Agenda

City of Minnetonka

Study Session

Monday, May 16, 2016

6:30 p.m.

The Minnehaha Room

1. TCF Redevelopment Update
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 Agenda Item #1
Meeting of May 16, 2016

Brief Description
TCF Redevelopment Update

Background
The TCF Bank property, in the Ridgedale area, has been under consideration for redevelopment for a number of months. The city council has reviewed several iterations of site and building concepts:

- Two separate one-story buildings (stand alone retail and bank) – surface parked
- One-story attached building (retail and bank building together) – surface parked
- Three-story multi-tenant building (bank, retail and office) with underground parking

Most recently, the city council reviewed the latest plans at their March 14, 2016 meeting http://tinyurl.com/TCF-Bank-Red. The updated plans were for a 3-story building with underground parking. The building contained a mix of office, retail and square footage for TCF. The developer indicated at the meeting, that they would likely need city tax increment participation in the project because of the high cost of parking.

Update
The developer has further refined the numbers for the proposed project. The developer has also engaged with a parking ramp consultant and a building contractor to better refine the estimates for the building and particularly the underground parking. The developer is now estimating the costs are double the original figures that were shared at the city council meeting for a variety of reasons: complications of the building process; design of the ramp, including reinforcement; and complicated utility locations. The developer has presented a revised plan to staff without underground parking and generally a one story building. The revised building would contain retail space and the bank, much like the second concept the city council reviewed. An explanation of their decision making process is attached. Before proceeding with a full application and based on the previous council feedback, staff thought a discussion regarding the project was necessary. The developer will be attending the study session.

Discussion Question:
Does the council have additional comments regarding the proposed redevelopment?

Submitted through:
Geralyn Barone, City Manager

Originated by:
Julie Wischnack, AICP, Community Development Director
Hi Julie,

As we discussed yesterday, going forward with the underground parking, although a viable option from an engineering prospective, is just not economically feasible. Before completing a full evaluation of the project costs based upon various design options, we had been using what we felt was a conservative budget number given our experience in developing similar projects. As part of our deep dive into the design and numbers, We hired the services of McGough Construction and Walker Parking Consultants, both extremely qualified in urban redevelopment projects involving complex underground parking designs. After weeks of design and evaluation involving many different concept plans, the most viable version was the plan I left with you yesterday. Even though this was the most efficient and economical design concept the team could create given the various site limitations, the cost was more than double what we had previously budgeted. Even with top-of-the-market rents being used and the inclusion of Tax Increment Financing proceeds, the project is far from economically feasible.

Loren had asked if we had considered an above ground parking structure. We did explore this and came to the same conclusion with the below grade parking. In fact, in order to meet the parking requirements of a multi-story project, the design of the above grade parking structure would have to span the entire site, thus completely blocking the visibility for any ground level retail. Even from purely a design perspective, we don’t feel that an over-grade parking structure would be nearly as attractive as a single story of quality retail with an upscale design.

I hope this information if helpful and offers you a glimpse of the challenges we face in redeveloping this property with any multi-story facility. We know that the concept plan approved by the city council was strongly supported. Therefore, we certainly don’t take this proposed change lightly, and we really have tried to present the best possible re-development project for this important corner property. We would be happy to provide you any additional information you may require or answer any questions. I look forward to your assistance on what you would like for me address next Monday.

STEVE JOHNSON
DEVELOPMENT PARTNER
SOLOMON REAL ESTATE GROUP
City Council Study Session Item #2  
Meeting of May 16, 2016

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 action steps and subsequently presented them to the council in June 2011. These were specific tactics planned to implement each strategy.

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 actions 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. This June, a process to gather community engagement will be facilitated by Rebecca Ryan of Next Generation Consulting. Those results will guide staff and the council of updates to the strategic profile.

This year’s organizational performance evaluation is also included, with grades assigned to the city’s mission/vision, guiding principles, and strategic goals. The results were based on ratings from the annual community survey and several objective measures. 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?

