

DECISION RESOURCES
3128 Dean Court
Minneapolis, Minnesota 55416

City of Minnetonka
2006 Residential Study
FINAL FEBRUARY 2006

Hello, I'm _____ of Decision Resources, Ltd., a polling firm located in Minneapolis. We've been retained by the City of Minnetonka to speak with a random sample of residents about issues facing the city. The survey is being taken because your city representatives and staff are interested in your opinions and suggestions. I want to assure you that all individual responses will be held strictly confidential; only summaries of the entire sample will be reported. (DO NOT PAUSE)

1. Approximately how many years have you lived in Minnetonka?
- | | |
|-------------------------|-----|
| LESS THAN ONE YEAR..... | 1% |
| ONE TO TWO YEARS..... | 6% |
| THREE TO FIVE YEARS... | 12% |
| SIX TO TEN YEARS..... | 18% |
| ELEVEN - TWENTY YEARS. | 22% |
| OVER TWENTY YEARS..... | 40% |
| DON'T KNOW/REFUSED..... | 0% |

2. How would you rate the quality of life in Minnetonka -- excellent, good, only fair, or poor?
- | | |
|-------------------------|-----|
| EXCELLENT..... | 52% |
| GOOD..... | 47% |
| ONLY FAIR..... | 1% |
| POOR..... | 0% |
| DON'T KNOW/REFUSED..... | 0% |

3. What do you like most about living in Minnetonka?

UNSURE, 3%; LOCATION, 31%; NATURAL ENVIRONMENT, 13%; SCHOOLS, 7%; PARKS AND TRAILS, 7%; FRIENDLY PEOPLE, 4%; RURAL SETTING, 9%; LARGE LOTS, 4%; EVERYTHING, 6%; SAFE, 2%; CITY SERVICES, 4%; HOUSE/NEIGHBORHOOD, 7%; QUIET AND PEACEFUL, 3%; SCATTERED, 1%.

4. What do you like least about living in Minnetonka?

UNSURE, 9%; NOTHING, 29%; TRAFFIC CONGESTION, 13%; ROAD CONSTRUCTION, 6%; HIGH TAXES, 15%; TOO MUCH GROWTH, 6%; USE OF EMINENT DOMAIN, 2%; LACK OF DOWNTOWN, 2%; LACK OF DIVERSITY, 3%; POOR QUALITY OF ROADS, 4%; CITY SERVICES, 4%; DISTANCE TO DOWNTOWN, 2%; SCATTERED, 5%.

I would like to read you a short list of programs and events offered by the City of Minnetonka. For each one, tell me first if you are aware of it. For those you have heard of, tell me if you have participated in it....

	NOT AWA	YES YES	YES NO	DKR REF
5. Minnetonka Mike -- 24 hour phone message line and web access?	40%	21%	39%	0%
6. Curbside Recycling Program?	6%	75%	20%	0%
7. Leaf Drop-Off Program?	11%	41%	48%	0%
8. Brush Drop-Off Program?	11%	48%	42%	0%
9. Special Drop-Off Days?	11%	51%	37%	1%
10. The Eco-Fair?	56%	11%	32%	1%
11. The City's 50th Anniversary Celebration?	41%	13%	46%	1%

I would like to read you a list of a few city services. For each one, please tell me whether you would rate the quality of the service as excellent, good, only fair, or poor. If you have no opinion, just say so.... (ROTATE LIST)

	EXC	GOO	FAI	POO	DKR
12. Police services?	39%	47%	2%	1%	11%
13. Pavement repair and patching on city streets?	5%	44%	33%	16%	3%
14. Trail maintenance?	20%	56%	3%	1%	21%
15. Park maintenance?	18%	61%	4%	1%	17%
16. Community planning?	5%	52%	8%	3%	33%
17. Fire protection?	23%	56%	1%	0%	20%
18. Recycling service?	31%	58%	2%	1%	9%
19. Snow plowing?	30%	62%	5%	3%	1%
20. Domestic animal control for dogs?	10%	49%	7%	3%	31%
21. Water and sanitary sewer services?	22%	67%	5%	1%	5%
22. Recreational services and programs?	24%	56%	1%	0%	19%
23. Senior services?	13%	35%	1%	0%	51%

IF ANY SERVICES WERE RATED EITHER "ONLY FAIR" OR "POOR,"
ASK: (N=245)

