

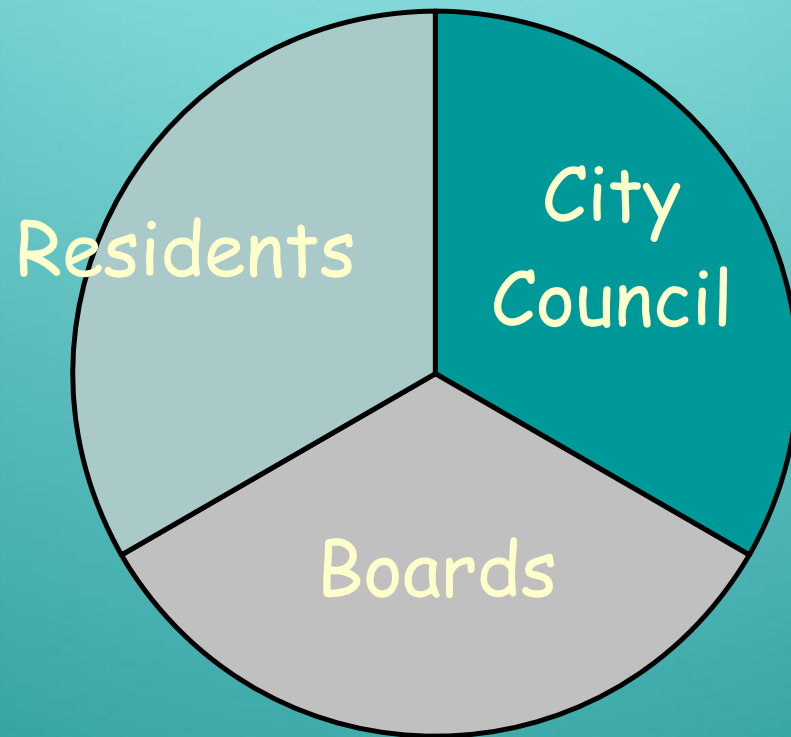
Organizational Performance



City of Minnetonka 2009



How are we doing with
achieving our strategic goals?



Our strategic goals

- Natural Environment
- Public Safety
- Transportation
- Development
- Building Community
- Public Services
- Organizational Excellence
- *Quality of Life*

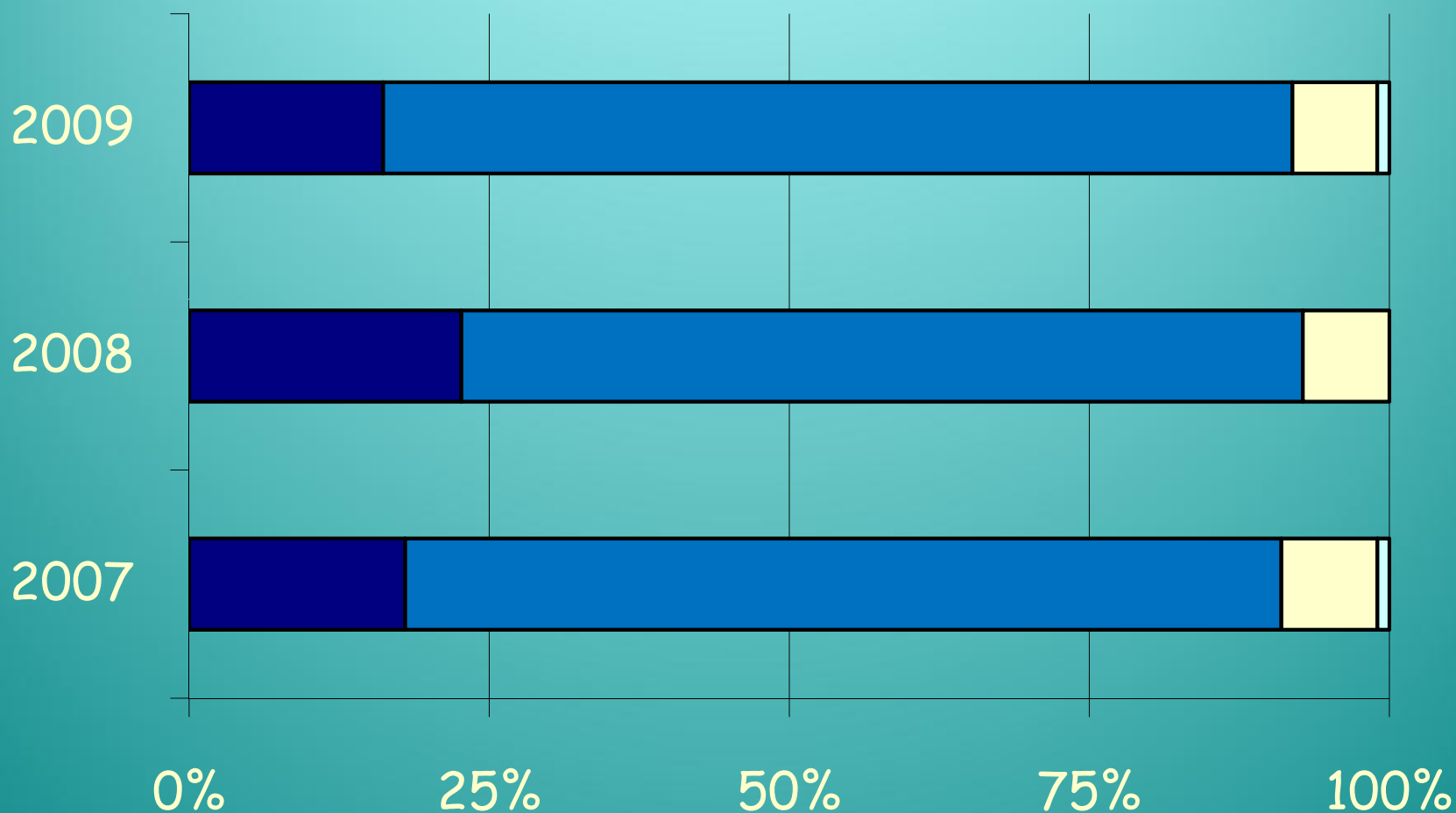
Natural Environment = A- (A)

- Water resources & woodlands = A- (A)
- Preserve open space = A- (A)
- Manage growth = A- (A)



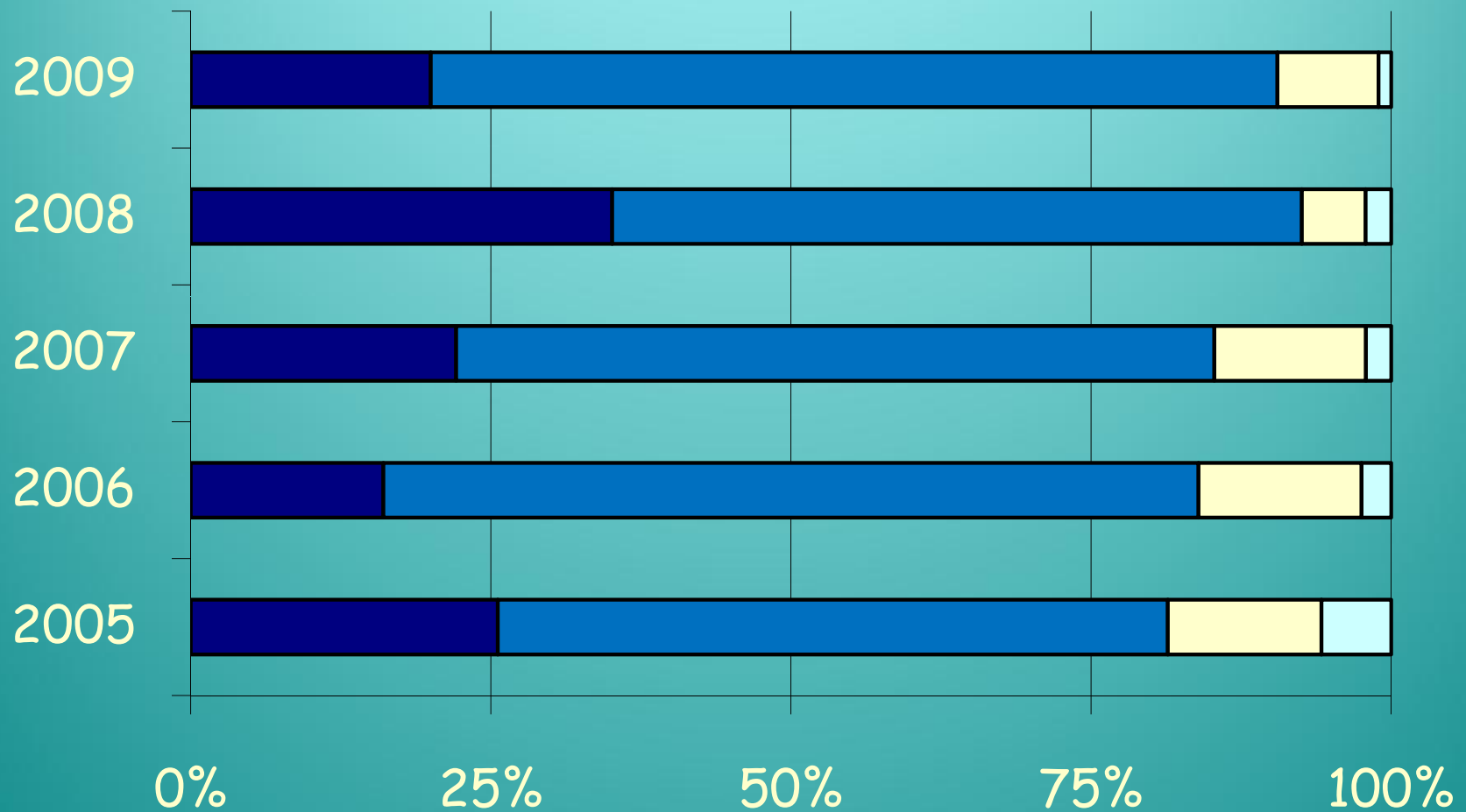
- Council = A
- Boards = A
- Survey = A-

Quality of natural environment



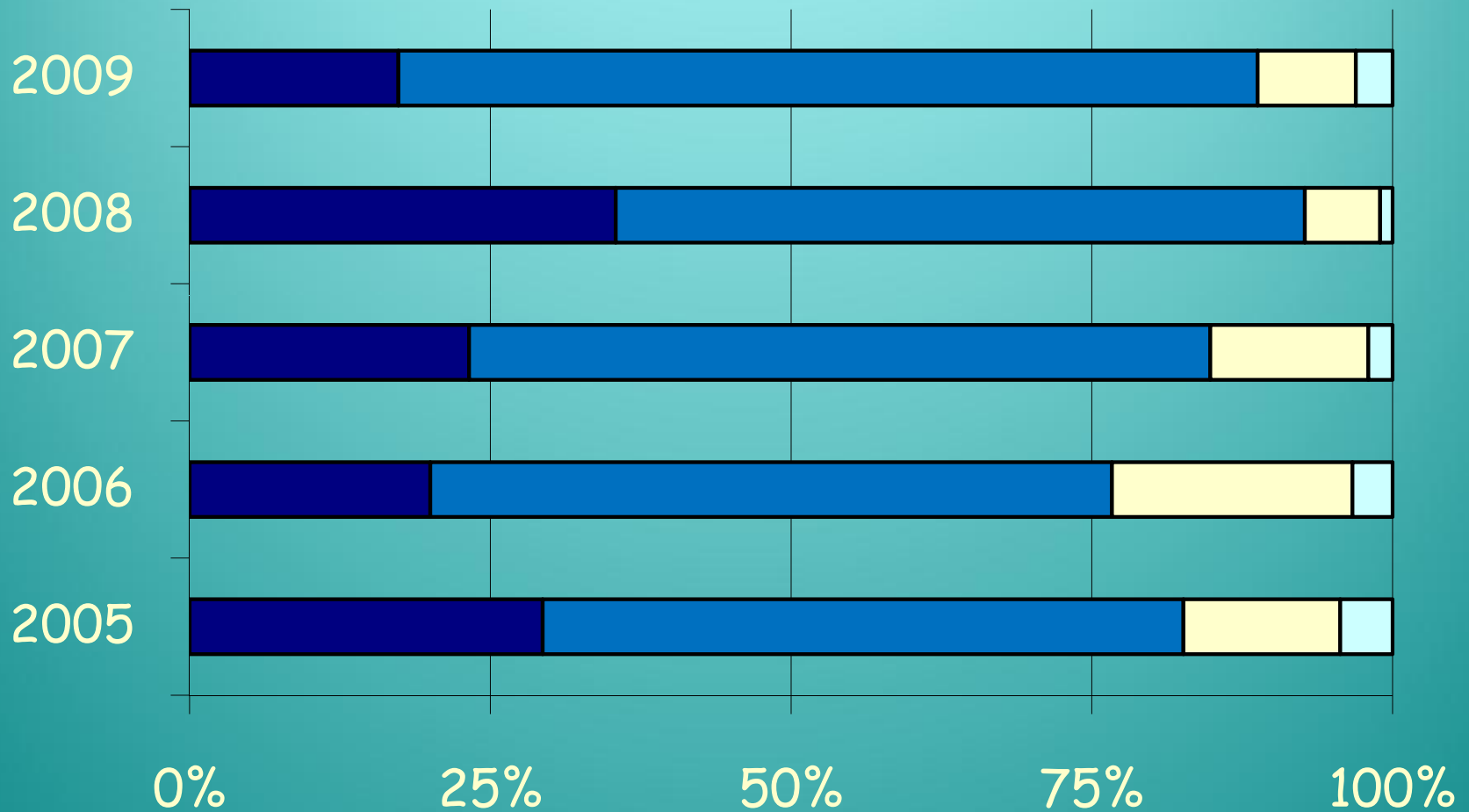
■ Excellent ■ Good ■ Fair ■ Poor

Forested areas



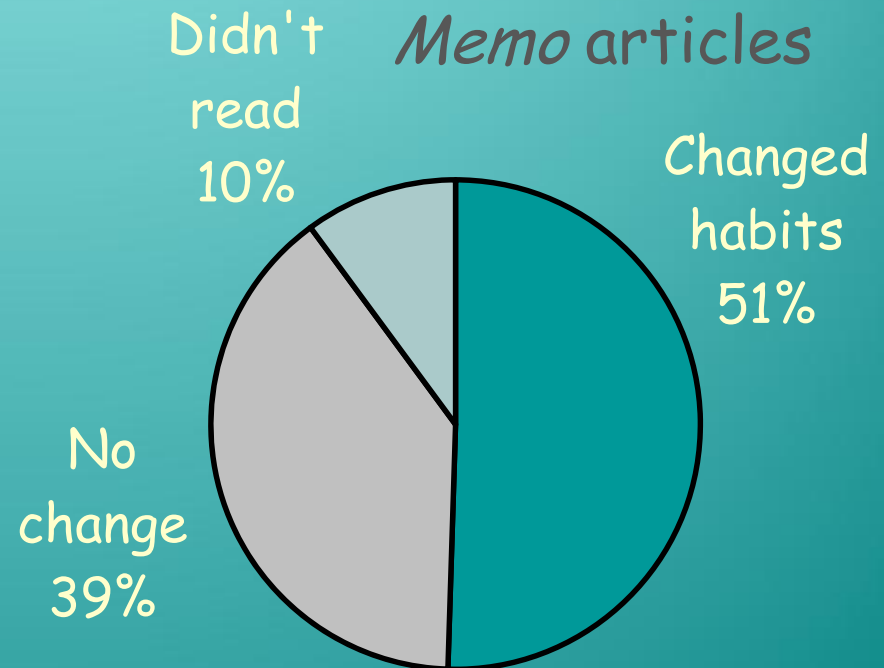
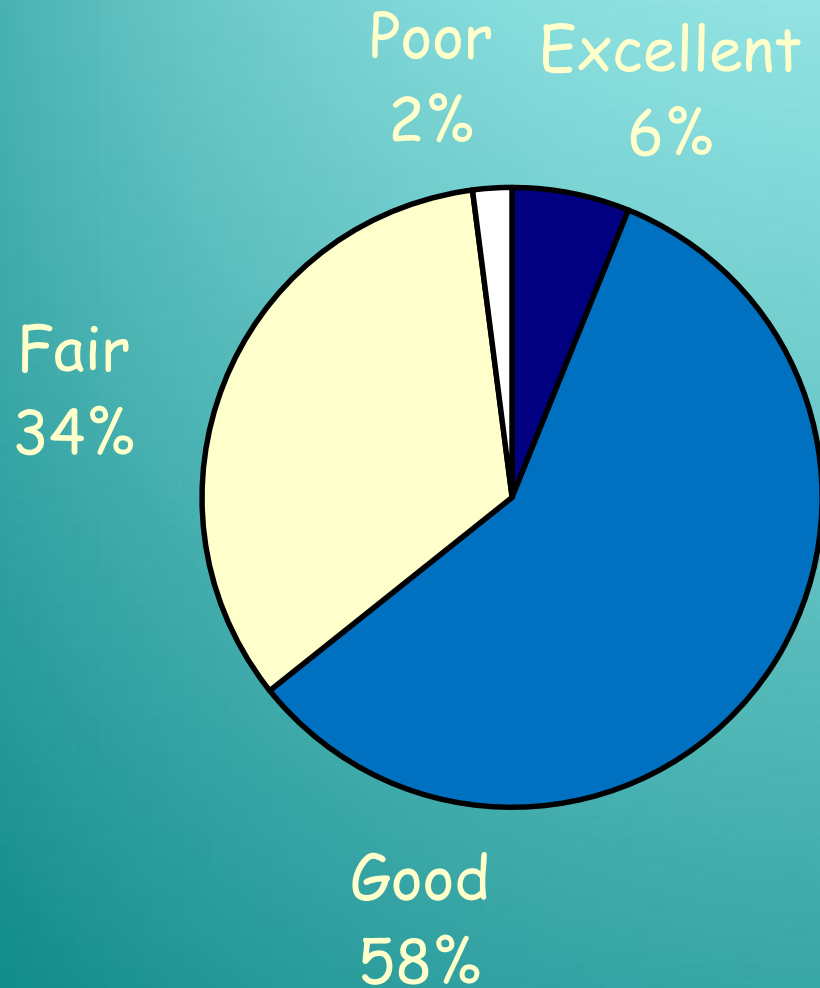
■ Excellent ■ Good ■ Fair ■ Poor

