

DECISION RESOURCES
3128 Dean Court
Minneapolis, Minnesota 55416

City of Minnetonka
2008 Residential Study
FINAL MARCH 2008

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..... | 2% |
| ONE TO TWO YEARS..... | 5% |
| THREE TO FIVE YEARS... | 10% |
| SIX TO TEN YEARS..... | 20% |
| ELEVEN - TWENTY YEARS. | 30% |
| OVER TWENTY YEARS..... | 33% |
| DON'T KNOW/REFUSED..... | 1% |

2. Thinking back to when you moved to Minnetonka, what factors were most important to you in selecting the city?

ALWAYS LIVED IN MINNETONKA, 5%; OPEN SPACE/RURAL, 7%; LAKE, 2%; LOCATION, 2%; CLOSE TO SHOPPING, 2%; HOUSE/NEIGHBORHOOD, 17%; SCHOOLS, 19%; CLOSE TO FAMILY AND FRIENDS, 11%; CLOSE TO JOB, 17%; QUIET AND PEACEFUL, 5%; SAFE, 3%; LARGE LOTS, 3%; CLOSE TO NATURE, 3%; SCATTERED, 4%.

3. How would you rate the quality of life in Minnetonka -- excellent, good, only fair, or poor?
- | | |
|-------------------------|-----|
| EXCELLENT..... | 47% |
| GOOD..... | 49% |
| ONLY FAIR..... | 3% |
| POOR..... | 0% |
| DON'T KNOW/REFUSED..... | 1% |

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

OPEN SPACE/RURAL, 14%; LAKE, 6%; LOCATION, 6%; CLOSE TO SHOPPING, 14%; HOUSE/NEIGHBORHOOD, 8%; FRIENDLY PEOPLE, 7%; SCHOOLS, 6%; CLOSE TO FAMILY AND FRIENDS, 4%; CLOSE TO JOB, 4%; QUIET AND PEACEFUL, 6%; PARKS AND TRAILS, 8%; SAFE, 5%; GOOD CITY SERVICES, 4%; LARGE LOTS, 3%; CLOSE TO NATURE, 5%.

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

UNSURE, 8%; NOTHING, 37%; HIGH TAXES, 17%; TRAFFIC CONGESTION, 4%; RISING CRIME, 2%; NO GROCERY STORE, 2%; TOO MUCH GROWTH, 6%; LACK OF PUBLIC TRANSIT, 2%; SPEEDING, 4%; STREET MAINTENANCE, 7%; LACK OF DOWNTOWN, 2%; LACK OF DIVERSITY, 2%; NO SIDEWALKS, 2%; LACK OF CODE ENFORCEMENT, 2%; SCATTERED, 5%.

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
6. Police services?	36%	56%	1%	0%	8%
7. Pavement repair and patching on city streets?	5%	59%	21%	14%	1%
8. Trail maintenance?	29%	48%	1%	1%	21%
9. Park maintenance?	30%	57%	1%	0%	12%
10. Community planning?	14%	60%	3%	2%	22%
11. Fire protection?	28%	55%	0%	0%	17%
12. Recycling service?	30%	61%	2%	1%	6%
13. Snow plowing?	32%	63%	2%	2%	1%
14. Domestic animal control for dogs?	13%	66%	2%	2%	17%
15. Water and sanitary sewer services?	20%	74%	2%	1%	4%
16. Recreational services and programs?	23%	63%	2%	0%	12%
17. Senior services?	17%	35%	1%	0%	48%
18. Natural resources management?	22%	61%	2%	1%	15%

IF ANY SERVICES WERE RATED EITHER "ONLY FAIR" OR "POOR,"
ASK: (N=193)

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

FIX POTHOLES, 66%; MORE RECREATION PROGRAMS, 2%; LIMIT GROWTH, 4%; PAVE ALL TRAILS, 2%; OWNERS PICK-UP AFTER THEIR DOGS, 4%; FASTER SALT AND SAND, 4%; CLEAN DRINKING WATER, 5%; BETTER PLANNING, 4%; IMPROVE COMMUNICATION, 2%; TAKE MORE RECYCLING MATERIALS, 2%;

SCATTERED, 5%.

Moving on....

20. 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..... | 16% |
| GOOD..... | 64% |
| ONLY FAIR..... | 13% |
| POOR..... | 1% |
| DON'T KNOW/REFUSED..... | 7% |

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.

