

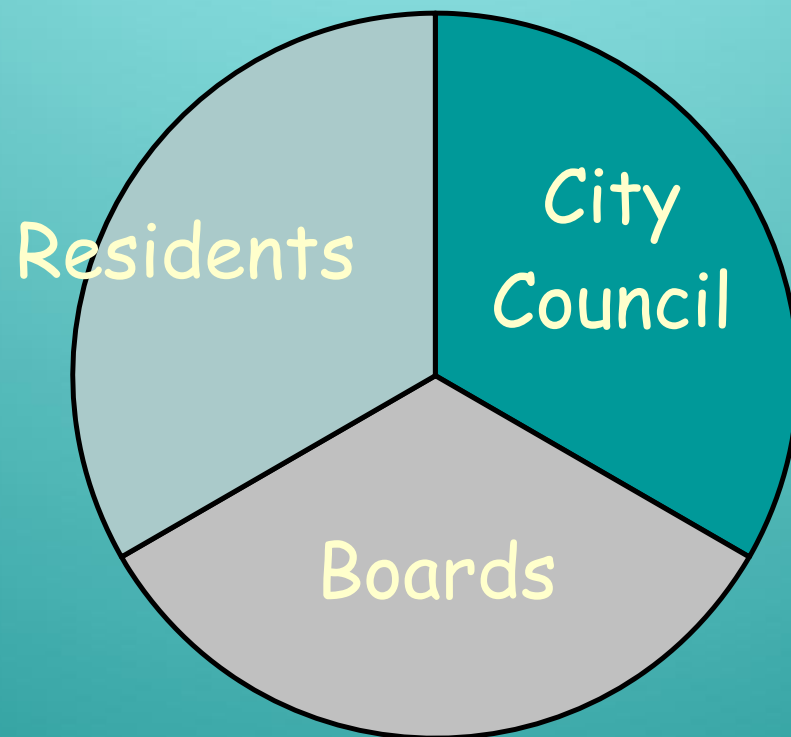
Organizational Performance



City of Minnetonka 2010



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*

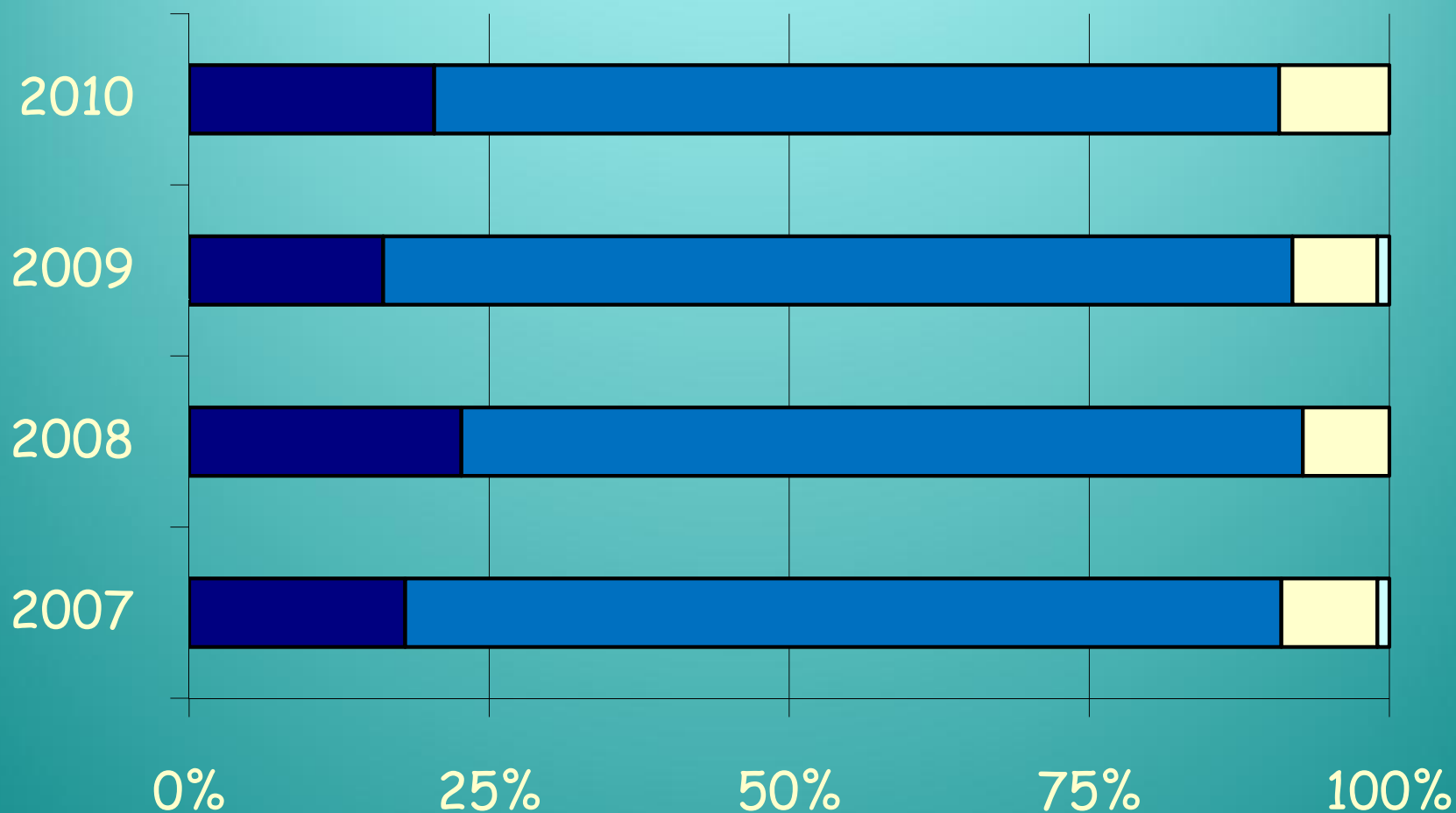
Natural Environment = A-

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



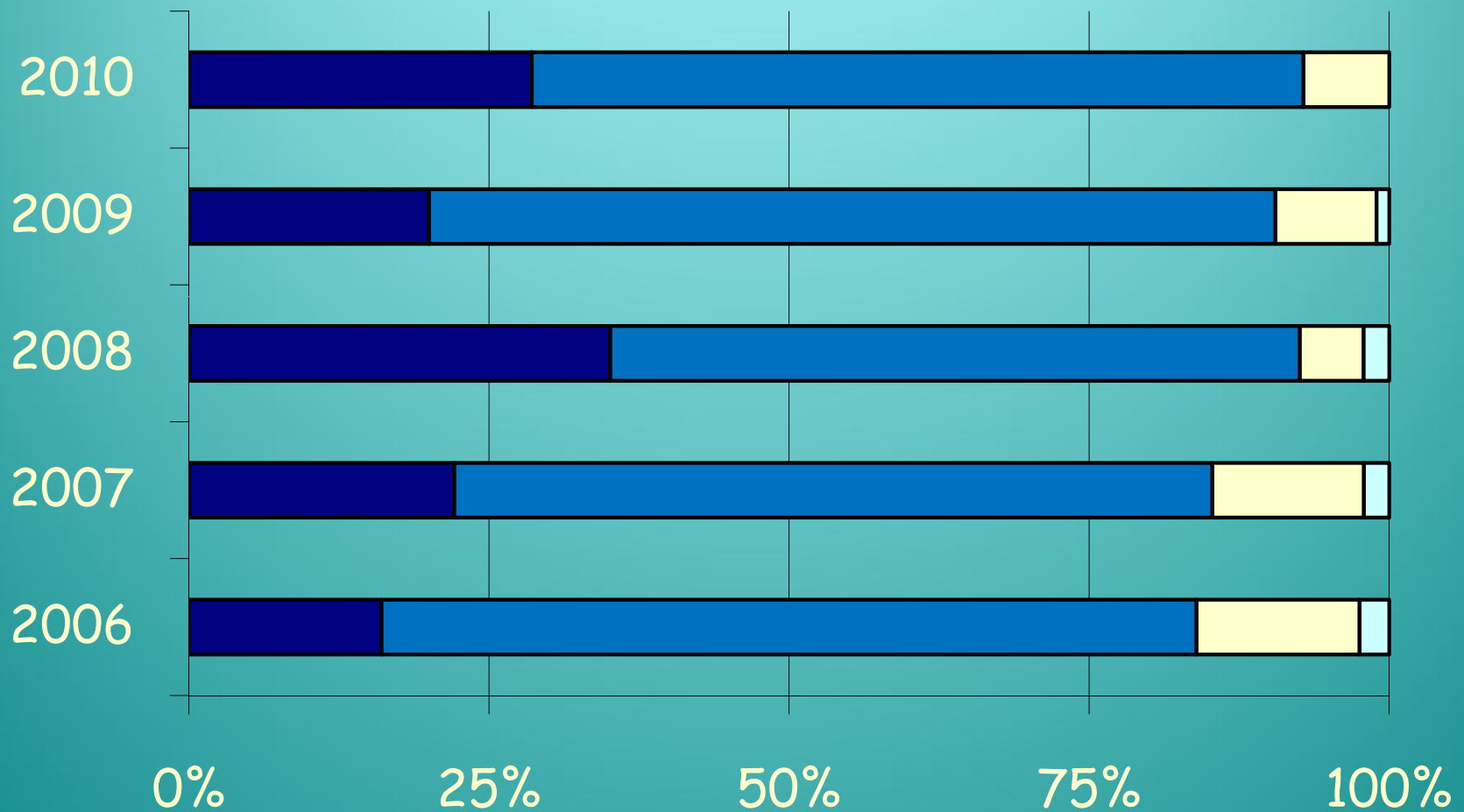
- Council = A
- Boards = A- (A)
- Survey = A-

