

DECISION RESOURCES
3128 Dean Court
Minneapolis, Minnesota 55416

City of Minnetonka
2007 Residential Study
FINAL FEBRUARY 2007

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..... | 3% |
| ONE TO TWO YEARS..... | 2% |
| THREE TO FIVE YEARS... | 10% |
| SIX TO TEN YEARS..... | 24% |
| ELEVEN - TWENTY YEARS. | 26% |
| OVER TWENTY YEARS..... | 36% |
| DON'T KNOW/REFUSED..... | 0% |

2. How would you rate the quality of life in Minnetonka -- excellent, good, only fair, or poor?
- | | |
|-------------------------|-----|
| EXCELLENT..... | 48% |
| GOOD..... | 50% |
| ONLY FAIR..... | 1% |
| POOR..... | 0% |
| DON'T KNOW/REFUSED..... | 1% |

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

LOCATION, 17%; NATURAL ENVIRONMENT, 9%; SCHOOLS, 5%; PARKS AND TRAILS, 12%; PEOPLE, 4%; RURAL/OPEN SPACE, 13%; LARGE LOTS, 2%; SAFE, 7%; CITY SERVICES, 6%; HOUSING/NEIGHBORHOOD, 5%; QUIET, 3%; SHOPPING, 7%; LAKE, 6%; SENSE OF COMMUNITY, 3%; SCATTERED, 2%.

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

UNSURE, 3%; NOTHING, 39%; TRAFFIC, 10%; TAXES, 14%; GROWTH, 11%; LACK OF A DOWNTOWN, 3%; POOR ROADS, 5%; DISTANCE TO DOWNTOWN, 2%; LACK OF SIDEWALKS, 3%; CRIME, 2%; HIGH COST OF LIVING, 2%; SCATTERED, 6%

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?	44%	25%	32%	0%
6. City Recycling Program?	4%	90%	7%	0%
7. The Eco-Fair?	42%	22%	36%	0%
8. The City's 50th Anniversary Celebration?	30%	24%	46%	0%
9. Volunteer opportunities related to natural resources?	46%	11%	43%	0%

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
10. Police services?	47%	46%	1%	1%	6%
11. Pavement repair and patching on city streets?	6%	58%	27%	9%	1%
12. Trail maintenance?	25%	56%	2%	1%	17%
13. Park maintenance?	25%	60%	1%	1%	14%
14. Community planning?	10%	69%	4%	2%	15%
15. Fire protection?	28%	60%	0%	0%	13%
16. Recycling service?	28%	68%	2%	0%	3%
17. Snow plowing?	26%	66%	6%	2%	1%
18. Domestic animal control for dogs?	9%	70%	2%	0%	19%
19. Water and sanitary sewer services?	15%	78%	2%	0%	6%
20. Recreational services and programs?	22%	64%	1%	0%	14%
21. Senior services?	13%	42%	1%	0%	45%

IF ANY SERVICES WERE RATED EITHER "ONLY FAIR" OR "POOR,"
ASK:

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

BETTER PLOWING, 5%; FIX POTHoles, 31%; FASTER ROAD REPAIR, 18%; LOOSE ANIMALS, 4%; STOP JUST PATCHING ROADS, 19%; BETTER MAINTENANCE, 2%; REPAIR TRAILS, 2%; LISTEN TO THE PUBLIC, 5%; PROTECT OPEN SPACE, 6%; FASTER PLOWING, 4%; SCATTERED, 4%.

Moving on....

- | | | |
|-----|--|---------------------------|
| 23. | 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.....13% |
| | | GOOD.....69% |
| | | ONLY FAIR.....14% |
| | | POOR.....1% |
| | | DON'T KNOW/REFUSED.....4% |

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.

- | | | |
|-----|---|---------------------------|
| 24. | 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.....37% |
| | | STREETS.....35% |
| | | PARKS.....13% |
| | | OTHER SERVICE.....6% |
| | | NONE OF ABOVE (VOL)....6% |
| | | DON'T KNOW/REFUSED.....4% |

- | | | |
|-----|---|---------------------------|
| 25. | 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.....47% |
| | | OPPOSE.....40% |
| | | DON'T KNOW/REFUSED....13% |

IF "OPPOSE," ASK: (N=161)

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

UNSURE, 6%; ADMINISTRATION, 6%; PARKS AND RECREATION, 39%; NO NEED/CUT WASTE, 46%; POLICE, 3%; STREET MAINTENANCE, 1%; ANIMAL CONTROL, 1%.