Summary

The strategic profile report serves as a guide as each department sets goals and budgets for the upcoming year. 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**

*Doing the right thing, at the right time, for the right reason.*

## Spirit of Minnetonka Award Winners

<table>
<thead>
<tr>
<th>Year</th>
<th>Winner</th>
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<tbody>
<tr>
<td>2016</td>
<td>Douglas Fetter</td>
</tr>
<tr>
<td>2015</td>
<td>Jacque Larson</td>
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<tr>
<td>2014</td>
<td>Dave Johnson</td>
</tr>
<tr>
<td>2013</td>
<td>Steve Malecha</td>
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<tr>
<td>2012</td>
<td>Fong Yang</td>
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<td>2011</td>
<td>Larry Schnack</td>
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<tr>
<td>2010</td>
<td>Elise Durbin</td>
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<tr>
<td>2009</td>
<td>Joe Wallin</td>
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<td>2008</td>
<td>Bob Manor</td>
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<td>2007</td>
<td>Gary Lauwagie</td>
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<tr>
<td>2006</td>
<td>Jo Colleran</td>
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<td>2005</td>
<td>Virg Herrmann</td>
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<tr>
<td>2004</td>
<td>Desyl Peterson</td>
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<tr>
<td>2003</td>
<td>Dean Elstad</td>
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<td>2002</td>
<td>Amy Cheney</td>
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<td>2001</td>
<td>Sandy Surges</td>
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<td>2000</td>
<td>Sandy Streeter</td>
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<td>1999</td>
<td>Kathy Magrew</td>
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<td>1998</td>
<td>Mike Johnson</td>
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<td>1997</td>
<td>Wendy Anderson</td>
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<tr>
<td>1996</td>
<td>Bert Tracy</td>
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<td>1995</td>
<td>Ron Rankin</td>
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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.
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, 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, 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 19 non-sworn support members and operates a 9-1-1 system.

**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 a 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>Major Goals</th>
<th>Key Strategies</th>
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</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 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 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 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 that community needs and interests are served. |
| **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 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. |
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.

Technological connections have been expanded to improve service, satisfy customer needs and enhance citizen engagement. A new security committee is reviewing the operations and physical environment of our facilities; categories of non-public data have been inventoried and best management practices reviewed; electronic pollbooks have been purchased by Hennepin County for use in elections to assist with voter roster management. A communications plan has been implemented, with emphasis on a new subscription-based information delivery program.

City Court procedures and related ordinances have been updated; the State of MN Pay Equity report was submitted and approved; for the first time student election judges will be used in city elections. The Burwell policy was updated to better reflect event patterns at the park. An added third-party payment administrator significantly increased the proportion of utility customer payments received electronically.

Benchmark and trending data is 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 2017-2021 plans for capital and economic improvement investments to be adopted later this year.

**Future Actions**

Conduct an annual survey, analyze key organizational processes and enhance connections with the public by conducting a community engagement and forecasting process to update the Council’s Strategic Profile and collect research for a branding initiative as a prelude to marketing efforts. Use metrics and data to improve or enhance business practices.

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 the first phase of a multiyear program and the last issue of 2001 voter approved open space bonds. Conduct a public safety facility study and plan civic center facility improvements.

Fulfill customer expectations with effective employee service levels and essential support framework. Plan for changes in workforce structure with position readiness in addition to recruitment and retention. Implement a mobile device policy and begin implementing PCI compliance and electronic accounts payable.
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 has identified three common sources of illicit discharge – pet waste, yard debris, and chlorides – and used various techniques to create public awareness. The pet waste reduction campaign, which featured elementary student art, collected 134 pounds of waste in a city park.

The city continues to monitor and evaluate energy use at all city-owned facilities, using the B3 (Buildings, Benchmarks and Beyond) Database supported by the MN Departments of Commerce and Administration.

The city continues to retrofit lighting to LED and to install lighting sensors at city-owned facilities, including the Community Center, Glen Lake Activity Center, and Fire Stations #1 and #2 last year.

The city has identified a variety of local and federal programs providing low interest loans, rebates, and other financial incentives in support of energy efficiency and water conservation. Staff promotes these programs in meetings with developers and residents.

The city continues to provide education on the importance of, and risks to, our natural resources. Highlights include multiple articles in every issue of the Minnetonka Memo, public service messages on the six electronic billboards in the community, and the Eco Series of Walks and Talks.

The city continues to explore sustainability initiatives. The city became a subscribing member of the Minnesota Solar*Rewards Community program and, through a grant from Hennepin County, is offering residents a year of free organics recycling.