Wetlands & streams

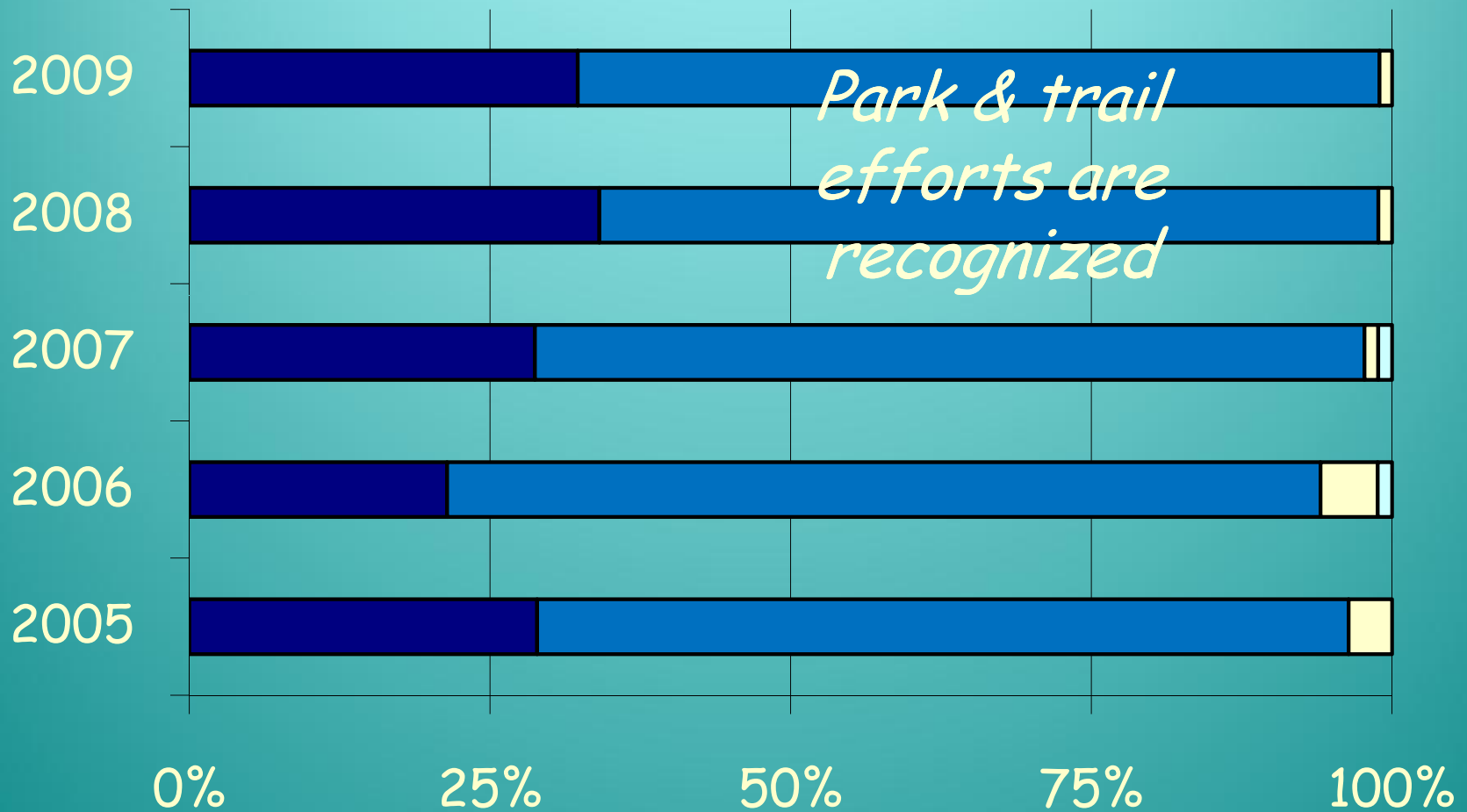


■ Excellent ■ Good ■ Fair ■ Poor

Lake, pond & stream water quality



Park maintenance



Park & trail efforts are recognized



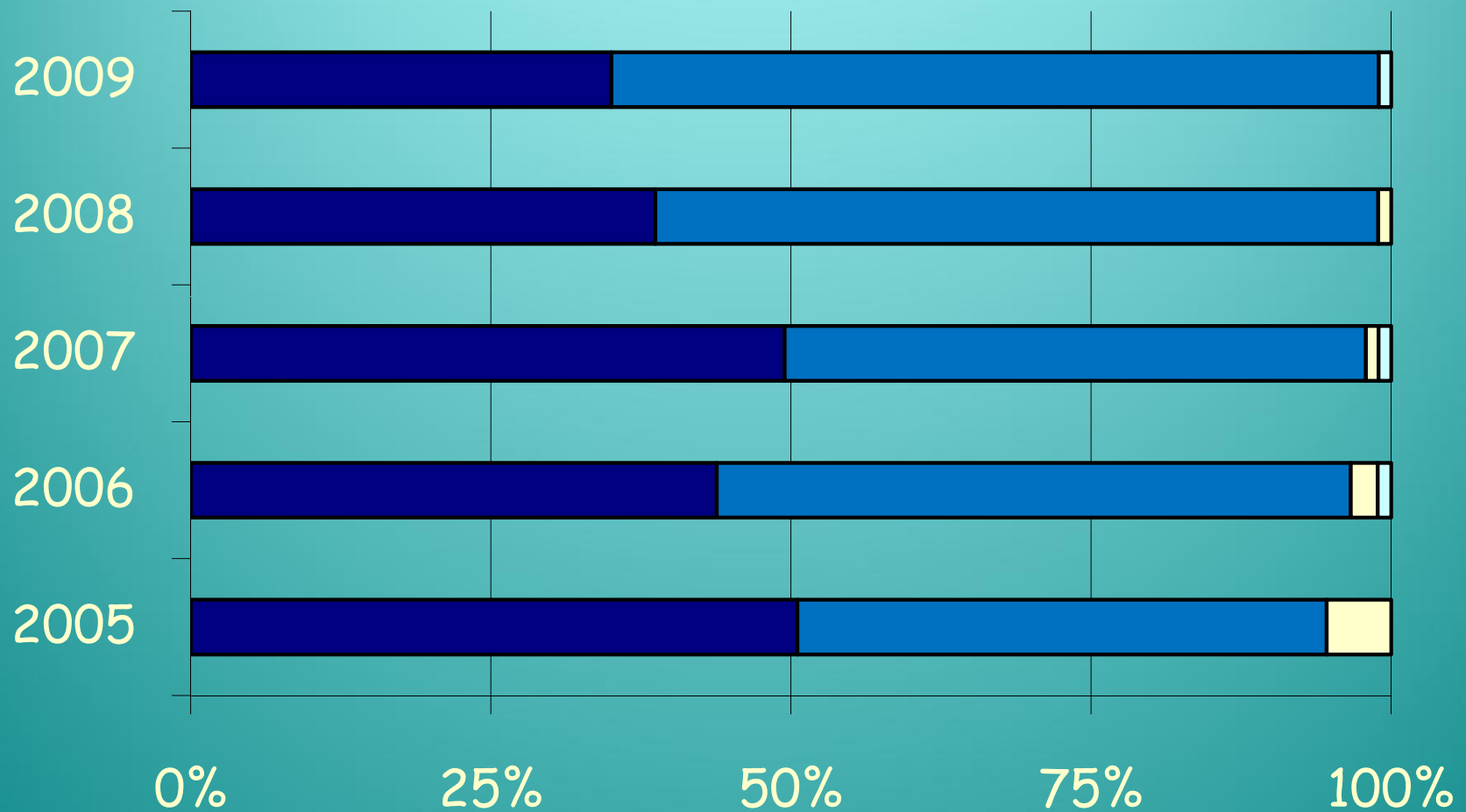
Public Safety = A

- Foster community involvement = A-
- Personal & business safety = A- (A)
- Ensure hometown security = A



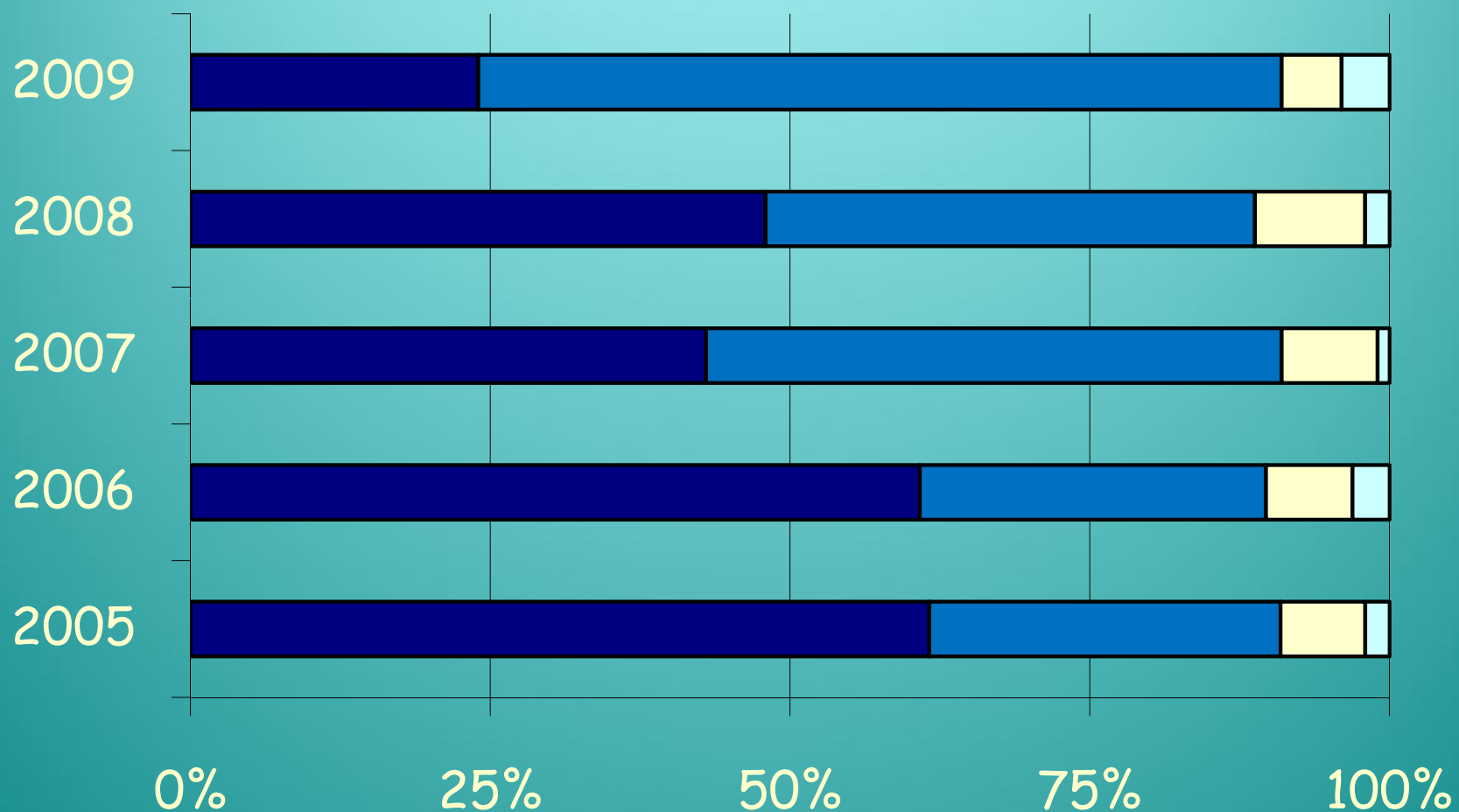
- Council = A
- Boards = A
- Survey = B+ (A-)