- | | | |
|-----|--|---------------------------|
| 27. | During the past year, have you had any personal contact with any employee of the Minnetonka Police Department? | YES.....27% |
| | | NO.....73% |
| | | DON'T KNOW/REFUSED.....0% |

IF "YES," ASK: (N=108)

- | | | |
|-----|--|---|
| 28. | Would you say the way the police employee handled the situation was excellent, good, only fair, or poor? | EXCELLENT.....43%
GOOD.....48%
ONLY FAIR.....8%
POOR.....1%
DON'T KNOW/REFUSED.....0% |
| 29. | Would you say the time it took the police to respond was appropriate? | YES.....98%
NO.....1%
DON'T KNOW/REFUSED.....2% |
| 30. | Are there areas in Minnetonka where you do not feel safe? | YES.....4%
NO.....96%
DON'T KNOW/REFUSED.....0% |

IF "YES," ASK: (N=16)

31. In which areas do you not feel safe?

EVERYWHERE, 19%; TRAILS, 38%; EAST SIDE APARTMENTS, 13%; RIDGEDALE PARKING LOTS, 13%; PARKS, 13%; SCATTERED, 6%.

32. What makes you feel unsafe?

POOR LIGHTING, 56%; SPEEDING TRAFFIC, 6%; ROBBERIES, 6%; SECLUDED AREAS, 25%; BAD PEOPLE, 6%.

33. What would make you feel more safe?

UNSURE, 38%; MORE POLICE PATROLS, 19%; BETTER LIGHTING, 25%; CAMERAS, 6%; NOT BEING ALONE, 13%.

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

34. 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?.....0%
 Burglary?.....6%
 Speeding and other traffic violations?.....27%
 Drugs?.....5%
 Underage drinking?.....3%
 Juvenile crimes?.....8%
 Identity theft?.....5%
 Domestic abuse?.....0%
 Something else?.....1%
 None are serious (VOL).....44%
 Don't Know/Refused.....1%

35. Do you feel speeding on Minnetonka residential streets is an issue of concern? YES.....49%
 NO.....51%
 DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=197)

36. How serious of concern is it -- very serious, somewhat serious, not too serious, or not at all serious? VERY SERIOUS.....17%
 SOMEWHAT SERIOUS.....79%
 NOT TOO SERIOUS.....4%
 NOT AT ALL SERIOUS.....0%
 DON'T KNOW/REFUSED.....0%

37. During the past year, do you think speeding on residential streets has gotten better, gotten worse, or stayed about the same? GOTTEN BETTER.....2%
 GOTTEN WORSE.....27%
 STAYED ABOUT THE SAME.....70%
 DON'T KNOW/REFUSED.....2%

38. Have you heard of the City's "Ready Minnetonka" program? YES.....12%
 NO.....88%
 DON'T KNOW/REFUSED.....0%

For the purposes of this survey, an emergency is defined as an event that strikes quickly and without warning, and would force you to evacuate or to lose basic utilities for more than three days.

39. How prepared do you feel you and your family are for an emergency -- very prepared, somewhat prepared, not too prepared, or not at all prepared? VERY PREPARED.....20%
 SOMEWHAT PREPARED.....57%
 NOT TOO PREPARED.....17%
 NOT AT ALL PREPARED.....6%
 DON'T KNOW/REFUSED.....1%

IF "NOT TOO PREPARED" OR "NOT AT ALL PREPARED," ASK: (N=89)

40. Why don't you feel prepared	LACK OF TIME.....3%
-- is it lack of time, lack	LACK OF INFORMATION...54%
of information or are you not	NOT CONCERNED.....38%
concerned about it?	SOMETHING ELSE (VOL.)..0%
	DON'T KNOW/REFUSED.....5%

Moving on....

