new scholarship and refund policies for program registrants to improve accessibility and customer service.
Senior Services conducted several trainings on being a “dementia-friendly” community and created a Memory Café that provides program space and opportunities for people with cognitive impairment and their caregivers.
Improved energy efficiencies through the installation of LED lights in the Williston Center pool area and Ice Arena A and B.

Future Actions

Work with an outside consultant to conduct a facility and programming space study to assess the city’s current space and provide direction for future development and growth opportunities.
Continue to explore and develop partnerships with outside agencies to enhance recreation programs and utilize the city’s natural resources and park amenities.
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).
Upgrade the softball field lights at Big Willow Park to a LED lighting system.
Install new signage at city parks that define park rules and align with the updated park regulations.
Install new pickleball courts at Lone Lake Park and develop plans for future programming and community usage.
Collaborate on planning and placemaking activities to integrate significant community level parks & open space in two of the city’s primary village centers, Ridgedale and Opus.
Responsible Stewards: A

Residents are extremely satisfied with their quality of life in Minnetonka, with 99% rating it as excellent or good. Over a third 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 26% of those surveyed stated there was nothing they disliked about living in Minnetonka. The metro average for such boosters is six percent, placing Minnetonka among the very highest across the metro area. This year 16% noted disliking high taxes, up slightly from 14% a year ago and 17% in 2016. Thirteen percent indicated “lack of sidewalks” as the next issue of concern, followed by “lack of diversity” and “too much development” at 10% each.

The city’s financial position remains strong with a renewed Aaa bond rating; only six percent of cities nationwide receive this top rating. For 35 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 continues to stabilize. This year, 93% of residents again positively rated the quality and value of city services based on the property taxes paid. Residents post a solid majority, 78%-18% in favor of an increase of city property taxes if needed to maintain city services at their current level, similar to 2017. Eight in ten respondents would support an increase in property taxes 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 94% of those with an opinion positively rated the quality of the city’s natural resources management. Nearly 92% felt the city is doing the right amount to protect the environment and nine in ten rated the overall quality of the natural environment as excellent or good.

Seventy-nine percent consider the emerald ash borer to be at least a “somewhat serious” problem; in fact, 36% see it as “very serious.” By a 93%-3% majority, residents support the city funding of programs to manage the emerald ash borer problem on public lands, while a 79%-16% majority favor city funding for programs on private lots. And, 63% report they are at least “somewhat likely” to participate in city-offered programs.

Public Safety: A-

Police and fire services ratings are overwhelmingly positive, near and at 100% approval respectively. Ninety-five percent of those calling 9-1-1 rated the way employees handled the situation positively, and ratings were similar to those calling the police and fire departments for non-emergency calls.

Eighty-four percent say there is no area in Minnetonka where they feel unsafe. Of the respondents who had a public safety concern, traffic and areas with no sidewalks and busy intersections are the major concerns of this group.
Transportation: B+
Over 82% of residents surveyed rated the quality of pavement repair and patching as excellent or good, a rating 30% higher than the metro average. This season snow and ice control removal efforts resulted in close to 85% positive rating the quality of snow plowing and 98% positively rated trail maintenance.

Community Development: A-
Residents were 97% positive about the city’s quality of community planning. Seventy-four 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. Seventy three percent would be committed to staying in Minnetonka; in fact, 45% would be “very committed.” And, if they were going to move from their current home for downsizing, 69% would be committed to staying in Minnetonka; this time, 40% would be “very committed” to staying in the community.