Police protection



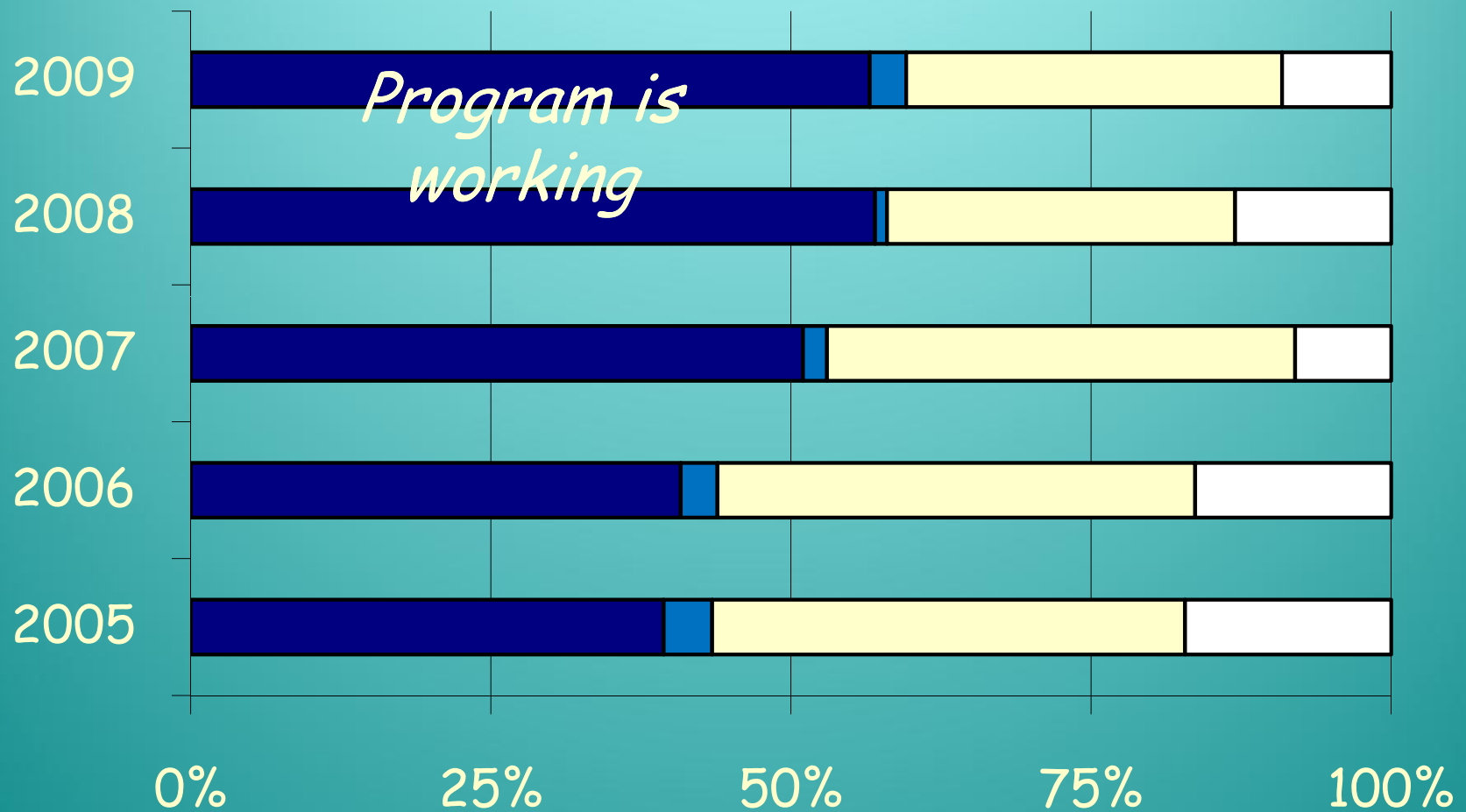
■ Excellent ■ Good ■ Fair ■ Poor

Experience with police officers



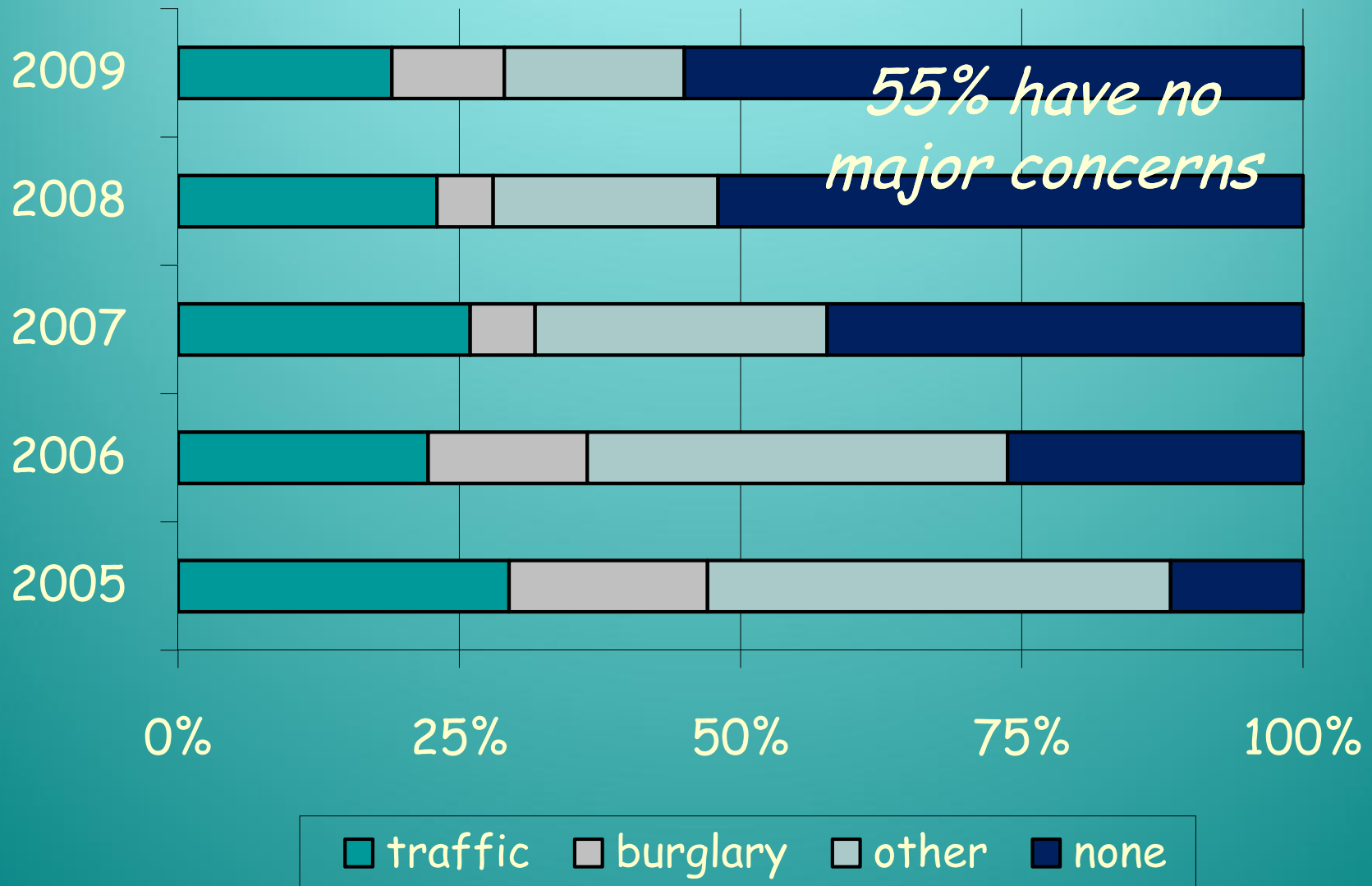
■ Excellent ■ Good ■ Fair ■ Poor

Residential speeding

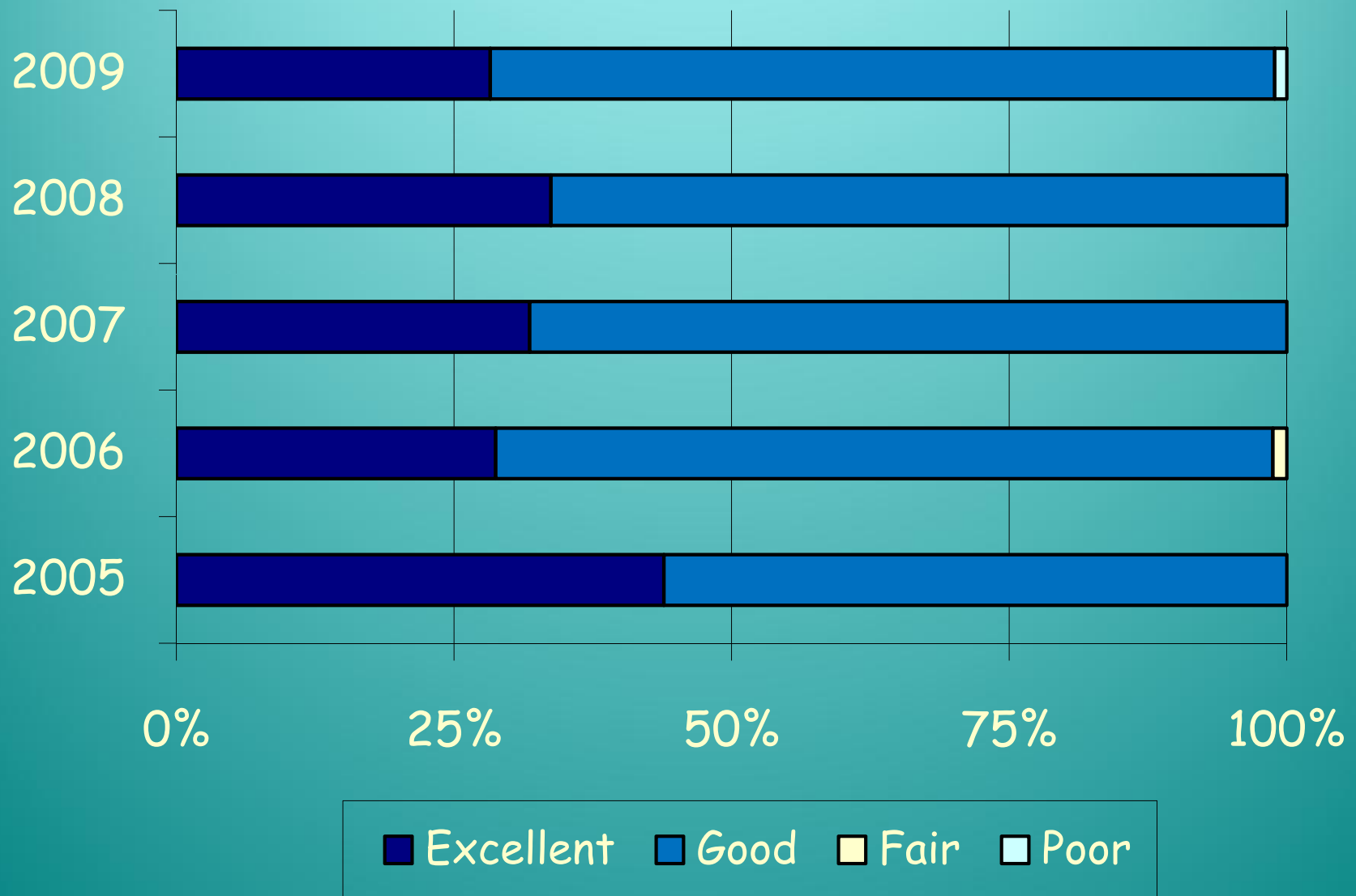


■ Not problem ■ Not too ■ Somewhat ■ Very serious

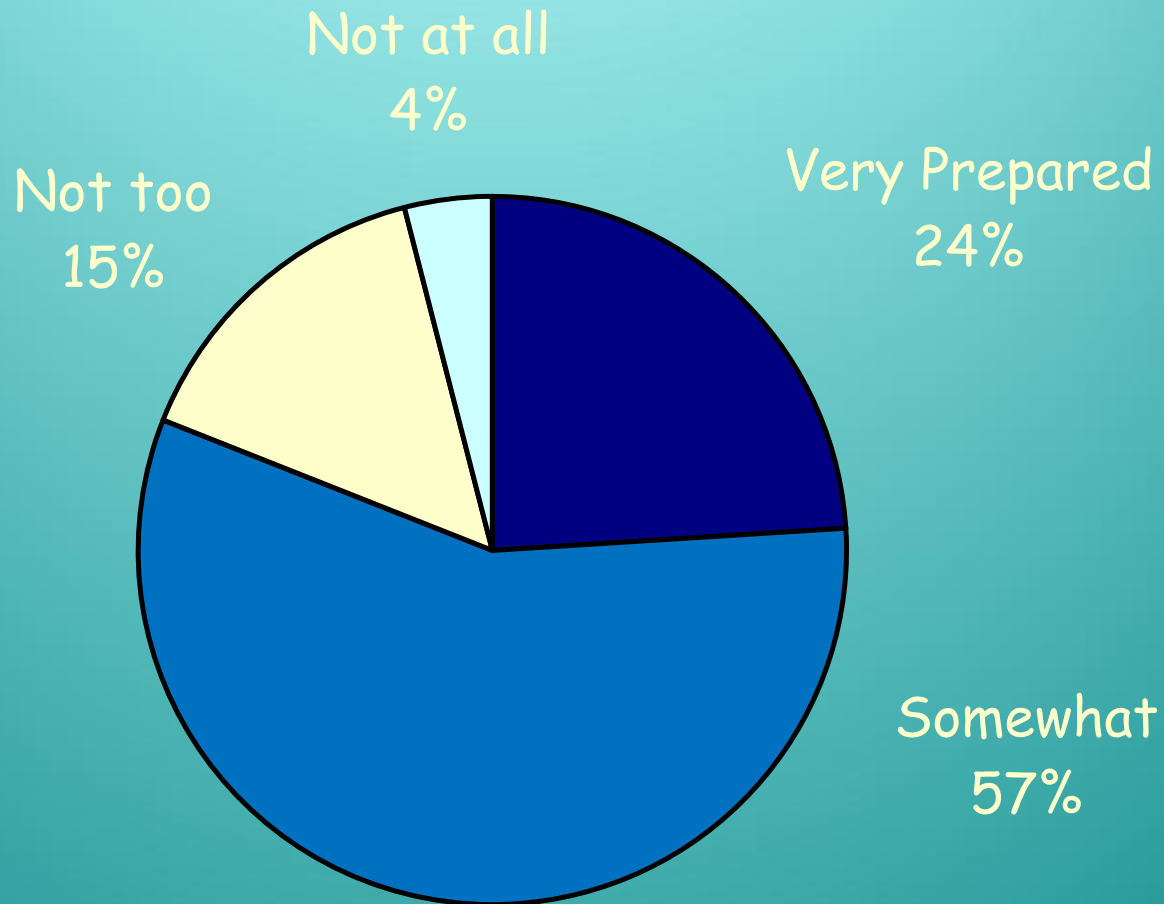
Public safety concerns



Fire protection



Family preparedness



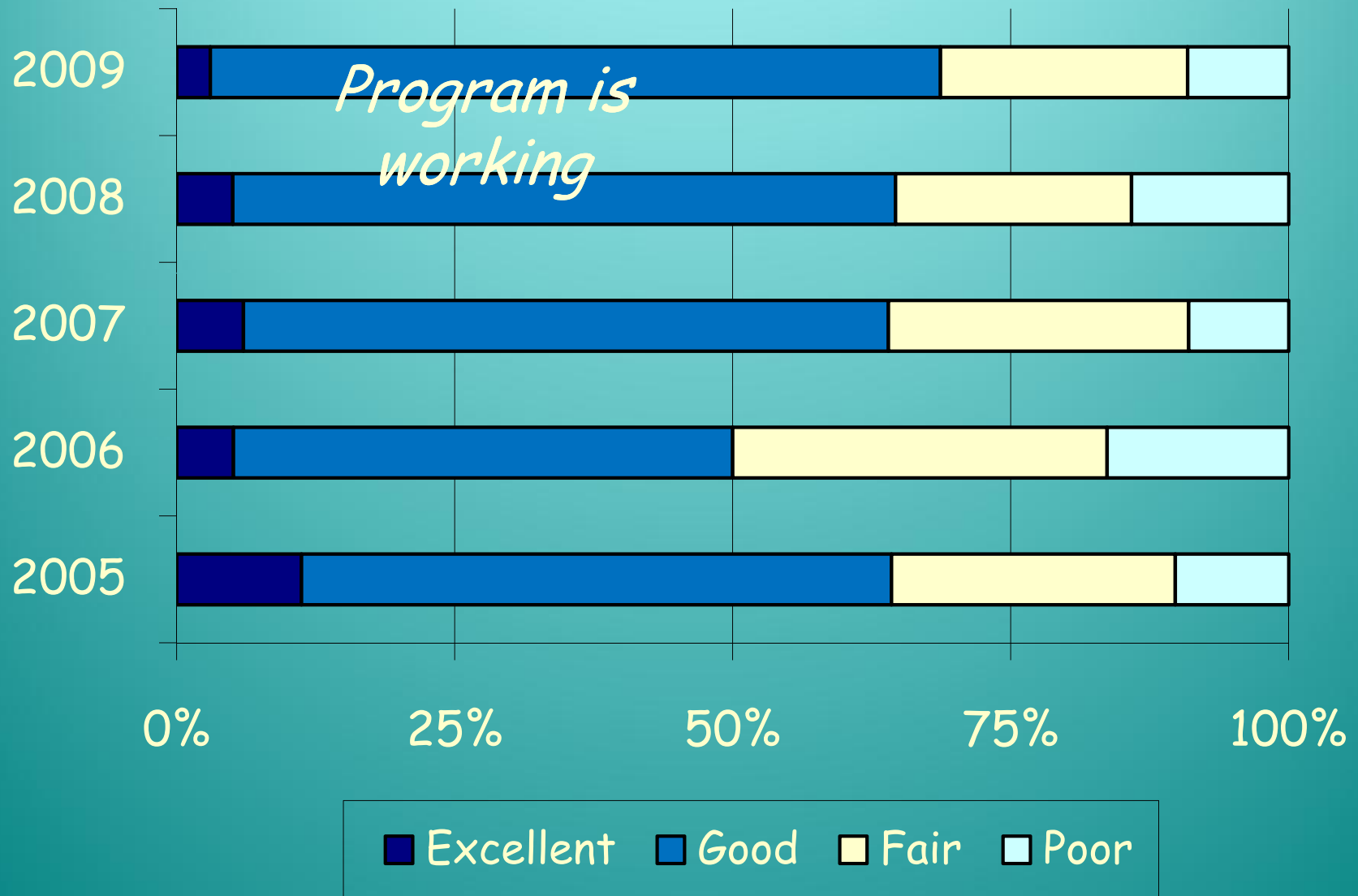
Transportation = A-

- Resident & business mobility = B+
- Meet local & regional needs = A-
- Expand trails & sidewalks = A-

