

**City Council Agenda Item #14A
Meeting of April 19, 2010**

Brief Description: Organizational Performance

Recommended Action: None required

Background

Each year, the city of Minnetonka is evaluated according to how well we are doing with achieving our strategic goals. By receiving ongoing feedback from our stakeholders, we can observe trends and track progress to guide policy making and budgeting. Measuring ongoing progress ensures that we are responsive to the priorities of the community we serve.

Specific examples of actions taken in recent years in response to these annual evaluations include passage of the parks renewal and open space preservation referendum, implementation of the thin overlay program, implementation of a traffic safety program, and expansion of the natural resources program.

This report provides the results of this year's evaluation and feedback about our collective performance as a city government. Grades are assigned for the individual components of each strategic goal, with one-third of the performance grades determined by (1) the city council, (2) applicable advisory boards and commissions, and (3) our residents, based on the results from the annual community survey.

Results

Minnetonka traditionally receives very high grades for performance in achieving each of our strategic goals, and this year is no exception.

Goal	City Council	Advisory Boards	Survey/ Other	Combined
Natural environment	A	A-	A-	A-
Public safety	A	A	B+	A-
Transportation	A	B+	B+	A-
Development	A-	A-	A-	A-
Building community	A	A	A-	A-
Public services	A	A-	A-	A-
Organizational excellence	A		A-	A-
Quality of life			A-	A-
Overall Grade	A	A-	A-	A-

- **Natural environment (A-).** This year's grade remains at an A-. Ratings from the community rebounded, with excellent ratings on protection of wetlands, ponds and streams increasing from 17% in 2009 to 25% this year. Ratings for protection of forested areas also improved, with a rise or excellent ratings from 19% in 2009 to 28% in 2010.

Consistent with last year, nine in ten residents surveyed feel the overall quality of the natural environment is excellent or good. Meanwhile, the city council is generally very satisfied with the city's efforts on protection of the natural environment, while advisory board members have a greater division of opinion and are more critical than last year. Of note, one council member advocated for more protection and education efforts related to water resources and wetlands.

- **Public Safety (A-).** For the first time, this community value's grade dropped from a low A to high A-. Particularly high grades were assigned by the city council and police advisory committee, and community survey ratings improved for fire and police services. However, ratings on residential speeding slid back.

There was consistent agreement among the council with very high ratings of public safety services; one council member noted these services are "very solid in all respects". Residents surveyed are still extremely positive about public safety. A notable increase in excellent ratings for how police handled a situation shifted from 24% in 2009 to 35% in 2010.

One council respondent was concerned about the prevalence of what residents perceive as speed traps. On the other hand, neighborhood watch block captains provided positive comments about speed enforcement. Survey respondents continue to be concerned about residential speeding. Although that concern had leveled off in recent years, it has now again increased. Community respondents who cited speeding as a concern increased from 43% in 2009 to 52% this year.

- **Transportation (A-).** This grade remained unchanged from last year. The council's rating improved from A- to A, with consistently higher grades from all members. One member is looking for more connectivity on trails, and another was complimentary on the Hwy. 169/Bren Road interchange project.

Boards and commission members were generally more negative than others. An EDA member expressed concern about mobility, and the park board was more divided on trails.

Community survey results reflect a drop in ratings for pavement repair and patching, from 68% positive ratings in 2009 to 59% this year. Even with heavy snow falls this past winter, snow plowing ratings remained relatively unchanged.

Overall positive ratings for trail maintenance remained about the same, although notably the excellent ratings shifted from 28% in 2009 to 39% in 2010.

- **Development (A-).** All groups consistently rated development with an A-, a steady trend over the last several years. The city council showed strong agreement that the city does well on balancing property rights with public interest. They had a range of opinion on green technology and sustainable development. One council member felt the city itself is doing a good job using green technology but needs to encourage more from developers.

The planning commission and EDA members were more divided and generally more negative in all development categories than the council. One suggested offering financial incentives to promote use of green technologies, and another asked that affordable housing be kept a high priority.

Overall positive ratings by residents for community planning and recycling remained unchanged from last year. However, excellent ratings for planning increased from 10% in 2009 to 21% in 2010, and were up seven percent for recycling. Positive ratings were also up for residents' opinions on how well the city does on balancing property rights with public interest.

- **Building Community (A-).** This grade has consistently been an A- for the last five years. Residents are generally favorable, as are the city council and advisory board members. Nearly 93% of community respondents with an opinion felt residents have appropriate opportunities in the development decision-making process, an increase over past years.

The city council is optimistic about the community commission. Boards and commission members, as well as neighborhood watch block captains, commented in support of the Farmers' Market. The latter group also expressed support for city events hosted for families and children.

The *Minnetonka Memo*, recreation brochure and web site ratings are also quite positive. Interestingly, fewer residents are naming the *Memo* as their primary source of information (78% in 2009 compared to 66% in 2010), while more indicate the city's website is their primary source (7% in 2009 compared to 14% in 2010).

- **Public Services (A-).** This grade remained unchanged from 2009. The council continues to rate more highly than boards and commission members, which may be due to their more intimate knowledge of city services and finance. Boards and commission members, although supportive, have a greater range of opinion. One suggested offering more online payment systems.