Recreation: A
Thirty-eight percent of survey respondents participated in city-sponsored recreation programs again this year. Notably, 95% 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 3.696, slightly lower (3.719 A-) than last year.
Minnetonka City Council

Brad Wiersum, Mayor
Patty Acomb, At-large
Deb Calvert, At-large

Robert Ellingson, Ward 1
Tony Wagner, 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, Corrine Heine, Moranda Dammann and Perry Vetter
Natural Environment – John Weinand, Jo Colleran, Jim Malone, Susan Thomas, Philip Olson, Tom Dietrich, Drew Ingvalson and Kevin Mass
Public Safety – John Vance, Scott Boerboom, Kevin Fox, Andy Gardner, Shelley Peterson and Brian Wagstrom
Transportation – Will Manchester, Brian Wagstrom, Darin Ellingson, Philip Olson, Julie Wischnack, Chris LaBounty and Alisha Gray
Recreation – Kelly O’Dea, Ann Davy, Mike Pavelka, Todd Kasowski, Steve Pieh, Sara Woeste, Carol Hejl, Kristin Pimental and John Heckmann
2018 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>
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</thead>
<tbody>
<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>10%</td>
<td>15%</td>
<td>21%</td>
<td>31%</td>
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<tr>
<td>2016</td>
<td>5%</td>
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<td>16%</td>
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<td>25%</td>
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<tr>
<td>2015</td>
<td>9%</td>
<td>14%</td>
<td>19%</td>
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<td>30%</td>
<td></td>
</tr>
<tr>
<td>2014</td>
<td>5%</td>
<td>15%</td>
<td>23%</td>
<td>24%</td>
<td>31%</td>
<td></td>
</tr>
</tbody>
</table>
How long do they plan to live in Minnetonka?

<table>
<thead>
<tr>
<th>Year</th>
<th>Less than 2 years</th>
<th>2 to 5 years</th>
<th>6 to 10 years</th>
<th>11 to 20 years</th>
<th>21 to 30 years</th>
<th>Over 30 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>12%</td>
<td>18%</td>
<td>21%</td>
<td>37%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td>5%</td>
<td>15%</td>
<td>26%</td>
<td>15%</td>
<td>28%</td>
<td></td>
</tr>
<tr>
<td>2016</td>
<td>11%</td>
<td>23%</td>
<td>23%</td>
<td>38%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>6%</td>
<td>20%</td>
<td>19%</td>
<td>17%</td>
<td>38%</td>
<td></td>
</tr>
<tr>
<td>2014</td>
<td>8%</td>
<td>9%</td>
<td>17%</td>
<td>14%</td>
<td>51%</td>
<td></td>
</tr>
</tbody>
</table>
What is the value of their home?
Like least about Minnetonka

2013:
- Roads & traffic: 14%
- Taxes: 15%
- Growth: 9%
- Other: 35%
- Nothing: 34%

2014:
- Roads & traffic: 19%
- Taxes: 14%
- Growth: 9%
- Other: 28%
- Nothing: 30%

2015:
- Roads & traffic: 21%
- Taxes: 14%
- Growth: 8%
- Other: 30%
- Nothing: 27%

2016:
- Roads & traffic: 22%
- Taxes: 17%
- Growth: 18%
- Other: 39%
- Nothing: 39%

2017:
- Roads & traffic: 18%
- Taxes: 14%
- Growth: 10%
- Other: 33%
- Nothing: 25%

2018:
- Roads & traffic: 29%
- Taxes: 16%
- Growth: 10%
- Other: 19%
- Nothing: 26%
Like Least about Minnetonka

Lack of Diversity

2012 2013 2014 2015 2016 2017 2018

- 3%
- 2%
- 7%
- 5%
- 8%
- 12%
- 10%

0% 25% 50% 75% 100%
Should the City do more to address the lack of diversity?