41. In general, do you think the City	TOO MUCH.....1%
is doing too much, too little, or	TOO LITTLE.....16%
about the right amount in protect-	ABOUT RIGHT AMOUNT....79%
ing the environment?	DON'T KNOW/REFUSED.....4%

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
42. Wetlands, ponds and streams?	23%	61%	13%	2%	3%
43. Forested areas?	21%	60%	12%	2%	6%
44. How would you rate the amount of natural open space areas in the city -- too much, about right, or too little?					
					TOO MUCH.....1%
					ABOUT RIGHT.....77%
					TOO LITTLE.....22%
					DON'T KNOW/REFUSED.....1%
45. How would you rate the overall quality of the natural environment in Minnetonka -- excellent, good, only fair, or poor?					
					EXCELLENT.....18%
					GOOD.....73%
					ONLY FAIR.....8%
					POOR.....1%
					DON'T KNOW/REFUSED.....1%

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

46. How successful do you think the City has been in maintaining this balance -- very successful, some- what successful, neither success- ful nor unsuccessful, somewhat unsuccessful, or very unsuccess- ful?	VERY SUCCESSFUL.....15%
	SOMEWHAT SUCCESSFUL...61%
	NEITHER SUC/UNSUC.....10%
	SOMEWHAT UNSUCCESSFUL..7%
	VERY UNSUCCESSFUL.....2%
	DON'T KNOW/REFUSED.....6%
47. Do you feel that Minnetonka resi-	YES.....79%

dents have appropriate opportunities for input into the zoning and development decision-making process? NO.....11%
DON'T KNOW/REFUSED....11%

IF "NO," ASK: (N=44)

48. What change or improvement would you like to see made?

UNSURE, 7%; COUNCIL LISTEN, 56%; EARLIER COMMUNICATIONS, 16%; LIMIT GROWTH, 11%; LET VOTERS DECIDE, 5%; PROTECT ENVIRONMENT, 5%; SET RULES WITH NO FLEXIBILITY, 2%.

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

49. 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.....8%
SOMEWHAT MORE LIKELY..38%
NO DIFFERENCE (VOL)...12%
SOMEWHAT LESS LIKELY..16%
MUCH LESS LIKELY.....23%
DON'T KNOW/REFUSED.....3%

50. 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.....7%
SOMEWHAT MORE LIKELY..30%
NO DIFFERENCE (VOL)...14%
SOMEWHAT LESS LIKELY..22%
MUCH LESS LIKELY.....24%
DON'T KNOW/REFUSED.....3%

51. 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.....71%
NO.....22%
DON'T KNOW/REFUSED.....7%

52. 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.....8%
FAVOR.....46%
OPPOSE.....26%
STRONGLY OPPOSE.....15%
DON'T KNOW/REFUSED.....5%

53. Overall, are you more or less likely to support redevelopment in Minnetonka if it would be near your home? (WAIT FOR RESPONSE) Is that much (more/less) or only somewhat (more/less) likely?

MUCH MORE LIKELY.....	2%
SOMEWHAT MORE LIKELY..	28%
SOMEWHAT LESS LIKELY..	20%
MUCH LESS LIKELY.....	45%
DON'T KNOW/REFUSED.....	6%

In thinking about redevelopment projects in Minnetonka, how concerned would you be with each of the following aspects of the project. Please tell me if you would be very concerned, somewhat concerned, not too concerned, or not at all concerned. (ROTATE)

	VCN	SCN	NTC	NAA	DKR
54. Traffic?	37%	45%	13%	5%	1%
55. Population density?	37%	45%	12%	5%	1%
56. Loss of open space?	58%	31%	8%	3%	1%
57. Impact on the natural environment?	61%	30%	7%	1%	1%
58. Affordable housing?	24%	42%	26%	7%	1%

The City of Minnetonka has just begun the process of updating its Comprehensive Guide Plan, which sets the stage for future development of the city through 2030. Many changes will take place in the community between now and then, all of which have implications for city services and programs.

As part of this planning process, the City is examining its strategic goals and would like to know if and how much you value them, especially looking ten to twenty years into the future.

I am going to read you a list of the city's current goals. First tell me how important each goal is to you on a scale of "one" to "ten," where "one" means "not at all important" and "ten" stands for "extremely important."