City staff continues to be viewed favorably by the citizenry. Among those having opinions, the approval rating is 88%. Among those who contacted or visited city hall, the staff was awarded extraordinarily positive ratings of at least 97% on each of three quality service dimensions.

Nearly nine of ten residents rated the value of city services based on the taxes they pay as excellent or good. The city's grade for its tax rate remained at an A-, since Minnetonka is no longer among the lowest tax rates in its comparison group of cities. However, the city does remain below the average, despite the fact that other cities special assess for projects while we include these costs in our levy.

- **Organizational Excellence (A-).** For the first time, this grade dropped from a low A to a high A-. Council members rated highly in all categories, with one noting “. . . Minnetonka employees demonstrate passion for their work, commitment and a strong sense of teamwork”. Another noted “employees truly live the shared values”.

As in past years, employees most highly rated their performance on the shared values of outcome focused teamwork and healthy human relationships. Despite a year of organizational sacrifices due to economic conditions, ninety percent of employees continue to agree that Minnetonka is a great place to work (a decrease of six percent from 2009).

- **Quality of Life (A-).** Minnetonka residents remain very satisfied with their quality of life, with ninety seven percent rating it as excellent (55%) or good (42%). According to the city's survey firm, Decision Resources, the city ranks among the top four communities across the metro area. This ranking has been maintained by the city for over nineteen years.

Summary

Combined ratings of each of the seven strategic goals and the Quality of Life rating result in an overall organizational grade of A- for this year, consistent with last year's grade. The city's actual “grade point average” is 3.766, slightly higher than last year. An overview of the results will be presented at the April 19 city council meeting, along with additional highlights from this year's community survey.

Submitted through:
John Gunyou, City Manager

Originated by:
Geraldyn Barone, Assistant City Manager

MERIT - ORGANIZATIONAL COMPONENT											
Council, Boards & Survey Results, April 2010											
										LETTER	
										GRADE	
	A+	A	A-	B+	B	B-	C+	C	C-	SCORE	
NATURAL ENVIRONMENT										3.757	A-
<i>All categories:</i>											
Council										3.873	A
Park Bd, Plng Comm										3.778	A-
Community survey										3.568	A-
Protect & improve our water resources & woodlands										3.745	A-
City Council	1	5				1				3.810	A-
Park Board	1	1	1							3.890	A
Planning Commission	1	2	3							3.835	A
Community survey										3.562	A-
Facilitate open space preservation										3.799	A-
City Council	1	5	1							3.953	A
Park Board	1		1	1						3.667	A-
Planning Commission	1	2	2	1						3.778	A-
Respect the natural environment while managing growth										3.727	A-
City Council	1	5			1					3.857	A
Park Board	1		1	1						3.667	A-
Planning Commission	1	3	1	1						3.833	A-
Community survey										3.574	A-
PUBLIC SAFETY										3.827	A-
<i>All categories:</i>											
Council										3.984	A
PAC, Ngrhd cptns										3.863	A
Community survey										3.383	B+
Foster community involvement & individual responsibility										3.696	A-
City Council	2	4								4.000	A
Police Advisory Committee		2								4.000	A
Neighborhood Watch Block Captains	10	17	15	10	1	1	1			3.715	A-
Community survey										3.230	B+
Enhance personal & business safety										3.801	A-
City Council	1	6								4.000	A
Police Advisory Committee	1	1								4.000	A
Neighborhood Watch Block Captains	9	18	14	7	3	1				3.738	A-
Community survey										3.536	A-
Ensure hometown security by collaborating with others										3.984	A
City Council	3	3	1							3.953	A
Police Advisory Committee	2									4.000	A
TRANSPORTATION										3.687	A-
<i>All categories:</i>											
Council										3.921	A
EDA, Park Bd										3.223	B+
Community survey										3.488	B+
Enhance resident & business mobility with quality roads & transit										3.356	B+
City Council	2	3	2							3.906	A
EDA			1		1			1		2.890	B
Community survey										3.273	B+
Meet local & regional needs through leadership & collaboration										4.000	A
City Council	2	4								4.000	A
Expand & increase usability of our trails & sidewalks										3.706	A-
City Council	1	3	3							3.859	A
Park Board		1	1		1					3.557	A-
Community survey										3.703	A-
DEVELOPMENT										3.674	A-
<i>All categories:</i>											
Council										3.821	A-
Plng Comm, EDA										3.598	A-
Community survey										3.610	A-