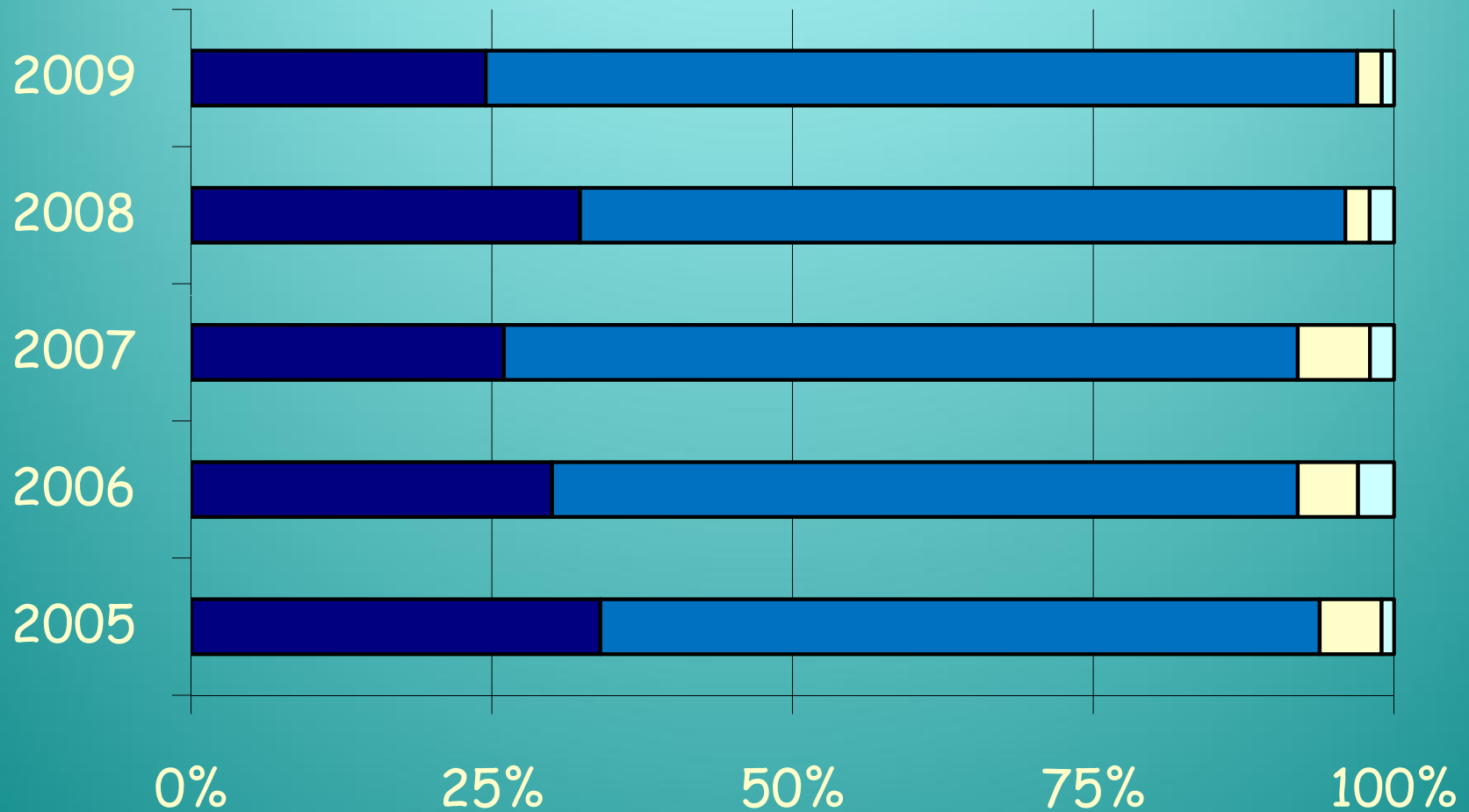


- Council = A-
- Agencies = A-
- Survey = A-

Street maintenance

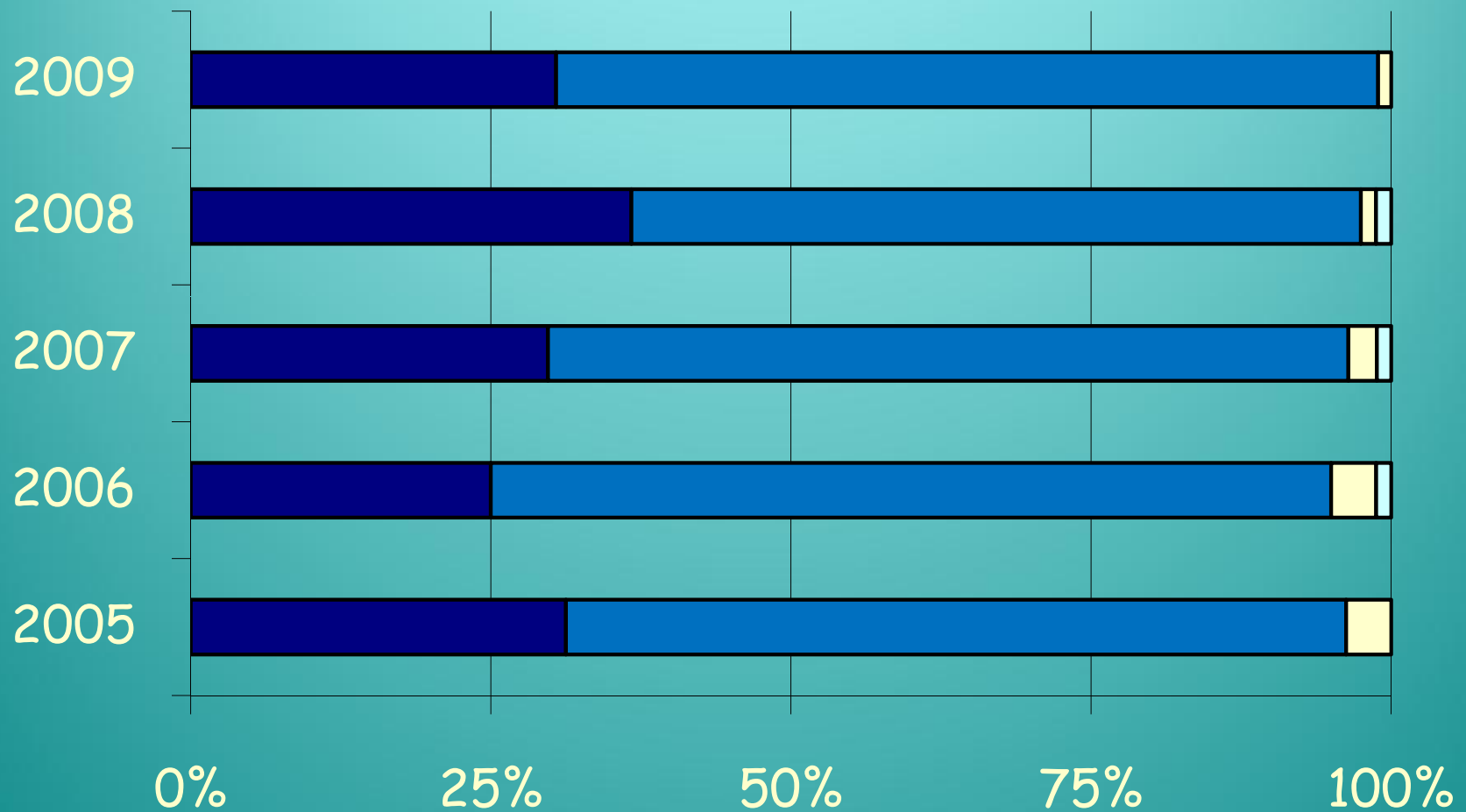


Snow plowing



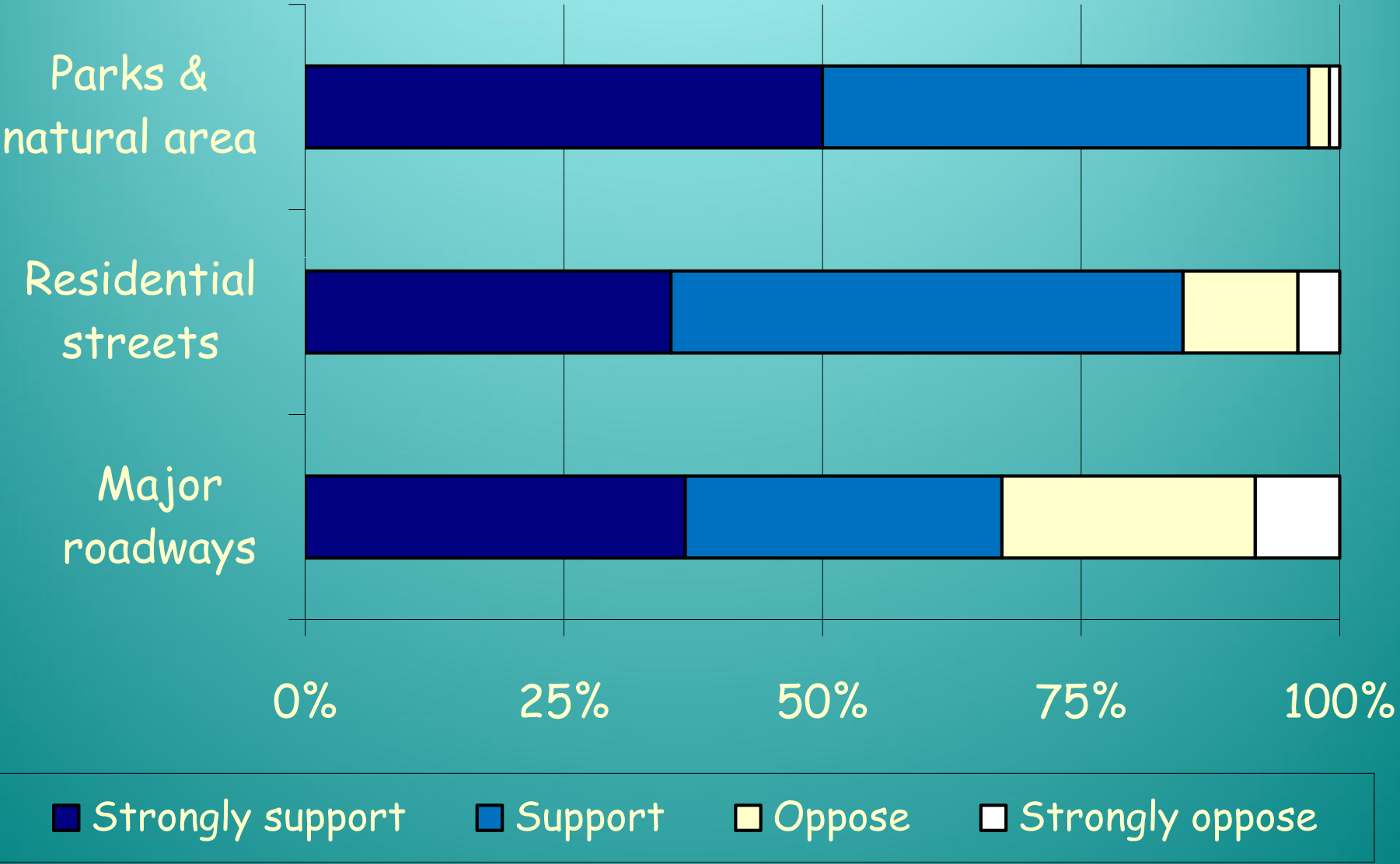
■ Excellent ■ Good ■ Fair ■ Poor

Trail maintenance

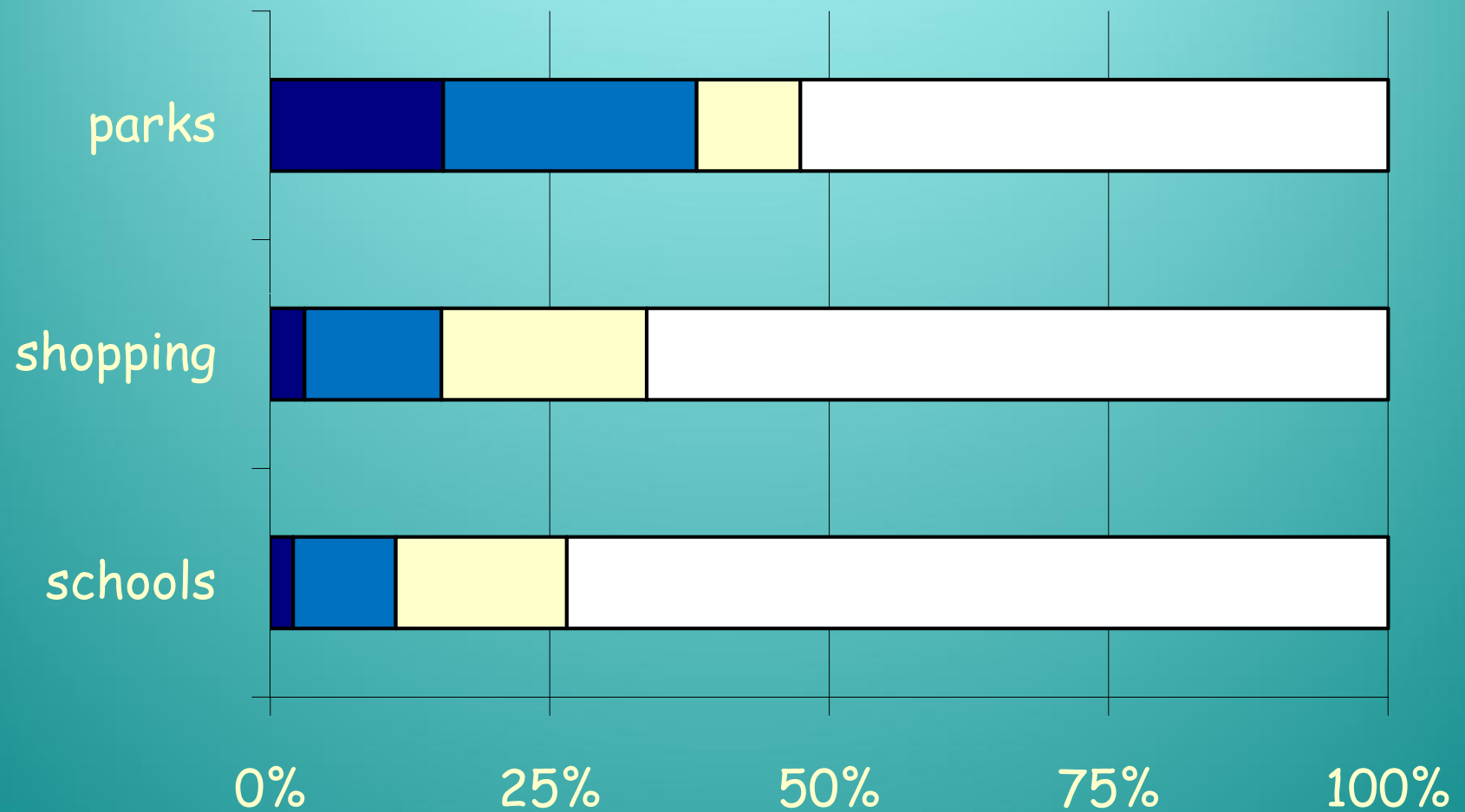


■ Excellent ■ Good ■ Fair ■ Poor

Support for more trails (26%)



Use of trails to access



Very likely

Likely

Somewhat

not likely

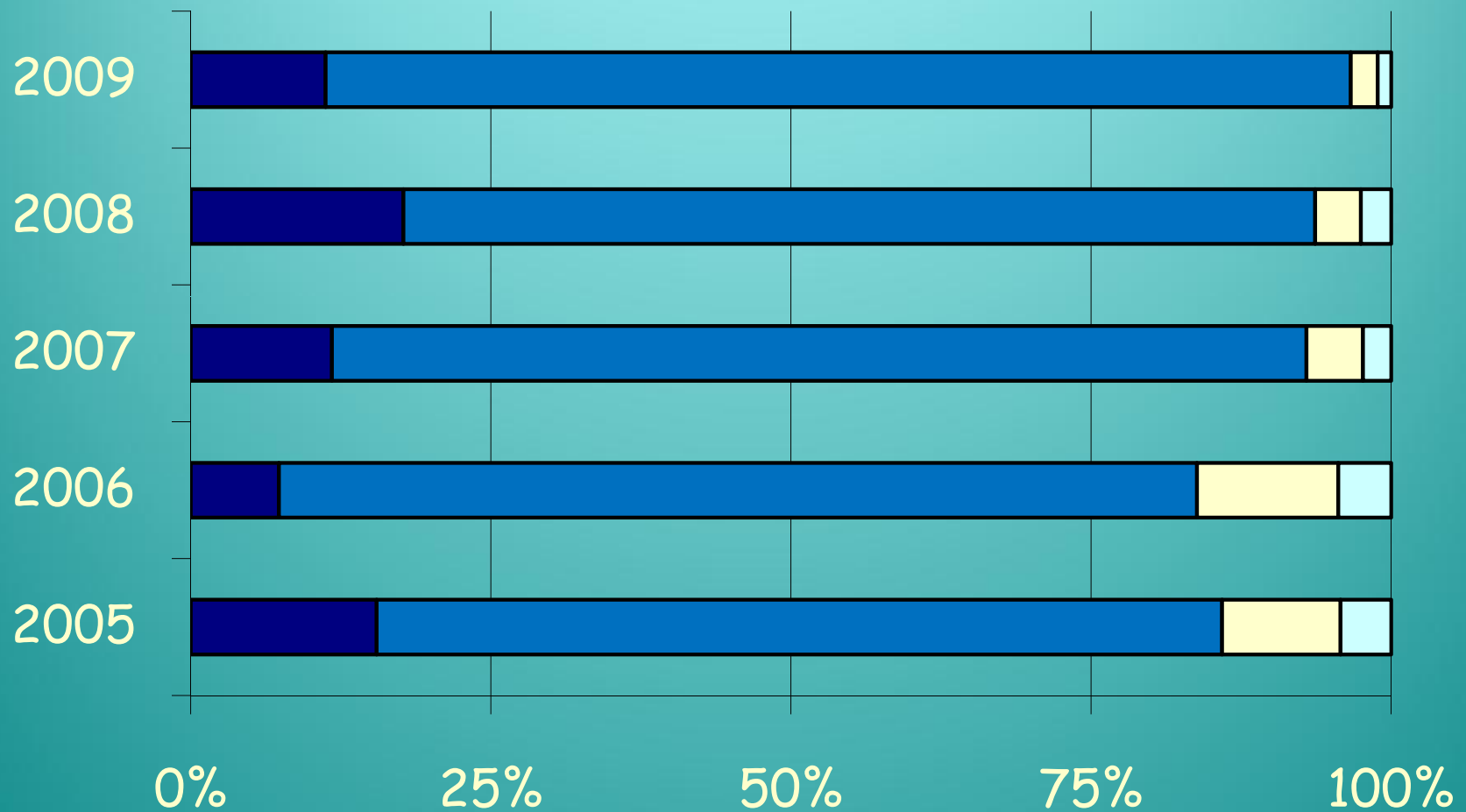
Development = A-

- Guide development = A-
- Balance rights with public interest = A-
- Promote green & sustainability = B+ (A-)
- Promote affordable housing = A-



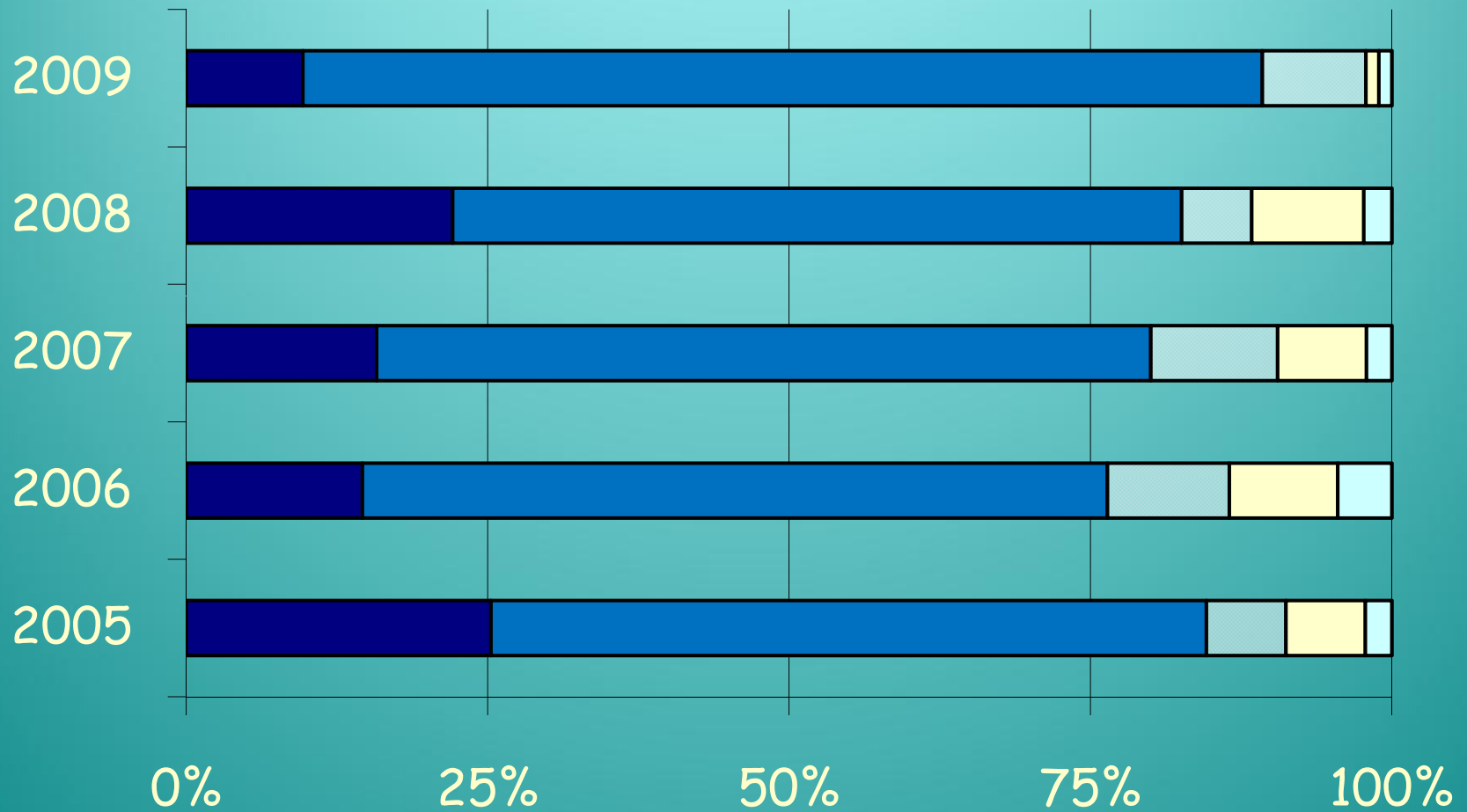
- Council = A-
- Boards = A-
- Survey = A-

