

DECISION RESOURCES  
3128 Dean Court  
Minneapolis, Minnesota 55416

City of Minnetonka  
2009 Residential Study  
FINAL FEBRUARY 2009

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.....   | 4%  |
| THREE TO FIVE YEARS...  | 12% |
| SIX TO TEN YEARS.....   | 19% |
| ELEVEN - TWENTY YEARS.  | 28% |
| OVER TWENTY YEARS.....  | 36% |
| DON'T KNOW/REFUSED..... | 0%  |

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

HOUSING, 26%; NEIGHBORHOOD, 3%; LAKE, 2%; CLOSE TO WORK, 17%; CLOSE TO FAMILY AND FRIENDS, 10%; SCHOOLS, 19%; OPEN SPACE, 2%; NATURAL BEAUTY, 2%; ALWAYS HERE, 4%; QUIET AND PEACEFUL, 4%; CONVENIENT LOCATION, 4%; SMALL TOWN FEEL, 4%; WELL-MAINTAINED, 2%; SCATTERED, 2%.

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

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

HOUSING, 3%; NEIGHBORHOOD, 4%; LAKE, 12%; CLOSE TO WORK, 5%; SCHOOLS, 9%; SHOPPING, 8%; OPEN SPACE, 4%; PARKS AND TRAILS, 7%; NATURAL BEAUTY, 8%; QUIET AND PEACEFUL, 6%; CONVENIENT LOCATION, 9%; SMALL TOWN FEEL, 4%; FRIENDLY PEOPLE, 8%; SAFE, 7%; WELL-MAINTAINED, 3%; SCATTERED, 2%.

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

UNSURE, 10%; NOTHING, 33%; TOO MUCH GROWTH, 8%; HIGH TAXES, 6%; TRAFFIC CONGESTION, 14%; STREET MAINTENANCE, 11%; DIVERSITY, 2%; CITY ISSUES, 5%; HIGH COST OF LIVING, 2%; NO PUBLIC TRANSIT, 4%; NOT ENOUGH DEVELOPMENT, 2%; SCATTERED, 4%.

6. To which of the following do you feel a closer connection to:

A) Your city as a whole,	STATEMENT A.....29%
B) Your neighborhood, or	STATEMENT B.....60%
C) Your school district?	STATEMENT C.....11%
	DON'T KNOW/REFUSED.....1%

7. Do you, yourself, feel welcomed in the community?

YES.....98%
NO.....2%
DON'T KNOW/REFUSED.....1%

Changing topics.....

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
8. Police services?	34%	62%	0%	1%	3%
9. Pavement repair and patching on city streets?	3%	65%	22%	9%	1%
10. Trail maintenance?	28%	63%	1%	0%	8%
11. Park maintenance?	31%	64%	1%	0%	4%
12. Community planning?	10%	76%	2%	1%	12%
13. Fire protection?	26%	65%	0%	1%	8%
14. Recycling service?	25%	70%	1%	1%	3%
15. Snow plowing?	24%	71%	2%	1%	1%
16. Domestic animal control for dogs?	9%	77%	3%	1%	10%
17. Water and sanitary sewer services?	13%	82%	1%	0%	4%
18. Recreational services and programs?	20%	65%	0%	1%	16%
19. Senior services?	12%	44%	0%	0%	44%
20. Natural resources management?	18%	74%	1%	1%	6%

IF ANY SERVICES WERE RATED EITHER "ONLY FAIR" OR "POOR,"  
ASK: (N=155)

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

FIX POTHOLES, 67%; ENFORCE LEASH LAWS, 5%; MAKE OWNERS PICK UP AFTER PETS, 6%; BETTER PLOWING, 4%; LISTEN TO RESIDENTS, 3%; RESURFACE THE ROADS, 9%; LARGER RECYCLING BINS, 2%; BETTER MAINTENANCE, 3%; SCATTERED, 2%.

Moving on....

22. 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.....14%
	GOOD.....62%
	ONLY FAIR.....9%
	POOR.....1%
	DON'T KNOW/REFUSED....15%

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.

23. 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 and trails, or some other city service?	POLICE/FIRE.....30%
	STREETS.....40%
	PARKS AND TRAILS.....10%
	OTHER SERVICE.....10%
	NONE OF ABOVE (VOL)....5%
	DON'T KNOW/REFUSED....5%

24. 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.....36%
	OPPOSE.....41%
	DON'T KNOW/REFUSED....23%

IF "OPPOSE," ASK: (N=164)

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

UNSURE, 16%; NOTHING/CUT WASTE, 50%; ADMINISTRATION, 2%; PARKS AND TRAILS, 23%; SCHOOLS, 2%; PLOWING, 4%; SCATTERED, 2%.