MERIT - ORGANIZATIONAL COMPONENT												
Council, Boards & Survey Results, April 2010												
											LETTER	
											GRADE	
	A+	A	A-	B+	B	B-	C+	C	C-	SCORE		
Guide development & redevelopment to ensure community vitality											3.666	A-
City Council	1	3	1	2						3.761	A-	
Planning Commission		4		2						3.777	A-	
EDA			1	2						3.443	B+	
Community survey										3.628	A-	
Balance individual property rights with the public interest											3.723	A-
City Council	2	5								4.000	A	
Planning Commission	1	2	2			1				3.668	A-	
EDA	1		1		1					3.557	A-	
Community survey										3.558	A-	
Promote use of green technology & sustainable development											3.647	A-
City Council	1	2	2	2						3.714	A-	
Planning Commission	1	2		1	1	1				3.500	A-	
EDA		1	1	1						3.667	A-	
Community survey										3.644	A-	
Promote a quality & affordable life-cycle housing stock											3.659	A-
City Council	1	4	1		1					3.810	A-	
Planning Commission		2	2	1	1					3.612	A-	
EDA			2	1						3.557	A-	
BUILDING COMMUNITY											3.823	A-
<i>All categories:</i>												
Council										3.906	A	
B&C, NW										3.886	A	
Community survey										3.584	A-	
Foster open communication within the community											3.761	A-
City Council	4	1	2							3.906	A	
Park Board	1	1	1							3.890	A	
Planning Commission	2	3	1							3.945	A	
EDA		3								4.000	A	
Senior Advisory Board	1	4	1	2	1					3.703	A-	
Community Commission		3								4.000	A	
Police Advisory Committee		2								4.000	A	
Neighborhood Watch Block Captains	11	17	11	8	5	2				3.692	A-	
Community survey										3.488	B+	
Promote activities that encourage understanding & involvement											3.845	A
City Council	2	4	1							3.953	A	
Park Board	1	1		1						3.777	A-	
Senior Advisory Board	2	3	2	1	1					3.741	A-	
Community Commission		3								4.000	A	
Police Advisory Committee	1	1								4.000	A	
EDA	1	2								4.000	A	
Community survey										3.680	A-	
Embrace our proud history while valuing diversity & inclusiveness											3.862	A
City Council	1	3	3							3.859	A	
EDA		3								4.000	A	
Community Commission	2		1							3.890	A	
Senior Advisory Board		5	1	2	1					3.703	A-	
<i>Comb. B&C (2/3)</i>											3.864	A
PUBLIC SERVICES											3.811	A-
<i>All categories:</i>												
Council										3.953	A	
B&C, NW										3.795	A-	
Other factors										3.890	A	
Community survey										3.542	A-	
Provide value: quality services at a reasonable price											3.733	A-
City Council	5	2								4.000	A	
Park Board		2		1						3.777	A-	
Planning Commission	2	3		1						3.888	A	

MERIT - ORGANIZATIONAL COMPONENT													
Council, Boards & Survey Results, April 2010													
													LETTER GRADE
	A+	A	A-	B+	B	B-	C+	C	C-	SCORE			
EDA		1	1	1						3.667			A-
Senior Advisory Board	2	3	2	2						3.778			A-
Community Commission		1	1		1					3.557			A-
Police Advisory Committee		1	1							3.835			A
Neighborhood Watch Block Captains	11	15	11	12	3	2				3.679			A-
Community survey										3.460			B+
Manage for the long term										3.883			A
City Council	6		1							3.953			A
Park Board		2	1							3.890			A
Planning Commission	1	5								4.000			A
EDA	1	1		1						3.777			A-
Senior Advisory Board	2	4		2	1					3.740			A-
Community Commission	1		1		1					3.557			A-
Police Advisory Committee	1	1								4.000			A
Neighborhood Watch Block Captains	10	16	10	13	5					3.685			A-
Aaa bond rating										4.000			A
GFOA Certificate										4.000			A
Tax rate										3.670			A-
Provide excellent customer service										3.830			A-
City Council (1/3)	2	5								4.000			A
Park Board		3								4.000			A
Planning Commission	2	2	1	1						3.833			A-
EDA	2	1								4.000			A
Senior Advisory Board	3	3	2	1						3.852			A
Community Commission	1		2							3.780			A-
Police Advisory Committee	1		1							3.835			A
Neighborhood Watch Block Captains	12	22	10	5	3	1	1			3.766			A-
Community survey										3.624			A-
Promote innovative service delivery										3.797			A-
City Council	2	2	3							3.859			A
Park Board		2		1						3.777			A-
Planning Commission	2	2	1	1						3.833			A-
EDA		2	1							3.890			A
Senior Advisory Board	2	3	3	1						3.816			A-
Community Commission		1	1		1					3.557			A-
Police Advisory Committee	1		1							3.835			A
Neighborhood Watch Block Captains	8	14	14	10	5		1			3.654			A-
ORGANIZATIONAL EXCELLENCE										3.829			A-
<i>All categories:</i>													
Council										4.000			A
Employees										3.658			A-
Set the high standard that others emulate										4.000			A
City Council	1	6								4.000			A
Provide a great place to work										3.867			A
City Council	4	3								4.000			A
Employees		93	36		8		5			3.801			A-
Live our shared values										3.666			A-
City Council	4	3								4.000			A
Employees		1406	1744	687			112	85		3.499			B+
Do the right thing at the right time for the right reason										3.782			A-
City Council	2	4								4.000			A
Employees		243	309	91			7	19		3.673			A-
QUALITY OF LIFE													
Community survey										3.720			A-
FINAL GRADE										3.766			A-