24. What changes or improvements, if any, would be needed in that service for it to be rated "excellent" or "good?"

UNSURE, 2%; BETTER PLOWING, 6%; FIX POTHOLES, 35%; FASTER ROAD REPAIR, 14%; BETTER ANIMAL CONTROL, 8%; STOP JUST PATCHING ROADS, 11%; SOFTEN WATER, 4%; LOWER COST, 2%; PLOW TRAILS, 3%; DON'T USE EMINENT DOMAIN, 5%; BETTER MAINTENANCE, 4%; STOP BARKING DOGS, 2%; LISTEN TO PUBLIC, 2%; SCATTERED, 4%.

Moving on....

25. When you consider the property taxes you pay and the quality of city services you receive, would you rate the general value of city services as excellent, good, only fair, or poor?

EXCELLENT.....	15%
GOOD.....	55%
ONLY FAIR.....	14%
POOR.....	2%
DON'T KNOW/REFUSED....	14%

As you may know, the City of Minnetonka receives no state aid, and relies on property taxes to fund basic services. About one-half of city property taxes support police and fire services. The other half is allocated for streets and parks. Other city services are supported by user fees.

26. If you could increase the budget by one percent, which ONE of these major areas would you prioritize for the increase -- police and fire protection, street maintenance, parks, or some other city service?

POLICE/FIRE.....	21%
STREETS.....	46%
PARKS.....	9%
OTHER SERVICE.....	8%
NONE OF ABOVE (VOL)....	6%
DON'T KNOW/REFUSED....	11%

27. Would you favor or oppose an increase in YOUR city property taxes if it were needed to maintain city services at their current level?

FAVOR.....	45%
OPPOSE.....	37%
DON'T KNOW/REFUSED....	18%

IF "OPPOSE," ASK:

28. What city services would you be willing to see cut to keep property taxes at their current level?

UNSURE, 24%; ADMINISTRATION, 9%; PARKS AND RECREATION, 37%; SCHOOLS, 4%; FIRE, 2%; NO NEED/CUT WASTE, 12%; POLICE, 2%; STREET MAINTENANCE, 3%; RECYCLING,

3%; SCATTERED, 4%.

29. During the past year, have you had any personal contact with any employee of the Minnetonka Police Department? YES.....34%
NO.....66%
DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=135)

30. Would you say the way the police employee handled the situation was excellent, good, only fair, or poor? EXCELLENT.....59%
GOOD.....28%
ONLY FAIR.....7%
POOR.....3%
DON'T KNOW/REFUSED.....2%

31. Would you say the time it took the police to respond was appropriate? YES.....87%
NO.....4%
DON'T KNOW/REFUSED.....10%

32. Are there areas in Minnetonka where you do not feel safe? YES.....8%
NO.....91%
DON'T KNOW/REFUSED.....1%

IF "YES," ASK: (N=31)

33. In which areas do you not feel safe?

EVERYWHERE, 26%; TRAILS, 13%; ALONG 101, 6%; APARTMENTS, 13%; PURGATORY PARK, 16%; NEAR HIGH SCHOOL, 3%; RIDGEDALE PARKING LOTS, 10%; ON LAKE MINNETONKA, 3%; SCATTERED STREETS, 10%.

34. What makes you feel unsafe?

UNSURE, 7%; POOR LIGHTING, 16%; TELEVISION NEWS REPORTS, 13%; SPEEDING TRAFFIC, 16%; APARTMENTS, 3%; NO POLICE PATROLS, 19%; JUVENILE DELINQUENTS, 16%; NO SIDEWALKS, 3%; UNSAFE BOATING, 3%; SCATTERED, 3%.

35. What would make you feel more safe?

UNSURE, 32%; MORE POLICE PATROLS, 36%; BETTER LIGHTING, 19%; CALL BOXES, 3%; SIDEWALKS, 3%; CAMERAS, 3%; SCATTERED, 3%.

I would like to read you a list of public safety problems.