- **2017**
  - Yes: 81%
  - No: 8%
  - Don’t Know/Refused: 10%

- **2018**
  - Yes: 92%
  - No: 3%
  - Don’t Know/Refused: 5%
Like most about Minnetonka

Nature setting | Neighborhood | Location | Other
---|---|---|---
2013: 40% | 30% | 12% | 18%
2014: 38% | 35% | 12% | 15%
2015: 40% | 33% | 13% | 14%
2016: 30% | 36% | 22% | 16%
2017: 35% | 37% | 24% | 13%
2018: 35% | 36% | 16% | 13%
Quality of life

<table>
<thead>
<tr>
<th>Year</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
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<tbody>
<tr>
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<td>64%</td>
<td>35%</td>
<td>6%</td>
<td>1%</td>
</tr>
<tr>
<td>2017</td>
<td>66%</td>
<td>33%</td>
<td>7%</td>
<td>4%</td>
</tr>
<tr>
<td>2016</td>
<td>68%</td>
<td>32%</td>
<td>7%</td>
<td>3%</td>
</tr>
<tr>
<td>2015</td>
<td>52%</td>
<td>47%</td>
<td>9%</td>
<td>3%</td>
</tr>
<tr>
<td>2014</td>
<td>53%</td>
<td>46%</td>
<td>9%</td>
<td>2%</td>
</tr>
<tr>
<td>2013</td>
<td>57%</td>
<td>42%</td>
<td>11%</td>
<td>4%</td>
</tr>
</tbody>
</table>
Contacted city in past year

- Water, Sewer, Recycle: 15%
- General Info: 16%
- Rec & Senior: 19%
- Police & Fire: 16%
- Plan & Inspect: 10%
- Streets: 8%
- Parks & Natural Res: 8%
- Other: 8%

38% of residents (32% last year)
City staff performance

- Professional: 65% Excellent, 33% Good
- Ease of Reaching: 44% Excellent, 49% Good, 6% Fair
- Courtesy: 46% Excellent, 51% Good
- Efficiency: 46% Excellent, 49% Good
Preferred source of information

<table>
<thead>
<tr>
<th>Year</th>
<th>Memo</th>
<th>Web/Email</th>
<th>Mail</th>
<th>Newspaper</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>47%</td>
<td>31%</td>
<td>13%</td>
<td>8%</td>
</tr>
<tr>
<td>2017</td>
<td>55%</td>
<td>28%</td>
<td>9%</td>
<td>7%</td>
</tr>
<tr>
<td>2016</td>
<td>48%</td>
<td>20%</td>
<td>13%</td>
<td>7%</td>
</tr>
<tr>
<td>2015</td>
<td>67%</td>
<td>15%</td>
<td>7%</td>
<td>6%</td>
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<td>2014</td>
<td>74%</td>
<td>12%</td>
<td>6%</td>
<td>6%</td>
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<tr>
<td>2013</td>
<td>74%</td>
<td>11%</td>
<td>8%</td>
<td>7%</td>
</tr>
</tbody>
</table>
Most useful Minnetonka Memo articles

<table>
<thead>
<tr>
<th>Year</th>
<th>City Events</th>
<th>City Council Information</th>
<th>City News</th>
<th>City News</th>
<th>Crime Statistics</th>
<th>Recreation Programs</th>
<th>Environmental</th>
<th>Development</th>
<th>Recycling</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>14%</td>
<td>38%</td>
<td>11%</td>
<td>10%</td>
<td>11%</td>
<td>6%</td>
<td>5%</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td>18%</td>
<td>36%</td>
<td>18%</td>
<td>6%</td>
<td>6%</td>
<td>10%</td>
<td>5%</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>2016</td>
<td>22%</td>
<td>21%</td>
<td>19%</td>
<td>10%</td>
<td>7%</td>
<td>6%</td>
<td>5%</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>14%</td>
<td>46%</td>
<td>16%</td>
<td>6%</td>
<td>5%</td>
<td></td>
<td>5%</td>
<td>5%</td>
<td></td>
</tr>
</tbody>
</table>
Community activities