Future Actions

Bring the LRT Green Line Extension through the city’s floodplain and wetland review and permitting process.

Provide information to Ridgedale management and potential developers in the Ridgedale Village Center on sustainable stormwater and landscaping practices.

Work toward updating the shade tree ordinance to include emerald ash borer and other threats.

Continue to work through requirements and recommendations of the city’s Municipal Separate Storm Sewer System (MS4) permit.

Work to provide information to residents on existing funding programs that support energy efficiency, water conservation and water quality.

Engage with businesses and residents — through GovDelivery, MinnetonkaMatters and other means — on environmental topics and initiatives.

Develop a work plan to become a “Step Three City” through the Green Step program.

We will protect and enhance the unique natural environment of our community.
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.*

### Progress

A Public Safety Facilities Study Request For Proposal has been processed and an architect selected to lead the process to study police and fire facility needs.

Staff has identified four target areas within the city that have private fire hydrants in residential areas without other fire suppression systems. After this initial implementation of the new hydrant policy, the program will be promoted city-wide.

Continued to participate, collaborate and identify areas of public education and regional transit planning. Police and Fire met with SWLRT Project Office staff during the 60% & 90% planning phases to discuss fire and safety related concerns.

The Tri-Tech records management system was installed in March 2016 and staff continues to work with Tri-Tech and LOGIS on functionality.

Researched and implemented various technology to improve operations. Smart phones, Field Based Reporting, E-warrants and Active 9-1-1 notification software have been introduced to enhance public safety service.

Joint police and fire training on current trends/threats, including all-hazards regional response training drills. Police and Fire participated in mass casualty active shooter drills have been held in Eden Prairie, Excelsior and Minnetonka.

Leadership team and council participated in all-hazard workshops, including preparedness education, response and coordination.

### Future Actions

Complete the Public Safety Facility Study and develop recommendations for city council consideration.

Analyze impact of Ridgedale area redevelopment on police staffing assigned to the corridor.

Realign fire department apparatus and equipment based on current deployment model.

Provide training for all department directors and delegates on Emergency Operation Center technology.

Identify and review options for Crisis Intervention Training for all police officers.

Identify programming opportunities to provide to citizens regarding identity theft, fraud and forgery.
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

Collaborated with a number of groups, including the Met Council’s SWLRT Project Office, Hennepin County, other SWLRT corridor cities, and the Shady Oak Development Strategy consultant to provide feedback on LRT and station components including park & ride lots, pedestrian & bike connections, overall design criteria for the corridor, platform design, & public art.

Began second construction season on the addition of a third lane in each direction on I-494. Concept plans have been developed and approved for the Ridgehaven Lane realignment west of Plymouth Road with construction anticipated in 2017. Draft amendments to the I-394 district are complete.

Presented a history of the trail system, maintenance responsibilities and priorities, related CIP projects, and current prioritization method for the trail system. City trails team revised priority rankings and completed citywide review of trail system determining priority unscheduled and unfunded segments. Completed master planning of a Ridgedale walkshed and scheduled segments associated with the upcoming Ridgehaven Lane and Plymouth Road projects.

Participated in quarterly meetings with Metro Transit to review and evaluate current bus service, discuss future changes, market routes, and prepare for contract renegotiation.

### Future Actions

Work with the SWLRT Project Office to determine the costs of the city’s locally requested capital improvement of the 17th Avenue extension.

Begin Opus area improvements outlined in the CIP. Complete identified bridge replacements and Red Circle Drive reversal. Develop associated master trail plan identifying trail changes associated with LRT, and new trails needed to serve the LRT Opus station, including identifying locations for new trail lighting.

Coordinate all the regional and local street improvements, I-494 phase II, TH 169, CR 101, and many miles of local street construction to minimize impacts to businesses and residents.

Review citywide traffic signal system to coordinate flashing yellow arrow implementation for the city.

Participate in Highway 169 technical advisory committee mobility study with project partners.

Renew, expand, and maintain trail system to encourage transportation, walkability and connectivity.