Community planning



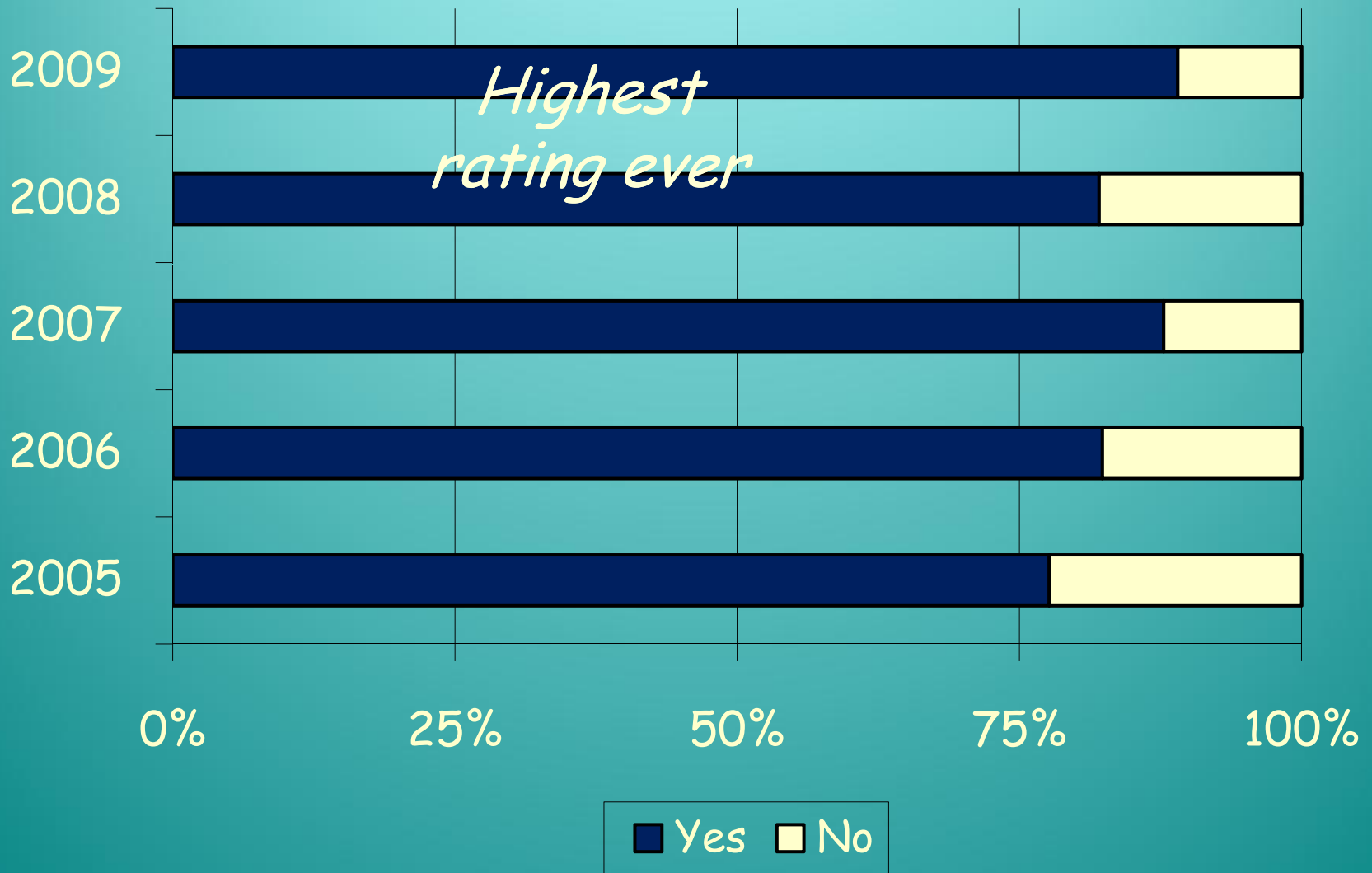
■ Excellent ■ Good ■ Fair ■ Poor

Balancing rights

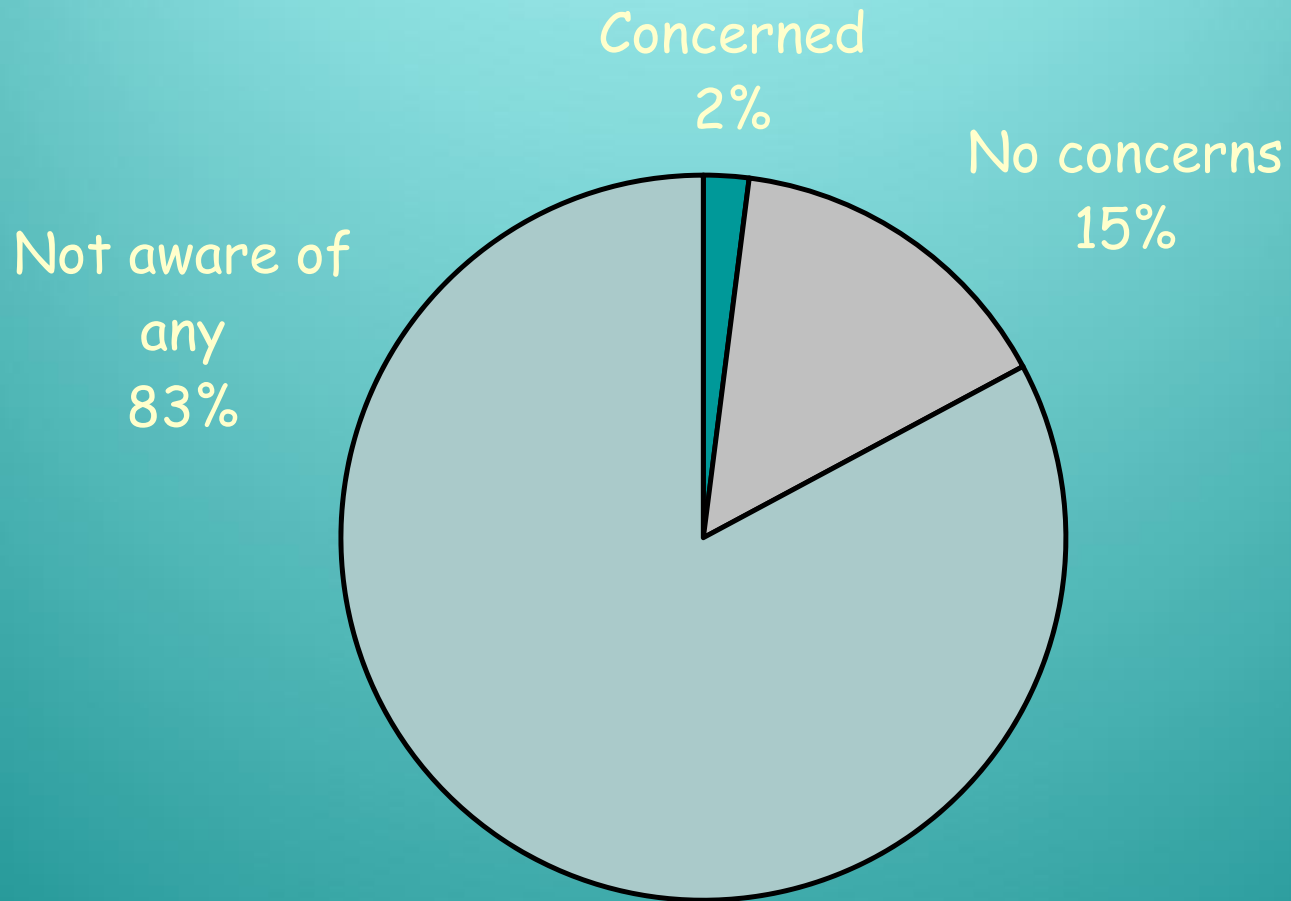


Very Somewhat Neither Some not Not

Appropriate public input opportunity



Foreclosures in neighborhood



Building Community = A-

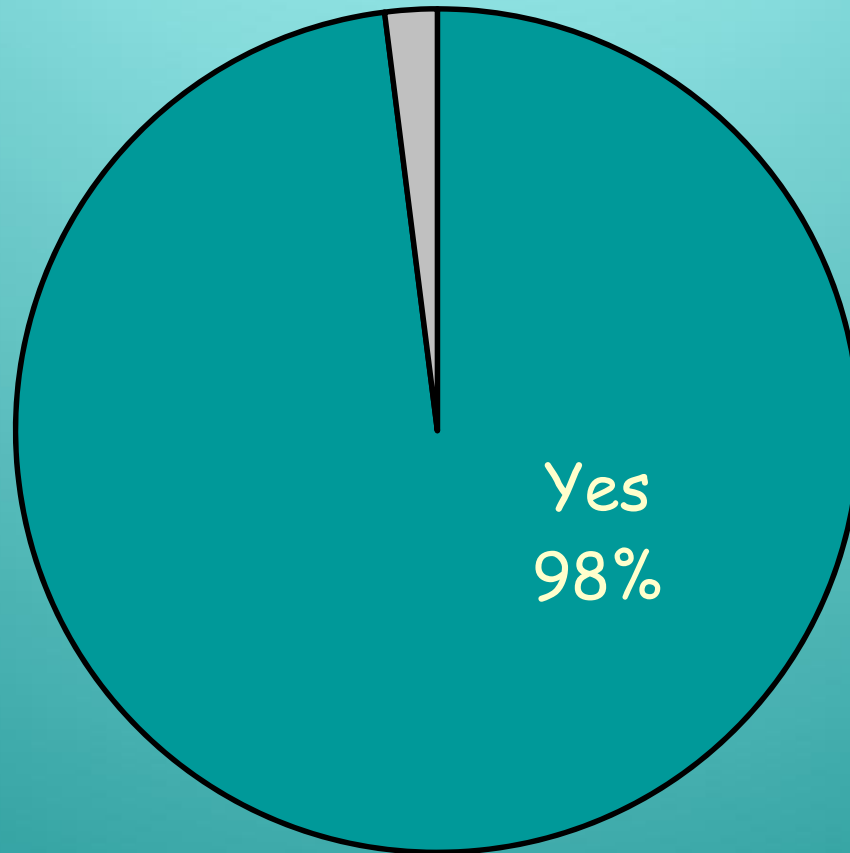
- Foster open communication = A-
- Promote community involvement = A-
- Embrace heritage & diversity = A- (A)