<table>
<thead>
<tr>
<th>Activity</th>
<th>Participate</th>
<th>Not participate</th>
<th>Not aware</th>
</tr>
</thead>
<tbody>
<tr>
<td>Farmers Market</td>
<td>76%</td>
<td>20%</td>
<td>4%</td>
</tr>
<tr>
<td>Summer Fest</td>
<td>70%</td>
<td>23%</td>
<td>7%</td>
</tr>
<tr>
<td>Music in Park</td>
<td>48%</td>
<td>38%</td>
<td>14%</td>
</tr>
<tr>
<td>Burwell Festival</td>
<td>40%</td>
<td>44%</td>
<td>16%</td>
</tr>
<tr>
<td>Open House</td>
<td>40%</td>
<td>47%</td>
<td>12%</td>
</tr>
<tr>
<td>Kids Fest</td>
<td>34%</td>
<td>44%</td>
<td>23%</td>
</tr>
<tr>
<td>Senior Activities</td>
<td>24%</td>
<td>36%</td>
<td>41%</td>
</tr>
<tr>
<td>Tree Sale</td>
<td>22%</td>
<td>50%</td>
<td>28%</td>
</tr>
<tr>
<td>Pollinator Field...</td>
<td>13%</td>
<td>49%</td>
<td>38%</td>
</tr>
</tbody>
</table>
Value of city services

- **2018**: 31% Excellent, 64% Good, 5% Fair, 5% Poor
- **2016**: 39% Excellent, 57% Good, 5% Fair, 5% Poor
- **2014**: 22% Excellent, 70% Good, 8% Fair, 5% Poor
- **2012**: 19% Excellent, 70% Good, 9% Fair, 5% Poor
- **2010**: 15% Excellent, 74% Good, 8% Fair, 5% Poor

The bar chart above shows the percentage distribution of city services from 2010 to 2018. The categories are Excellent, Good, Fair, and Poor.
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>2018</td>
<td>78%</td>
<td>18%</td>
<td>15%</td>
</tr>
<tr>
<td>2016</td>
<td>63%</td>
<td>9%</td>
<td>34%</td>
</tr>
<tr>
<td>2014</td>
<td>55%</td>
<td>13%</td>
<td>43%</td>
</tr>
<tr>
<td>2012</td>
<td>43%</td>
<td>19%</td>
<td>54%</td>
</tr>
<tr>
<td>2010</td>
<td>46%</td>
<td>16%</td>
<td>38%</td>
</tr>
<tr>
<td>2008</td>
<td>36%</td>
<td>23%</td>
<td>41%</td>
</tr>
</tbody>
</table>

2008-2018: Favor 78% → 43%, Unsure 18% → 9%, Oppose 15% → 43%
Increase in budget

<table>
<thead>
<tr>
<th>Year</th>
<th>Streets</th>
<th>Police &amp; Fire</th>
<th>Parks/Trails/Env</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>39%</td>
<td>12%</td>
<td>22%</td>
<td>14%</td>
</tr>
<tr>
<td>2016</td>
<td>37%</td>
<td>16%</td>
<td>30%</td>
<td>17%</td>
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<td>42%</td>
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<td>6%</td>
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<td>2012</td>
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<td>17%</td>
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<td>2010</td>
<td>41%</td>
<td>18%</td>
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<td>8%</td>
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<tr>
<td>2008</td>
<td>53%</td>
<td>16%</td>
<td>15%</td>
<td>10%</td>
</tr>
<tr>
<td>2008</td>
<td>40%</td>
<td>30%</td>
<td>10%</td>
<td>10%</td>
</tr>
</tbody>
</table>

Legend:
- Streets
- Police & Fire
- Parks/Trails/Env
- Other
Many Minnesota cities have started to institute new laws and regulations, such as increasing the minimum wage and tobacco sales, instead of waiting for the State Legislature to implement them. Do you agree or disagree with this? Do you feel strongly?
In Minnesota, stores can legally sell tobacco products to anyone over 18. Some people have suggested the legal age for tobacco sales in MN should be increased to age 21, an increase that has been adopted by some neighboring cities. What is your opinion of