36. Please tell me which one you consider to be the greatest concern in Minnetonka? If you feel that none of these concerns are serious in Minnetonka, just say so. (READ LIST)

Personal safety?.....2%
 Burglary?.....14%
 Speeding and other traffic violations?.....22%
 Drugs?.....12%
 Underage drinking?.....5%
 Juvenile crimes?.....5%
 Identity theft?.....6%
 Domestic abuse?.....1%
 Something else?.....0%
 None are serious (VOL).....26%
 Don't Know/Refused.....8%

37. Do you feel speeding on Minnetonka residential streets is an issue of concern? YES.....58%
 NO.....40%
 DON'T KNOW/REFUSED.....2%

IF "YES," ASK: (N=233)

38. How serious of concern is it -- very serious, somewhat serious, not too serious, or not at all serious? VERY SERIOUS.....27%
 SOMEWHAT SERIOUS.....67%
 NOT TOO SERIOUS.....5%
 NOT AT ALL SERIOUS.....0%
 DON'T KNOW/REFUSED.....0%

Moving on....

39. In general, do you think the City is doing too much, too little, or about the right amount in protecting the environment? TOO MUCH.....2%
 TOO LITTLE.....12%
 ABOUT RIGHT AMOUNT.....76%
 DON'T KNOW/REFUSED.....11%

How would you rate City efforts in the protection of each of the following types of land -- would you say the City of Minnetonka has done an excellent job, good job, only fair job, or poor job?

	EXC	GOO	FAI	POO	DKR
40. Wetlands, ponds and streams?	18%	51%	18%	3%	11%
41. Forested areas?	13%	55%	11%	2%	19%

42. How would you rate the amount of natural open space areas in the city -- too much, about right, or too little?
- | | |
|-------------------------|-----|
| TOO MUCH..... | 2% |
| ABOUT RIGHT..... | 77% |
| TOO LITTLE..... | 18% |
| DON'T KNOW/REFUSED..... | 3% |

The City strives to balance the rights of individual property owners to reasonably develop their properties with the interests of the wider community.

43. How successful do you think the City has been in maintaining this balance -- very successful, somewhat successful, neither successful nor unsuccessful, somewhat unsuccessful, or very unsuccessful?
- | | |
|-------------------------|-----|
| VERY SUCCESSFUL..... | 13% |
| SOMEWHAT SUCCESSFUL... | 55% |
| NEITHER SUC/UNSUC..... | 9% |
| SOMEWHAT UNSUCCESSFUL.. | 8% |
| VERY UNSUCCESSFUL..... | 4% |
| DON'T KNOW/REFUSED.... | 12% |

44. Do you feel that Minnetonka residents have appropriate opportunities for input into the zoning and development decision-making process?
- | | |
|------------------------|-----|
| YES..... | 70% |
| NO..... | 15% |
| DON'T KNOW/REFUSED.... | 15% |

IF "NO," ASK: (N=60)

45. What change or improvement would you like to see made?
- UNSURE, 5%; STAFF LISTEN TO PUBLIC, 5%; COUNCIL LISTEN TO PUBLIC, 37%; EARLIER COMMUNICATION ABOUT PROJECTS, 20%; DO NOT USE EMINENT DOMAIN, 17%; LIMIT GROWTH, 5%; HOLD AN ELECTION, 8%; SCATTERED, 3%.

In recent years, the City of Minnetonka has seen increasing interest in higher density developments, such as condominiums and townhouses.

46. Would you be more likely or less likely to support a higher density development if the buildings were clustered to protect more of the environment? (WAIT FOR RESPONSE) Is that much (more/less) likely or only somewhat?
- | | |
|------------------------|-----|
| MUCH MORE LIKELY..... | 16% |
| SOMEWHAT MORE LIKELY.. | 28% |
| NO DIFFERENCE (VOL)... | 13% |
| SOMEWHAT LESS LIKELY.. | 14% |
| MUCH LESS LIKELY..... | 25% |
| DON'T KNOW/REFUSED.... | 5% |