Quality of natural environment



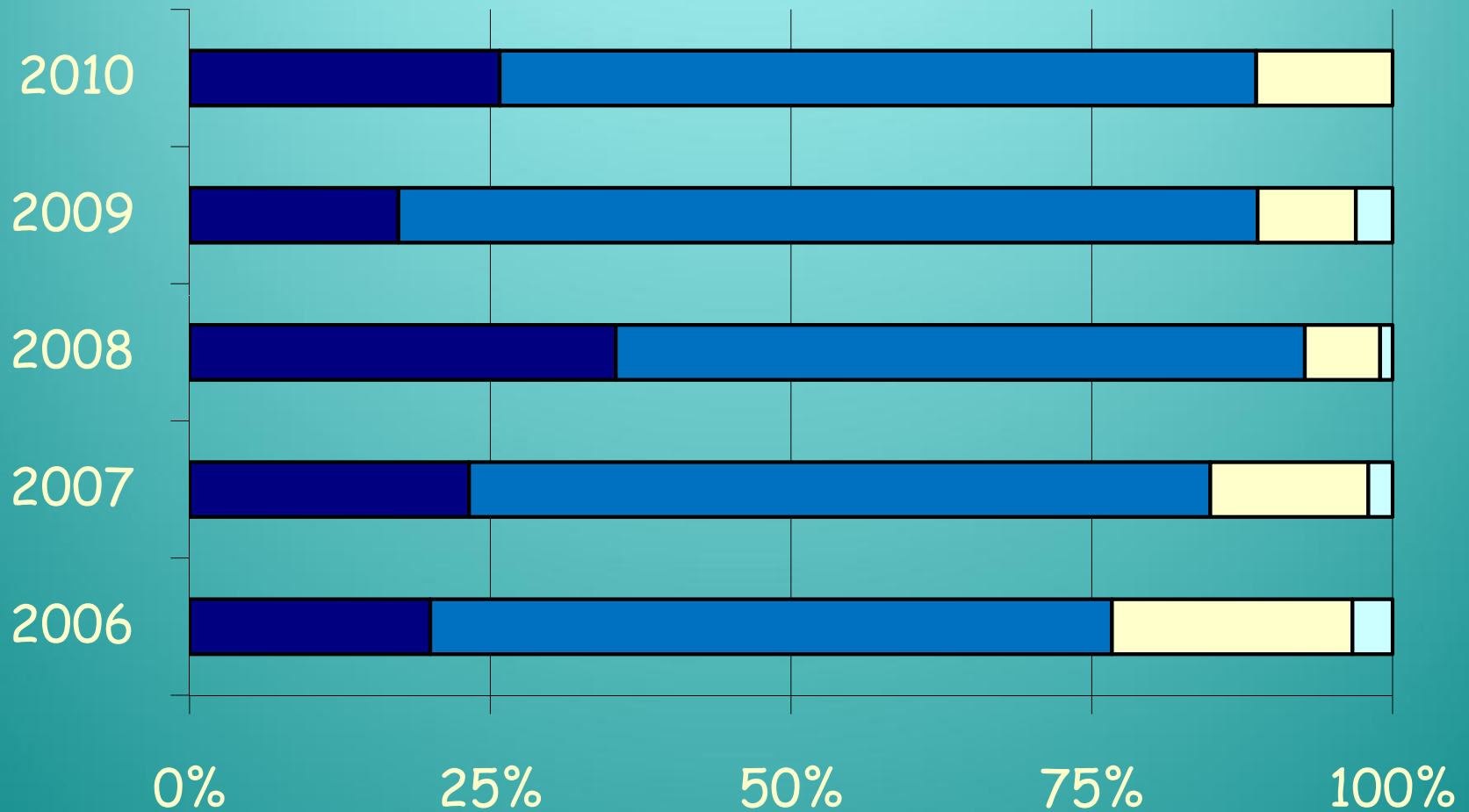
■ Excellent ■ Good ■ Fair ■ Poor

Forested areas efforts



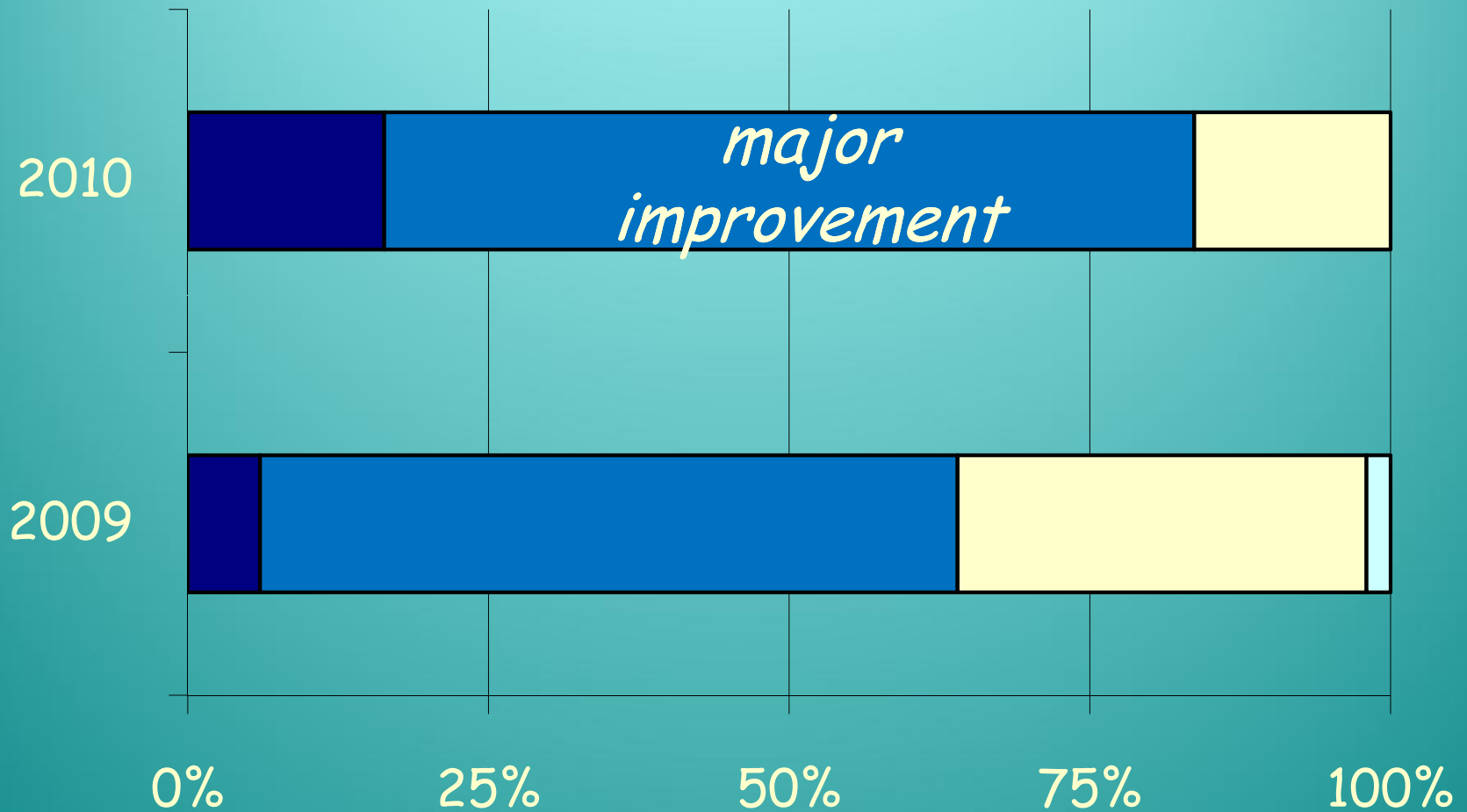
■ Excellent ■ Good ■ Fair ■ Poor

Wetlands & streams efforts



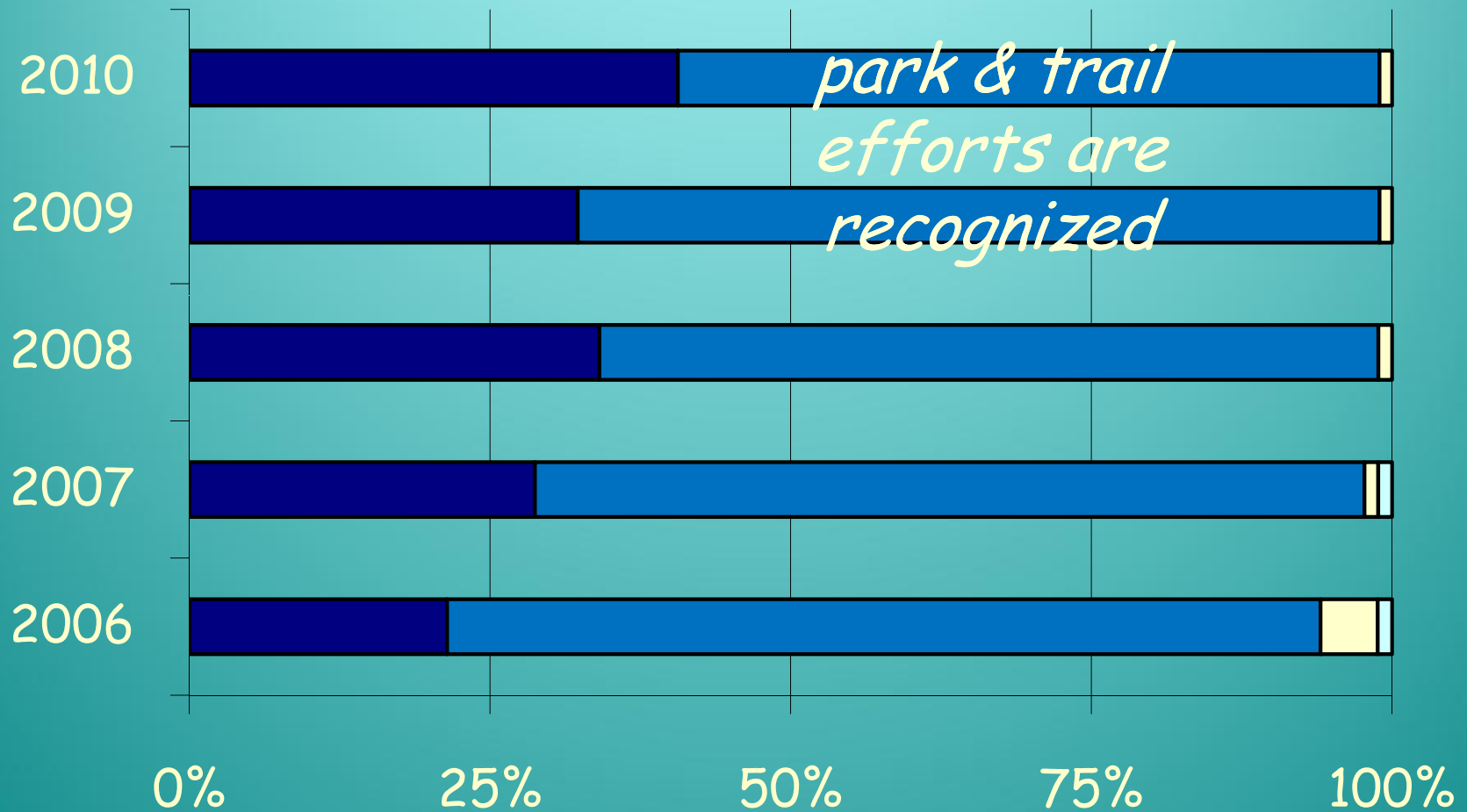
■ Excellent ■ Good ■ Fair ■ Poor

Water quality rating



■ Excellent ■ Good ■ Fair ■ Poor

Park maintenance



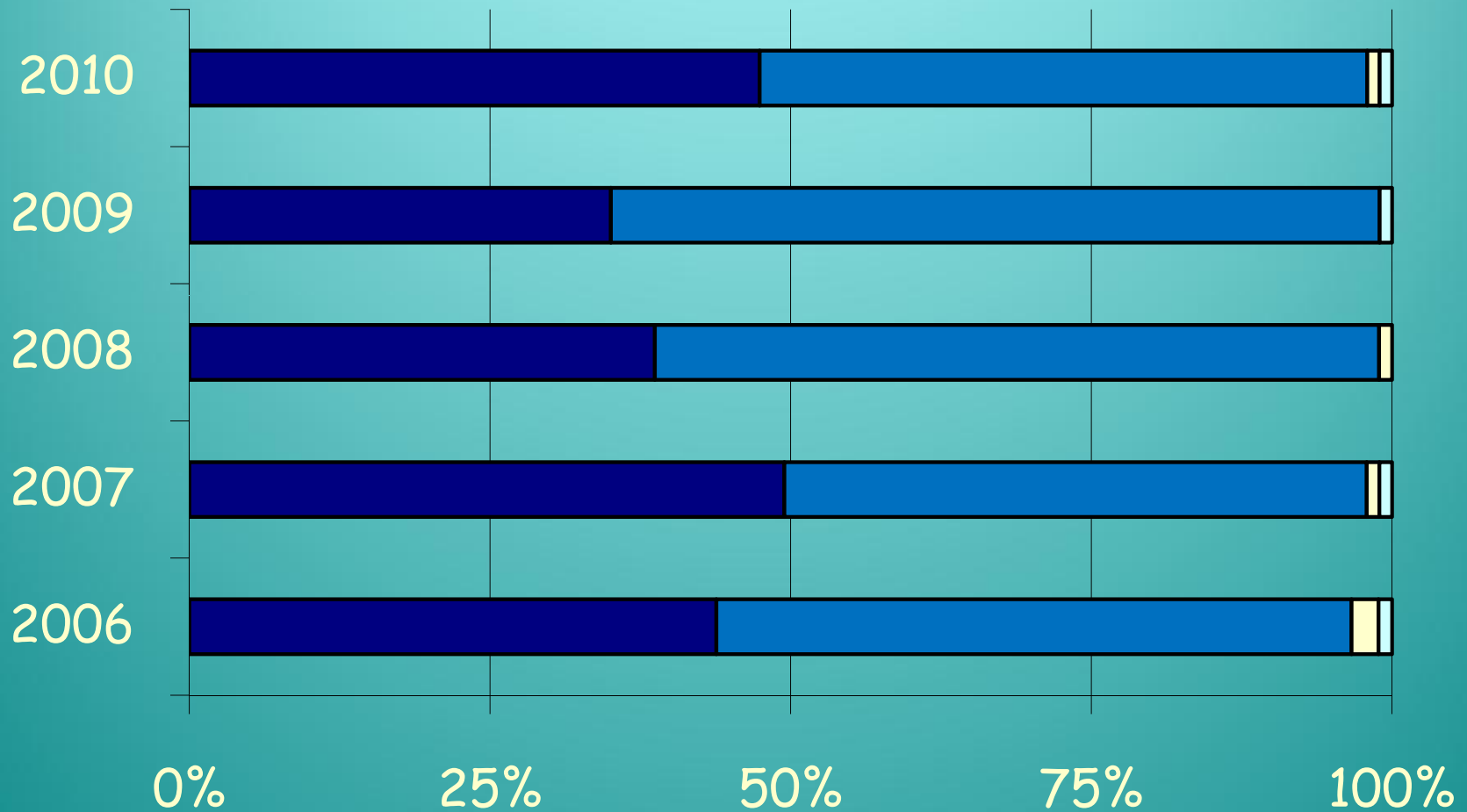
Public Safety = A- (A)

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



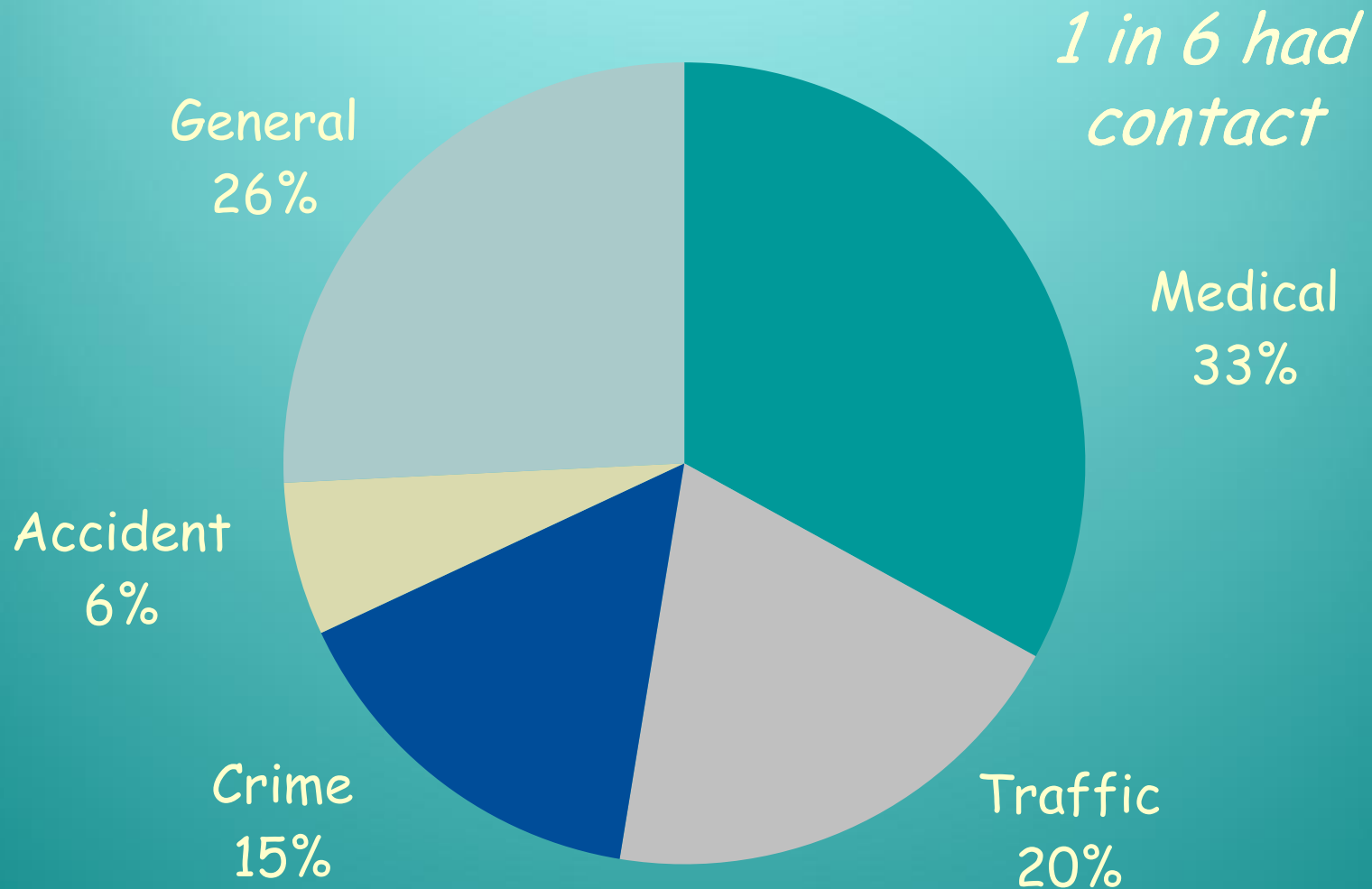
- Council = A
- Boards = A
- Survey = B+