- [ ] Strongly Support
- [ ] Support
- [ ] Oppose
- [ ] Strongly Oppose

<table>
<thead>
<tr>
<th>Opinion</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Strongly Support</td>
<td>56%</td>
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<tr>
<td>Support</td>
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<tr>
<td>Oppose</td>
<td>14%</td>
</tr>
<tr>
<td>Strongly Oppose</td>
<td>8%</td>
</tr>
</tbody>
</table>
Quality of natural environment

- 2018: 44% Excellent, 52% Good, 7% Fair
- 2017: 32% Excellent, 60% Good, 7% Fair
- 2016: 38% Excellent, 63% Good, 7% Fair
- 2015: 26% Excellent, 71% Good, 7% Fair
- 2014: 26% Excellent, 70% Good, 7% Fair
- 2013: 30% Excellent, 66% Good, 7% Fair

Legend:
- Excellent
- Good
- Fair
- Poor
Forested areas efforts

<table>
<thead>
<tr>
<th>Year</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
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<td>2015</td>
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<td>6%</td>
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<td>2017</td>
<td>39%</td>
<td>54%</td>
<td>6%</td>
<td>7%</td>
</tr>
<tr>
<td>2018</td>
<td>51%</td>
<td>47%</td>
<td>6%</td>
<td>5%</td>
</tr>
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</table>
Wetlands & streams efforts

0% 25% 50% 75% 100%

2013 2014 2015 2016 2017 2018

<table>
<thead>
<tr>
<th>Year</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
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<td>48%</td>
<td>48%</td>
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<tr>
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<tr>
<td>2016</td>
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<td>2015</td>
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<td>2014</td>
<td>28%</td>
<td>61%</td>
<td>9%</td>
<td></td>
</tr>
<tr>
<td>2013</td>
<td>26%</td>
<td>63%</td>
<td>6%</td>
<td></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>2018</td>
<td>24%</td>
<td>67%</td>
<td>9%</td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td>21%</td>
<td>64%</td>
<td>14%</td>
<td></td>
</tr>
<tr>
<td>2016</td>
<td>25%</td>
<td>64%</td>
<td>12%</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>17%</td>
<td>65%</td>
<td>17%</td>
<td></td>
</tr>
<tr>
<td>2014</td>
<td>18%</td>
<td>60%</td>
<td>20%</td>
<td></td>
</tr>
<tr>
<td>2013</td>
<td>10%</td>
<td>77%</td>
<td>9%</td>
<td></td>
</tr>
</tbody>
</table>
Environmental information

- **2018**: 49% Very helpful, 47% Somewhat, 5% Not too, 5% Not helpful
- **2017**: 51% Very helpful, 42% Somewhat, 6% Not too, 6% Not helpful
- **2016**: 39% Very helpful, 49% Somewhat, 11% Not too, 11% Not helpful
- **2015**: 52% Very helpful, 44% Somewhat, 5% Not too, 5% Not helpful
- **2014**: 47% Very helpful, 47% Somewhat, 5% Not too, 5% Not helpful
- **2013**: 44% Very helpful, 51% Somewhat, 5% Not too, 5% Not helpful

[Chart showing the percentage of helpful information from 2013 to 2018]
Obstacles to participation in Organics Recycling

- 2018:
  - Not enough to recycle: 18%
  - Rent or Association: 33%
  - Too much trouble: 16%
  - No Interest: 11%
  - Not Aware: 0%

- 2017:
  - Not enough to recycle: 21%
  - Rent or Association: 28%
  - Too much trouble: 19%
  - No Interest: 20%
  - Not Aware: 0%

- 2016:
  - Not enough to recycle: 27%
  - Rent or Association: 18%
  - Too much trouble: 20%
  - No Interest: 20%
  - Not Aware: 0%
Participate if hauler offered organics?