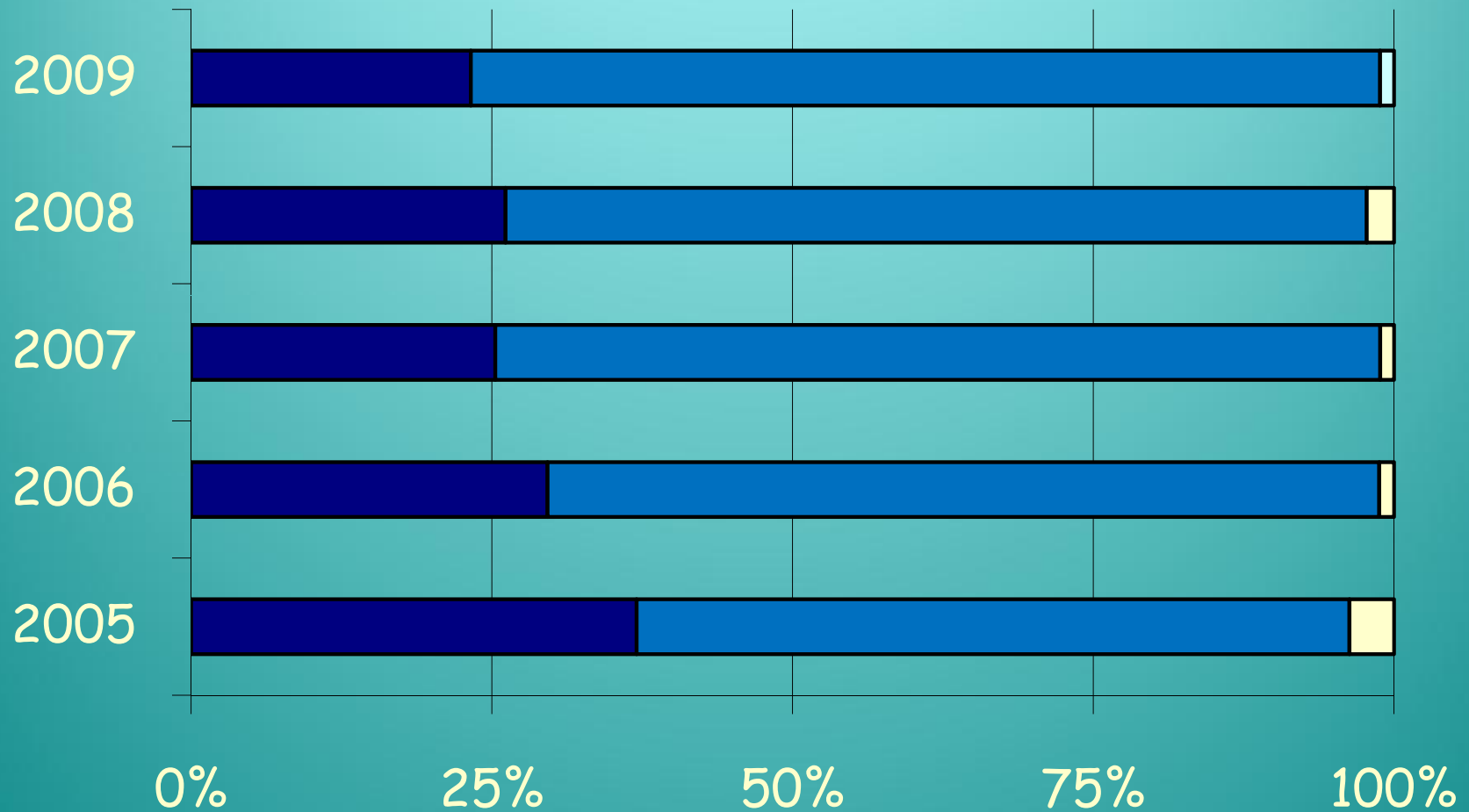
Having Fun at Lone Lake Park

- Council = A- (A)
- Boards = A-
- Survey = A-

Feel welcomed in community

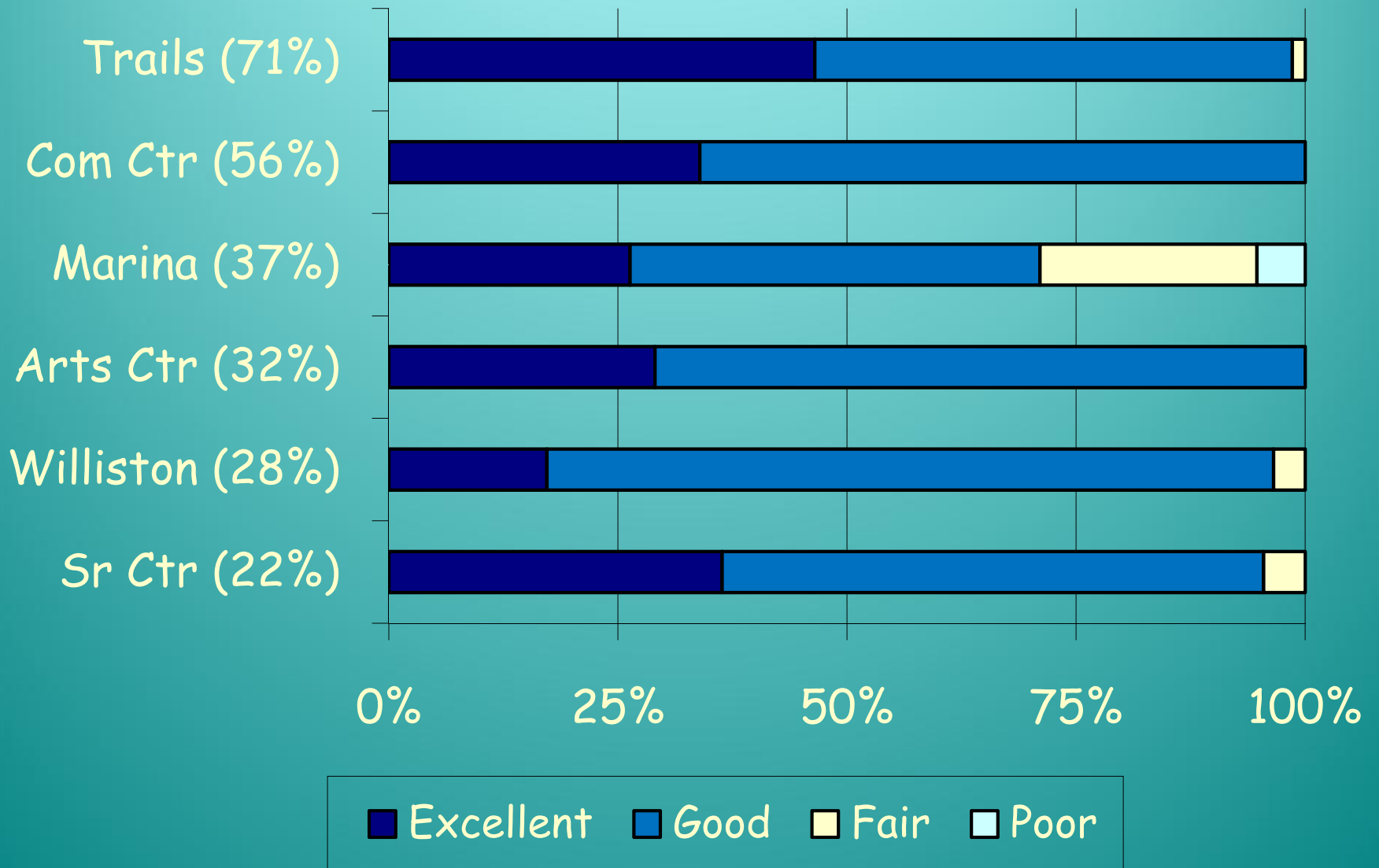


Recreation programs

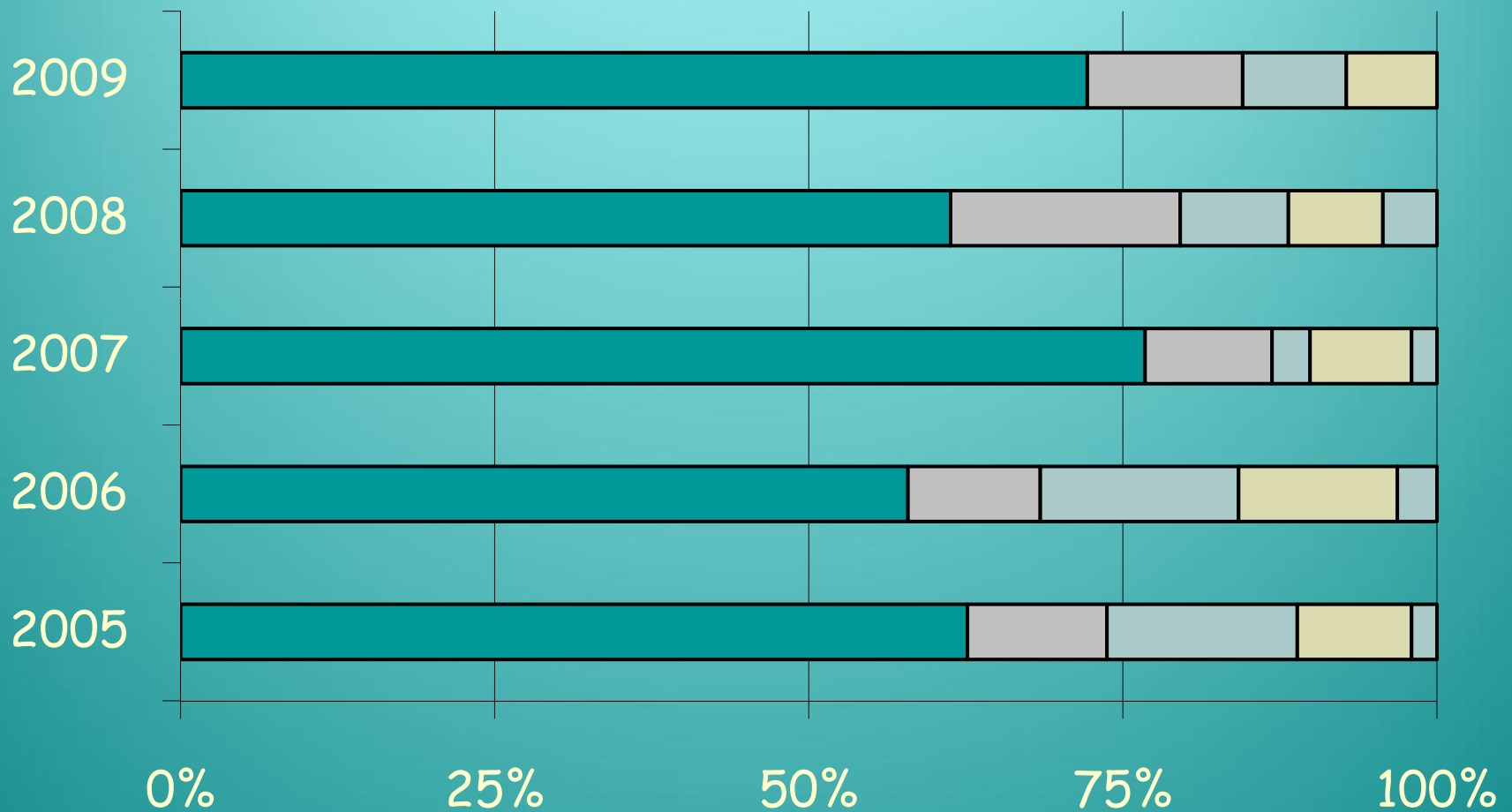


■ Excellent ■ Good ■ Fair ■ Poor

Recreation facilities

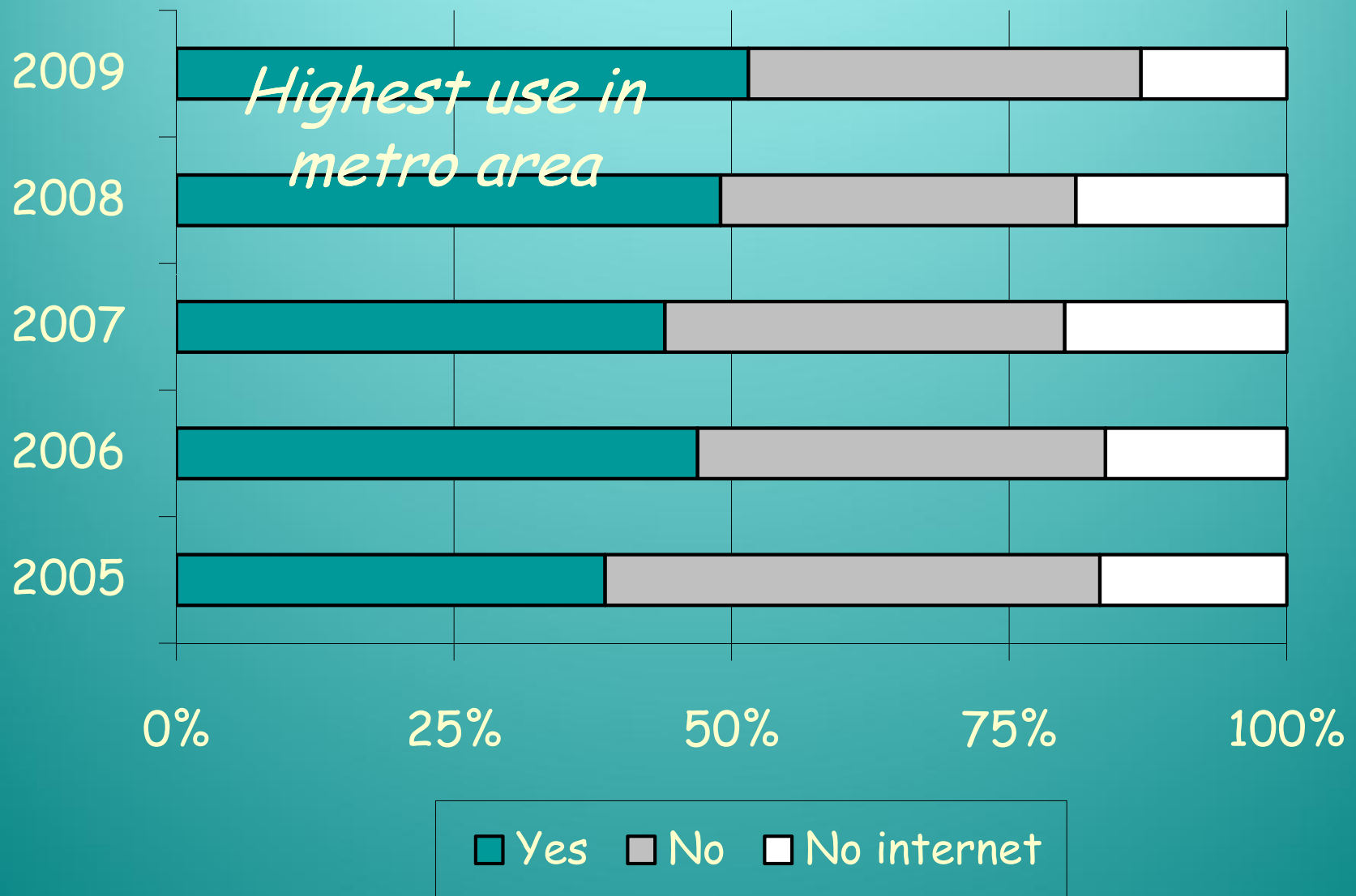


Preferred source city information

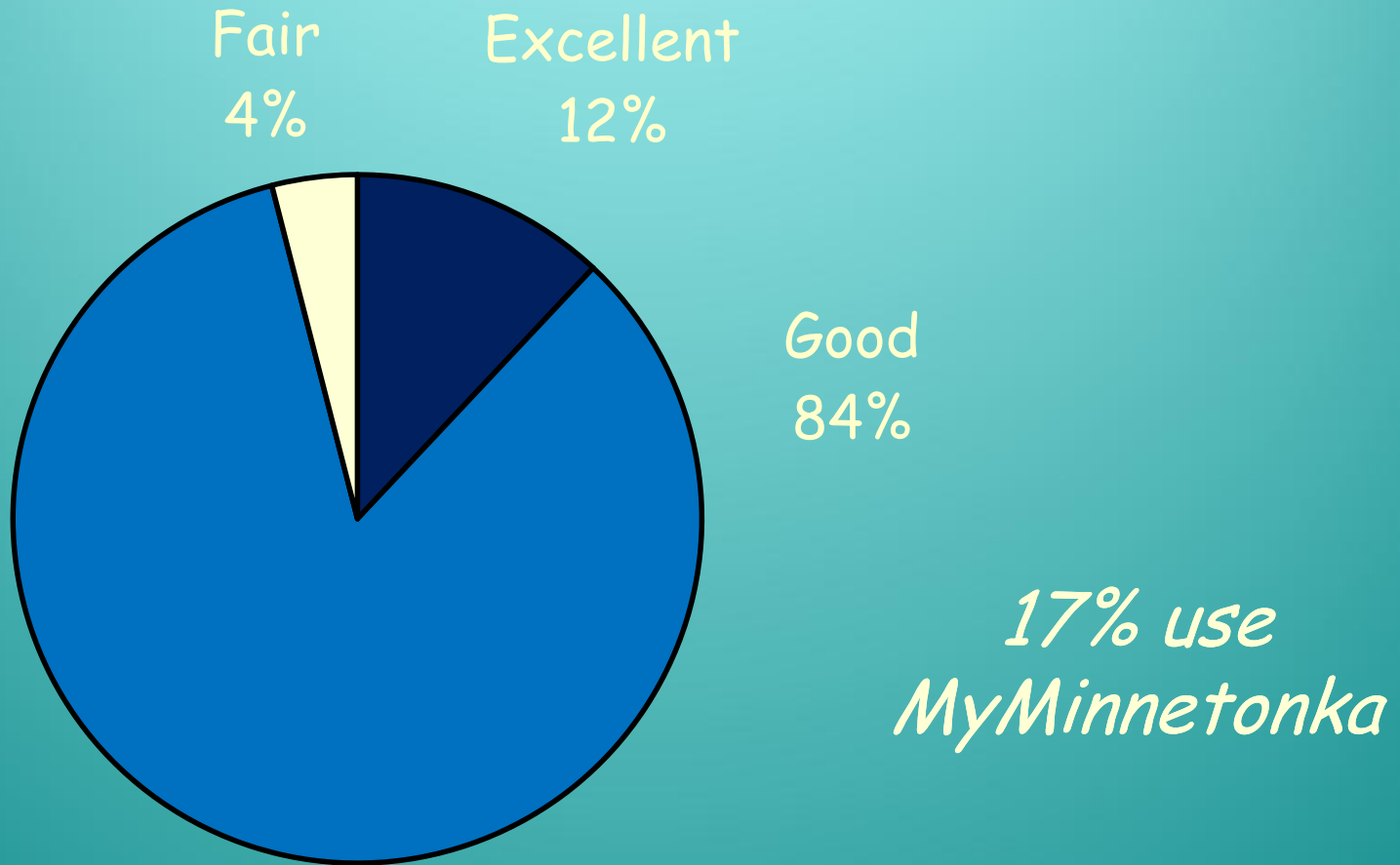


Legend: Memo, Web/Email, Mail, Newspaper, Cable

eminnetonka.com use



eminnetonka.com



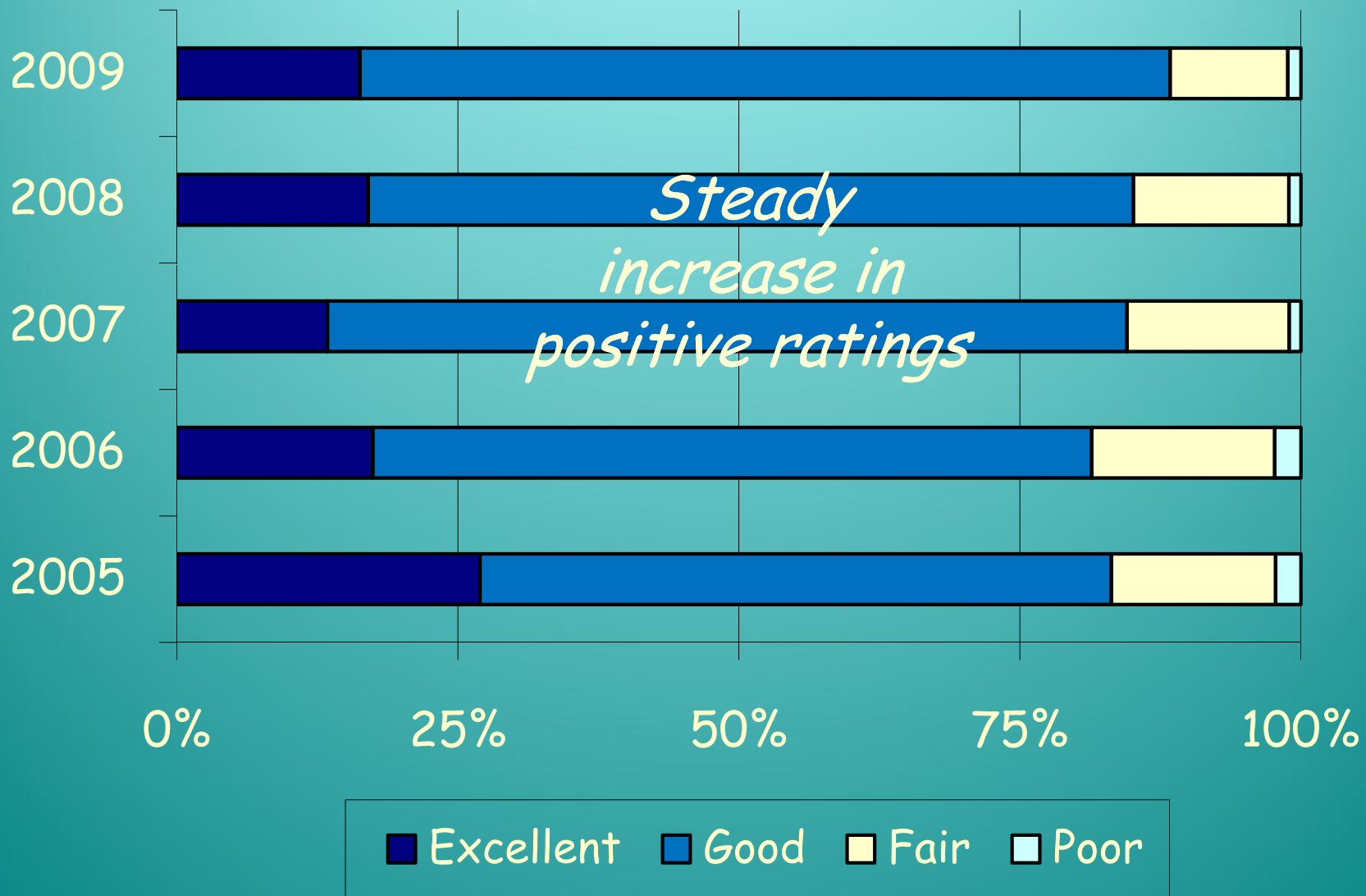
Public Services = A- (A)

- Quality services at reasonable price = A-
- Manage for the long-term = A
- Excellent customer service = A- (A)
- Promote innovation = A-

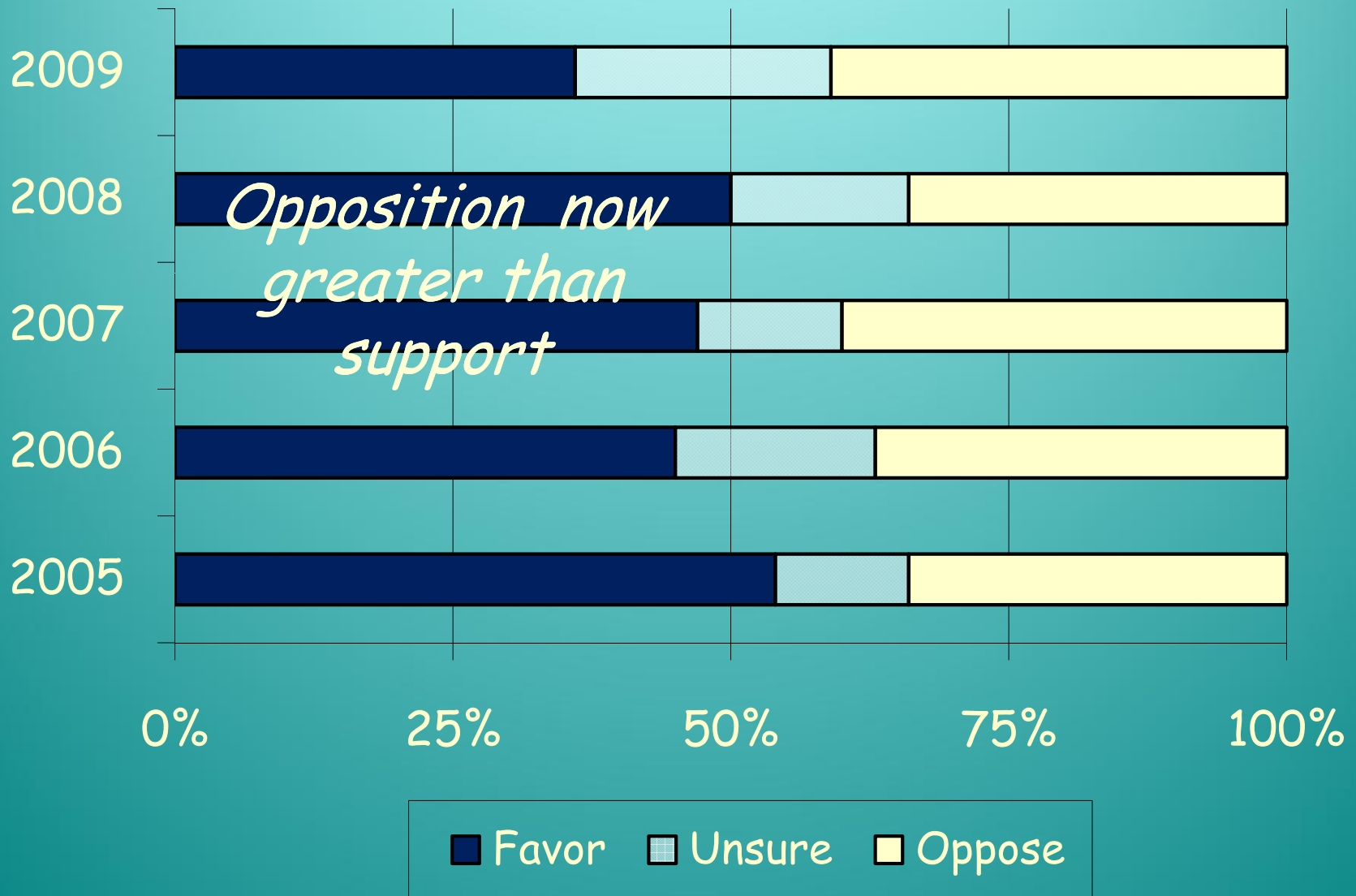


- Council = A
- Boards = A-
- Survey = A- (A)