Police protection

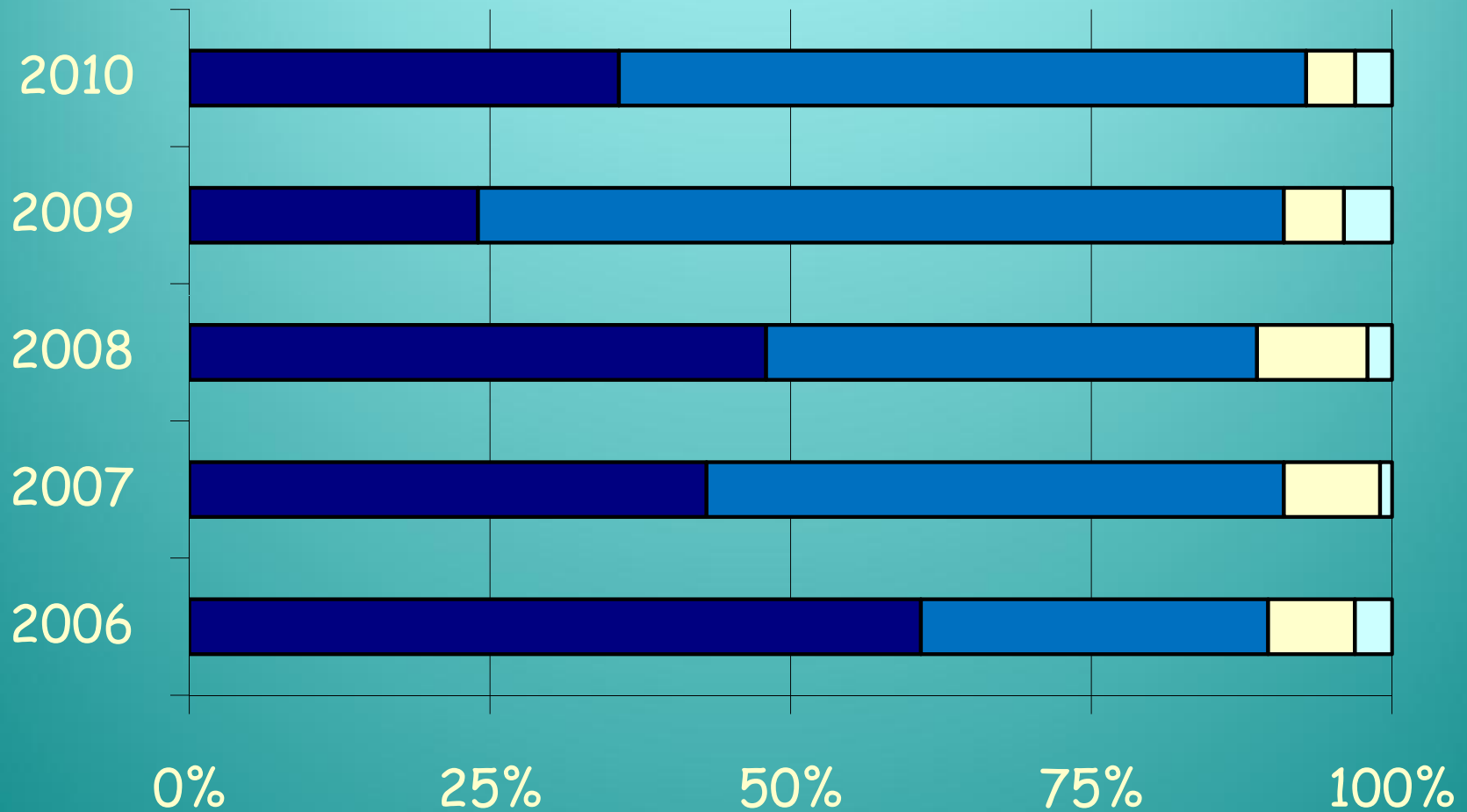


■ Excellent ■ Good ■ Fair ■ Poor

Contacts with police

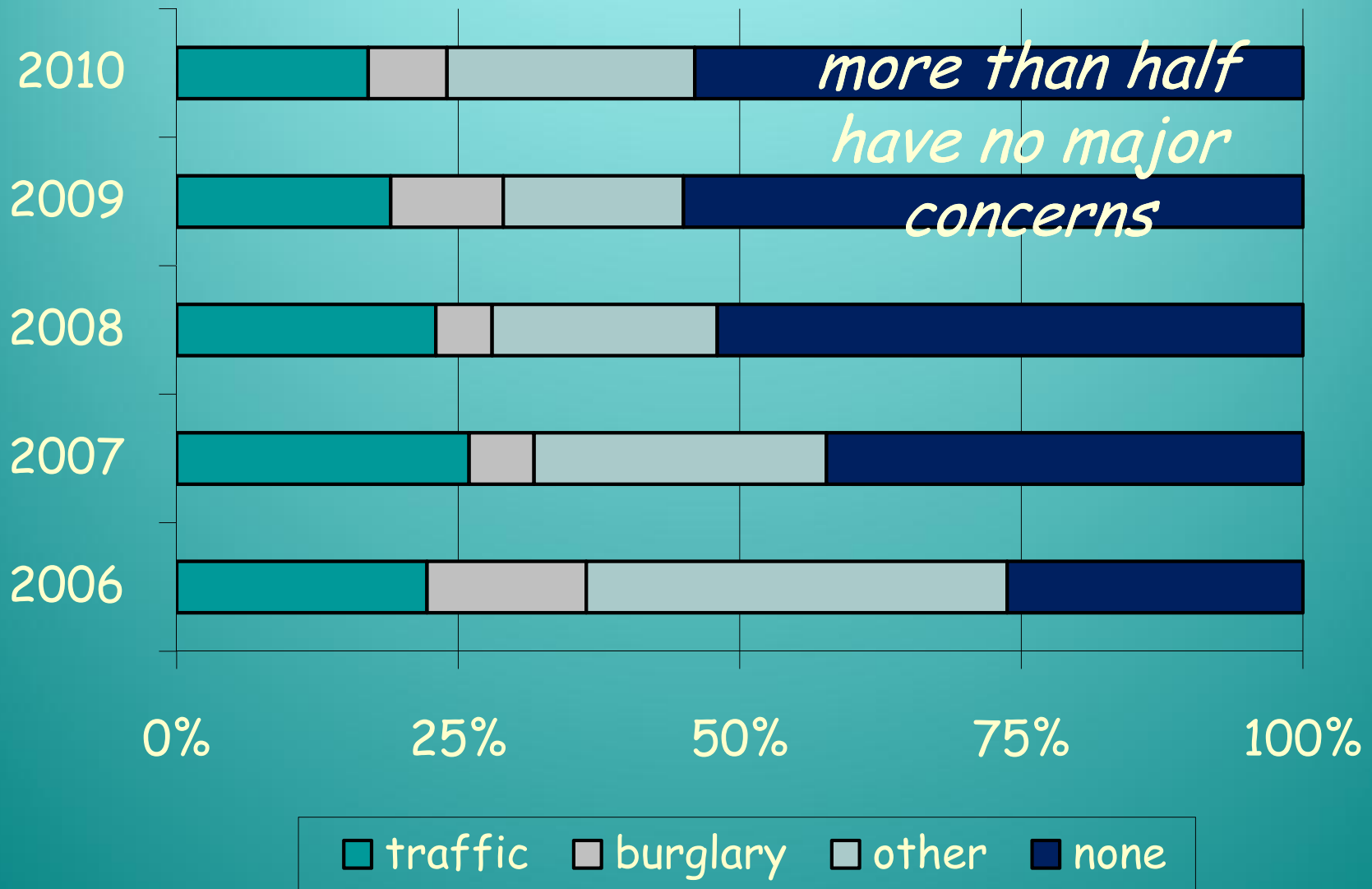


Experience with police

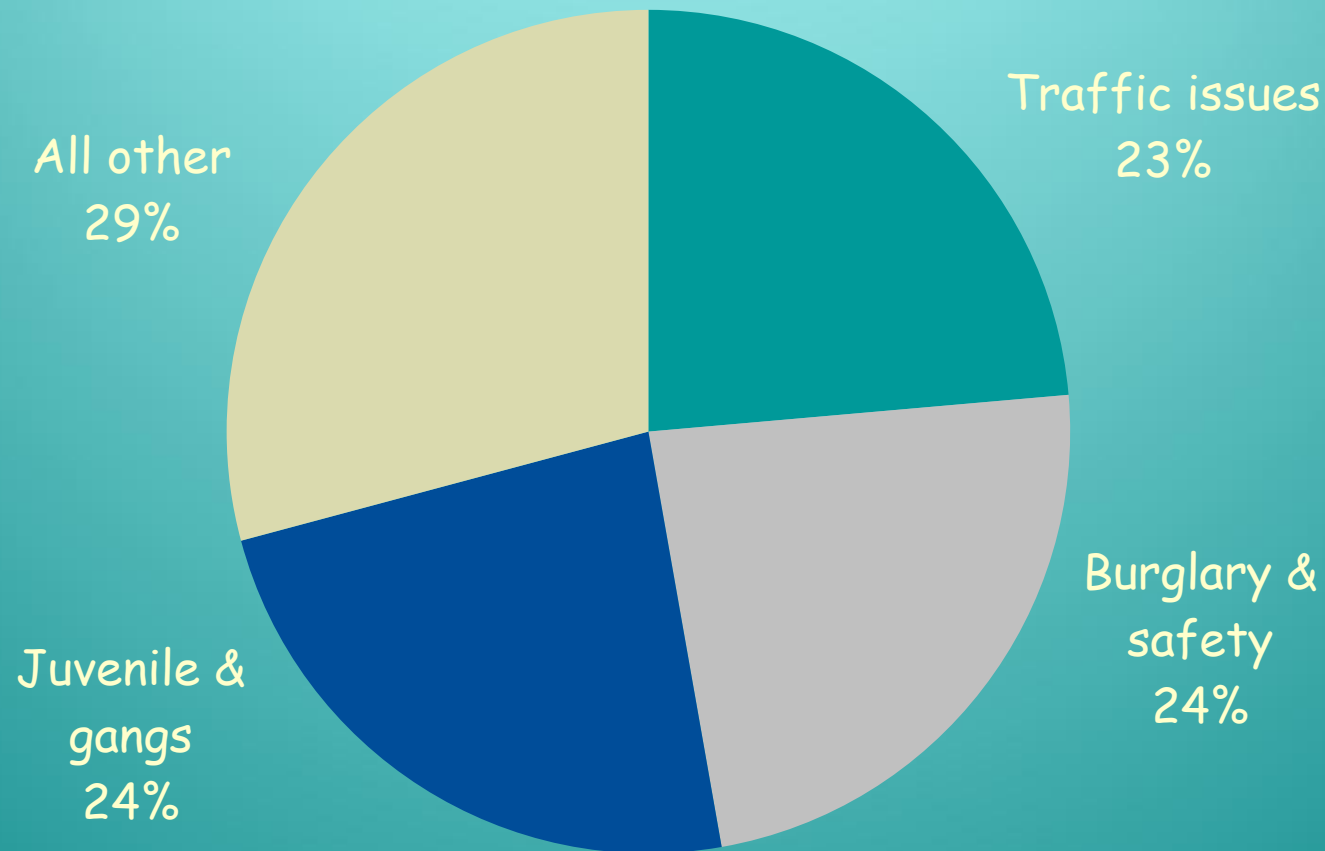


■ Excellent ■ Good ■ Fair ■ Poor

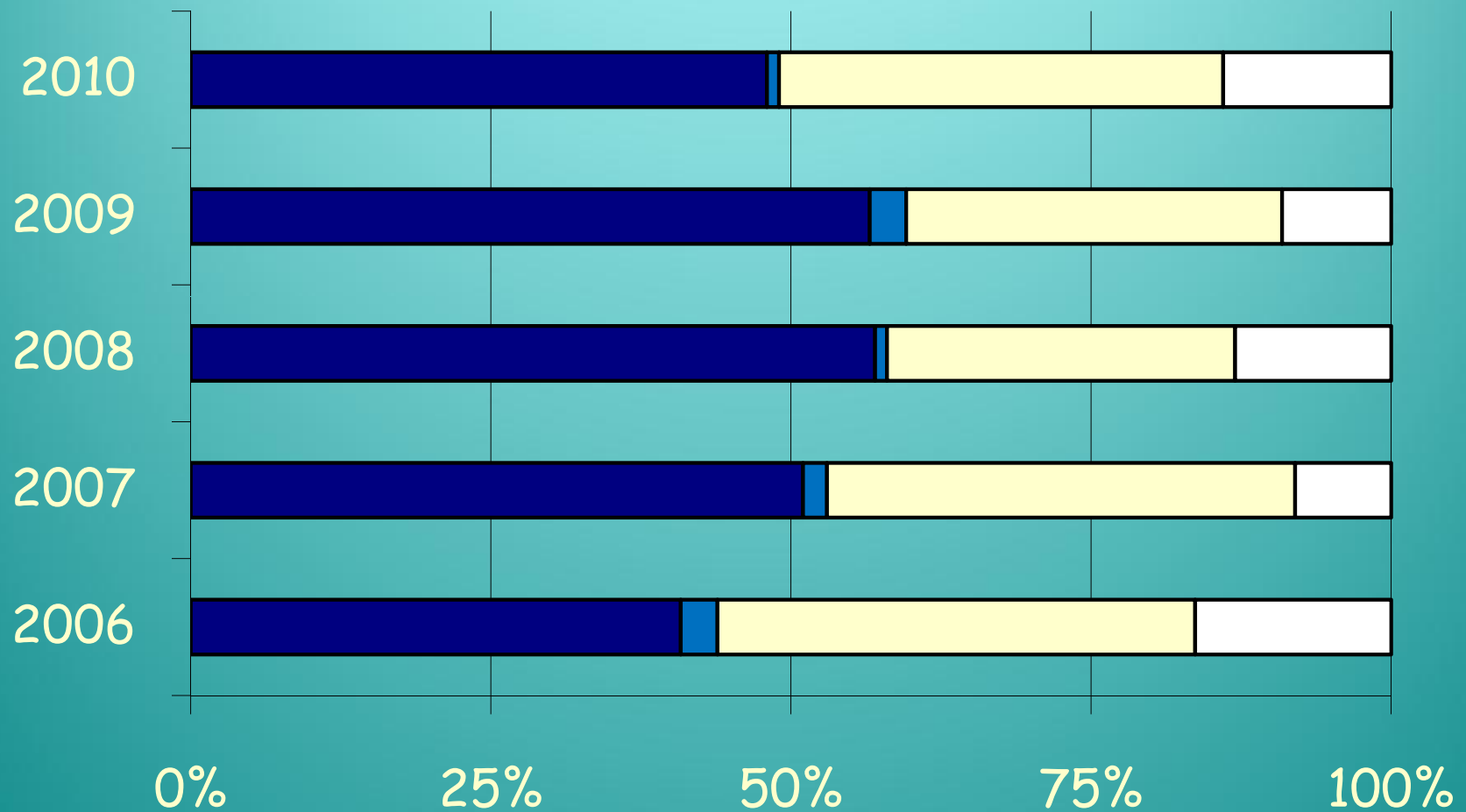
Public safety concerns



Future public safety concerns

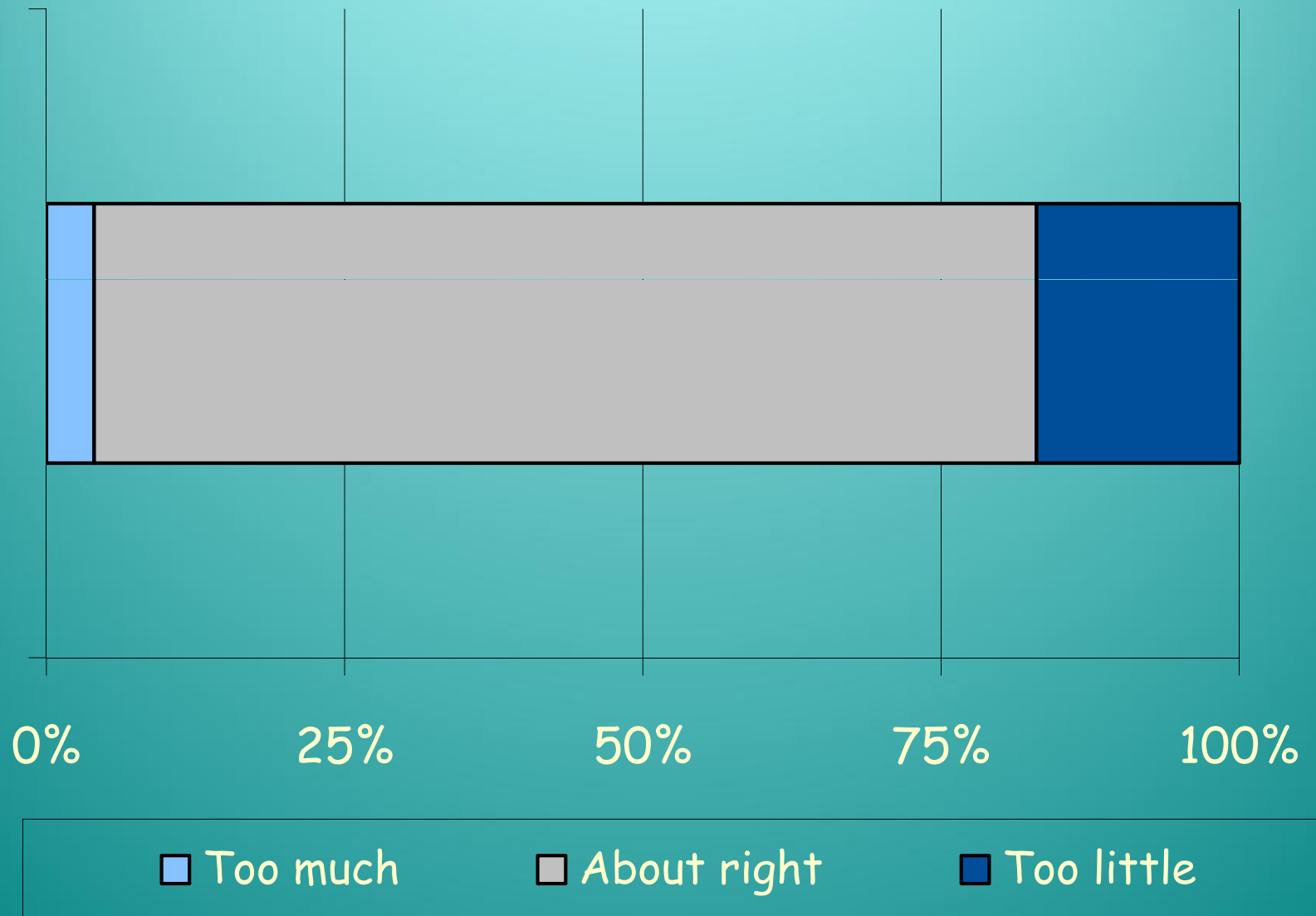


Residential speeding

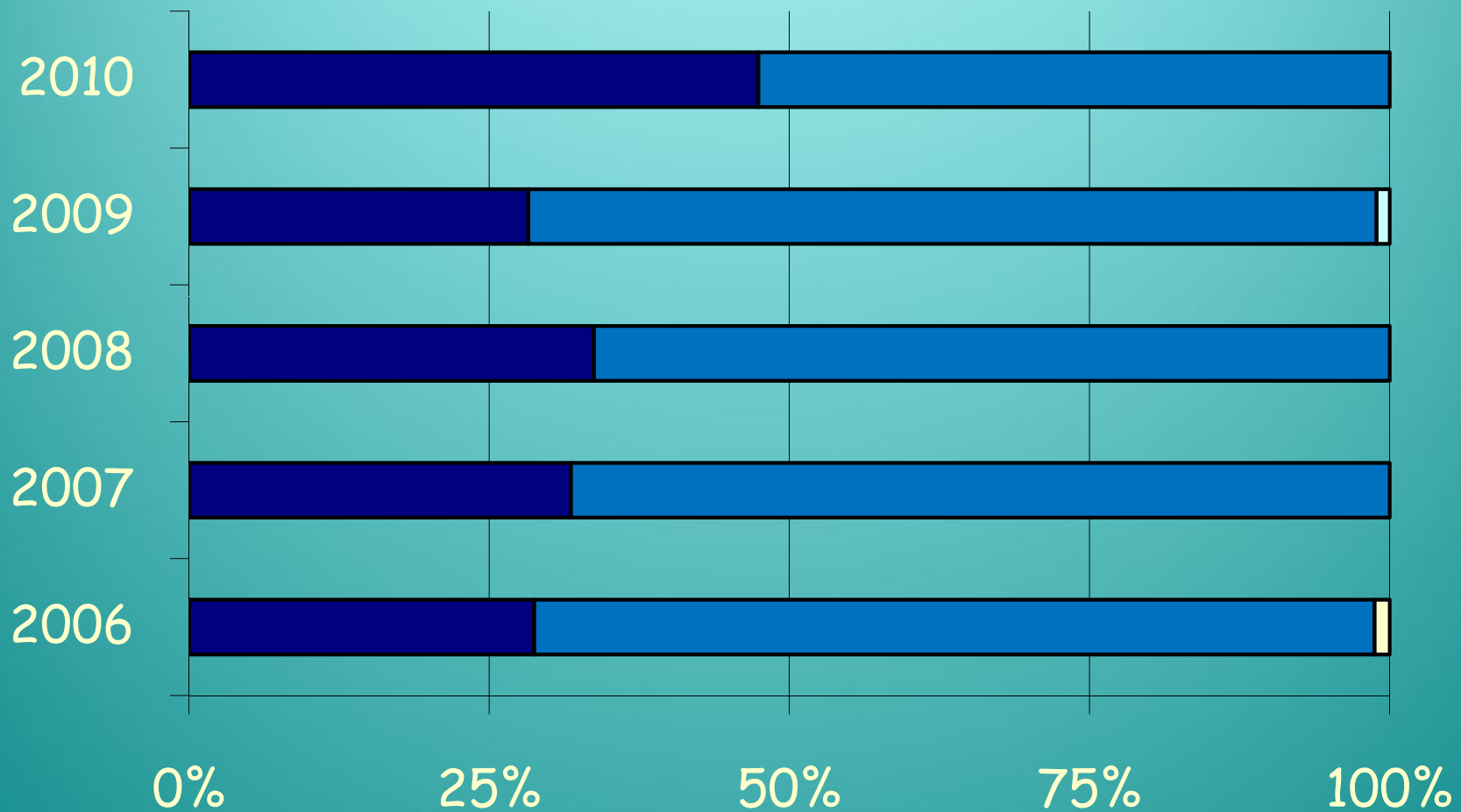