21. 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..... | 45% |
| PARKS..... | 9% |
| OTHER SERVICE..... | 14% |
| NONE OF ABOVE (VOL).... | 5% |
| DON'T KNOW/REFUSED..... | 5% |
22. 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..... | 50% |
| OPPOSE..... | 34% |
| DON'T KNOW/REFUSED.... | 16% |

IF "OPPOSE," ASK: (N=136)

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

UNSURE, 5%; NONE/CUT WASTE, 48%; PARKS AND RECREATION, 32%; RECYCLING, 2%; TRAIL MAINTENANCE, 7%; STREET MAINTENANCE, 2%; POLICE, 3%; ADMINISTRATION, 2%; COMMUNICATIONS, 1%.

24. During the past year, have you had any personal contact with any employee of the Minnetonka Police Department?
- | | |
|-------------------------|-----|
| YES..... | 25% |
| NO..... | 75% |
| DON'T KNOW/REFUSED..... | 0% |

IF "YES," ASK: (N=99)

- | | | |
|-----|--|---|
| 25. | Was the situation one involving traffic violations, investigation of a crime, providing emergency services, public service information, or something else? | TRAFFIC VIOLATIONS....13%
INVESTIGATION.....12%
EMERGENCY SERVICES....30%
PUBLIC SERVICE INFO...26%
COMMUNITY EVENTS.....18%
DON'T KNOW/REFUSED.....0% |
| 26. | Would you say the way the police employee handled the situation was excellent, good, only fair, or poor? | EXCELLENT.....47%
GOOD.....40%
ONLY FAIR.....9%
POOR.....2%
DON'T KNOW/REFUSED.....2% |
| 27. | Are there areas in Minnetonka where you do not feel safe? | YES.....5%
NO.....95%
DON'T KNOW/REFUSED.....0% |

IF "YES," ASK: (N=19)

28. In which areas do you not feel safe?

EVERYWHERE, 5%; TRAILS, 37%; PARKS, 21%; RIDGEDALE, 16%; SCATTERED APARTMENTS, 21%.

29. What makes you feel unsafe?

ROBBERIES, 32%; POOR LIGHTING, 21%; ISOLATED AREA, 16%; LOITERING PEOPLE, 26%; SCATTERED, 5%.

30. What would make you feel more safe?

UNSURE, 5%; MORE POLICE PATROLS, 53%; MORE LIGHTING, 21%; MORE PEOPLE AROUND, 16%; SCATTERED, 5%.

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

31. 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?.....5%
 Speeding and other traffic violations?.....23%
 Drugs?.....5%
 Underage drinking?.....3%
 Juvenile crimes?.....5%
 Identity theft?.....2%
 Domestic abuse?.....0%
 Something else?.....1%

None are serious (VOL).....52%
 Don't Know/Refused.....3%

32. Do you feel speeding on Minnetonka residential streets is an issue of concern?
 YES.....42%
 NO.....57%
 DON'T KNOW/REFUSED.....2%

IF "YES," ASK: (N=167)

33. How serious of a concern is it -- very serious, somewhat serious, not too serious, or not at all serious?
 VERY SERIOUS.....32%
 SOMEWHAT SERIOUS.....68%
 NOT TOO SERIOUS.....1%
 NOT AT ALL SERIOUS.....0%
 DON'T KNOW/REFUSED.....0%

34. During the past year, do you think speeding on residential streets has gotten better, gotten worse, or stayed about the same?
 GOTTEN BETTER.....3%
 GOTTEN WORSE.....27%
 STAYED ABOUT THE SAME.....68%
 DON'T KNOW/REFUSED.....2%

35. Do you think the traffic volume on residential streets is too high?
 YES.....26%
 NO.....73%
 DON'T KNOW/REFUSED.....1%

36. Have you heard of the City's "Ready Minnetonka" program?
 YES.....31%
 NO.....66%
 DON'T KNOW/REFUSED.....3%

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.

37. 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.....24% SOMEWHAT PREPARED.....55% NOT TOO PREPARED.....14% NOT AT ALL PREPARED....5% DON'T KNOW/REFUSED.....3%
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IF "NOT TOO PREPARED" OR "NOT AT ALL PREPARED," ASK: (N=75)

38. Why don't you feel prepared -- is it lack of time, lack of information or are you not concerned about it?	LACK OF TIME.....9% LACK OF INFORMATION...53% NOT CONCERNED.....20% SOMETHING ELSE.....12% DON'T KNOW/REFUSED.....5%
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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.....3% TOO LITTLE.....12% ABOUT RIGHT AMOUNT....79% DON'T KNOW/REFUSED.....7%
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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?	34%	55%	6%	1%	4%
41. Forested areas?	33%	54%	5%	2%	6%
42. 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.....81%
					TOO LITTLE.....16%
					DON'T KNOW/REFUSED.....3%
43. How would you rate the overall quality of the natural environment in Minnetonka -- excellent, good, only fair, or poor?					
					EXCELLENT.....22%
					GOOD.....68%
					ONLY FAIR.....7%
					POOR.....0%
					DON'T KNOW/REFUSED.....4%