<table>
<thead>
<tr>
<th>Year</th>
<th>Very Likely</th>
<th>Somewhat Likely</th>
<th>Not Too Likely</th>
<th>Not At All Likely</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>11%</td>
<td>22%</td>
<td>62%</td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td>13%</td>
<td>20%</td>
<td>62%</td>
<td></td>
</tr>
<tr>
<td>2016</td>
<td>8%</td>
<td>21%</td>
<td>29%</td>
<td>42%</td>
</tr>
</tbody>
</table>

Legend: Green = Very Likely, Light Green = Somewhat Likely, Yellow = Not Too Likely, Red = Not At All Likely
Police protection

<table>
<thead>
<tr>
<th>Year</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>61%</td>
<td>30%</td>
<td>8%</td>
<td>0%</td>
</tr>
<tr>
<td>2014</td>
<td>54%</td>
<td>38%</td>
<td>8%</td>
<td>0%</td>
</tr>
<tr>
<td>2015</td>
<td>51%</td>
<td>49%</td>
<td>8%</td>
<td>0%</td>
</tr>
<tr>
<td>2016</td>
<td>65%</td>
<td>54%</td>
<td>8%</td>
<td>0%</td>
</tr>
<tr>
<td>2017</td>
<td>64%</td>
<td>35%</td>
<td>8%</td>
<td>0%</td>
</tr>
<tr>
<td>2018</td>
<td>70%</td>
<td>29%</td>
<td>8%</td>
<td>0%</td>
</tr>
</tbody>
</table>

0% 25% 50% 75% 100%
Public Safety Concerns

<table>
<thead>
<tr>
<th>Year</th>
<th>None</th>
<th>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>2018</td>
<td>16%</td>
<td>36%</td>
<td>7%</td>
<td>15%</td>
<td>8%</td>
<td>5%</td>
<td>8%</td>
<td>8%</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>
<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>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>21%</td>
<td>28%</td>
<td>12%</td>
<td>7%</td>
<td>6%</td>
<td>22%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2014</td>
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<td>10%</td>
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<td></td>
</tr>
<tr>
<td>2013</td>
<td>31%</td>
<td>23%</td>
<td>19%</td>
<td>5%</td>
<td>7%</td>
<td>12%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Legend:
- None
- Serious
- Traffic
- Burglary
- Juvenile
- Drugs
- Identity Theft
- Other
Areas not felt safe?

Areas with no sidewalks: 54%

Busy Intersections: 35%

Parks: 5%

Apartments: 2%

Scattered: 2%

Ridgedale: 2%
What would make you feel more safe?

- **2018**: 53% Sidewalks, 26% More patrols, 12% Enforce Driving Violations
- **2017**: 46% Sidewalks, 41% More patrols, 7% More people, 5% Less Traffic
- **2016**: 41% Sidewalks, 44% More patrols, 15% Street Lights
- **2015**: 36% Sidewalks, 39% More patrols, 25% Street Lights
Residential speeding

<table>
<thead>
<tr>
<th>Year</th>
<th>Not problem</th>
<th>Not too</th>
<th>Somewhat</th>
<th>Very serious</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>37%</td>
<td>7%</td>
<td>30%</td>
<td>27%</td>
</tr>
<tr>
<td>2017</td>
<td>48%</td>
<td>12%</td>
<td>31%</td>
<td>9%</td>
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<tr>
<td>2016</td>
<td>53%</td>
<td>6%</td>
<td>30%</td>
<td>11%</td>
</tr>
<tr>
<td>2015</td>
<td>53%</td>
<td>6%</td>
<td>35%</td>
<td>11%</td>
</tr>
<tr>
<td>2014</td>
<td>55%</td>
<td>9%</td>
<td>33%</td>
<td>9%</td>
</tr>
<tr>
<td>2013</td>
<td>51%</td>
<td>6%</td>
<td>30%</td>
<td>18%</td>
</tr>
</tbody>
</table>
Fire protection

2018: 66% Excellent, 35% Good
2017: 67% Excellent, 33% Good
2016: 61% Excellent, 39% Good
2015: 54% Excellent, 46% Good
2014: 51% Excellent, 45% Good
2013: 53% Excellent, 47% Good
Importance of having adequate Police and Fire facilities...