■ Not problem ■ Not too ■ Somewhat ■ Very serious

Traffic enforcement

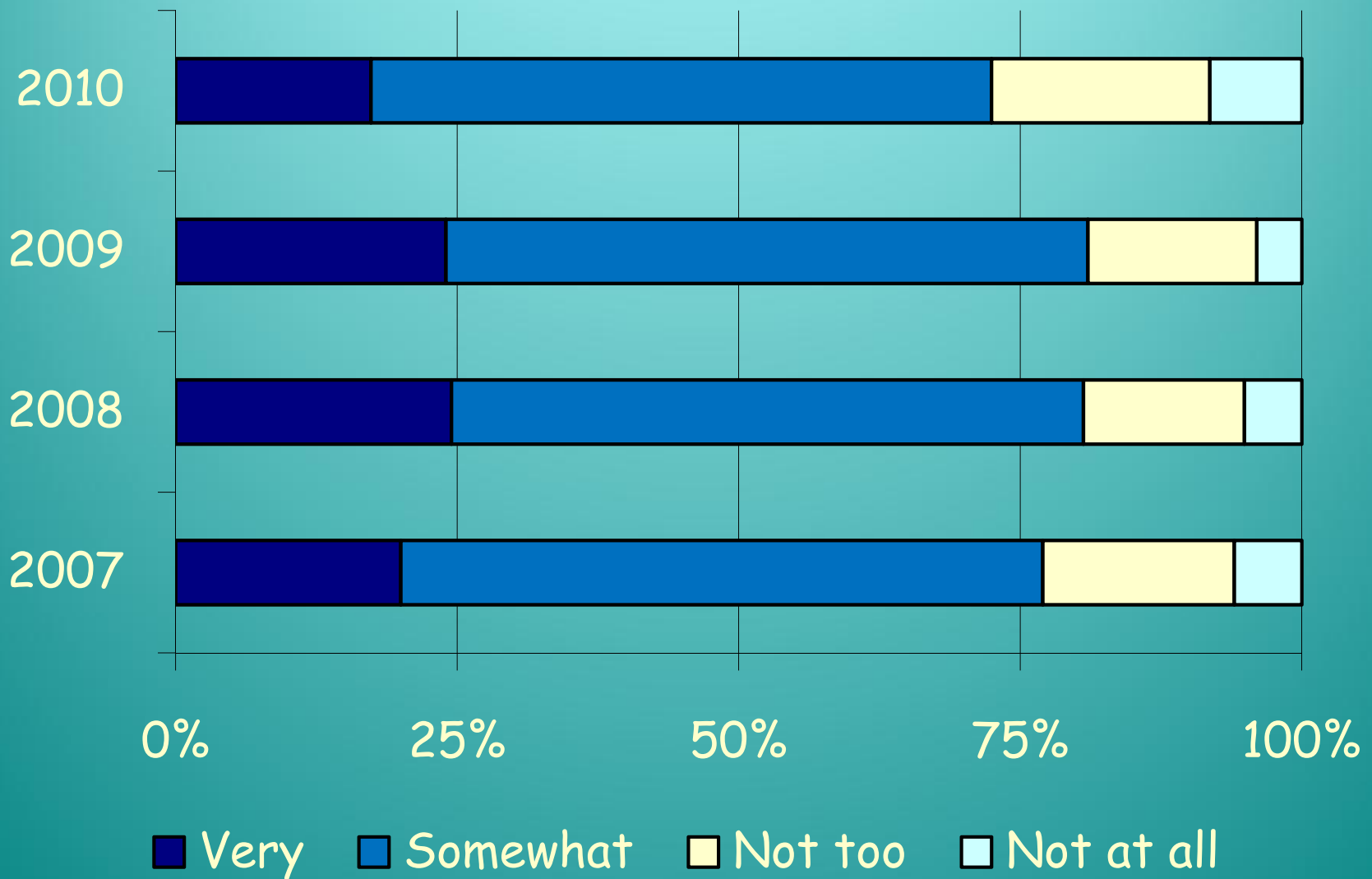


Fire protection

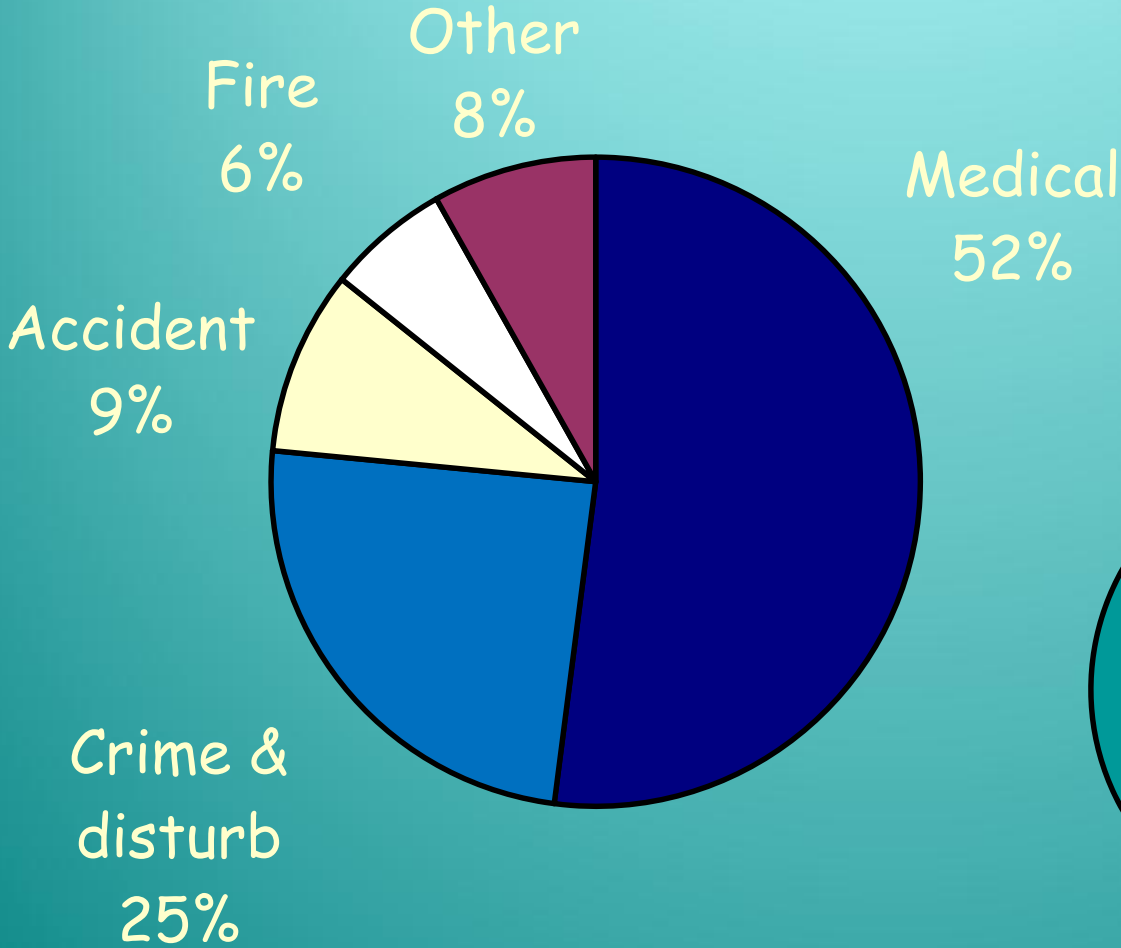


■ Excellent ■ Good ■ Fair ■ Poor

Family preparedness



9-1-1 contacts



1 in 8 residents called 9-1-1



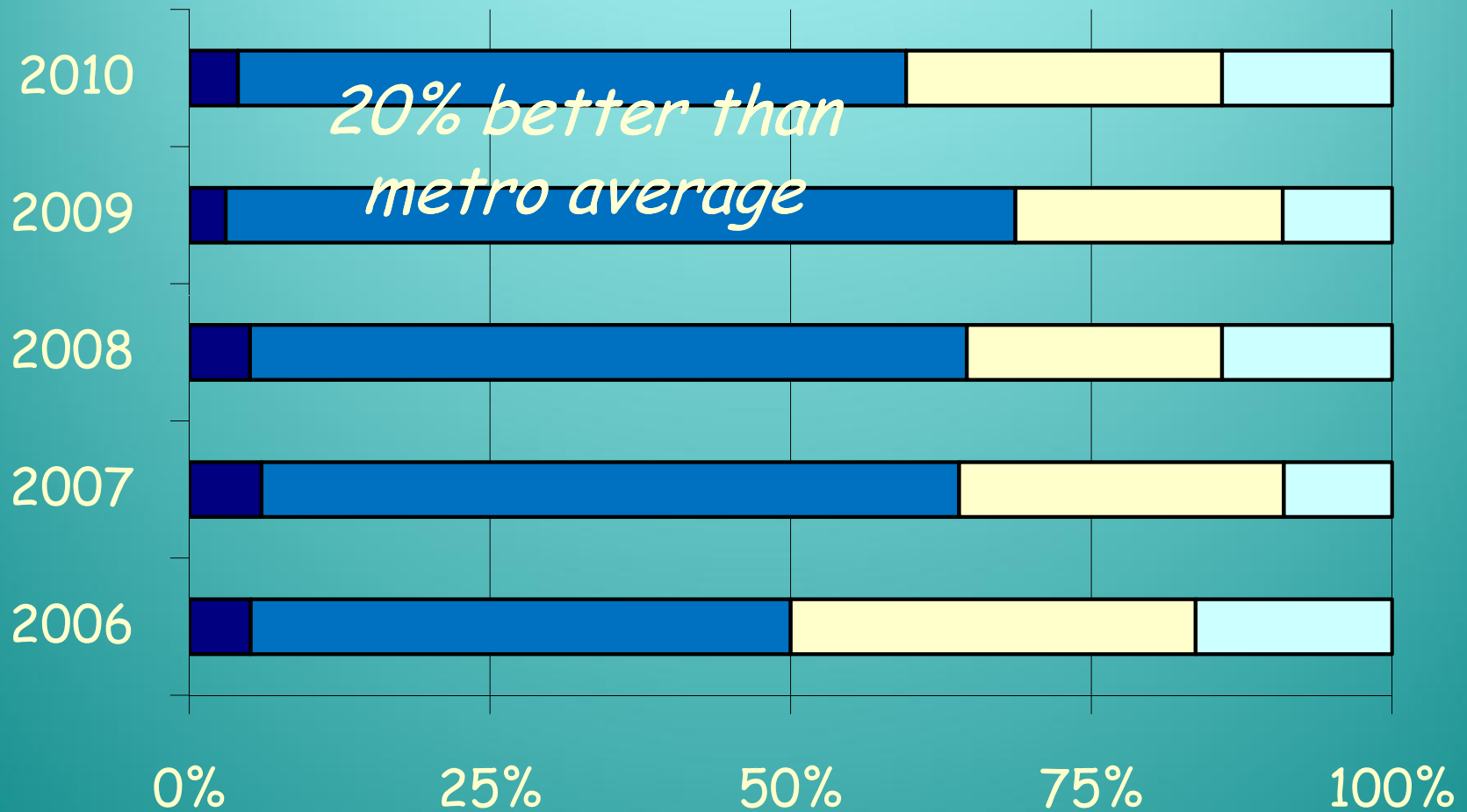
Transportation = A-

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

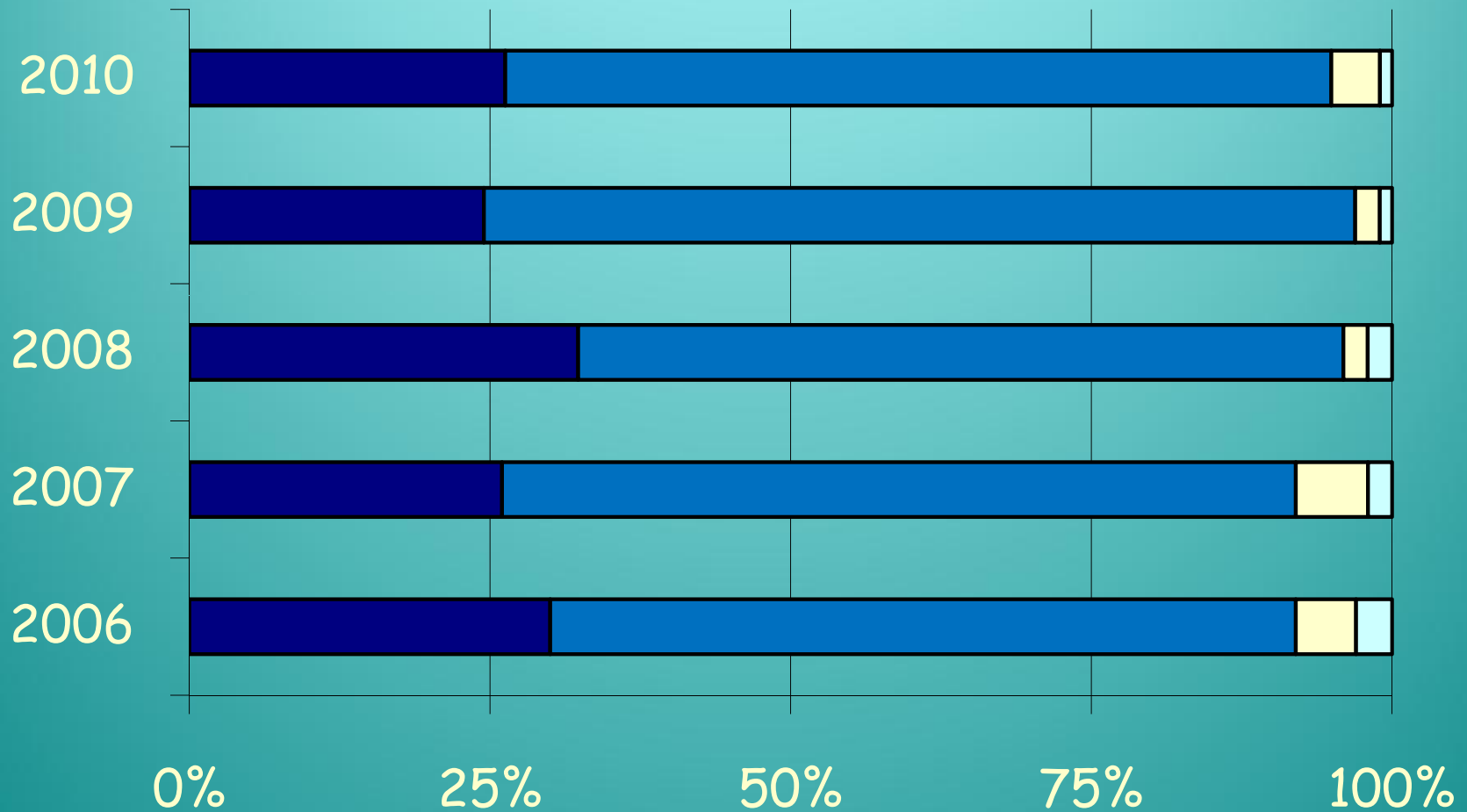


- Council = A (A-)
- Agencies = B+ (A-)
- Survey = B+ (A-)