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

44. 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.....	19%
SOMEWHAT SUCCESSFUL...	52%
NEITHER SUC/UNSUC.....	5%
SOMEWHAT UNSUCCESSFUL..	8%
VERY UNSUCCESSFUL.....	2%
DON'T KNOW/REFUSED....	15%

I would like to read you a list of potential policies the City of Minnetonka could consider in regards to the natural environment and development. For each of the following, please tell me if you strongly support the policy, somewhat support, somewhat oppose or strongly oppose the policy. (ROTATE)

	STS	SMS	SMO	STO	DKR
45. Prevent cutting down any trees in privately-owned wooded areas?	31%	30%	15%	17%	8%
46. Only prevent cutting down larger, high-quality trees in privately-owned wooded areas?	25%	28%	20%	19%	9%
47. Prevent cutting down trees to make room for an addition onto an existing home?	18%	25%	27%	21%	9%
48. When a new home is built, prevent cutting down trees outside of the area for the house and driveway?	20%	29%	27%	16%	10%
49. Which of the following would you most prefer:	OPTION A.....	6%			
A) One larger building, perhaps a duplex, on a large residential lot OR	OPTION B.....	63%			
B) Two separate homes on a large residential lot?	NEITHER (VOL.).....	23%			
	DON'T KNOW/REFUSED....	9%			
50. Do you feel that Minnetonka residents have appropriate opportunities for input into the zoning and development decision-making process?	YES.....	64%			
	NO.....	14%			
	DON'T KNOW/REFUSED....	23%			

IF "NO," ASK: (N=256)

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

UNSURE, 4%; HONEST AND ACCURATE INFORMATION, 4%;
CURRENT INFORMATION, 24%; LISTEN, 46%; ALLOW VOTE,
4%; MORE MEETINGS, 7%; STOP GROWTH, 11%.

52. 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.....	5%
SOMEWHAT MORE LIKELY..	17%
SOMEWHAT LESS LIKELY..	18%
MUCH LESS LIKELY.....	43%
DON'T KNOW/REFUSED....	18%

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					
53. Traffic?	51%	30%	17%	3%	0%					
54. Population density?	40%	40%	14%	4%	3%					
55. Loss of open space?	62%	29%	7%	1%	1%					
56. Impact on the natural environment?	62%	29%	7%	1%	1%					
57. Affordable housing?	41%	28%	19%	9%	3%					
58. Ten years from now, where do you foresee yourself living -- in your current home, in a different home in Minnetonka, or in a different home outside of Minnetonka?	CURRENT HOME.....	69%	DIFFERENT/MINNETONKA..	12%	DIFFERENT/NOT MTKA....	9%	SOMETHING ELSE (VOL.)..	1%	DON'T KNOW/REFUSED....	8%

IF "DIFFERENT HOME IN MINNETONKA," ASK: (N=49)

59. What type of housing do you foresee yourself living in -- single-family home, townhome, apartment, or condominium?

SINGLE-FAMILY HOME....	57%
TOWNHOME.....	12%
APARTMENT.....	0%
CONDOMINIUM.....	25%
SOMETHING ELSE (VOL.)..	0%
DON'T KNOW/REFUSED....	6%

60. Which of the following characteristics will be most important to you in selecting new housing in Minnetonka -- a yard, maintenance-free living, proximity to shopping and services, proximity to family and friends, or something else?

YARD.....	37%
MAINTENANCE-FREE.....	33%
SHOPPING/SERVICES.....	10%
FAMILY/FRIENDS.....	4%
AMENITIES IN HOME.....	16%
DON'T KNOW/REFUSED.....	0%

61. Do you support or oppose the City of Minnetonka approving new apartments, condominiums and senior housing? (WAIT FOR RESPONSE) Do you feel strongly that way?

STRONGLY SUPPORT.....	9%
SUPPORT.....	37%
OPPOSE.....	20%
STRONGLY OPPOSE.....	26%
DON'T KNOW/REFUSED.....	9%

IF "STRONGLY SUPPORT" OR "SUPPORT," ASK: (N=183)

62. Which of the following statements do you most prefer:

STATEMENT A.....	55%
STATEMENT B.....	42%
DON'T KNOW/REFUSED.....	3%

A) Apartments, condominiums and senior housing should be located in higher traffic areas in the city, such as Highways 7 and 101 or around Ridgedale, OR

B) Apartments, condominiums and senior housing should be located throughout the city?