47. Would you be more likely or less likely to support a higher density development if some affordable housing units were included in the development? (WAIT FOR RESPONSE) Is that much (more/less) likely or only somewhat?
- | | |
|-------------------------|-----|
| MUCH MORE LIKELY..... | 17% |
| SOMEWHAT MORE LIKELY.. | 22% |
| NO DIFFERENCE (VOL)... | 15% |
| SOMEWHAT LESS LIKELY.. | 15% |
| MUCH LESS LIKELY..... | 25% |
| DON'T KNOW/REFUSED..... | 6% |
48. Does Minnetonka currently possess an adequate mix of housing to meet the needs of all residents, such as young families, maturing families, singles, "empty nesters," and retirees?
- | | |
|------------------------|-----|
| YES..... | 56% |
| NO..... | 29% |
| DON'T KNOW/REFUSED.... | 15% |
49. Would you favor or oppose the City requiring developers to provide a broader range and mix of housing prices in new housing developments? (WAIT FOR RESPONSE) And do you feel strongly that way?
- | | |
|------------------------|-----|
| STRONGLY FAVOR..... | 27% |
| FAVOR..... | 34% |
| OPPOSE..... | 13% |
| STRONGLY OPPOSE..... | 15% |
| DON'T KNOW/REFUSED.... | 11% |

On another topic....

For each of the following Minnetonka facilities or offerings, please tell me if you or members of this household have visited it during the past year. Then, for each one you or members of your household have visited, please rate it as excellent, good, only fair or poor. If you have no opinion, just say so....

	NOT	EXC	GOO	FAI	POO	DKR
50. Minnetonka Senior Center?	58%	16%	15%	1%	0%	10%
51. The Williston Fitness Center?	59%	9%	17%	6%	2%	8%
52. Trails?	22%	36%	38%	2%	0%	3%
53. Minnetonka Community Center?	34%	24%	34%	1%	1%	7%
54. Gray's Bay Marina?	55%	15%	19%	1%	1%	9%
55. The Arts Center on 7?	66%	11%	11%	1%	0%	11%
56. During the past year, have you or members of your household used any of the Hopkins-Minnetonka Recreational programs or offerings?	YES.....	35%	NO.....	65%	DON'T KNOW/REFUSED.....	1%

IF "YES," ASK: (N=139)

57. Were you generally satisfied or dissatisfied with this program or offering?	SATISFIED.....98% DISSATISFIED.....1% MIXED (VOL).....1% DON'T KNOW/REFUSED.....0%
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The City is constructing a new outdoor performance area on the Civic Center Campus.

58. How likely will you or household members be to attend an outdoor music or theater performance there -- very likely, somewhat likely, not too likely, or not at all likely?	VERY LIKELY.....25% SOMEWHAT LIKELY.....46% NOT TOO LIKELY.....16% NOT AT ALL LIKELY.....11% DON'T KNOW/REFUSED.....3%
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IF "VERY LIKELY" OR "SOMEWHAT LIKELY," ASK: (N=280)

59. How often do you think household members might attend outdoor performances, weather permitting -- weekly, 2-3 times per month, monthly, or less frequently?	WEEKLY.....5% 2-3 TIMES PER MONTH...14% MONTHLY.....43% LESS FREQUENTLY.....26% DEPENDS ON SHOW (VOL).11% DON'T KNOW/REFUSED.....0%
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The City is considering the designation of an off-leash dog park.

60. Do you currently have a dog?	YES.....31% NO.....69% DON'T KNOW/REFUSED.....0%
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IF "YES," ASK: (N=122)

61. How often would you expect to use the off-leash dog park -- daily, a few times a week, weekly, or less frequently?	DAILY.....7% FEW TIMES PER WEEK....17% WEEKLY.....22% LESS FREQUENTLY.....38% DEPENDS/LOCATION.....8% DON'T KNOW/REFUSED.....7%
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62. How much would you be willing to pay for a yearly permit to use the off-leash dog park -- would you pay \$20.00? (IF "NO," ASK:) \$15.00? (IF "NO," ASK:) \$10.00?	\$20.00.....32% \$15.00.....7% \$10.00.....12% LESS THAN \$10.00.....3% NOTHING (VOL).....39% DON'T KNOW/REFUSED.....7%
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In 2001, Minnetonka voters approved a fifteen million dollar bond referendum for park renewal and open space preservation. During the last several years, residents have been invited to participate in the process to renew their neighborhood parks.