Street maintenance

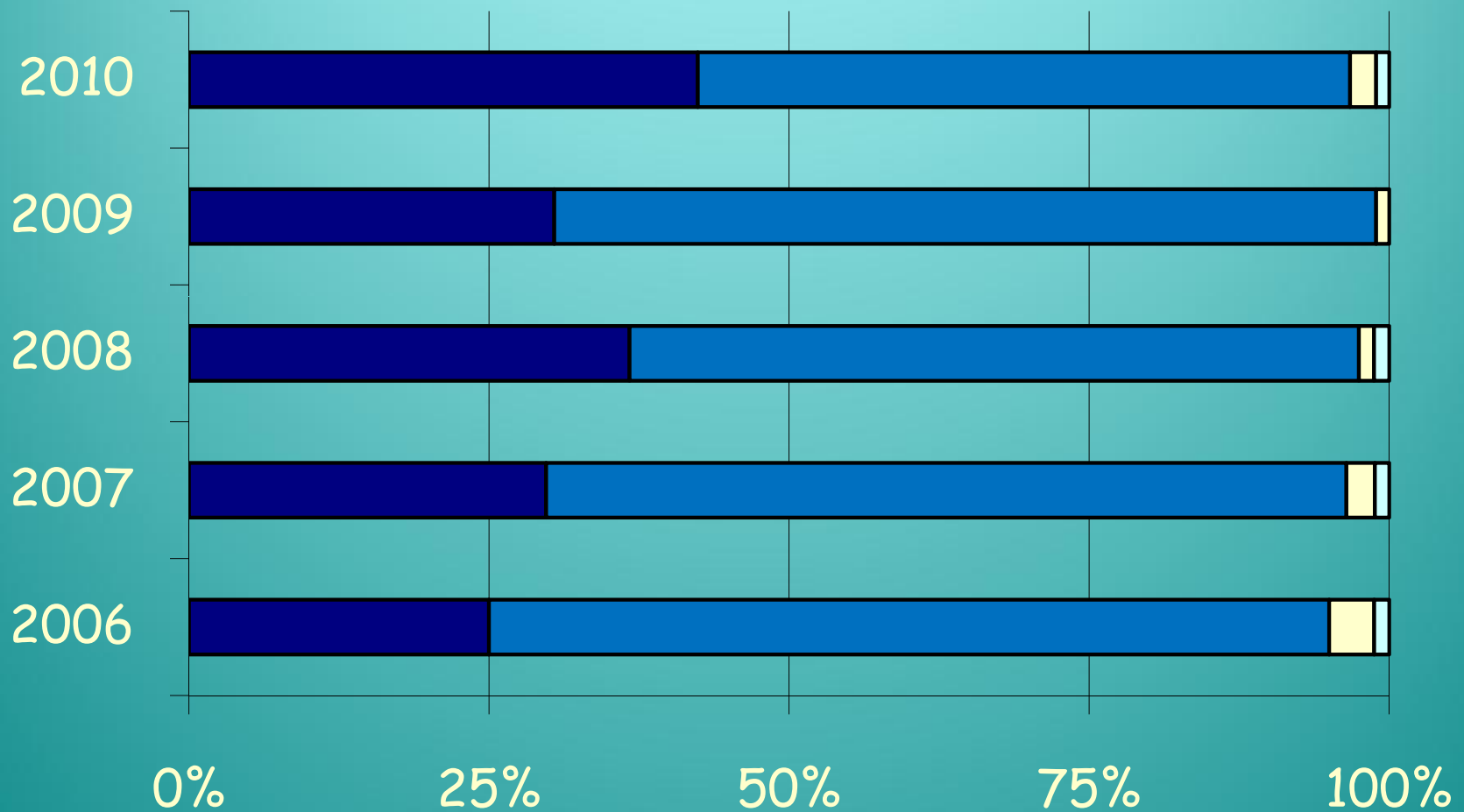


Snow plowing



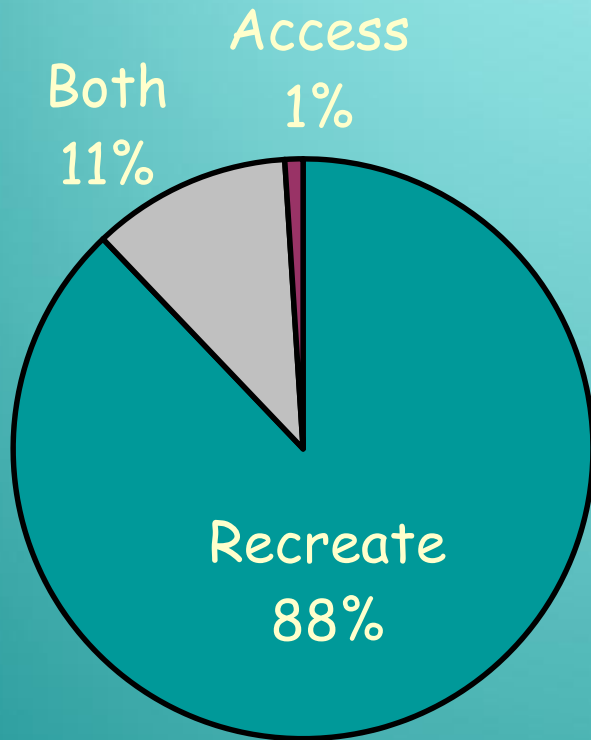
■ Excellent ■ Good ■ Fair ■ Poor

Trail maintenance

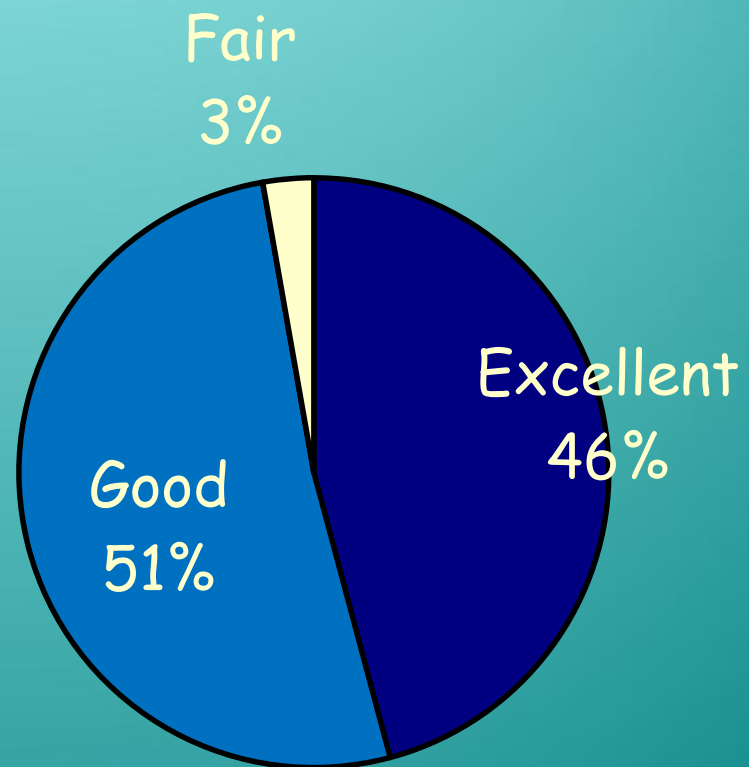


■ Excellent ■ Good ■ Fair ■ Poor

Trail use & ratings



72% residents use trails



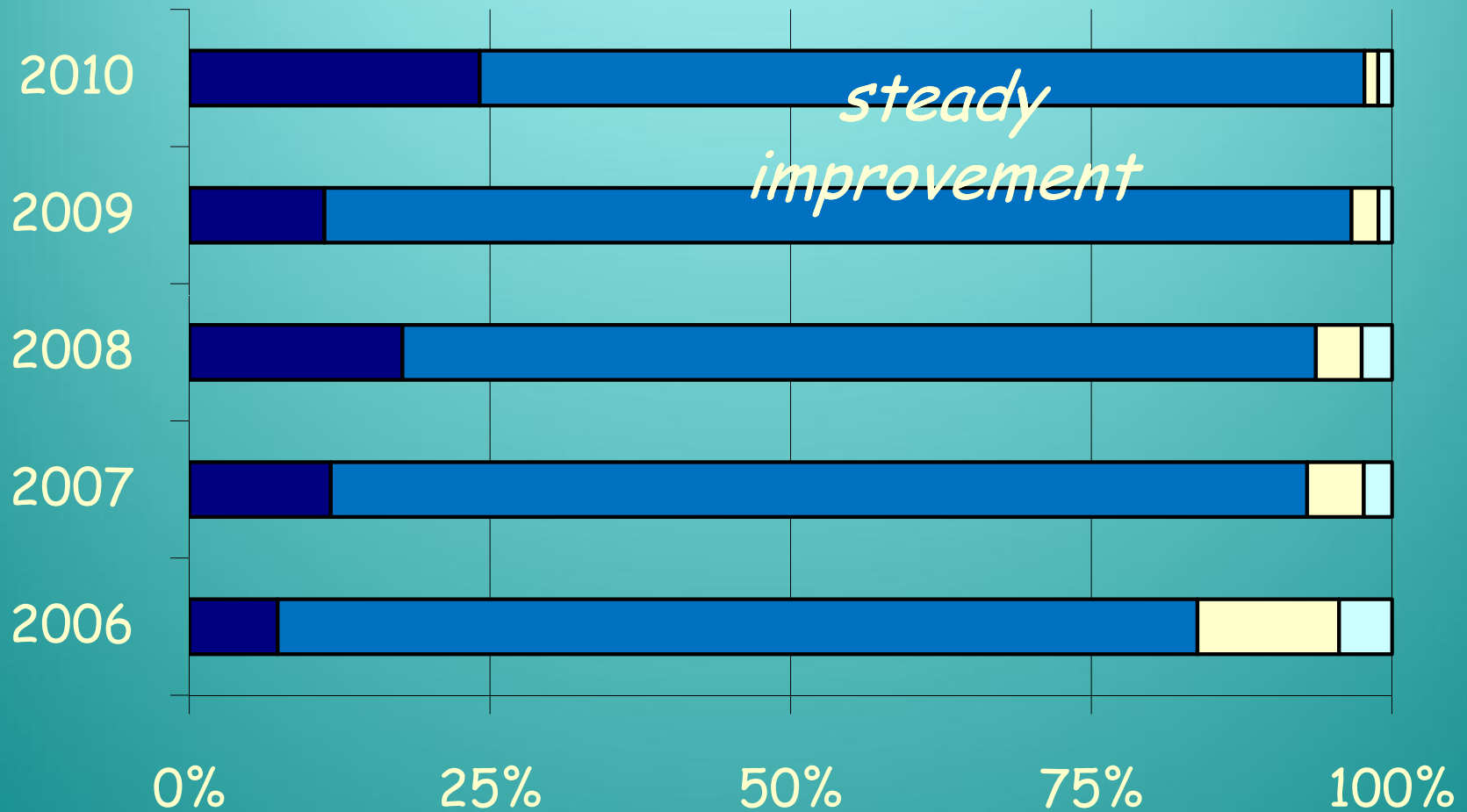
Development = A-

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



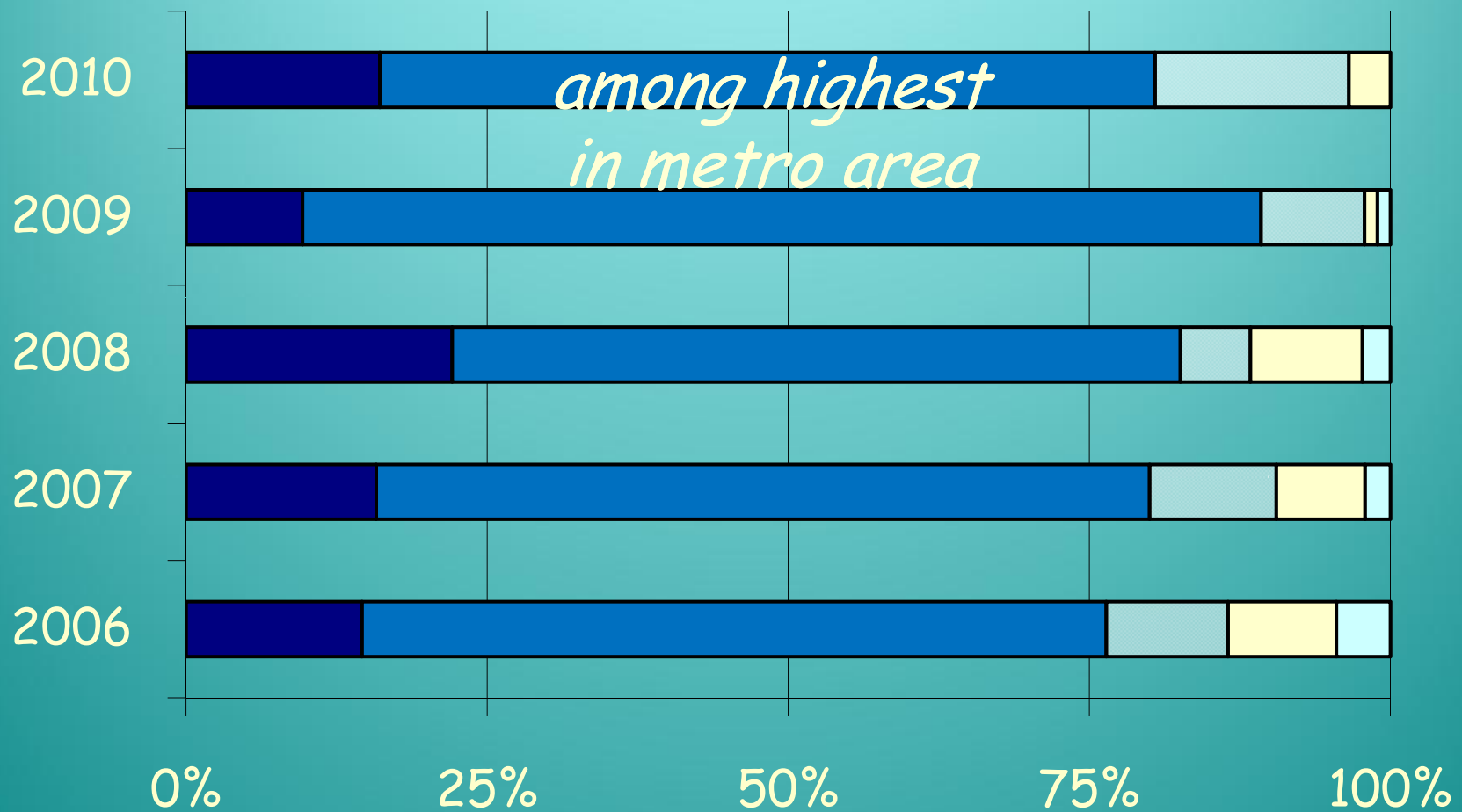
- Council = A-
- Boards = A-
- Survey = A-

Community planning

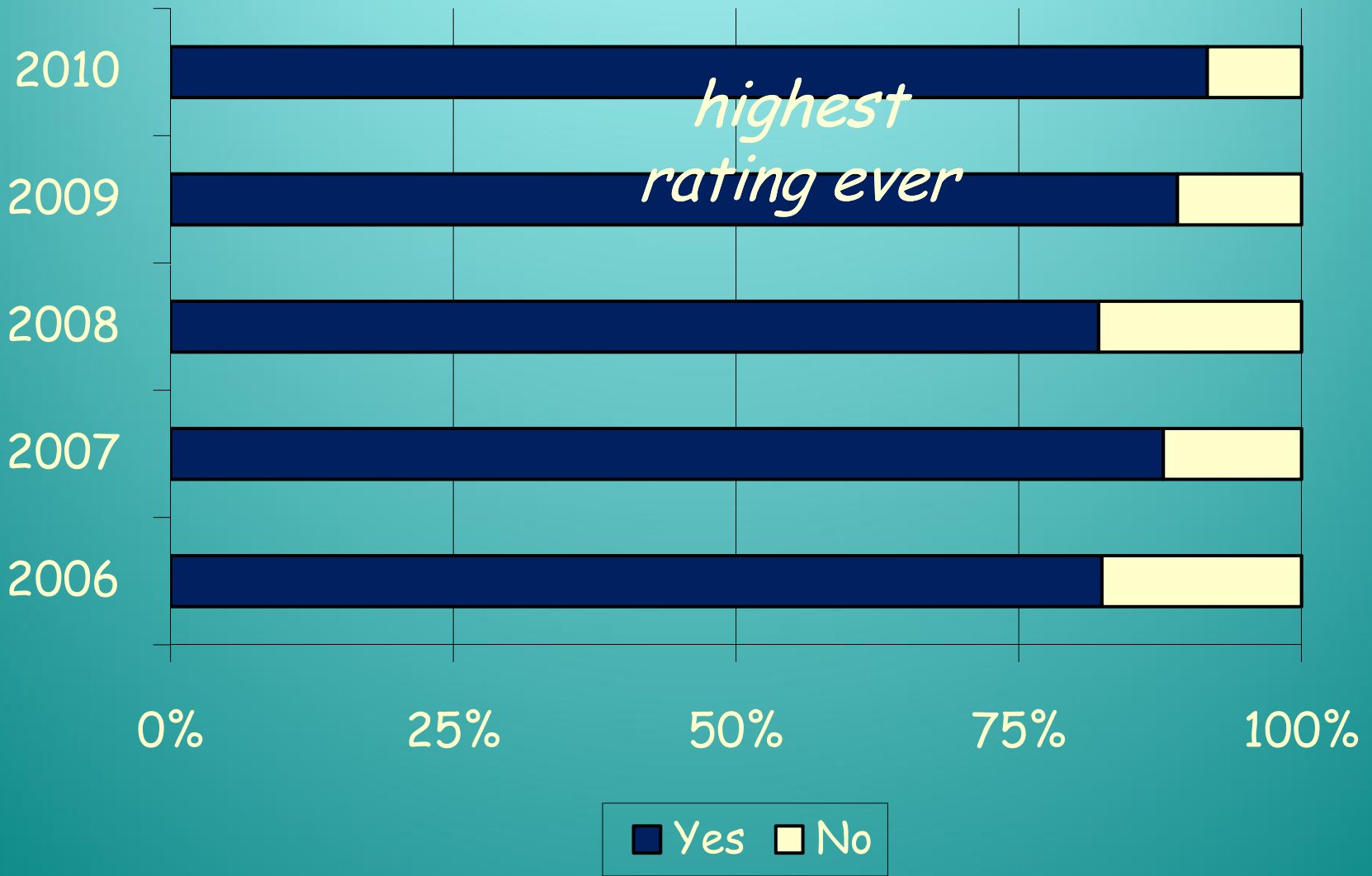


■ Excellent ■ Good ■ Fair ■ Poor

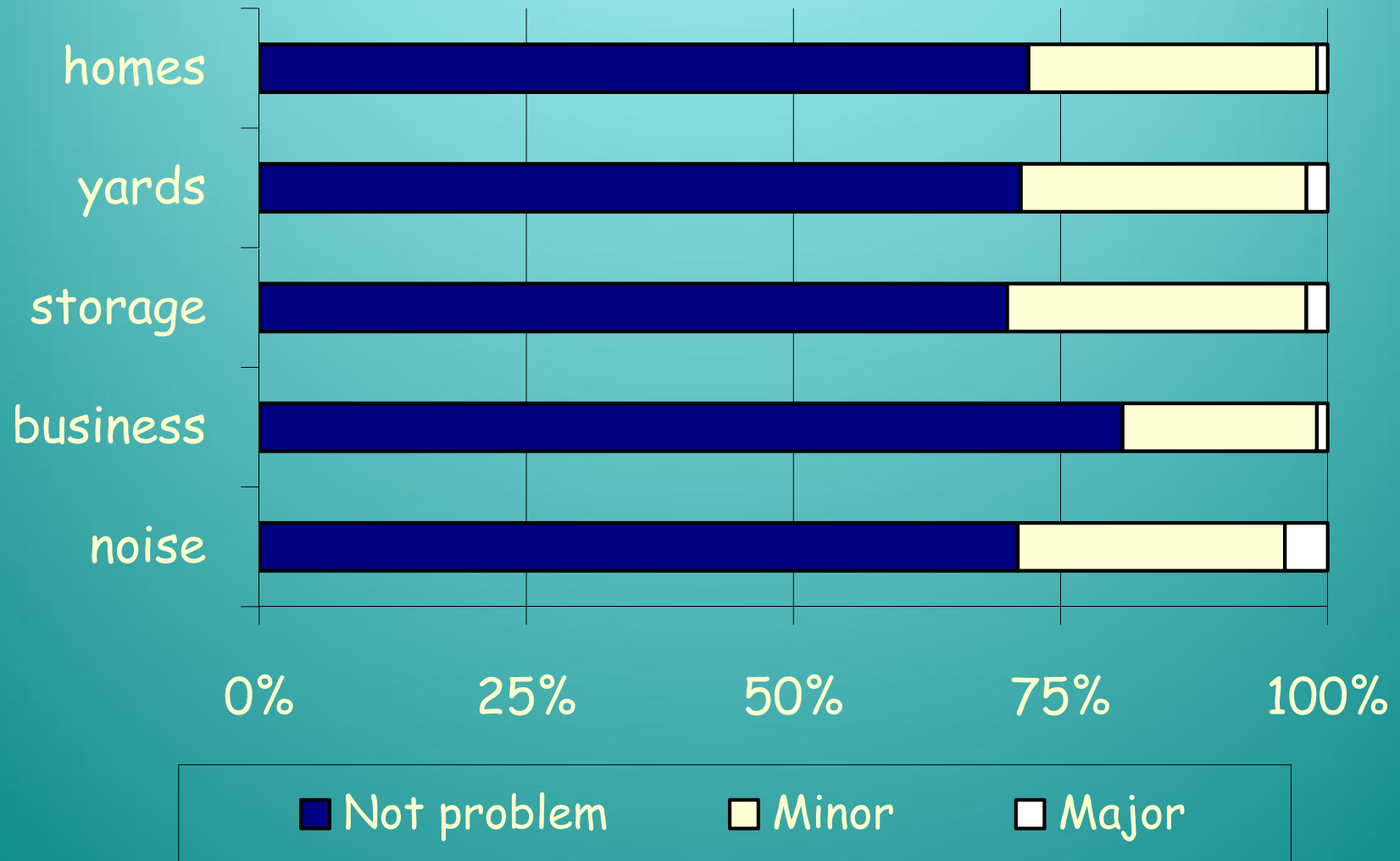
Balancing rights



Appropriate public input opportunity

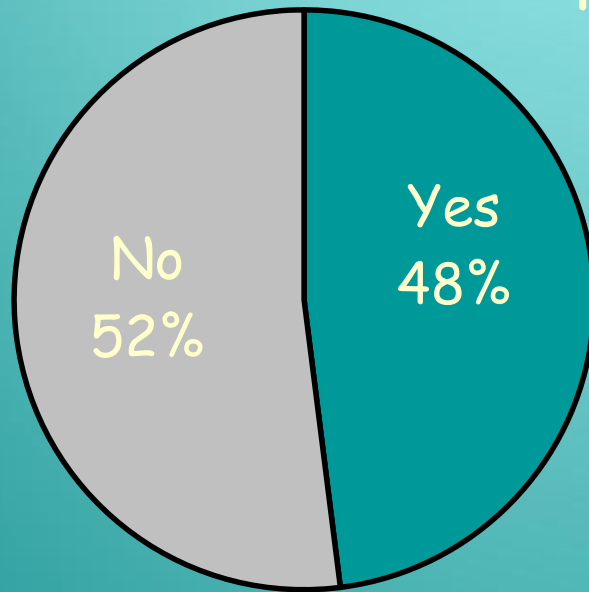


Neighborhood nuisances

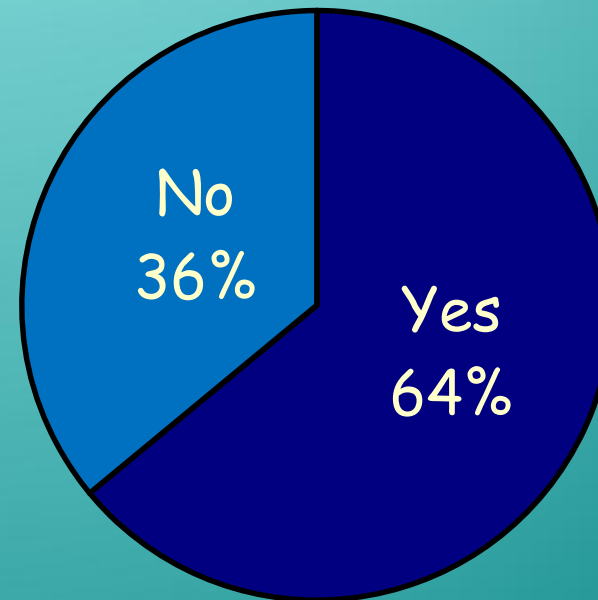


Nuisance enforcement

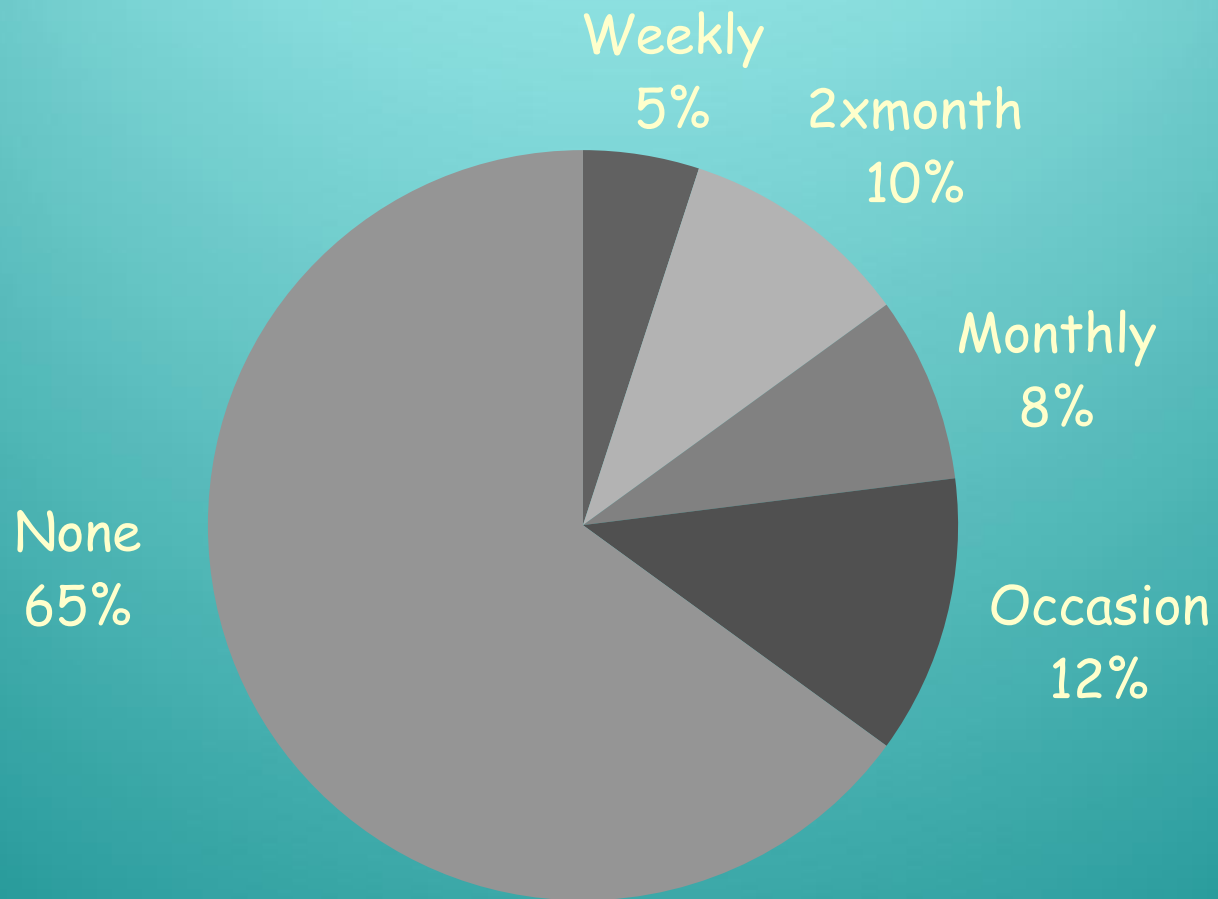
Report to city?