- **2018:**
  - Very Important: 82%
  - Somewhat Important: 16%
  - Not too: 0%
  - Not at all: 2%

- **2017:**
  - Very Important: 63%
  - Somewhat Important: 34%
  - Not too: 0%
  - Not at all: 3%
Street maintenance

- 2018: 10% Excellent, 72% Good, 16% Fair, 2% Poor
- 2017: 25% Excellent, 53% Good, 19% Fair, 3% Poor
- 2016: 34% Excellent, 54% Good, 11% Fair, 1% Poor
- 2015: 21% Excellent, 46% Good, 26% Fair, 7% Poor
- 2014: 5% Excellent, 64% Good, 23% Fair, 8% Poor
- 2013: 12% Excellent, 51% Good, 28% Fair, 9% Poor
## Quality of Snow Plowing

<table>
<thead>
<tr>
<th>Year</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>18%</td>
<td>66%</td>
<td>15%</td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td>42%</td>
<td>53%</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>2016</td>
<td>40%</td>
<td>54%</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>29%</td>
<td>66%</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>2014</td>
<td>25%</td>
<td>65%</td>
<td>8%</td>
<td></td>
</tr>
<tr>
<td>2013</td>
<td>32%</td>
<td>55%</td>
<td>10%</td>
<td></td>
</tr>
</tbody>
</table>

The chart represents the quality of snow plowing for the years 2013 to 2018, with categories Excellent, Good, Fair, and Poor.
Support a property tax increase for trail expansion?

2016:
- Strongly Support: 13%
- Support: 61%
- Oppose: 19%
- Strongly Oppose: 8%

2017:
- Strongly Support: 28%
- Support: 55%
- Oppose: 11%
- Strongly Oppose: 7%

2018:
- Strongly Support: 36%
- Support: 49%
- Oppose: 10%
- Strongly Oppose: 10%
Willing to pay for more trails?

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>$0</td>
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<td>34%</td>
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<td>30%</td>
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<tr>
<td>$6</td>
<td>$8</td>
<td>$10</td>
</tr>
<tr>
<td>16%</td>
<td>26%</td>
<td>13%</td>
</tr>
<tr>
<td>38%</td>
<td>9%</td>
<td>11%</td>
</tr>
</tbody>
</table>
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>2013</td>
<td>20%</td>
<td>54%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>2014</td>
<td>25%</td>
<td>67%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>2015</td>
<td>26%</td>
<td>64%</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>2017</td>
<td>33%</td>
<td>64%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>2018</td>
<td>30%</td>
<td>68%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

*Legend: Excellent (Teal), Good (Green), Fair (Yellow), Poor (Red)*
Successful in balancing rights

<table>
<thead>
<tr>
<th>Year</th>
<th>Very</th>
<th>Somewhat</th>
<th>Neither</th>
<th>Somewhat Un</th>
<th>Not at all</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>26%</td>
<td>55%</td>
<td>16%</td>
<td>25%</td>
<td>2%</td>
</tr>
<tr>
<td>2017</td>
<td>25%</td>
<td>46%</td>
<td>22%</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>2016</td>
<td>36%</td>
<td>52%</td>
<td>11%</td>
<td>8%</td>
<td>8%</td>
</tr>
<tr>
<td>2015</td>
<td>27%</td>
<td>63%</td>
<td>8%</td>
<td>8%</td>
<td>8%</td>
</tr>
<tr>
<td>2014</td>
<td>25%</td>
<td>58%</td>
<td>13%</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>2013</td>
<td>21%</td>
<td>56%</td>
<td>16%</td>
<td>15%</td>
<td>15%</td>
</tr>
</tbody>
</table>
Appropriate public input opportunity