63. Have you received notification of a park renewal in your neighborhood? YES.....27%
 NO.....68%
 DON'T KNOW/REFUSED.....5%

IF "YES," ASK: (N=109)

64. Did you complete and return the survey about desired amenities there? YES.....60%
 NO.....29%
 DON'T KNOW/REFUSED.....11%

65. Did you attend any of the planning meetings? YES.....19%
 NO.....79%
 DON'T KNOW/REFUSED.....2%

IF "YES," ASK: (N=21)

66. How satisfied were you with the process -- very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied? VERY SATISFIED.....48%
 SOMEWHAT SATISFIED....29%
 SOMEWHAT DISSATISFIED.10%
 VERY DISSATISFIED.....14%
 DON'T KNOW/REFUSED.....0%

67. How satisfied were you with the results of your neighborhood park renewal -- very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied? VERY SATISFIED.....18%
 SOMEWHAT SATISFIED....17%
 SOMEWHAT DISSATISFIED..4%
 VERY DISSATISFIED.....3%
 NO RENEWAL (VOL).....32%
 DON'T KNOW/REFUSED....28%

Changing topics....

68. How much first-hand contact have you had with the Minnetonka City Staff -- quite a lot, some, very little, or none at all? QUITE A LOT.....6%
 SOME.....29%
 VERY LITTLE.....43%
 NONE AT ALL.....22%
 DON'T KNOW/REFUSED.....0%

69. From what you know, how would you rate the job performance of the Minnetonka City Staff -- excellent, good, only fair, or poor?
- EXCELLENT.....19%
 GOOD.....49%
 ONLY FAIR.....10%
 POOR.....3%
 DON'T KNOW/REFUSED....20%
70. During the past year, have you visited or contacted Minnetonka City Hall in person, or on the telephone?
- YES.....48%
 NO.....52%
 DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=190)

71. On your last contact with the City, which Department did you contact -- the Police Department, Fire Department, Water and Sewer, Assessor's Office, Planning, Park Maintenance, Street Maintenance, Building Inspections, Engineering, Environmental Health, Recycling, Recreation Services, General Information Desk, Senior Center, Minnetonka Mike or Administration/City Council?
- POLICE DEPARTMENT.....13%
 FIRE DEPARTMENT.....1%
 WATER AND SEWER.....4%
 ASSESSOR'S OFFICE.....2%
 PLANNING.....9%
 PARK MAINTENANCE.....3%
 STREET MAINTENANCE.....8%
 BUILDING INSPECTIONS..14%
 ENGINEERING.....4%
 ENVIRONMENTAL HEALTH...3%
 RECYCLING.....3%
 RECREATION SERVICES....7%
 GENERAL INFORMATION...16%
 SENIOR CENTER.....5%
 MINNETONKA MIKE.....1%
 ADMIN/CITY COUNCIL.....7%
 DON'T KNOW/REFUSED.....1%

Thinking about your last contact with the City, for each of the following characteristics, please rate the service as excellent, good, only fair, or poor....

	EXC	GOO	FAI	POO	DKR
72. Waiting time for the City Receptionist to respond to you?	43%	47%	3%	1%	6%
73. Courtesy of the City Receptionist?	46%	45%	3%	0%	7%
74. Ease of reaching a City Staff member who could help you?	33%	51%	7%	4%	4%
75. Courtesy of the City Staff?	38%	52%	5%	1%	4%
76. Efficiency of the City Staff?	33%	49%	6%	5%	7%

Moving on....

77. What is your primary source of information about Minnetonka City government and its activities?

UNSURE, 2%; LOCAL NEWSPAPER, 17%; MINNETONKA MEMO, 61%; WEBSITE, 6%; WORD OF MOUTH, 2%; CABLE TELEVISION, 4%; MAILINGS, 2%; MEETINGS, 2%; STAR TRIBUNE, 2%; SCATTERED, 3%.

78. If you could choose the best way for you to receive information about your City government and the issues facing the community, what would it be?

UNSURE, 3%; LOCAL NEWSPAPER, 10%; MINNETONKA MEMO, 55%; WEBSITE, 5%; CABLE TELEVISION, 3%; MAILINGS, 15%; E-MAIL, 5%; STAR TRIBUNE, 2%; SCATTERED, 2%.

As you may have noticed, many multi-year road construction projects have been started throughout Minnetonka. The City is trying to inform people of upcoming disruptions as the projects arise.

79. What is your principal source of information for learning about these projects?

UNSURE, 4%; NONE, 4%; LOCAL NEWSPAPER, 16%; MINNETONKA MEMO, 33%; WEBSITE, 3%; WORD OF MOUTH, 3%; SIGNS ON STREETS, 12%; CABLE TELEVISION, 5%; MAILINGS, 7%; E-MAIL, 2%; STAR TRIBUNE, 3%; DRIVING AROUND, 9%; SCATTERED, 1%.