26. During the past year, have you had any personal contact with any employee of the Minnetonka Police Department? YES.....20% NO.....80% DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=78)

27. Was the situation one involving traffic violations, investigation of a crime, providing emergency services, public service information, or something else? TRAFFIC VIOLATIONS....13% INVESTIGATION.....10% EMERGENCY SERVICES....23% PUBLIC SERVICE INFO...27% COMMUNITY EVENTS.....27% DON'T KNOW/REFUSED.....0%

28. Would you say the way the police employee handled the situation was excellent, good, only fair, or poor? EXCELLENT.....24% GOOD.....67% ONLY FAIR.....5% POOR.....4% DON'T KNOW/REFUSED.....0%

29. Are there areas in Minnetonka where you do not feel safe? YES.....3% NO.....97% DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=10)

30. In which areas do you not feel safe?

AROUND CITY HALL, 20%; TRAILS, 60%; RIDGEDALE, 10%; ALONG MINNETONKA BOULEVARD, 10%.

31. What makes you feel unsafe?

LOITERING PEOPLE, 40%; NO PATROLS, 20%; RISING CRIME, 10%; TOO DARK, 30%.

32. What would make you feel more safe?

UNSURE,10%; ENFORCE LAWS, 10%; MORE PATROLS, 30%; MORE LIGHTS, 50%.

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

33. 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?.....10%  
 Speeding and other traffic violations?.....19%  
 Drugs?.....3%  
 Underage drinking?.....3%  
 Juvenile crimes?.....5%  
 Identity theft?.....2%  
 Domestic abuse?.....0%  
 Something else?.....1%  
 None are serious (VOL).....55%  
 Don't Know/Refused.....2%

IF A CONCERN IS GIVEN, ASK: (N=175)

34. Have you ever personally con- YES.....29%  
 tacted the police about your NO.....71%  
 concern? DON'T KNOW/REFUSED.....0%

35. Do you feel speeding on Minnetonka YES.....43%  
 residential streets is an issue NO.....56%  
 of concern? DON'T KNOW/REFUSED.....1%

IF "YES," ASK: (N=173)

36. How serious of a concern is VERY SERIOUS.....22%  
 it -- very serious, somewhat SOMEWHAT SERIOUS.....72%  
 serious, not too serious, or NOT TOO SERIOUS.....6%  
 not at all serious? NOT AT ALL SERIOUS.....0%  
 DON'T KNOW/REFUSED.....0%

37. During the past year, do you think GOTTEN BETTER.....2%  
 speeding on residential streets GOTTEN WORSE.....26%  
 has gotten better, gotten worse, STAYED ABOUT THE SAME.70%  
 or stayed about the same? DON'T KNOW/REFUSED.....2%

38. Do you think the traffic volume YES.....31%  
 on residential streets is too NO.....69%  
 high? DON'T KNOW/REFUSED.....1%

39. Have you heard of the City's YES.....19%  
 "Ready Minnetonka" program? NO.....80%  
 DON'T KNOW/REFUSED.....1%



47. How would you rate the water quality in city lakes, ponds and streams -- excellent, good, only fair, or poor?

EXCELLENT.....	6%
GOOD.....	57%
ONLY FAIR.....	33%
POOR.....	2%
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.

48. 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.....	9%
SOMEWHAT SUCCESSFUL...	74%
NEITHER SUC/UNSUC.....	8%
SOMEWHAT UNSUCCESSFUL..	1%
VERY UNSUCCESSFUL.....	1%
DON'T KNOW/REFUSED.....	8%

49. Do you feel that Minnetonka residents have appropriate opportunities for input into the zoning and development decision-making process?

YES.....	73%
NO.....	9%
DON'T KNOW/REFUSED....	18%

IF "NO," ASK: (N=37)

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

UNSURE, 8%; LISTEN TO RESIDENTS, 49%; EARLIER NOTIFICATION, 5%; MORE CONVENIENT TIMES FOR INPUT, 19%; CARE ABOUT RESIDENTS, 19%.

51. Are you aware of homes or properties in your neighborhood that are in foreclosure?

YES.....	17%
NO.....	82%
DON'T KNOW/REFUSED.....	1%

IF "YES," ASK: (N=69)

52. Do you have any concerns about the homes or properties in your neighborhood that are in foreclosure? (IF "YES," ASK:) What would those be?