	1	2	3	4	5	6	7	8	9	10	DK
59. Natural resources, including the protection of water resources and woodlands, open space, parks and trails.	0%	0%	1%	1%	3%	2%	6%	14%	14%	61%	0%
60. Public safety, including personal and business safety and hometown security.	0%	0%	0%	0%	2%	3%	5%	17%	16%	58%	0%

	1	2	3	4	5	6	7	8	9	10	DK
61. Transportation, including roadway and transit services to meet residential and business needs.	0%	0%	0%	1%	6%	9%	13%	26%	16%	29%	1%
62. Development, including polices that encourage redevelopment in the community's interests.	2%	2%	1%	3%	11%	12%	18%	23%	10%	17%	1%
63. Building community, including activities that encourage understanding and involvement.	2%	1%	1%	2%	11%	11%	19%	21%	12%	20%	1%

Now, for each of these goals, please rate how well the City is doing to achieve it. Again, let's use a "one" to "ten" scale, where "one" means "very poor" and "ten" stands for "outstanding." (RE-READ LIST IF NECESSARY)

	1	2	3	4	5	6	7	8	9	10	DK
64. Natural resources.	0%	0%	1%	1%	7%	4%	13%	33%	22%	17%	3%
65. Public safety.	0%	0%	0%	1%	6%	4%	6%	33%	22%	28%	1%
66. Transportation.	1%	1%	1%	4%	20%	20%	19%	20%	7%	6%	3%
67. Development.	1%	2%	3%	7%	17%	18%	17%	21%	8%	4%	4%
68. Building community.	1%	1%	1%	4%	16%	13%	19%	24%	12%	5%	4%
69. Looking to the future, are there any other goals that you value? (IF "YES," ASK:) What would those be?											

UNSURE, 5%; NO, 63%; MORE PUBLIC TRANSIT, 3%; PROTECT OPEN SPACE, 4%; MAINTAINING QUALITY OF SCHOOLS, 7%; LIMIT GROWTH, 5%; MAINTAIN PUBLIC SAFETY, 4%; MAINTAIN CITY SERVICES, 3%; SCATTERED, 6%.

70. As you look ten to twenty years into Minnetonka's future, what is the most important issue for city leaders to consider?

UNSURE, 9%; NOTHING, 4%; LIMIT GROWTH, 16%; PROTECT OPEN SPACE, 27%; MORE COMMUNITY INVOLVEMENT, 2%; MORE PUBLIC TRANSIT, 5%; MAINTAINING QUALITY OF SCHOOLS, 8%; CONSERVING ENERGY, 2%; MAINTAIN PUBLIC SAFETY, 8%; HOLD DOWN PROPERTY TAXES, 3%; AGING POPULATION, 3%; EXPANDING ROADS TO HANDLE TRAFFIC, 3%; MORE AFFORDABLE HOUSING, 2%; PROTECTING THE ENVIRONMENT, 6%; SCATTERED, 4%.

On another topic....

For each of the following Minnetonka facilities or offerings, please tell me if you or members of your 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
71. Minnetonka Senior Center?	68%	14%	12%	0%	0%	6%
72. The Williston Fitness Center?	63%	6%	25%	4%	1%	2%
73. The Arts Center on 7?	66%	9%	22%	1%	0%	3%
74. Minnetonka Community Center?	40%	17%	40%	1%	0%	2%
75. Gray's Bay Marina?	57%	16%	25%	1%	1%	2%
76. Trails?	34%	29%	34%	2%	0%	2%

IF RESPONDENT USES TRAILS, ASK: (N=261)

77. How would you rate your ability to get where you want to go on the city's trail system -- excellent, good, only fair, or poor?

EXCELLENT.....	25%
GOOD.....	68%
ONLY FAIR.....	6%
POOR.....	0%
DON'T KNOW/REFUSED.....	1%

78. What areas, if any, do you think trails could be added or expanded in the City of Minnetonka?

UNSURE, 15%; NO NEED, 73%; ACCESS TO ALL MAJOR ROADS, 4%; ALONG 169, 2%; SCATTERED ROADS, 6%.