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### Trail Rating Guidelines

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<th>Degree of Difficulty</th>
<th>Cost Effectiveness</th>
<th>Nature of Use</th>
<th>Community Access</th>
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<tbody>
<tr>
<td>10%</td>
<td>40%</td>
<td>10%</td>
<td>40%</td>
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### Miles of Local Street Preservation

![Graph showing miles of local street preservation from 2011 to 2016](image-url)
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.*

**Committed to Stay for Housing Upgrade**

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<tr>
<th>Year</th>
<th>Very</th>
<th>Somewhat</th>
<th>Not Too</th>
<th>Not At All</th>
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<tbody>
<tr>
<td>2016</td>
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<td>2015</td>
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<td>2014</td>
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**Committed to Stay for Housing Downsize**

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<th>Year</th>
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<td>2014</td>
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**Progress**

A plan has been established to update the Open to Business Program webpage to make the information more accessible and to broaden the program. Open to Business has assisted more than 36 individuals and provided 125 hours of advising.

A new development strategy has been created for the Shady Oak Station area and the cities of Hopkins and Minnetonka are reviewing a zoning process to be completed by the end of 2016.

Redevelopment scenarios and neighborhood meetings have been conducted for the city owned Shady Oak Road property. Developer contacts for the site have been initiated.

A detailed phased capital improvement plan has been completed to effectuate the articulated vision of the Ridgedale area, including the selection of colors, landscaping and lighting.

The International Property Maintenance Code has been reviewed, as compared to the existing 1997 Uniform Housing Code.

**Future Actions**

Create a framework and begin implementing the many steps of the process to update the city’s 30 year Comprehensive Guide Plan.

Review the city owned property at CR 101 and Coventry and develop a process for redevelopment to determine housing type.

Develop an implementation plan for the Ridgedale Pedestrian Study. Review recommendations for maintenance and improved connections.

Develop a set of standards for bike, roof, rideshare, storage and area connections that future development will consider during design.

A branding initiative will be conducted and information gathered from the strategic planning process to develop marketing focus areas.

Business meet and greets – develop a multi-year plan to methodically visit businesses in the community.

Provide a report on improvements in the diversity of housing stock, including affordable housing.

Develop a use framework and promote the use of Minnetonkamatters.com.

Adopt the International Property Maintenance Code.
We will provide excellent *recreational* amenities

<table>
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<tr>
<th>Williston Center Average Memberships</th>
<th>Progress</th>
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<tr>
<td><strong>Goal</strong></td>
<td>Funded trail system way-finding plans in the 2017 &amp; 2018 Capital Improvements Program and provided a recreational user perspective to the city trails committee.</td>
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<tr>
<td>2015</td>
<td>Through a consortium of comparable cities, selected a new program registration, membership and facility software system (Rec-Trac) to replace the previous obsolete system. Rec-Trac offers enhanced features that improve customer service and usability.</td>
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<td>2014</td>
<td>Expanded program partnerships with Hopkins Community Education, Three Rivers Park District and the Music Association of Minnetonka.</td>
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<tr>
<td>2013</td>
<td>Partnered with community organizations for park improvements (Glen Lake Mighty Mites), successful athletic field grant applications (Bennett Family Park) and community programming (Hopkins Royal Triathlon)</td>
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<tr>
<td>2012</td>
<td>Completed the ice arena refrigeration, dasher board replacement and Williston Center roofing project, all on time and under budget.</td>
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<td>2011</td>
<td>Developed a partnership agreement for the recreational use of Glen Lake Elementary School with the Hopkins School District; and developed field use agreements for the four youth associations that have designated use of city athletic fields.</td>
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<td></td>
<td>Successfully maintained Williston Center memberships at 8,023 in an effort to allow for adequate parking and reasonable user access to facility equipment.</td>
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<thead>
<tr>
<th>Resident Program Participation</th>
<th>Future Actions</th>
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<tbody>
<tr>
<td><strong>2009</strong></td>
<td>Work with Communications Division to enhance the Recreation Services department’s marketing and communications efforts.</td>
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<tr>
<td><strong>2010</strong></td>
<td>Establish field use priorities to regulate future lighting of fields.</td>
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<tr>
<td><strong>2011</strong></td>
<td>Complete the Big Willow Park Baseball Field Feasibility Study and apply for grants needed to enhance athletic field lighting.</td>
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<tr>
<td><strong>2012</strong></td>
<td>Collect resident input and determine the most appropriate option for adding dedicated pickleball courts to our park system.</td>
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<tr>
<td><strong>2013</strong></td>
<td>Convert to an in-house process for responding to the adaptive recreational needs of our participants.</td>
</tr>
<tr>
<td><strong>2014</strong></td>
<td>Continue to maintain and renovate our recreational facilities to ensure functional, quality spaces for the local community.</td>
</tr>
<tr>
<td><strong>Goal</strong></td>
<td>Gain knowledge in the use and application of Rec-Trac to further enhance the user perspective and customer service capabilities.</td>
</tr>
</tbody>
</table>