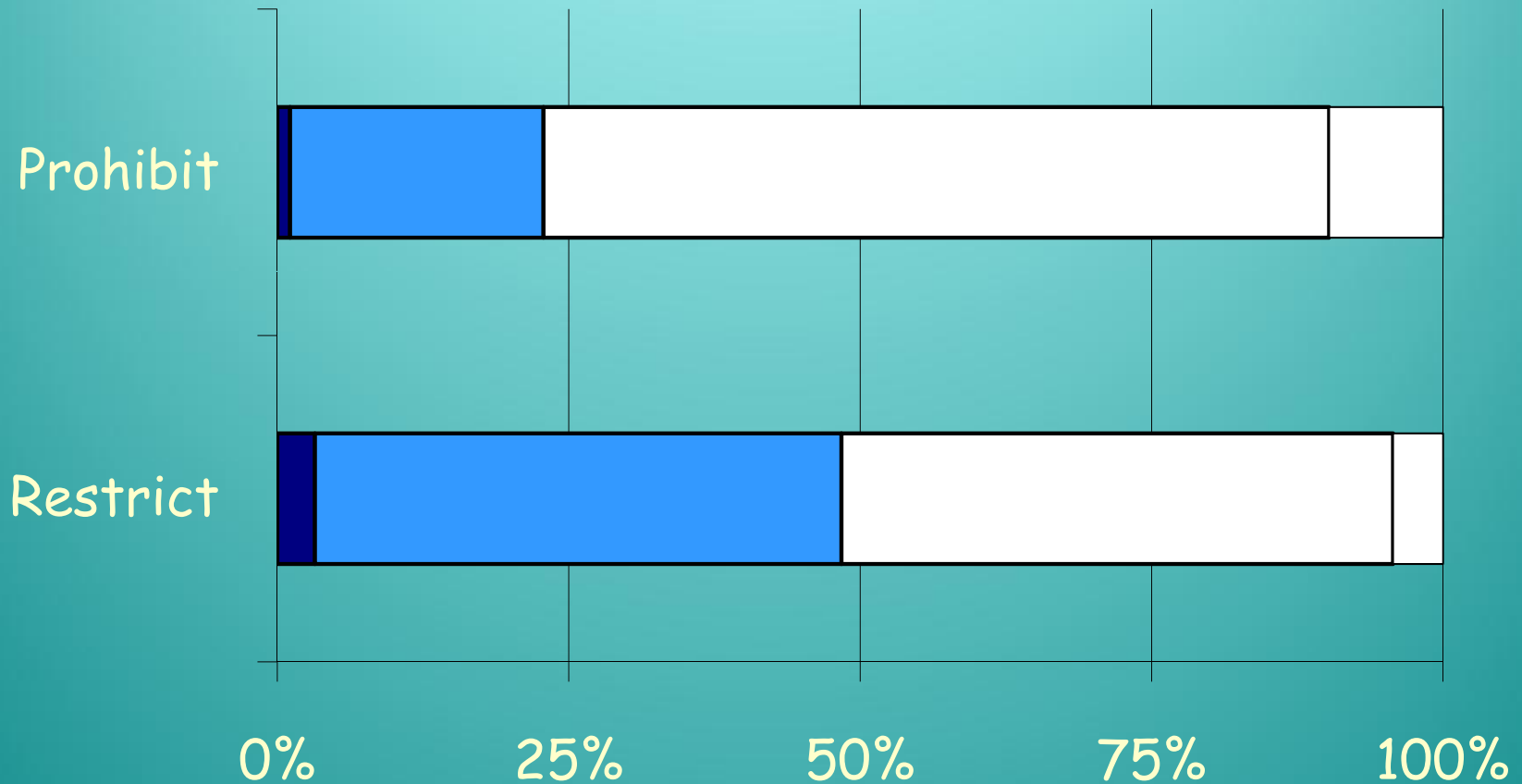
Satisfaction



Outdoor recreational fires



Recreational fire regulation



■ Strong support ■ Support ■ Oppose ■ Strong Oppose

Building Community = A-

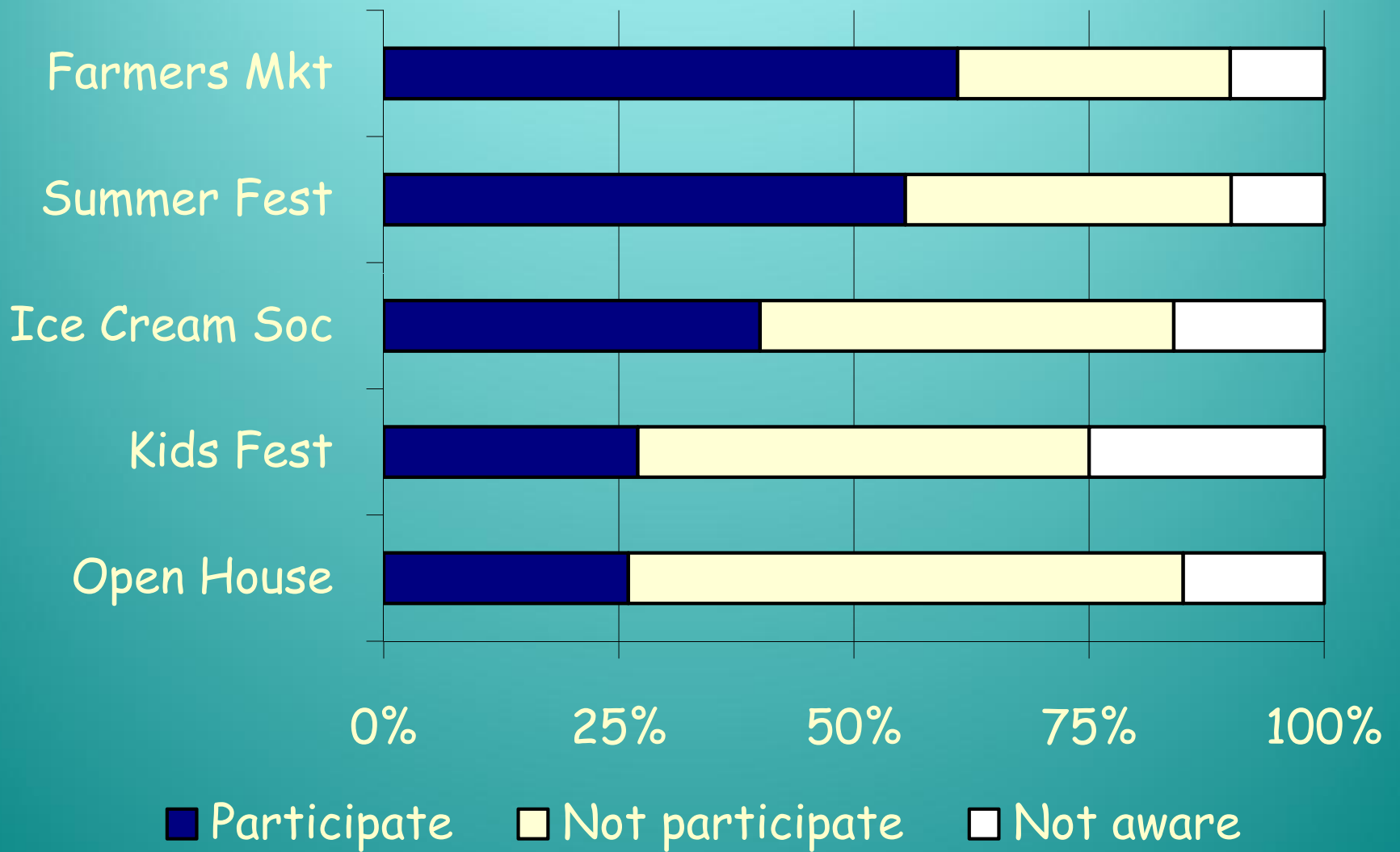
- Foster open communication = A-
- Promote community involvement = A (A-)
- Embrace heritage & diversity = A (A-)