IF STATEMENT B, ASK: (N=77)

63. Would you still support the City approving apartments, condominiums and senior housing, if it were built in or near your neighborhood?

YES.....	66%
NO.....	33%
DON'T KNOW/REFUSED.....	1%

64. Which of the following statements do you most prefer:
- | | |
|-------------------------|-----|
| STATEMENT A..... | 69% |
| STATEMENT B..... | 24% |
| DON'T KNOW/REFUSED..... | 7% |
- A) Apartments, condominiums and senior housing should be limited to three or four stories even if it means there will be less open space around the complex, OR
- B) Apartments, condominiums and senior housing should be allowed to be up to eight or nine stories to allow for more open space around the complex?

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
65. Minnetonka Senior Center?	75%	15%	9%	1%	0%	0%
66. The Williston Fitness Center?	65%	13%	20%	1%	1%	0%
67. The Arts Center on 7?	66%	12%	20%	1%	0%	1%
68. Minnetonka Community Center?	50%	22%	27%	1%	0%	1%
69. Gray's Bay Marina?	58%	14%	27%	1%	1%	0%
70. Trails?	38%	29%	28%	2%	1%	2%

IF RESPONDENT USES TRAILS, ASK: (N=242)

71. 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..... | 27% |
| GOOD..... | 62% |
| ONLY FAIR..... | 8% |
| POOR..... | 3% |
| DON'T KNOW/REFUSED..... | 1% |

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

UNSURE, 35%; NO AREAS, 53%; AROUND ALL LAKES, 2%; RIDGEDALE, 6%; PARKS, 2%; SCATTERED, 2%.

Some neighborhoods have trail access to destinations in their area. For each of the following destinations, please tell me if you or members of your household would be very likely to use trails to access that destination, somewhat likely, not too likely, or not at all likely to use trails to access that destination.

	VLK	SLK	NTL	NAA	DKR
73. A city park?	27%	20%	15%	39%	0%
74. A school?	8%	13%	25%	53%	1%
75. A shopping area?	12%	15%	24%	48%	1%

76. Are there any other destinations you would like to have trail access to?

UNSURE, 5%; NO, 89%; LAKE MINNETONKA, 1%; COMMUNITY CENTER, 1%; GLEN LAKE, 1%; RESTAURANTS, 1%; SCATTERED, 2%.

IF "VERY LIKELY" OR "SOMEWHAT LIKELY" TO USE TRAILS FOR ANY OF THE DESTINATIONS, ASK: (N=205)

77. Would you support or oppose the construction of a trail along your property? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY SUPPORT.....16%
	SUPPORT.....54%
	OPPOSE.....23%
	STRONGLY OPPOSE.....5%
	DON'T KNOW/REFUSED.....2%
78. During the past year, have you or members of your household used any of the Hopkins-Minnetonka Recreational programs or offerings?	YES.....39%
	NO.....61%
	DON'T KNOW/REFUSED.....1%

IF "YES," ASK: (N=155)

79. Were you generally satisfied or dissatisfied with this program or offering?	SATISFIED.....91%
	DISSATISFIED.....3%
	MIXED (VOL).....5%
	DON'T KNOW/REFUSED.....2%

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

80. Do you currently have a dog? YES.....33%
NO.....65%
DON'T KNOW/REFUSED.....2%

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

81. How often would you expect to use the off-leash dog park -- daily, a few times a week, weekly, or less frequently? DAILY.....9%
FEW TIMES PER WEEK....23%
WEEKLY.....12%
LESS FREQUENTLY.....28%
DEPENDS/LOCATION.....17%
DON'T KNOW/REFUSED....11%

82. 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.....31%
\$15.00.....5%
\$10.00.....20%
LESS THAN \$10.00.....11%
NOTHING (VOL).....27%
DON'T KNOW/REFUSED.....7%

Changing topics....