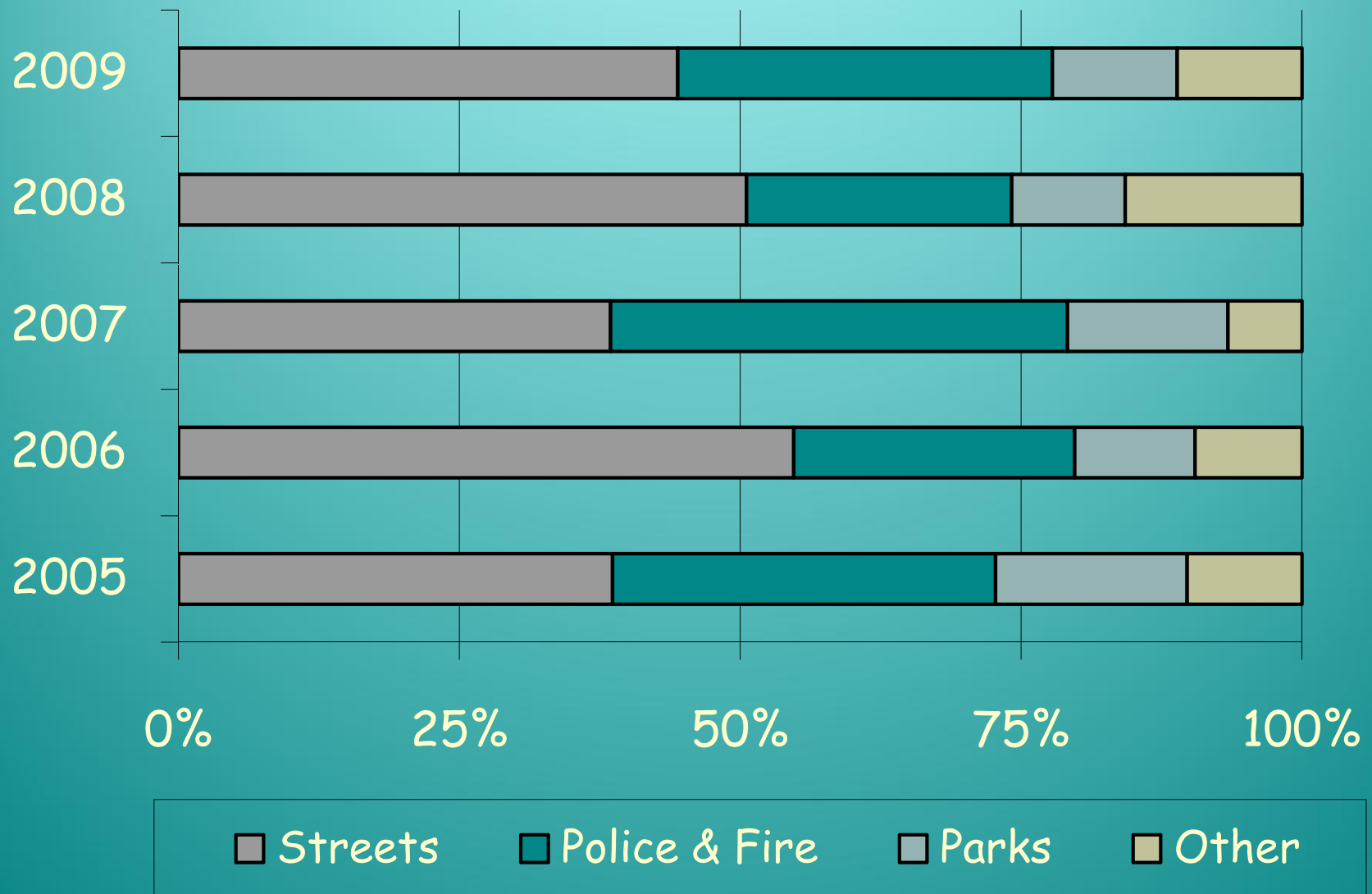
Value of services



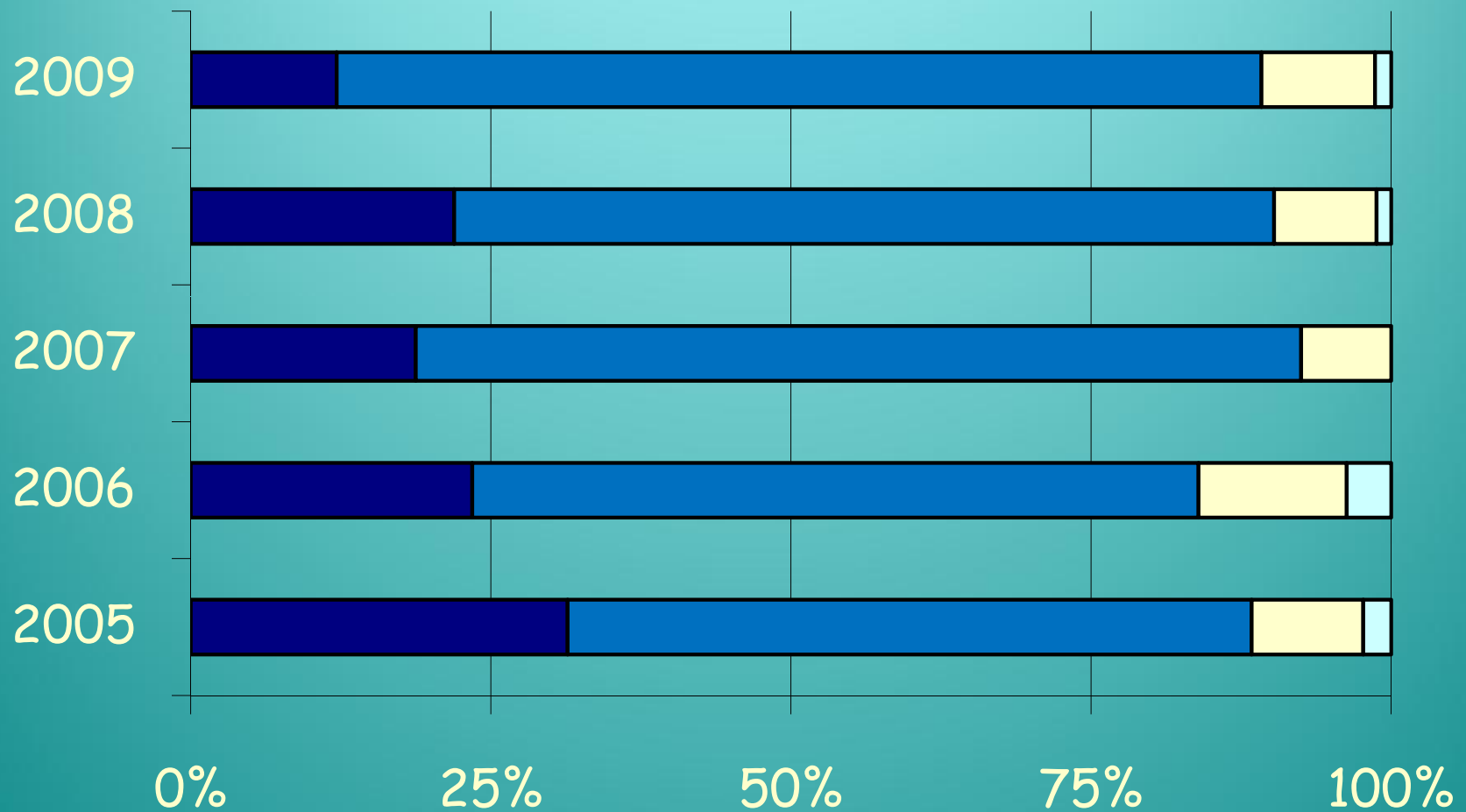
Taxes to maintain services



1% increase in budget



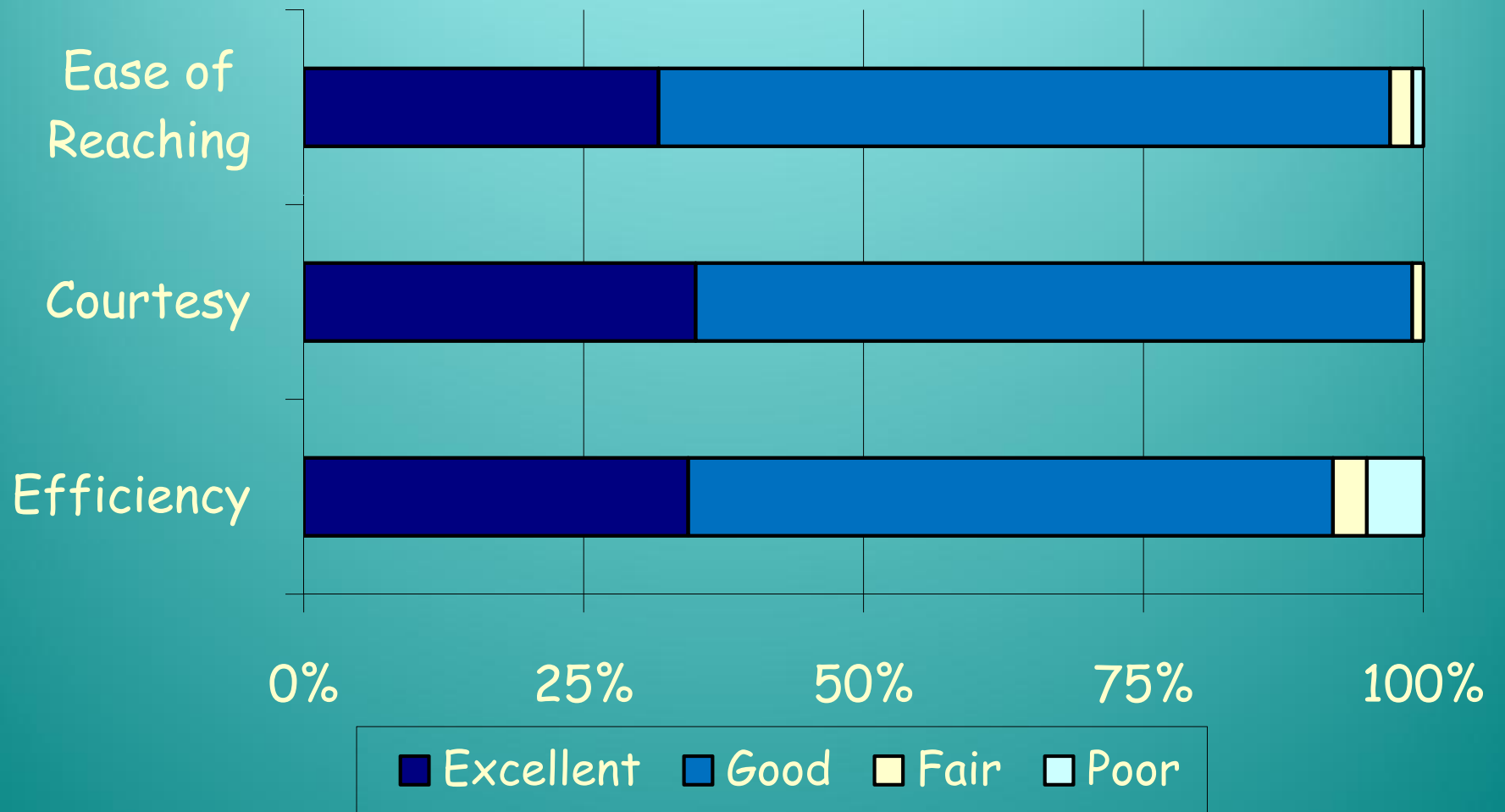
City staff performance



■ Excellent ■ Good ■ Fair ■ Poor

City staff performance

(general, rec, utilities, streets & police)



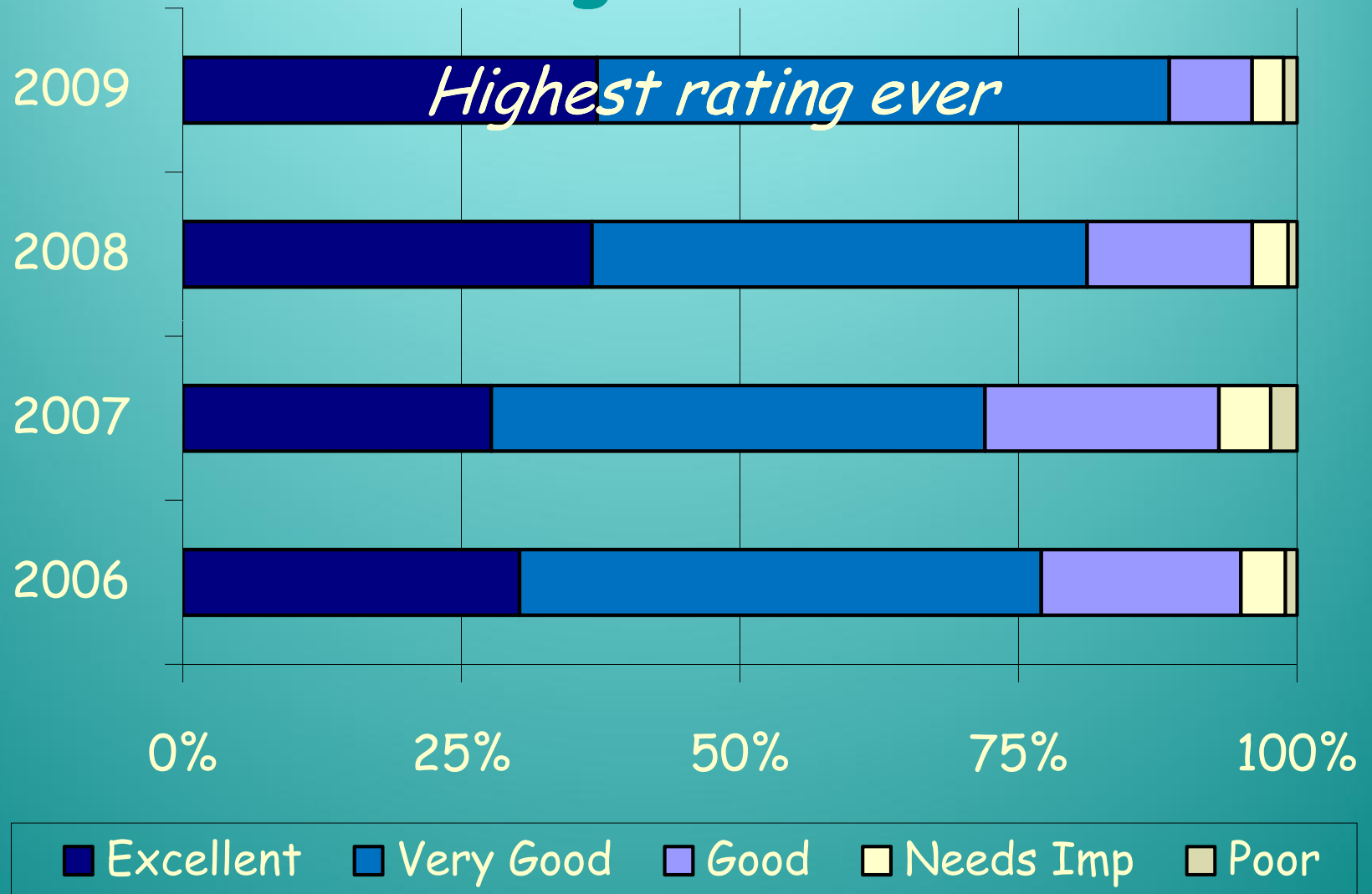
Organizational Excellence = A

- Set high standards others emulate = A
- Provide a great place to work = A
- Live our shared values = A-
- Do the right thing = A-