NO, 87%; LOWER PROPERTY VALUES, 7%; CRIME, 3%; SCATTERED, 3%.

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
53. Minnetonka Senior Center?	78%	8%	13%	1%	0%	0%
54. The Williston Fitness Center?	72%	5%	23%	1%	0%	0%
55. The Arts Center on 7?	68%	9%	22%	0%	0%	1%
56. Minnetonka Community Center?	44%	19%	37%	0%	0%	0%
57. Gray's Bay Marina?	63%	10%	17%	9%	2%	0%
58. Trails?	29%	33%	37%	1%	0%	0%

IF RESPONDENT USES TRAILS, ASK: (N=284)

59. Do you use trails primarily for recreational purposes or to go to a specific destination?	RECREATIONAL.....91%
	SPECIFIC DESTINATION...0%
	BOTH (VOL.).....9%
	DON'T KNOW/REFUSED.....0%
60. Do you think more trails are needed in the city?	YES.....23%
	NO.....67%
	DON'T KNOW/REFUSED....10%

IF "YES," ASK: (N=92)

For each of the following, please tell me if you strongly support more trails there, support, oppose or strongly oppose more trails there.

	STS	SUP	OPP	STO	DKR
61. Along major thoroughfares?	36%	30%	24%	8%	2%
62. Along residential streets?	35%	49%	11%	4%	1%
63. Through parks and natural areas?	50%	47%	2%	1%	0%

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
64. A city park?	15%	22%	9%	51%	3%
65. A school?	2%	9%	15%	72%	3%
66. A shopping area?	3%	12%	18%	65%	3%
67. Are there any other destinations you would like to have trail access to?					

UNSURE, 5%; NO, 94%; SCATTERED (LIBRARY/LAKE/COFFEE SHOPS), 1%.

IF "VERY LIKELY" OR "SOMEWHAT LIKELY" TO USE TRAILS FOR ANY OF THE DESTINATIONS, ASK: (N=147)

68. Would you support or oppose the construction of a trail along your property? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY SUPPORT.....8%
	SUPPORT.....42%
	OPPOSE.....42%
	STRONGLY OPPOSE.....3%
	DON'T KNOW/REFUSED.....5%
69. During the past year, have you or members of your household used any of the Hopkins-Minnetonka Recreational programs or offerings?	YES.....38%
	NO.....62%
	DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=152)

70. Were you generally satisfied or dissatisfied with this program or offering?	SATISFIED.....99%
	DISSATISFIED.....0%
	MIXED (VOL).....1%
	DON'T KNOW/REFUSED.....0%

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

71. Do you currently have a dog?	YES.....30%
	NO.....70%
	DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=121)

72. How often would you expect to use the off-leash dog park -- daily, a few times a week, weekly, or less frequently?	DAILY.....2%
	FEW TIMES PER WEEK....26%
	WEEKLY.....12%
	LESS FREQUENTLY.....27%
	DEPENDS/LOCATION.....26%
	DON'T KNOW/REFUSED.....6%

73.	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.....21%
		\$15.00.....12%
		\$10.00.....24%
		LESS THAN \$10.00.....13%
		NOTHING (VOL).....25%
		DON'T KNOW/REFUSED.....5%

Changing topics....

74.	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.....3%
		SOME.....29%
		VERY LITTLE.....35%
		NONE AT ALL.....32%
		DON'T KNOW/REFUSED.....2%

75.	From what you know, how would you rate the job performance of the Minnetonka City Staff -- excellent, good, only fair, or poor?	EXCELLENT.....9%
		GOOD.....57%
		ONLY FAIR.....7%
		POOR.....1%
		DON'T KNOW/REFUSED.....27%

76.	During the past year, have you visited or contacted Minnetonka City Hall in person, or on the telephone?	YES.....37%
		NO.....63%
		DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=148)

77.	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.....10%
		FIRE DEPARTMENT.....0%
		WATER AND SEWER.....14%
		ASSESSOR'S OFFICE.....6%
		PLANNING.....3%
		PARK MAINTENANCE.....1%
		STREET MAINTENANCE....12%
		NATURAL RESOURCES.....6%
		BUILDING INSPECTIONS...3%
		ENGINEERING.....1%
		RECYCLING.....6%
		RECREATION SERVICES...15%
		GENERAL INFORMATION...18%
		SENIOR CENTER.....3%
		ADMIN/CITY COUNCIL.....2%
		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
78. Ease of reaching a City Staff member who could help you?	30%	66%	3%	0%	0%
79. Courtesy of the City Staff?	35%	64%	1%	0%	0%
80. Efficiency of the City Staff?	32%	66%	2%	1%	0%

Moving on....