79. During the past year, have you or members of your household used any of the Hopkins-Minnetonka Recreational programs or offerings?

YES.....	33%
NO.....	67%
DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (N=133)

80. Were you generally satisfied or dissatisfied with this program or offering?	SATISFIED.....96%
	DISSATISFIED.....3%
	MIXED (VOL).....1%
	DON'T KNOW/REFUSED.....1%

The City is considering the designation of an off-leash dog park.

81. Do you currently have a dog?	YES.....36%
	NO.....64%
	DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=143)

82. 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....15%
	WEEKLY.....9%
	LESS FREQUENTLY.....32%
	DEPENDS/LOCATION.....33%
	DON'T KNOW/REFUSED.....5%

83. 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.....29%
	\$15.00.....9%
	\$10.00.....13%
	LESS THAN \$10.00.....6%
	NOTHING (VOL).....40%
	DON'T KNOW/REFUSED.....3%

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.

84. Have you received notification of a park renewal in your neighborhood?	YES.....34%
	NO.....64%
	DON'T KNOW/REFUSED.....3%

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

85. Did you complete and return the survey about desired amenities there?	YES.....57%
	NO.....41%
	DON'T KNOW/REFUSED.....2%

86. Did you attend any of the planning meetings?	YES.....17%
	NO.....83%
	DON'T KNOW/REFUSED.....0%

92.	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, Natural Resources, Building Inspections, Engineering, Environmental Health, Recycling, Recreation Services, General Information Desk, Senior Center, Minnetonka Mike or Administration/ City Council?	POLICE DEPARTMENT.....9% FIRE DEPARTMENT.....1% WATER AND SEWER.....5% ASSESSOR'S OFFICE.....4% PLANNING.....10% PARK MAINTENANCE.....0% STREET MAINTENANCE.....5% NATURAL RESOURCES.....5% BUILDING INSPECTIONS..12% ENGINEERING.....1% ENVIRONMENTAL HEALTH...1% RECYCLING.....8% RECREATION SERVICES....7% GENERAL INFORMATION...25% SENIOR CENTER.....5% MINNETONKA MIKE.....0% ADMIN/CITY COUNCIL.....2% DON'T KNOW/REFUSED.....1%
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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
93. Waiting time for the City Receptionist to respond to you?	40%	56%	3%	1%	1%
94. Courtesy of the City Receptionist?	46%	51%	1%	1%	1%
95. Ease of reaching a City Staff member who could help you?	36%	58%	5%	1%	1%
96. Courtesy of the City Staff?	45%	52%	1%	1%	1%
97. Efficiency of the City Staff?	40%	53%	6%	1%	1%

Moving on....

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

UNSURE, 1%; LOCAL NEWSPAPER, 9%; MINNETONKA MEMO, 78%; WEBSITE, 4%; WORD OF MOUTH, 2%; CABLE TELEVISION, 2%; STAR TRIBUNE, 2%; SCATTERED, 3%.

99. 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?

LOCAL NEWSPAPER, 6%; MINNETONKA MEMO, 76%; WEBSITE, 6%;
CABLE TELEVISION, 2%; MAILINGS, 3%; E-MAIL, 4%; STAR
TRIBUNE, 2%; SCATTERED, 2%.

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

100. Do you receive this newsletter? YES.....98%
NO.....2%
DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=390)

101. How would you evaluate its content and format -- excellent, good, only fair, or poor? EXCELLENT.....23%
GOOD.....70%
ONLY FAIR.....7%
POOR.....0%
DON'T KNOW/REFUSED.....1%

Articles regarding environmental issues, including tree care, habitat restoration, and the effects of storm water on water quality, are periodically included in the "Minnetonka Memo."

102. 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.....16%
YES/EXCELLENT.....19%
YES/GOOD.....61%
YES/ONLY FAIR.....3%
YES/POOR.....0%
YES/NO OPINION.....1%
DON'T KNOW/REFUSED.....1%

IF "YES" IN QUESTION 102, ASK: (N=326)

103. Based on the articles related to storm water and water quality, 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.....	57%
NO.....	43%
DON'T KNOW/REFUSED.....	0%

104. Are there any other topics regarding natural resources that you would like to read about in the "Minnetonka Memo" or on the city's website? (IF "YES," ASK:) What would they be?