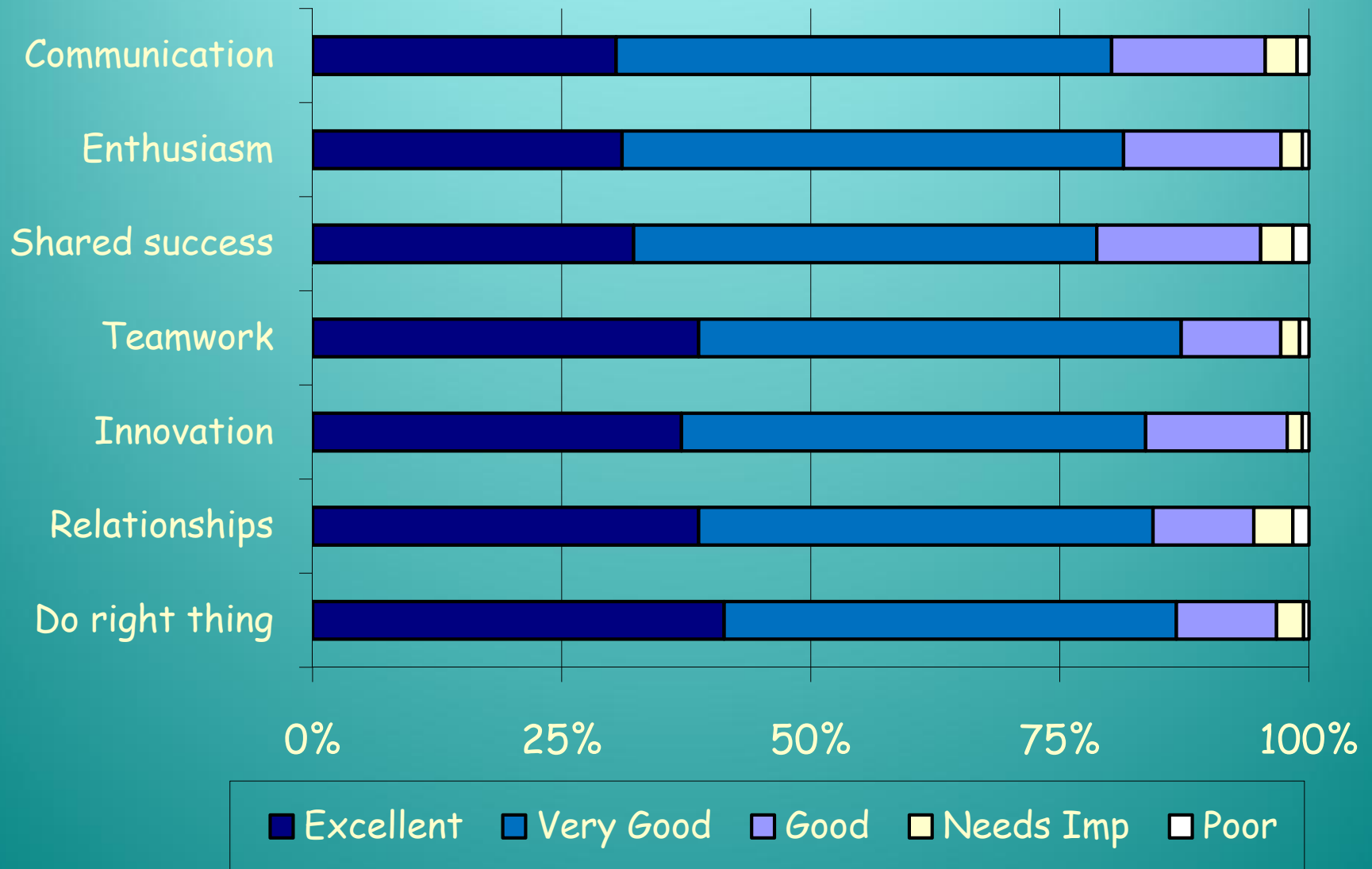


- Council = A
- Employees = A-

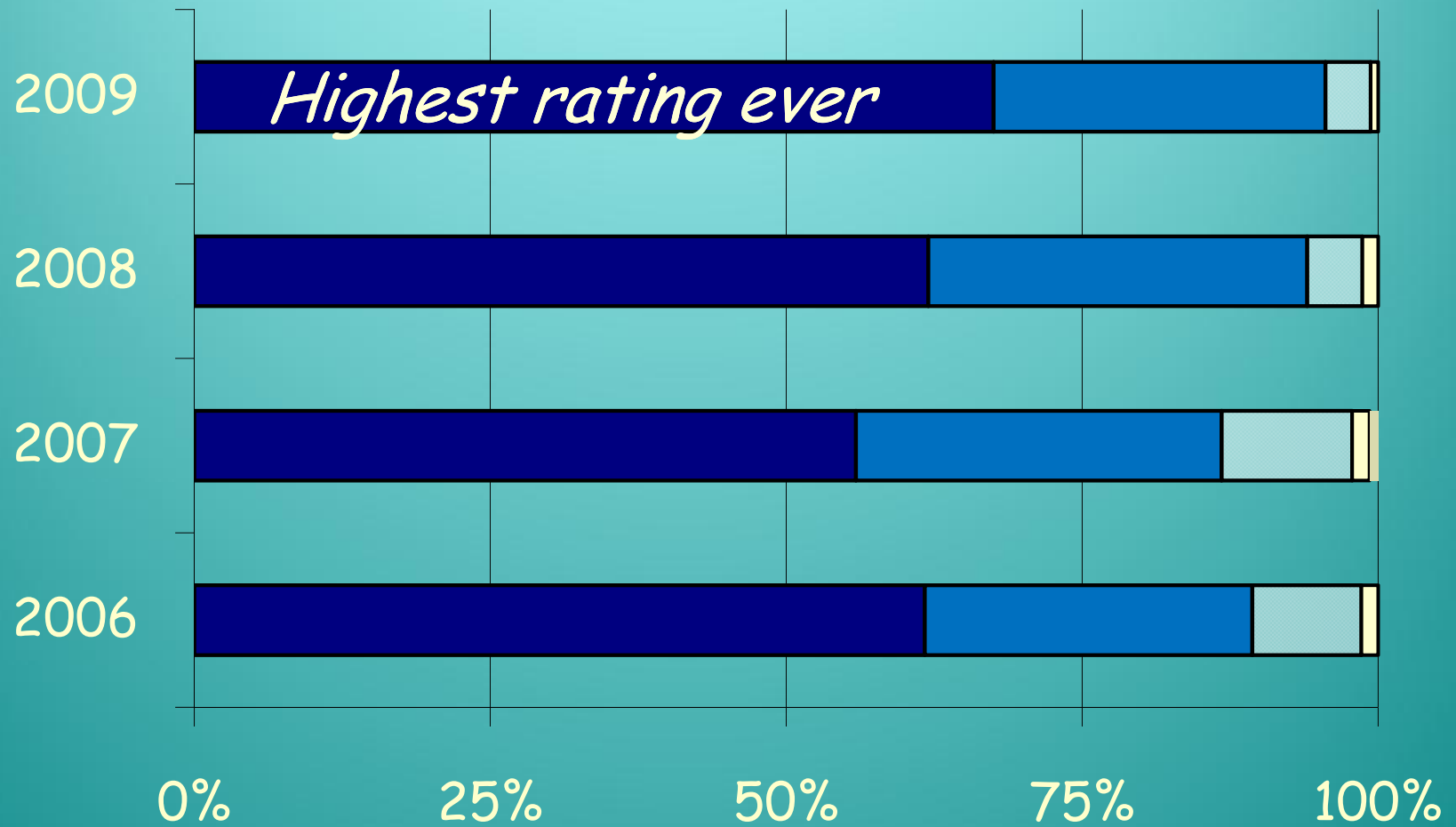
How we're doing on shared values



How we're doing on shared values



This is a great place to work

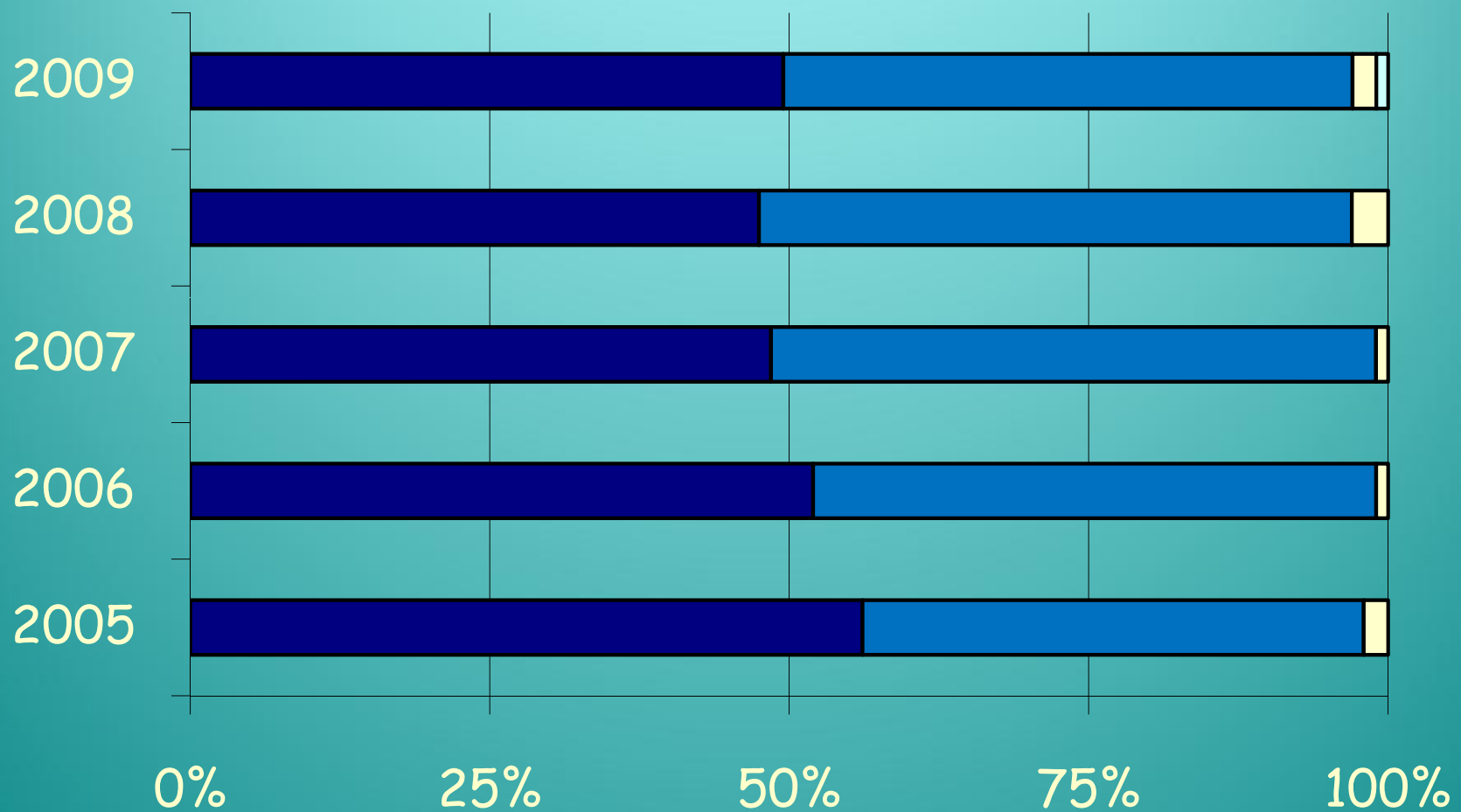


■ Strong agree ■ Agree ■ Neutral ■ Disagree ■ Strong dis

Quality of Life = A-

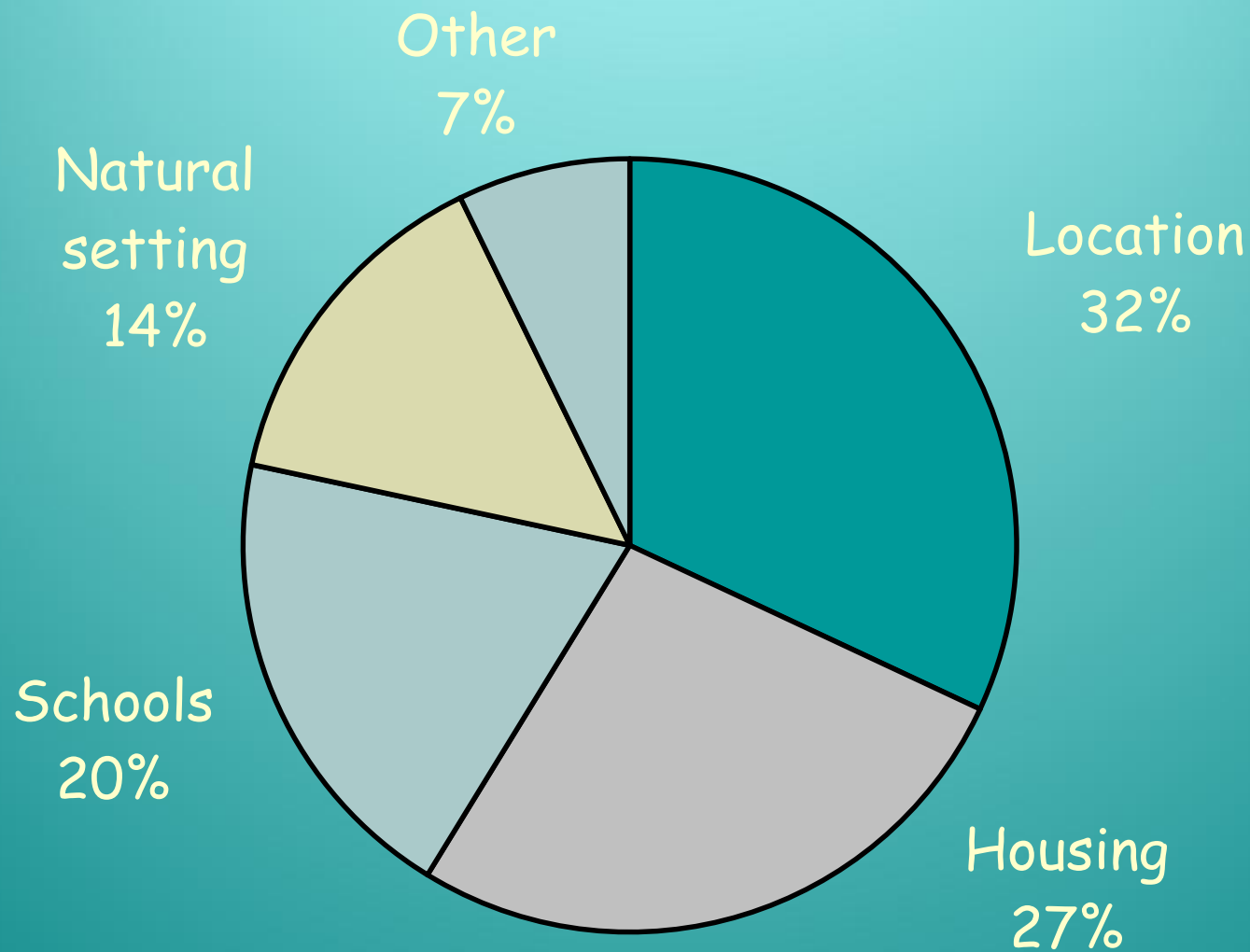


Quality of life

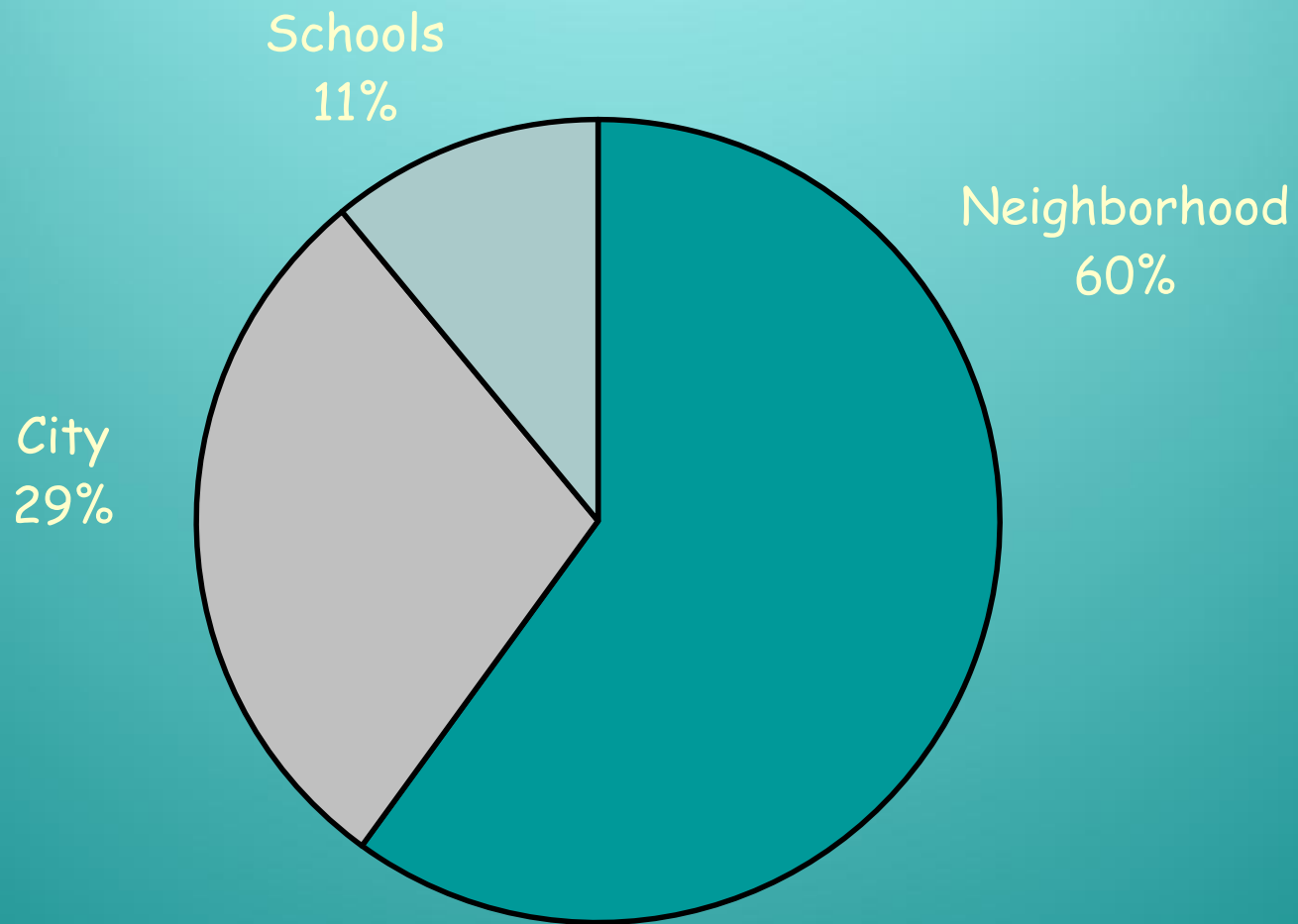


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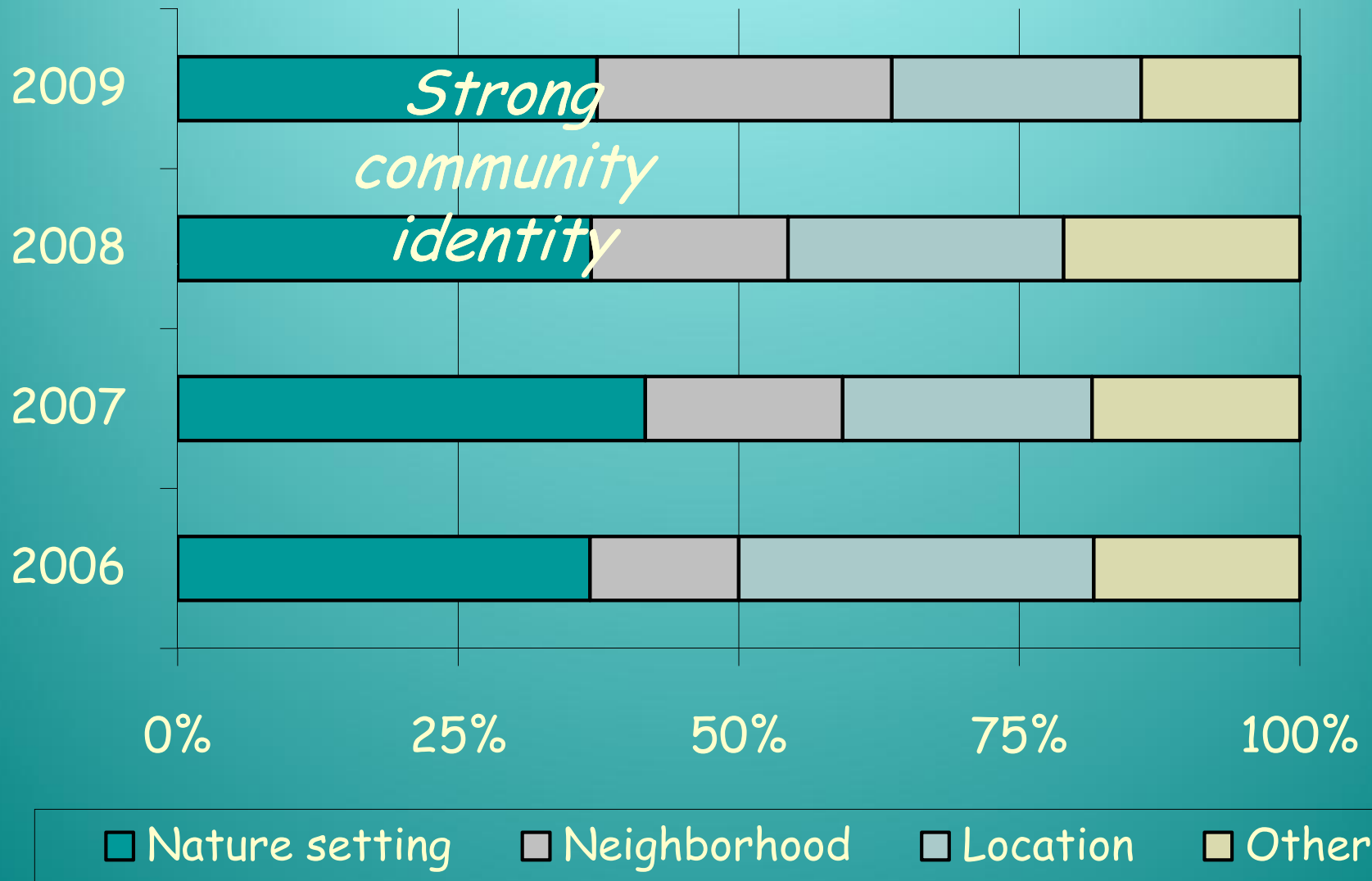
Why first selected Minnetonka



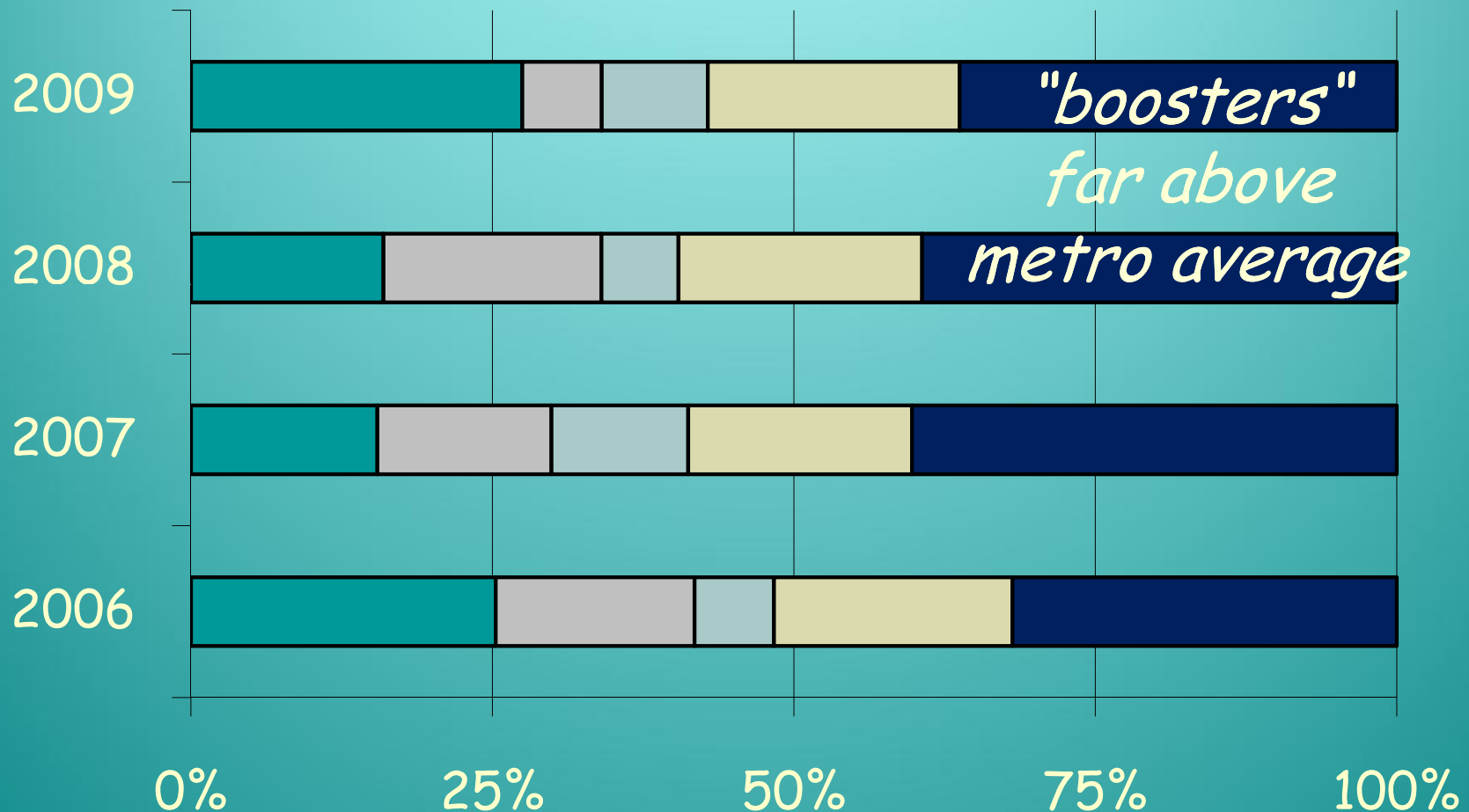
Community connections



Like most about Minnetonka



Like least about Minnetonka



0% 25% 50% 75% 100%

□ Roads & traffic □ Taxes □ Growth □ Other □ Nothing

Overall 2009 Grade = A-

	<u>CC</u>	<u>Bds</u>	<u>Sur</u>	<u>Tot</u>
Natural Environ	A	A	A-	A-
Public Safety	A	A	B+	A
Transportation	A-	A-	A-	A-
Development	A-	A-	A-	A-
Building Comm	A-	A-	A-	A-
Public Services	A	A-	A-	A-
Organization	A		A-	A
Quality of Life			A-	A-
Total	<u>A</u>	<u>A-</u>	<u>A-</u>	<u>A-</u>