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

MINNETONKA MEMO, 78%; SUN NEWSPAPER, 5%; WEBSITE, 7%; GRAPEVINE, 3%; LOCAL NEWSPAPERS, 4%; SCATTERED, 3%.

82. 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?

MINNETONKA MEMO, 70%; SUN NEWSPAPER, 4%; WEBSITE, 7%; MAILINGS, 8%; E-MAIL, 5%; GRAPEVINE, 2%; LOCAL NEWSPAPER, 3%; SCATTERED, 2%.

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

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

IF "YES," ASK: (N=380)

84. How would you evaluate its content and format -- excellent, good, only fair, or poor? EXCELLENT.....18%  
GOOD.....79%  
ONLY FAIR.....2%  
POOR.....0%  
DON'T KNOW/REFUSED.....1%

85. 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.....	50%
NO.....	39%
HAVE NOT READ ANY.....	10%
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.

86. Do you recall receiving this brochure?

YES.....	80%
NO.....	20%
DON'T KNOW/REFUSED.....	1%

IF "YES," ASK: (N=319)

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

EXCELLENT.....	14%
GOOD.....	72%
ONLY FAIR.....	9%
POOR.....	0%
DON'T KNOW/REFUSED.....	4%

88. 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.....	3%
BOTH HOME AND WORK....	50%
NEITHER PLACE.....	13%
DON'T KNOW/REFUSED.....	0%

IF "HOME," "WORK," OR "BOTH," ASK: (N=347)

89. Have you or any member of your household accessed the City of Minnetonka's website, [eminnetonka.com](http://eminnetonka.com), for information about city services, news, and events?

YES.....	59%
NO.....	41%
DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (N=205)

- |     |   |   |
|-----|---|---|
| 90. | How would you evaluate the content of the City's website -- excellent, good, only fair, or poor?                                  | EXCELLENT.....12%<br>GOOD.....84%<br>ONLY FAIR.....4%<br>POOR.....0%<br>DON'T KNOW/REFUSED.....0% |
| 91. | How would you rate the ease of navigating the site and finding the information you sought -- excellent, good, only fair, or poor? | EXCELLENT.....10%<br>GOOD.....81%<br>ONLY FAIR.....9%<br>POOR.....1%<br>DON'T KNOW/REFUSED.....0% |
| 92. | Have you or a household member used the website to register for City recreation programs?   | YES.....43%<br>NO.....56%<br>DON'T KNOW/REFUSED.....1%  |
|     | IF "YES," ASK: (N=89)   |   |
| 93. | Did you find the registration process clear and easy to use?  | YES.....97%<br>NO.....3%<br>DON'T KNOW/REFUSED.....0%   |

The City has added a new feature to its website called "My Minnetonka" that allows people to receive information, provide comments and ask questions about specific projects, such as road reconstruction and new development.

- |     |   |  |
|-----|---|--|
| 94. | Have you ever used this feature on the city's website? (IF "YES," ASK:) What did you use it for -- receive information, provide comments, or ask questions? | NO.....83%<br>YES/RECEIVE INFO.....10%<br>YES/PROVIDE COMMENTS...1%<br>YES/ASK QUESTIONS.....1%<br>YES/MULTIPLE (VOL.)...5%<br>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....

- |     |                            |   |
|-----|----------------------------|---|
| 95. | First, persons 65 or over? | 0.....78%<br>1.....10%<br>2 OR MORE.....12% |
|-----|----------------------------|---|

96. Adults under 65?	0.....15%
	1.....24%
	2.....59%
	3 OR MORE.....3%

97. School-aged or pre-school children?	0.....65%
	1.....17%
	2.....15%
	3 OR MORE.....3%

98. Do you own or rent your present residence?	OWN.....79%
	RENT.....21%
	REFUSED.....0%

IF "OWN," ASK: (N=315)

99. 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.....4%
	\$150,000-\$200,000.....4%
	\$200,000-\$250,000.....24%
	\$250,000-\$400,000.....42%
	OVER \$400,000.....16%
	DON'T KNOW.....1%
	REFUSED.....9%

100. What is your age, please?	18-24.....2%
	25-34.....11%
	35-44.....23%
	45-54.....23%
	55-64.....22%
	65 AND OVER.....19%
	REFUSED.....0%

101. Gender	MALE.....50%
	FEMALE.....50%

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