UNSURE, 3%; NO, 90%; CONSERVING ENERGY, 2%; LAKE WATER QUALITY, 1%; PROTECT WILDLIFE, 1%; TREE CARE, 1%; SCATTERED, 2%.

The City also publishes a "Recreational Services Brochure" three times a year which discusses the offerings of the Hopkins-Minnetonka Park and Recreation Departments.

105. Do you recall receiving this brochure?

YES.....	87%
NO.....	12%
DON'T KNOW/REFUSED.....	1%

IF "YES," ASK: (N=348)

106. How would you evaluate its usefulness -- excellent, good, only fair, or poor?

EXCELLENT.....	15%
GOOD.....	77%
ONLY FAIR.....	4%
POOR.....	1%
DON'T KNOW/REFUSED.....	3%

107. Does your household subscribe to cable television?

YES.....	67%
NO.....	32%
REFUSED.....	1%

IF "YES," ASK: (N=265)

108. How often do you watch Minnetonka City Council Meetings on Channel 16 -- frequently, occasionally, rarely, or not at all?	FREQUENTLY.....3% OCCASIONALLY.....26% RARELY.....28% NOT AT ALL.....44% DON'T KNOW/REFUSED.....0%
109. Do you have access to the Internet at home only, at work only, at both home and work, or at neither place?	HOME ONLY.....40% WORK ONLY.....2% BOTH HOME AND WORK....38% NEITHER PLACE.....20% DON'T KNOW/REFUSED.....0%

IF "HOME," "WORK," OR "BOTH," ASK: (N=320)

110. If you have home Internet access, is it received through a dial-up connection or broadband connection?	NO HOME ACCESS.....2% DIAL-UP CONNECTION....34% BROADBAND CONNECTION..61% BOTH (VOL).....2% DON'T KNOW/REFUSED.....1%
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111. Have you or any member of your household accessed the City of Minnetonka's website, e-minnetonka.com, for information about city services, news, and events?	YES.....55% NO.....45% DON'T KNOW/REFUSED.....1%
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IF "YES," ASK: (N=175)

112. How would you evaluate the content of the City's website -- excellent, good, only fair, or poor?	EXCELLENT.....13% GOOD.....78% ONLY FAIR.....8% POOR.....0% DON'T KNOW/REFUSED.....2%
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113. How would you rate the ease of navigating the site and finding the information you sought -- excellent, good, only fair, or poor?	EXCELLENT.....9% GOOD.....73% ONLY FAIR.....15% POOR.....2% DON'T KNOW/REFUSED.....2%
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114. Have you or a household member used the website to register for City recreation programs?	YES.....27% NO.....72% DON'T KNOW/REFUSED.....1%
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IF "YES," ASK: (N=48)

115. Did you find the registration process clear and easy to use?	YES.....	98%
	NO.....	2%
	DON'T KNOW/REFUSED.....	0%

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....

116. First, persons 65 or over?	0.....	74%
	1.....	15%
	2 OR MORE.....	12%

117. Adults under 65?	0.....	18%
	1.....	17%
	2.....	59%
	3 OR MORE.....	6%

118. School-aged or pre-school children?	0.....	68%
	1.....	14%
	2.....	15%
	3 OR MORE.....	4%

119. Do you own or rent your present residence?	OWN.....	78%
	RENT.....	22%
	REFUSED.....	0%

IF "OWN," ASK: (N=312)

120. 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.....	1%
	\$150,000-\$200,000.....	6%
	\$200,000-\$250,000.....	19%
	\$250,000-\$400,000.....	46%
	OVER \$400,000.....	21%
	DON'T KNOW.....	1%
	REFUSED.....	6%

121. What is your age, please?	18-24.....	5%
	25-34.....	9%
	35-44.....	22%
	45-54.....	24%
	55-64.....	20%
	65 AND OVER.....	21%
	REFUSED.....	0%

122. Gender

MALE.....49%
FEMALE.....51%

123. Ward

WARD ONE.....24%
WARD TWO.....25%
WARD THREE.....26%
WARD FOUR.....26%