**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.*
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 40% of those surveyed stated there was nothing they disliked about living in Minnetonka. The metro average for such boosters is six percent, placing Minnetonka significantly above the mean. This year only 17% noted disliking high taxes, down slightly from 20% a year ago.

The city’s financial position remains strong with a renewed Aaa bond rating; only six percent of cities nationwide receive this top rating. For 33 years running, the city has received the Government Finance Officers Award for Excellence in Financial Reporting. The city’s tax rate is among the lowest, despite the lack of special assessments.

As noted, the community’s appetite for taxes continues to stabilize. This year, nine in ten residents again positively rated the quality and value of city services based on the property taxes paid. In 2015, more than 55% of residents favored an increase in property taxes if it were needed to maintain city services at their current level and in 2016 that number increases to 65%. Six in ten respondents would support an increase in property taxes to expand and improve sidewalks in the city. Eight in ten support the use of city funding to manage the Emerald Ash Borer on public lands and more than six in ten support to manage on private lots.

Natural Environment: A-

Overall ratings of the city’s efforts to protect the natural environment remain very positive. Nearly 96% 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.

Seven in ten are familiar with the Emerald Ash Borer and over 70% of respondents feel it is a serious threat to Minnetonka. This year, 94% say that the city is doing an excellent and good job of protecting wetlands, ponds and streams and forested areas.

Public Safety: A-

Police and fire services ratings are overwhelmingly positive, near and at 100% approval respectively. Ninety-nine 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.

Ninety-one percent say there is no area in Minnetonka where they feel unsafe. Of the respondents who had a public safety concern, 32% say areas with no sidewalks and 29% say busy intersections is their cause for concern. For those who were stopped by a Minnetonka police officer for a traffic violation, 91% felt the officer acted in a professional manner.
Transportation: B+

Over 85% 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 committed snow and ice control removal efforts resulted in close to 95% positive rating the quality of snow plowing and 98% positively rated trail maintenance.

Community Development: A-

Residents were 99% positive about the city’s quality of community planning. Nearly nine in ten feel the city is successful in balancing individual property rights with interests of the wider community, the highest positive ratings in the metro area. Almost 80% of residents would be committed to staying in Minnetonka if they chose to upgrade or downsize their house size.

Close to 83% of residents feel neighborhood nuisances such as upkeep of homes and yards are not a problem, while 17% feel they are only a minor problem. Ninety-two percent of those reporting a nuisance concern to the city were satisfied with the response they received.

Recreation: A

Thirty-four percent of survey respondents participated in city-sponsored recreation programs again this year. Notably, 97% responded positively about the quality of recreation programs and services. Almost 80% of those responding rate the park and trail system as excellent and good.

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 3.750, slightly higher (3.697 A-) than last year.
Minnetonka City Council

Terry Schneider, Mayor
Dick Allendorf, At-large
Patty Acomb, At-large
Robert Ellingson, Ward 1
Tony Wagner, Ward 2
Brad Wiersum, Ward 3
Tim Bergstedt, Ward 4

Strategic Work Groups

Responsible Stewards – Merrill King, Geralyn Barone, Patty Latham, Jessica Nikunen, Corrine Heine, Moranda Zimmer and Perry Vetter


Public Safety – John Vance, Jeff Sebenaler, Scott Boerboom, Kevin Fox, Marv Solberg, Shelley Peterson and Brian Wagstrom

Transportation – Will Manchester, Brian Wagstrom, Darin Ellingson, Philip Olson, Jeff Sebenaler, Julie Wischnack, Alisha Gray and Jeremy Koenen


Recreation – Dave Johnson, Ann Davy, Mike Pavelka, Todd Kasowski, Steve Pieh, Sara Woeste, John Heckmann and Kelly O’Dea

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