80. How would you rate the City's efforts in keeping you informed in a timely manner -- excellent, good, only fair, or poor?	EXCELLENT.....16%
	GOOD.....50%
	ONLY FAIR.....20%
	POOR.....12%
	DON'T KNOW/REFUSED.....3%

The City publishes a monthly newsletter, "Minnetonka Memo," sent to each home.

81. Do you receive this newsletter?	YES.....95%
	NO.....5%
	DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=378)

82. How would you evaluate its content and format -- excellent, good, only fair, or poor?	EXCELLENT.....26% GOOD.....64% ONLY FAIR.....8% POOR.....0% DON'T KNOW/REFUSED.....2%
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Articles regarding environmental issues, including the effects of storm water on the water quality of our wetlands and other water bodies, are periodically included in the "Minnetonka Memo."

83. Do you recall seeing any of these articles? (IF "YES," ASK:) How would you evaluate the article's value -- excellent, good, only fair, or poor?	NO.....27% YES/EXCELLENT.....15% YES/GOOD.....46% YES/ONLY FAIR.....7% YES/POOR.....0% YES/NO OPINION.....2% DON'T KNOW/REFUSED.....3%
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IF "YES" IN QUESTION 83, ASK: (N=270)

84. Based on the articles on storm water, water quality, and wetland health, have you changed any of your everyday behavior -- for example, swept up any fertilizer, grass clippings or leaves that landed on the street or driveway, or cleaned out your neighborhood storm water drain grate if it's filled with debris and garbage?	YES.....45% NO.....47% DON'T KNOW/REFUSED.....8%
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The City also publishes a "Recreational Services Brochure" three times a year which discusses the offerings of the Hopkins-Minnetonka Park and Recreation Departments.

85. Do you recall receiving this brochure?	YES.....79% NO.....21% DON'T KNOW/REFUSED.....0%
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IF "YES," ASK: (N=314)

- | | | |
|-----|---|---|
| 86. | How would you evaluate its usefulness -- excellent, good, only fair, or poor? | EXCELLENT.....26%
GOOD.....57%
ONLY FAIR.....9%
POOR.....1%
DON'T KNOW/REFUSED.....7% |
| 87. | Does your household subscribe to cable television? | YES.....74%
NO.....26%
REFUSED.....0% |

IF "YES," ASK: (N=297)

- | | | |
|-----|---|--|
| 88. | How often do you watch Minnetonka City Council Meetings on Channel 16 -- frequently, occasionally, rarely, or not at all? | FREQUENTLY.....7%
OCCASIONALLY.....24%
RARELY.....28%
NOT AT ALL.....40%
DON'T KNOW/REFUSED.....0% |
| 89. | Do you have access to the Internet at home only, at work only, at both home and work, or at neither place? | HOME ONLY.....33%
WORK ONLY.....4%
BOTH HOME AND WORK....47%
NEITHER PLACE.....16%
DON'T KNOW/REFUSED.....0% |

IF "HOME," "WORK," OR "BOTH," ASK: (N=333)

- | | | |
|-----|--|---|
| 90. | If you have home Internet access, is it received through a dial-up connection or broadband connection? | NO HOME ACCESS.....1%
DIAL-UP CONNECTION....32%
BROADBAND CONNECTION..61%
BOTH (VOL).....0%
DON'T KNOW/REFUSED.....6% |
|-----|--|---|

IF "NO HOME ACCESS" OR "DIAL-UP CONNECTION," ASK:
(N=174)

- | | | |
|-----|--|---|
| 91. | How likely would you be to subscribe to a wireless internet service -- very likely, somewhat likely, not too likely, or not at all likely? | VERY LIKELY.....8%
SOMEWHAT LIKELY.....31%
NOT TOO LIKELY.....23%
NOT AT ALL LIKELY.....25%
DON'T KNOW/REFUSED....13% |
|-----|--|---|

92. Would you favor or oppose the City of Minnetonka owning and operating a wireless internet service supported by subscriber fees? (WAIT FOR RESPONSE) Do you feel strongly that way?

STRONGLY FAVOR.....	26%
FAVOR.....	31%
OPPOSE.....	8%
STRONGLY OPPOSE.....	10%
DON'T KNOW/REFUSED....	26%

IF ACCESS TO THE INTERNET IN QUESTION #89, ASK: (N=333)

93. Have you or any member of your household accessed the City of Minnetonka's web site, e-minnetonka.com, for information about city services, news, and events?