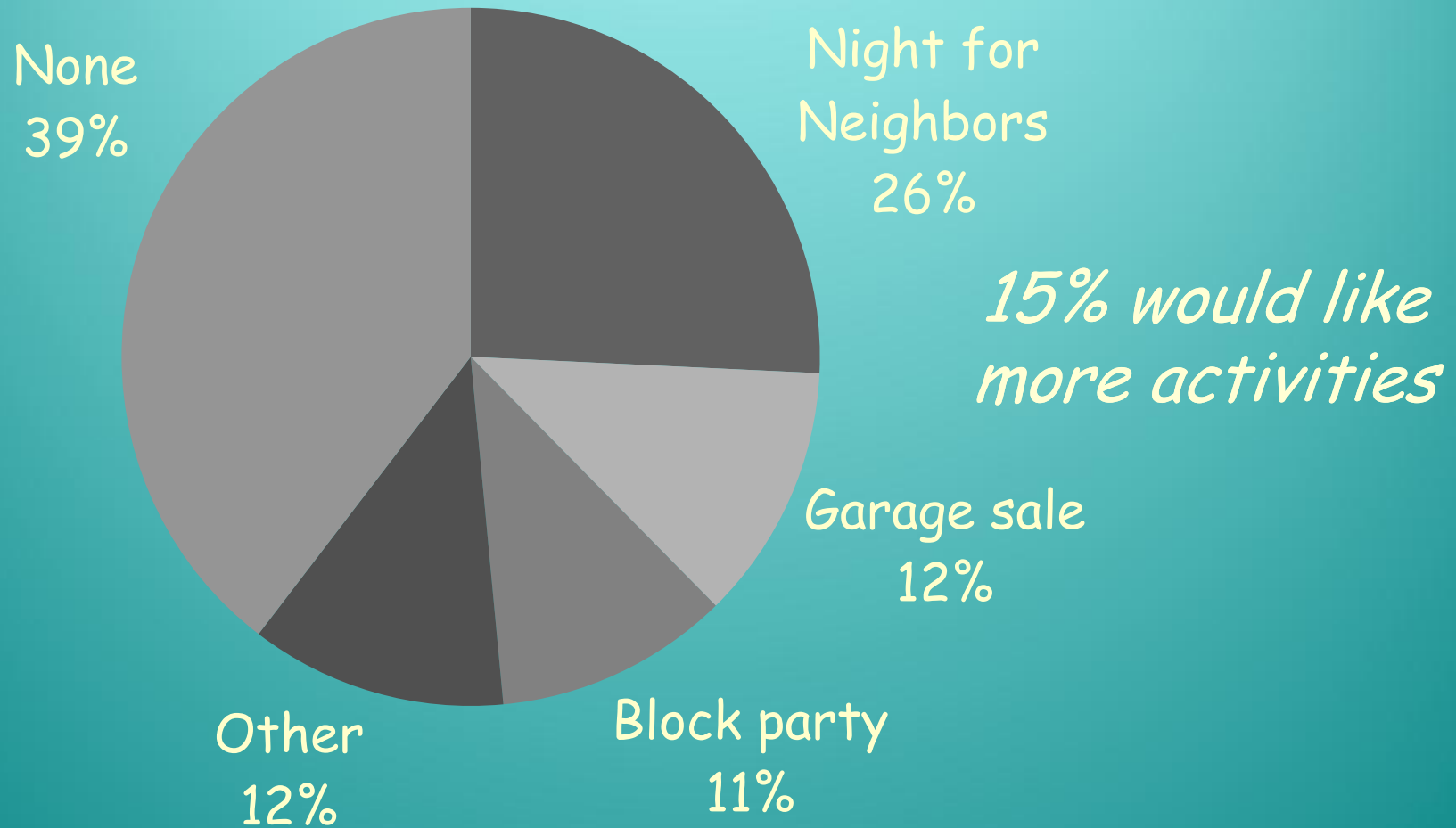
Having Fun at Lone Lake Park

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

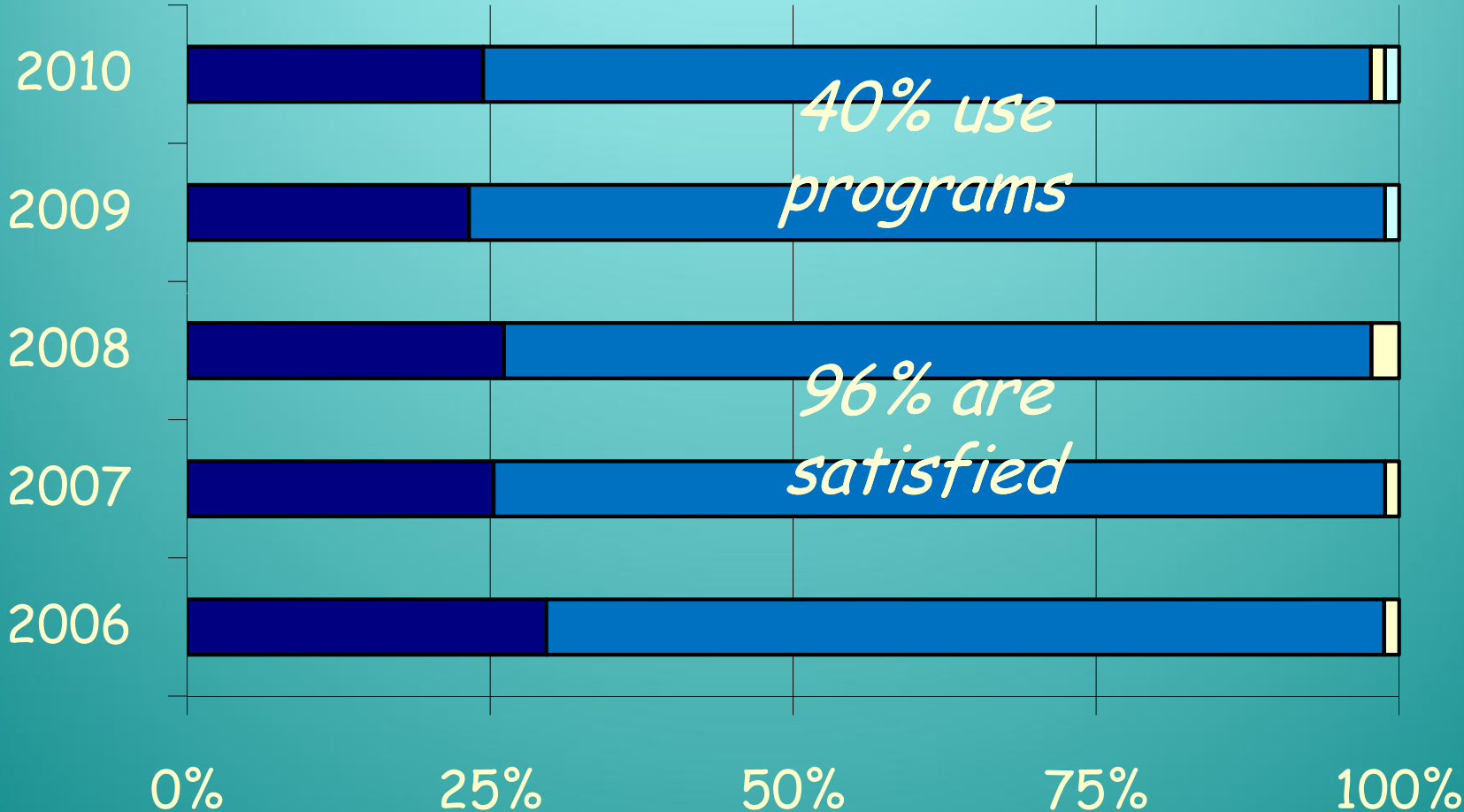
City-wide activities



Neighborhood activities

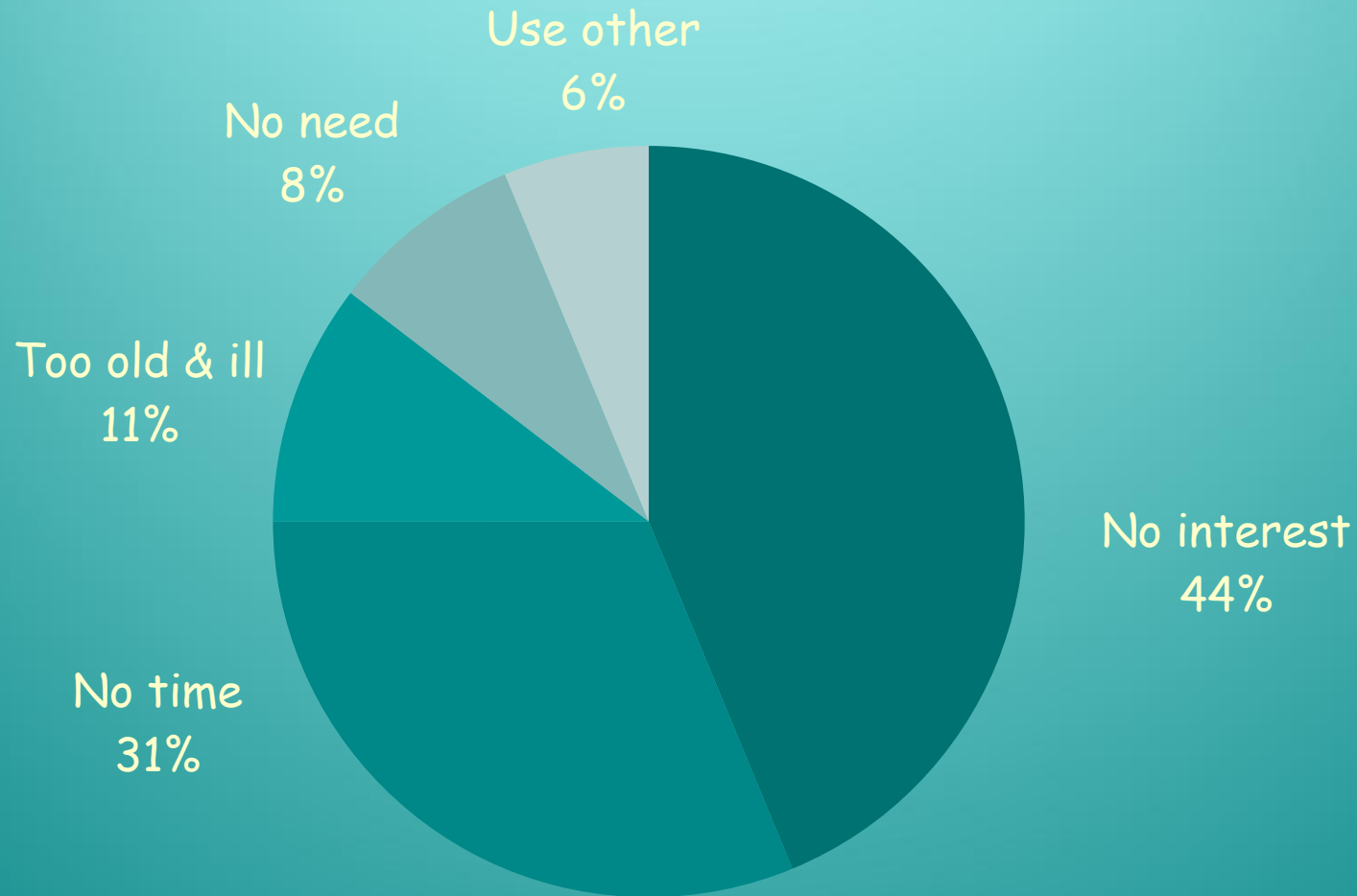


Recreation programs

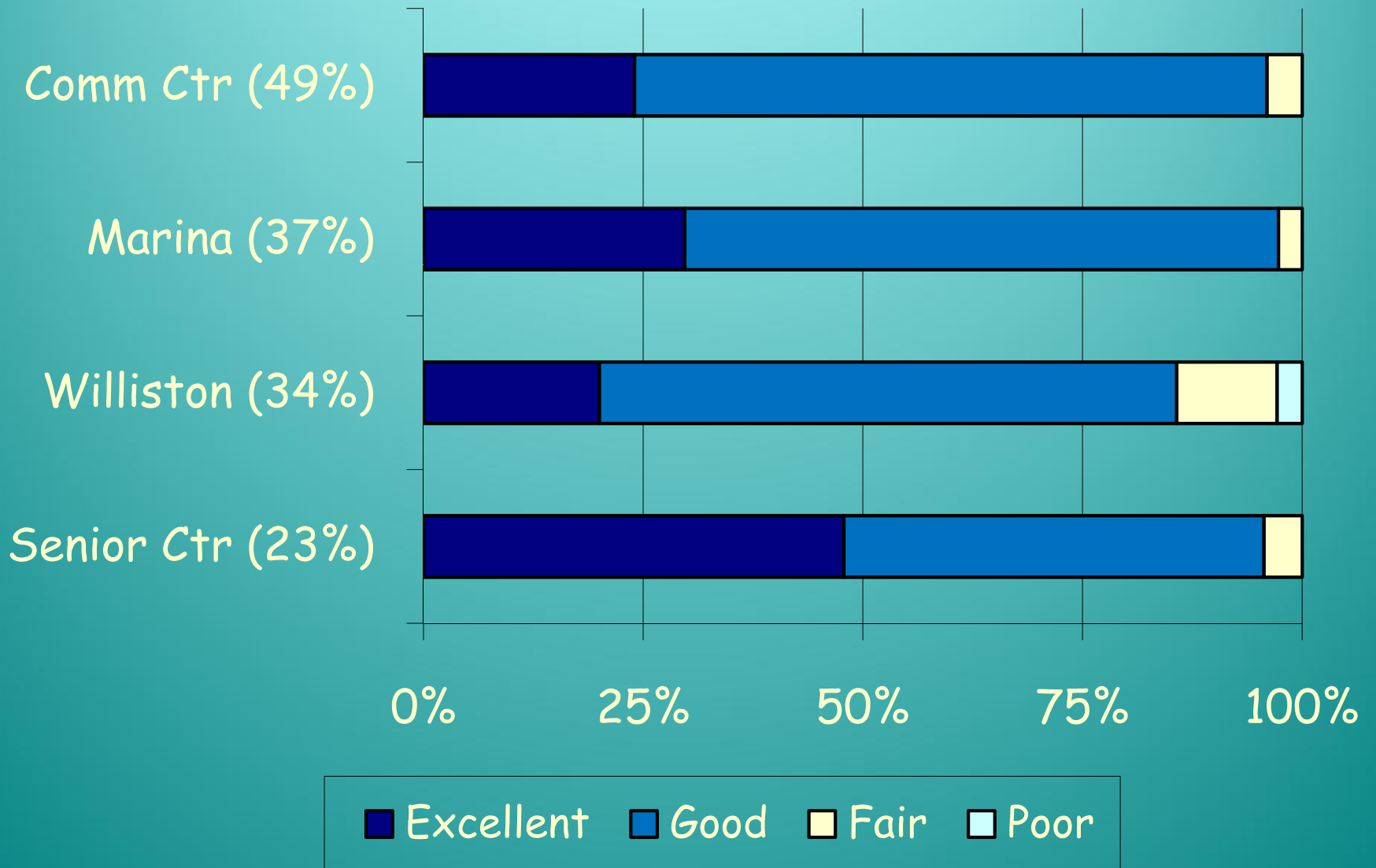


■ Excellent ■ Good ■ Fair ■ Poor

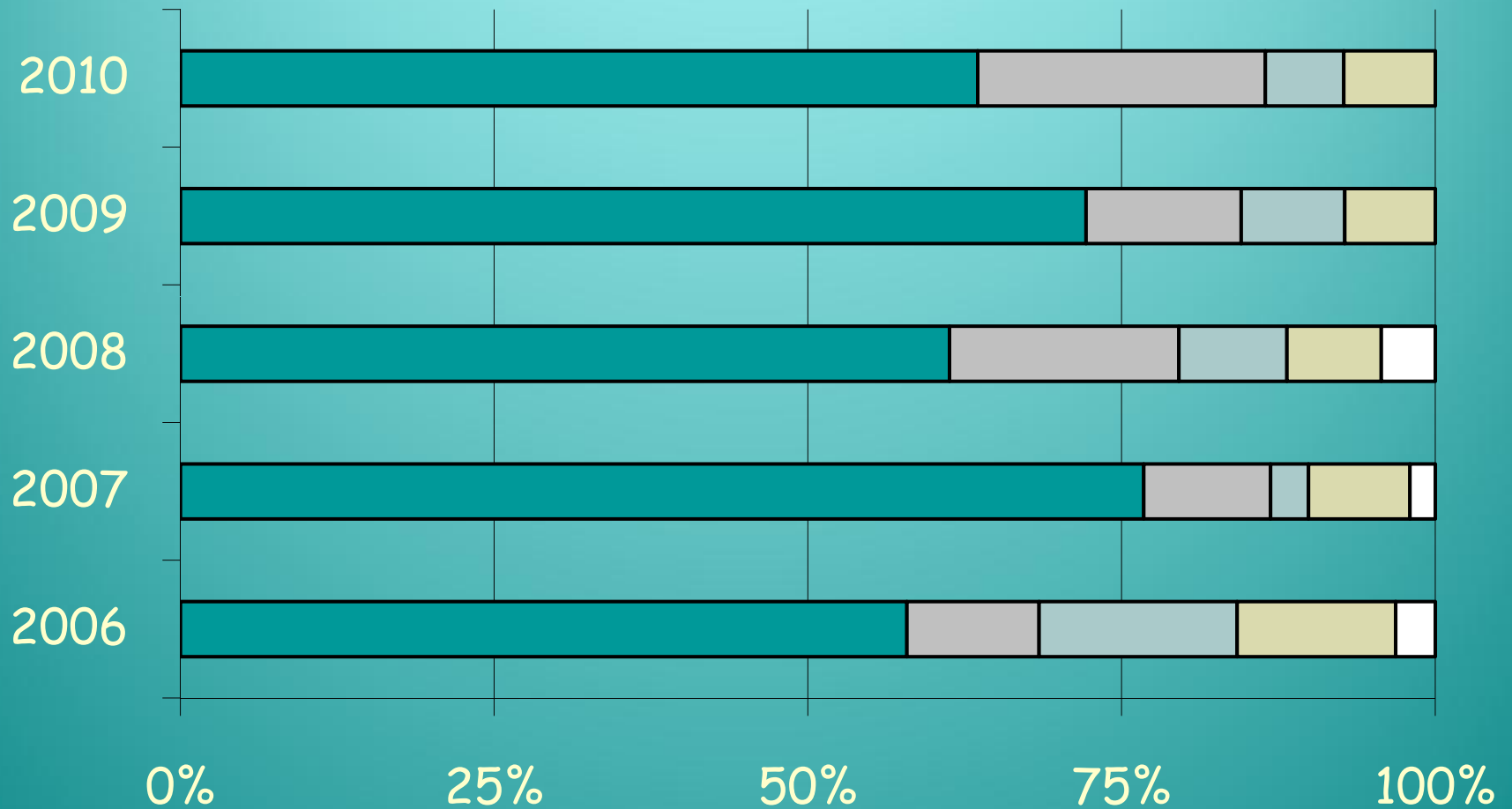
Why not use rec programs?



Recreation facilities

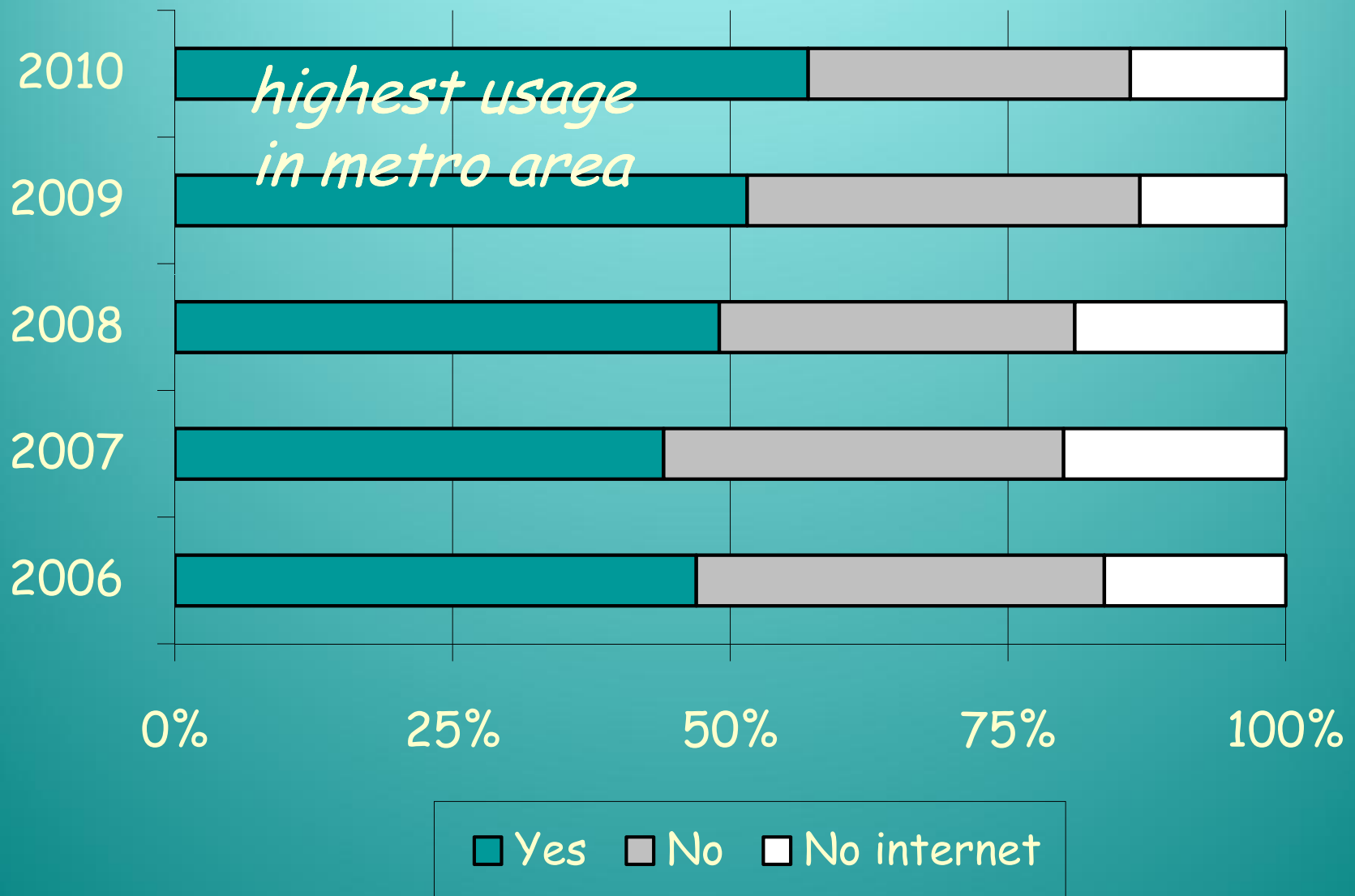


Preferred source city information



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

eminnetonka.com use



Electronic access

- 87% rate website excellent or good
- 41% use webstreaming for meetings
- 35% likely to use city social media
- 40% register online for rec programs
- 44% likely to use online utility billing