Year | Yes (%) | No (%) | Total
--- | --- | --- | ---
2013 | 94% | 6% | 100%
2014 | 94% | 6% | 100%
2015 | 92% | 8% | 100%
2016 | 94% | 6% | 100%
2017 | 81% | 19% | 100%
2018 | 88% | 12% | 100%
Neighborhood nuisances

- Homes: 77% Not problem, 22% Minor problem
- Yards: 71% Not problem, 28% Minor problem
- Storage: 67% Not problem, 32% Minor problem
- Business: 81% Not problem, 18% Minor problem
- Noise: 71% Not problem, 27% Minor problem
<table>
<thead>
<tr>
<th>Service Type</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>8%</td>
<td>63%</td>
<td>29%</td>
</tr>
<tr>
<td>Condominiums</td>
<td>8%</td>
<td>68%</td>
<td>23%</td>
</tr>
<tr>
<td>Young Family Starter Homes</td>
<td>13%</td>
<td>67%</td>
<td>19%</td>
</tr>
<tr>
<td>Service/Retail</td>
<td>17%</td>
<td>75%</td>
<td>9%</td>
</tr>
<tr>
<td>Entertainment/Dining</td>
<td>28%</td>
<td>67%</td>
<td>6%</td>
</tr>
<tr>
<td>Full-time job opportunities</td>
<td>49%</td>
<td>49%</td>
<td>1%</td>
</tr>
<tr>
<td>Affordable Housing (MetCouncil)</td>
<td>74%</td>
<td>25%</td>
<td>1%</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>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>
<tr>
<td>2014</td>
<td>38%</td>
<td>35%</td>
<td>16%</td>
<td>11%</td>
</tr>
</tbody>
</table>
Recreation programs


- Excellent: 29%, 31%, 41%, 48%, 45%, 54%
- Good: 25%, 34%, 48%, 51%, 56%, 54%
- Poor: 0%, 2013, 2014, 2015, 2016, 2017, 2018
- Fair: 25%, 31%, 48%, 51%, 56%, 54%
Recreation facilities

- Parks (92%)
  - Excellent: 60%
  - Good: 38%

- Trails (85%)
  - Excellent: 55%
  - Good: 41%

- Williston (53%)
  - Excellent: 63%
  - Good: 37%

- Marina (44%)
  - Excellent: 73%
  - Good: 30%

- Com Ctr...
  - Excellent: 50%
  - Good: 50%

- Ice Arena...
  - Excellent: 45%
  - Good: 55%

- Sr Ctr (35%)
  - Excellent: 53%
  - Good: 44%
Quality of Trail Maintenance

<table>
<thead>
<tr>
<th>Year</th>
<th>Excellent</th>
<th>Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>30%</td>
<td>61%</td>
</tr>
<tr>
<td>2013</td>
<td>32%</td>
<td>58%</td>
</tr>
<tr>
<td>2014</td>
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<tr>
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<td>2016</td>
<td>49%</td>
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<td>2017</td>
<td>46%</td>
<td>52%</td>
</tr>
<tr>
<td>2018</td>
<td>54%</td>
<td>44%</td>
</tr>
</tbody>
</table>
Park amenities most often used

2018:
- Trails: 48%
- Playgrounds: 12%
- Off-leash Dog: 17%
- Athletic Fields: 16%
- Tennis Courts: 5%

2017:
- Trails: 34%
- Playgrounds: 21%
- Off-leash Dog: 17%
- Athletic Fields: 14%
- Tennis Courts: 7%

2016:
- Trails: 43%
- Playgrounds: 13%
- Off-leash Dog: 15%
- Athletic Fields: 16%
- Tennis Courts: 6%
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 28th and March 15th, 2018.

The average interview took 28 minutes. The non-response rate was 3.5%. 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.