83. 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.....25%
VERY LITTLE.....46%
NONE AT ALL.....23%
DON'T KNOW/REFUSED.....0%

84. From what you know, how would you rate the job performance of the Minnetonka City Staff -- excellent, good, only fair, or poor? EXCELLENT.....18%
GOOD.....56%
ONLY FAIR.....7%
POOR.....1%
DON'T KNOW/REFUSED....19%

85. During the past year, have you visited or contacted Minnetonka City Hall in person, or on the telephone? YES.....33%
NO.....66%
DON'T KNOW/REFUSED.....1%

IF "YES," ASK: (N=131)

86. 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, Recycling, Recreation Services, General Information Desk, Senior Center, or Administration/City Council?	POLICE DEPARTMENT.....12% FIRE DEPARTMENT.....2% WATER AND SEWER.....10% ASSESSOR'S OFFICE.....5% PLANNING.....5% PARK MAINTENANCE.....4% STREET MAINTENANCE.....4% NATURAL RESOURCES.....2% BUILDING INSPECTIONS...8% ENGINEERING.....1% RECYCLING.....8% RECREATION SERVICES...12% GENERAL INFORMATION...20% SENIOR CENTER.....8% ADMIN/CITY COUNCIL.....0% 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
87. Ease of reaching a City Staff member who could help you?	35%	59%	2%	3%	1%
88. Courtesy of the City Staff?	36%	57%	2%	3%	2%
89. Efficiency of the City Staff?	34%	57%	3%	5%	2%

Moving on....

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

MINNETONKA MEMO, 69%; SENIOR SCRIPT, 3%; CABLE TELEVISION, 4%; SUN NEWSPAPER, 6%; WORD OF MOUTH, 4%; STAR TRIBUNE, 3%; WEBSITE, 6%; LAKE SHORE WEEKLY NEWS, 2%; SCATTERED, 3%.

91. 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%; MINNETONKA MEMO, 57%; MAILINGS, 8%; SENIOR SCRIPT, 2%; CABLE TELEVISION, 4%; SUN NEWSPAPER, 4%; E-MAIL, 10%; WORD OF MOUTH, 2%; WEBSITE, 7%; LAKE SHORE WEEKLY NEWS, 3%.

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

92. Do you receive this newsletter? YES.....97%
NO.....3%
DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=386)

93. How would you evaluate its content and format -- excellent, good, only fair, or poor? EXCELLENT.....30%
GOOD.....61%
ONLY FAIR.....8%
POOR.....0%
DON'T KNOW/REFUSED.....1%

94. Based on reading articles in the "Minnetonka Memo" related to stormwater 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.....40%
NO.....56%
HAVE NOT READ ANY.....3%
DON'T KNOW/REFUSED.....1%

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

95. Do you recall receiving this brochure? YES.....82%
NO.....16%
DON'T KNOW/REFUSED.....2%

IF "YES," ASK: (N=327)

96. How would you evaluate its EXCELLENT.....16%

usefulness -- excellent,	GOOD.....	65%
good, only fair, or poor?	ONLY FAIR.....	14%
	POOR.....	0%
	DON'T KNOW/REFUSED.....	5%

97. Do you have access to the Internet at home only, at work only, at both home and work, or at neither place?	HOME ONLY.....	38%
	WORK ONLY.....	3%
	BOTH HOME AND WORK....	40%
	NEITHER PLACE.....	19%
	DON'T KNOW/REFUSED.....	0%

IF "HOME," "WORK," OR "BOTH," ASK: (N=323)

98. Have you or any member of your household accessed the City of Minnetonka's website, eminnetonka.com, for information about city services, news, and events?	YES.....	60%
	NO.....	39%
	DON'T KNOW/REFUSED.....	1%

IF "YES," ASK: (N=193)

99. How would you evaluate the content of the City's website -- excellent, good, only fair, or poor?	EXCELLENT.....	18%
	GOOD.....	73%
	ONLY FAIR.....	9%
	POOR.....	1%
	DON'T KNOW/REFUSED.....	0%

100. How would you rate the ease of navigating the site and finding the information you sought -- excellent, good, only fair, or poor?	EXCELLENT.....	10%
	GOOD.....	74%
	ONLY FAIR.....	15%
	POOR.....	1%
	DON'T KNOW/REFUSED.....	0%

101. Have you or a household member used the website to register for City recreation programs?	YES.....	26%
	NO.....	73%
	DON'T KNOW/REFUSED.....	1%

IF "YES," ASK: (N=51)

102. Did you find the registration pro-	YES.....	92%
	NO.....	8%

	\$400,000, or over \$400,000?	REFUSED.....	5%
109.	What is your age, please?	18-24.....	4%
		25-34.....	9%
		35-44.....	22%
		45-54.....	25%
		55-64.....	24%
		65 AND OVER.....	18%
		REFUSED.....	0%
110.	Gender	MALE.....	48%
		FEMALE.....	52%
111.	Ward	WARD ONE.....	24%
		WARD TWO.....	25%
		WARD THREE.....	26%
		WARD FOUR.....	26%