YES.....	55%
NO.....	43%
DON'T KNOW/REFUSED....	2%

IF "YES," ASK:

94. How would you evaluate the content of the City's web site -- excellent, good, only fair, or poor?

EXCELLENT.....	22%
GOOD.....	62%
ONLY FAIR.....	10%
POOR.....	2%
DON'T KNOW/REFUSED....	4%

95. How would you rate the ease of navigating the site and finding the information you sought -- excellent, good, only fair, or poor?

EXCELLENT.....	12%
GOOD.....	60%
ONLY FAIR.....	18%
POOR.....	4%
DON'T KNOW/REFUSED....	6%

96. Have you or a household member used the web site to register for City recreation programs?

YES.....	21%
NO.....	77%
DON'T KNOW/REFUSED....	2%

IF "YES," ASK: (N=36)

97. Did you find the registration process clear and easy to use?

YES.....	92%
NO.....	5%
DON'T KNOW/REFUSED....	3%

98. If it were available, how likely would you be to pay your water and sewer utility bill on-line through the City's web site using a credit card -- very likely, somewhat likely, not too likely, or not at all likely?
- | | |
|-------------------------|-----|
| VERY LIKELY..... | 23% |
| SOMEWHAT LIKELY..... | 23% |
| NOT TOO LIKELY..... | 16% |
| NOT AT ALL LIKELY..... | 36% |
| DON'T KNOW/REFUSED..... | 3% |
99. If it were available, how likely would you be to pay your water and sewer utility bill over the telephone using a credit card -- very likely, somewhat likely, not too likely, or not at all likely?
- | | |
|-------------------------|-----|
| VERY LIKELY..... | 9% |
| SOMEWHAT LIKELY..... | 11% |
| NOT TOO LIKELY..... | 19% |
| NOT AT ALL LIKELY..... | 58% |
| DON'T KNOW/REFUSED..... | 4% |
100. If it were available either on-line through the City's web site or by telephone, how much would you be willing to pay as a fee to use a credit card for paying your quarterly water and sewer utility bill? Let's say, \$3.00 per use? (IF "NO," ASK:) How about \$2.00 per use? (IF "NO," ASK:) \$1.00 per use?
- | | |
|-------------------------|-----|
| \$3.00..... | 4% |
| \$2.00..... | 4% |
| \$1.00..... | 6% |
| LESS THAN \$1.00..... | 6% |
| NOTHING (VOL)..... | 74% |
| DON'T KNOW/REFUSED..... | 7% |

Now, just a few more questions for demographic purposes....

Could you please tell me how many people in each of the following age groups live in your household; please be sure to include yourself....

101. First, persons 65 or over?
- | | |
|----------------|-----|
| 0..... | 74% |
| 1..... | 14% |
| 2 OR MORE..... | 12% |
102. Adults under 65?
- | | |
|----------------|-----|
| 0..... | 17% |
| 1..... | 19% |
| 2..... | 57% |
| 3 OR MORE..... | 8% |

103. School-aged or pre-school children?	0.....	70%
	1.....	10%
	2.....	13%
	3 OR MORE.....	7%

104. Do you own or rent your present residence?	OWN.....	75%
	RENT.....	25%
	REFUSED.....	0%

IF "OWN," ASK: (N=299)

105. Which of the following categories would contain the approximate value of your residential property -- under \$150,000, \$150,000-\$200,000, \$200,000-\$250,000, \$250,000-\$400,000, or over \$400,000?	UNDER \$150,000.....	2%
	\$150,000-\$200,000.....	5%
	\$200,000-\$250,000.....	20%
	\$250,000-\$400,000.....	50%
	OVER \$400,000.....	19%
	DON'T KNOW.....	1%
	REFUSED.....	3%

106. What is your age, please?	18-24.....	4%
	25-34.....	8%
	35-44.....	18%
	45-54.....	29%
	55-64.....	22%
	65 AND OVER.....	19%

107. Gender	MALE.....	49%
	FEMALE.....	51%

108. Ward	WARD 1.....	24%
	WARD 2.....	25%
	WARD 3.....	25%
	WARD 4.....	26%