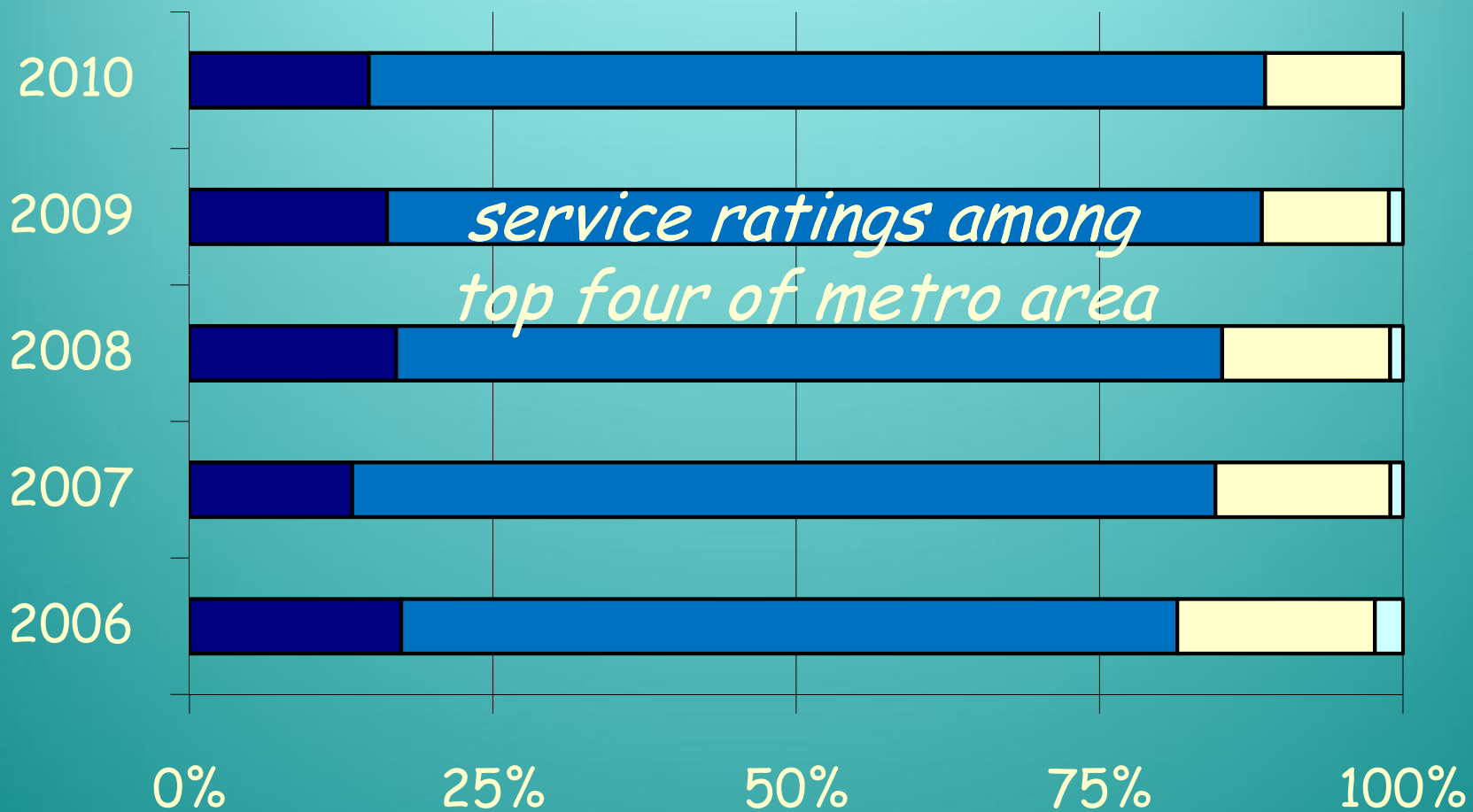
Public Services = A-

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

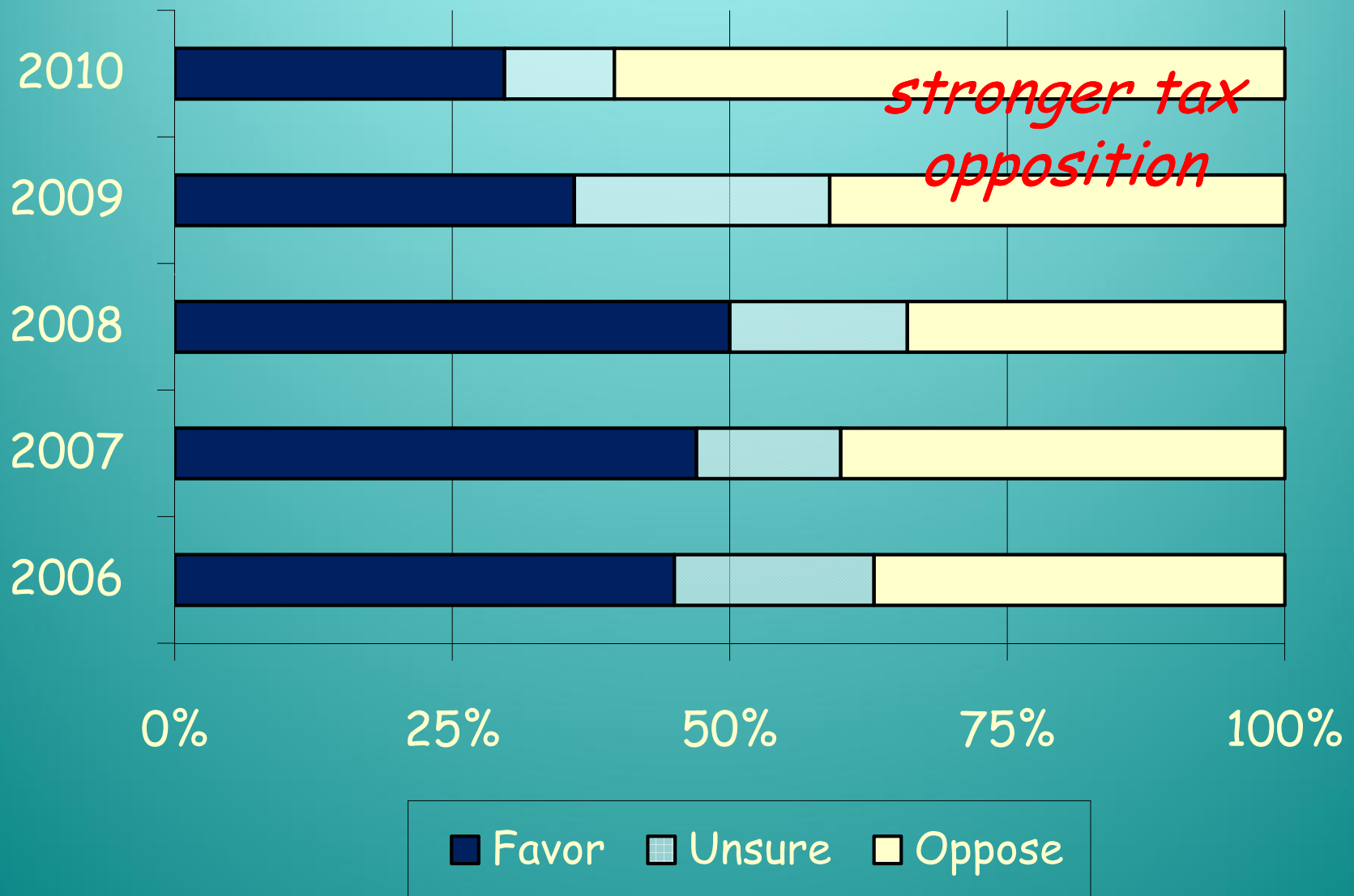


- Council = A
- Boards = A-
- Survey = A-

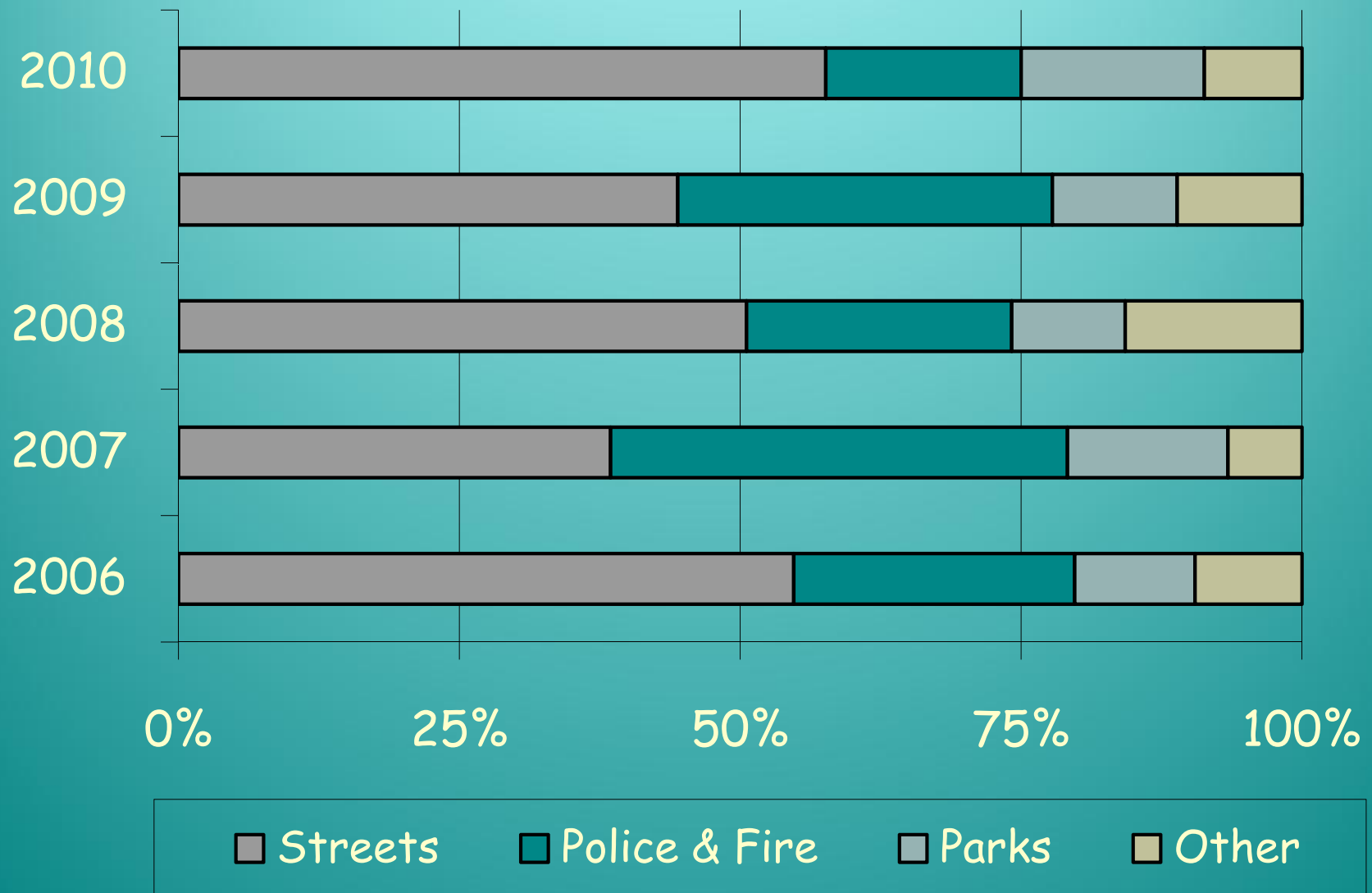
Value of services



Taxes to maintain services



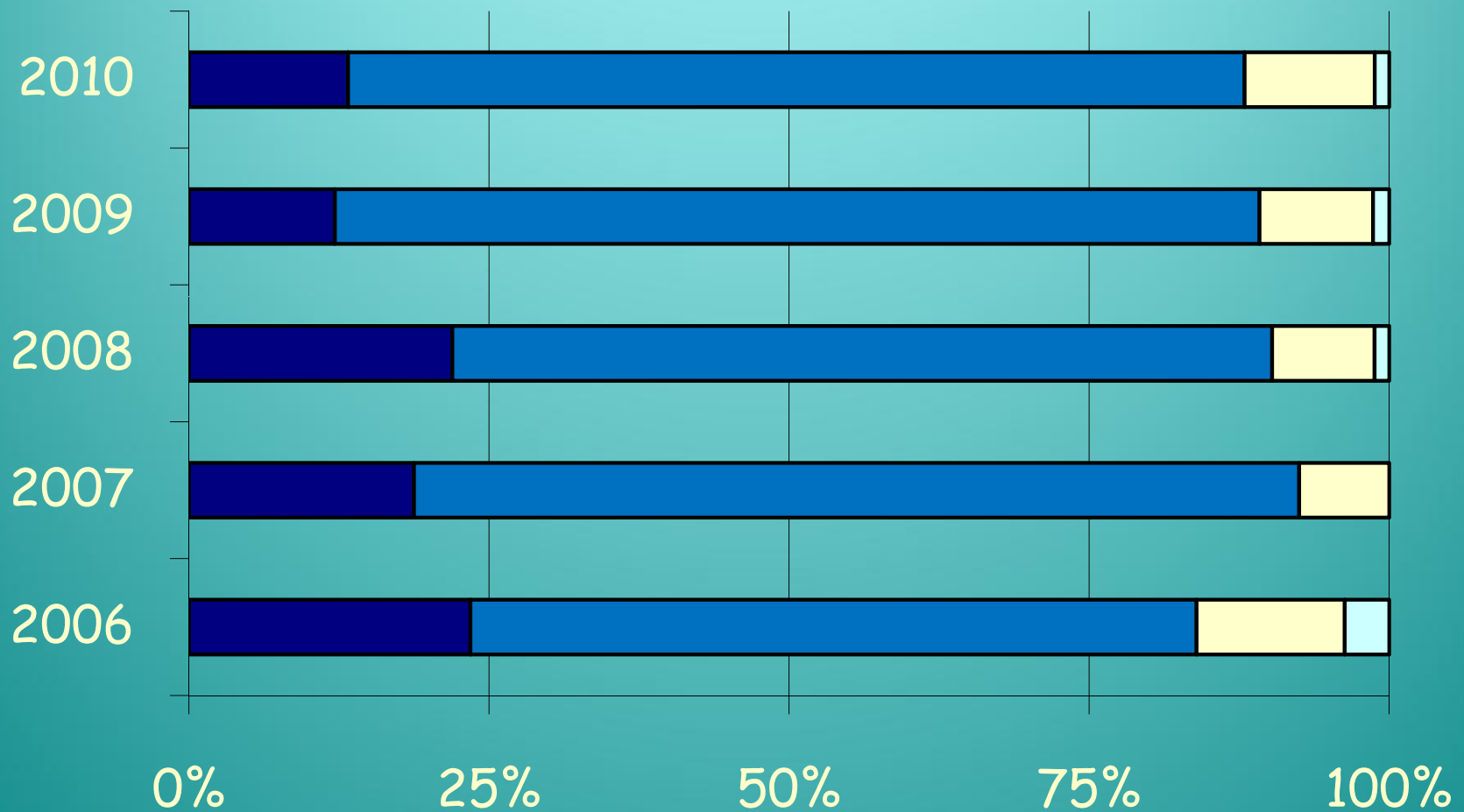
1% increase in budget



City budget repositioning

- 46% aware of actions
- 76% support steps taken
- 94% did not notice service impacts

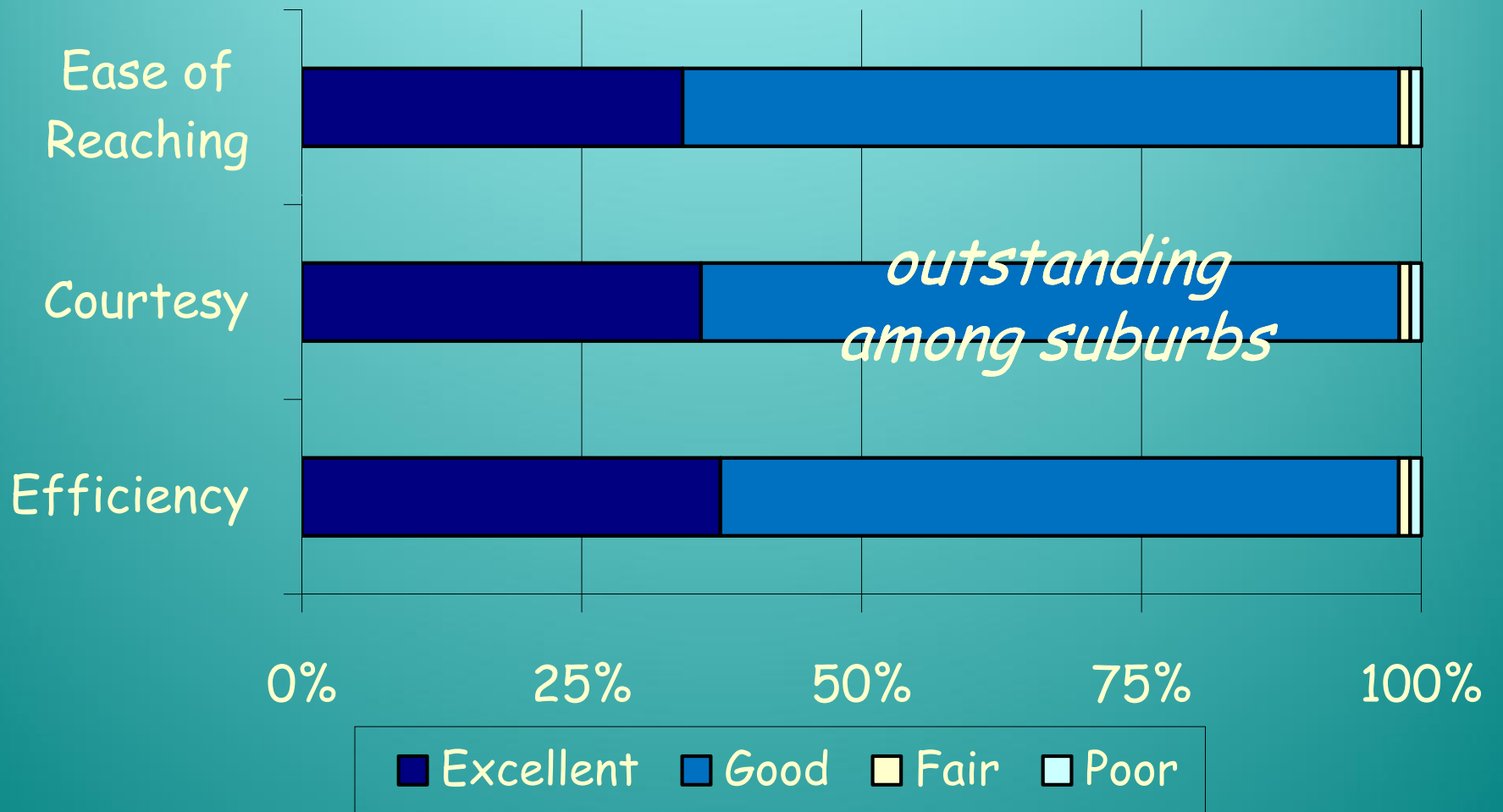
City staff performance



■ Excellent ■ Good ■ Fair ■ Poor

City staff performance

(general, rec, utility, streets & police)



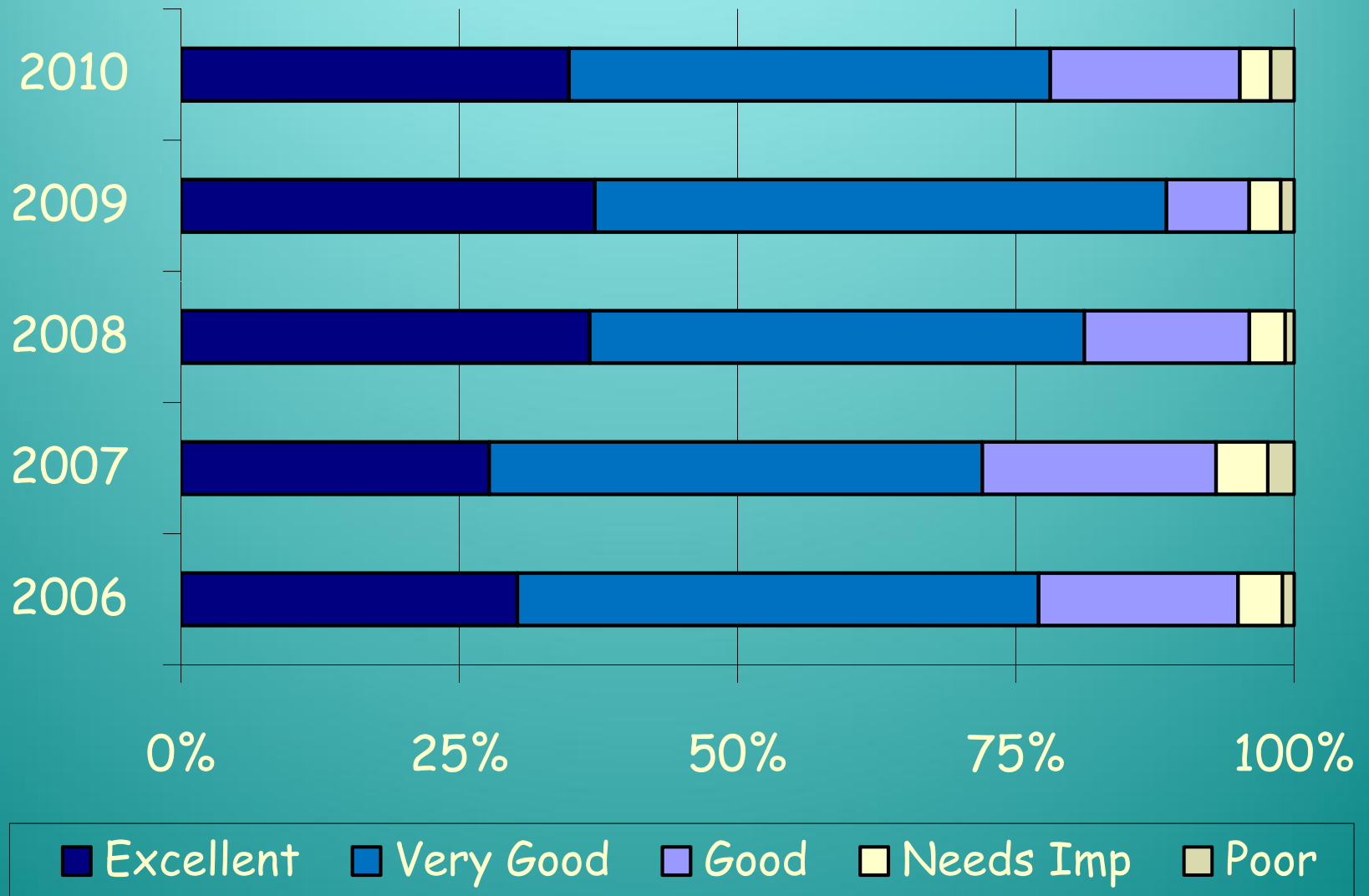
Organizational Excellence = A- (A)

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

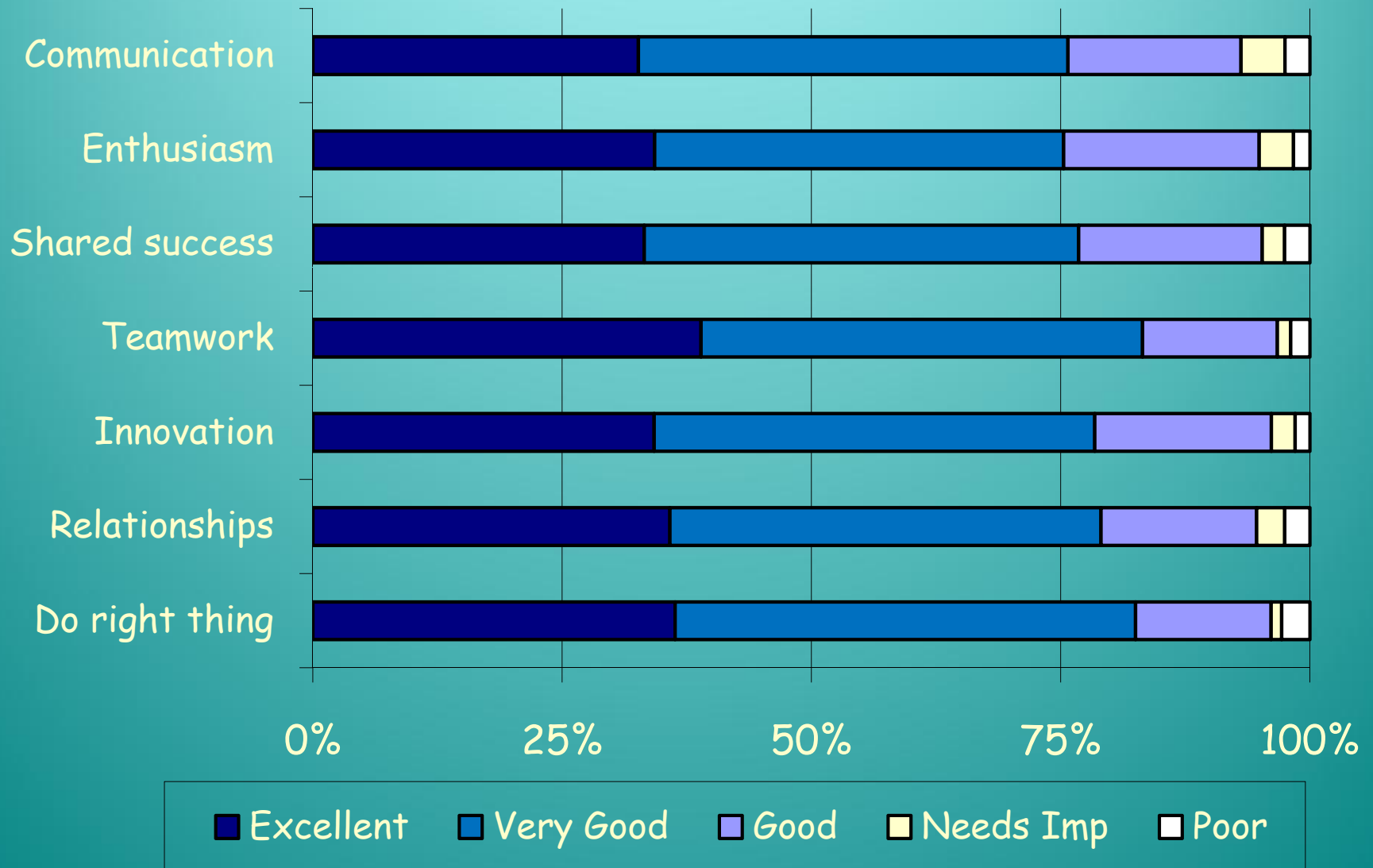


- Council = A
- Employees = A-

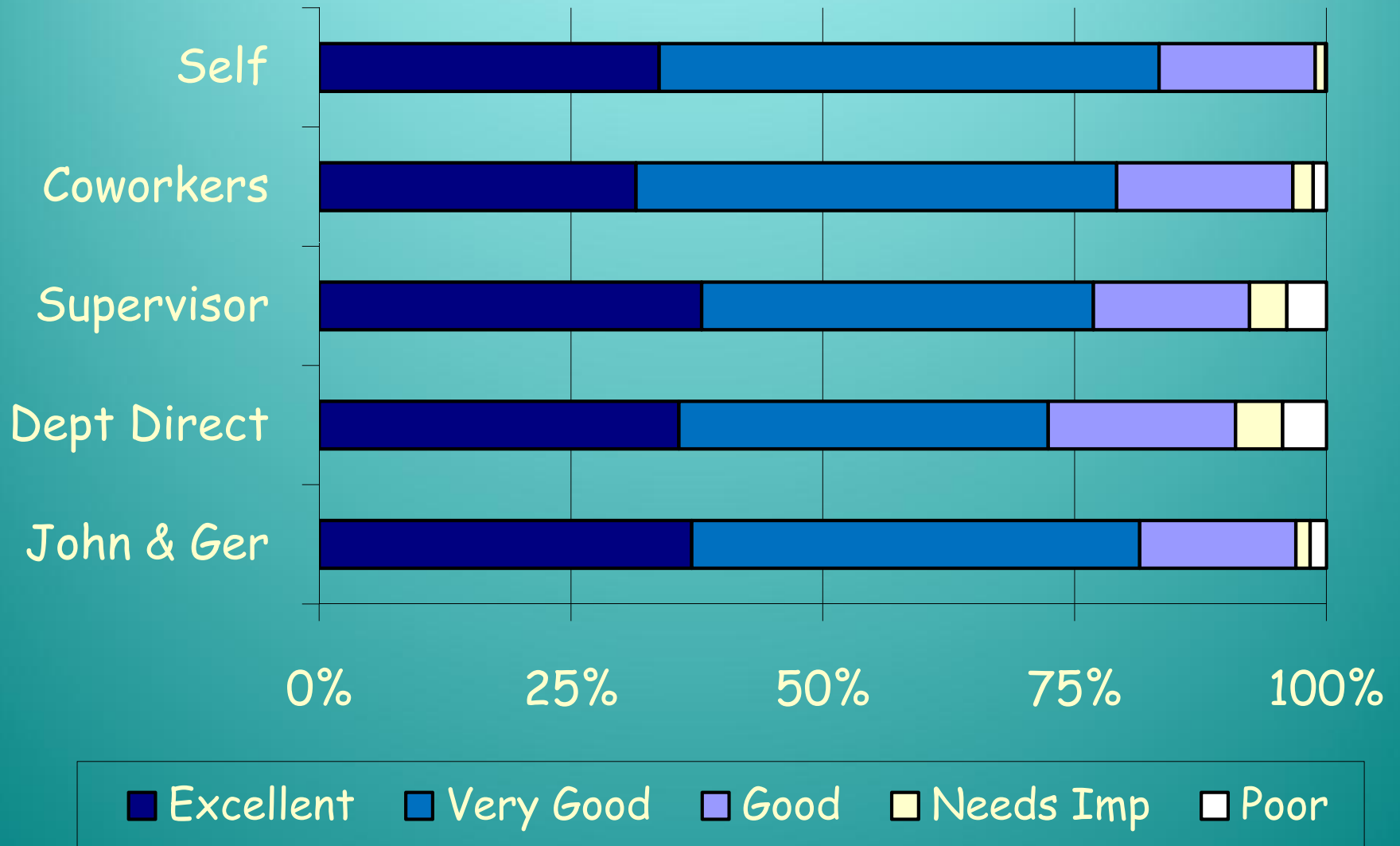
How we're doing on shared values



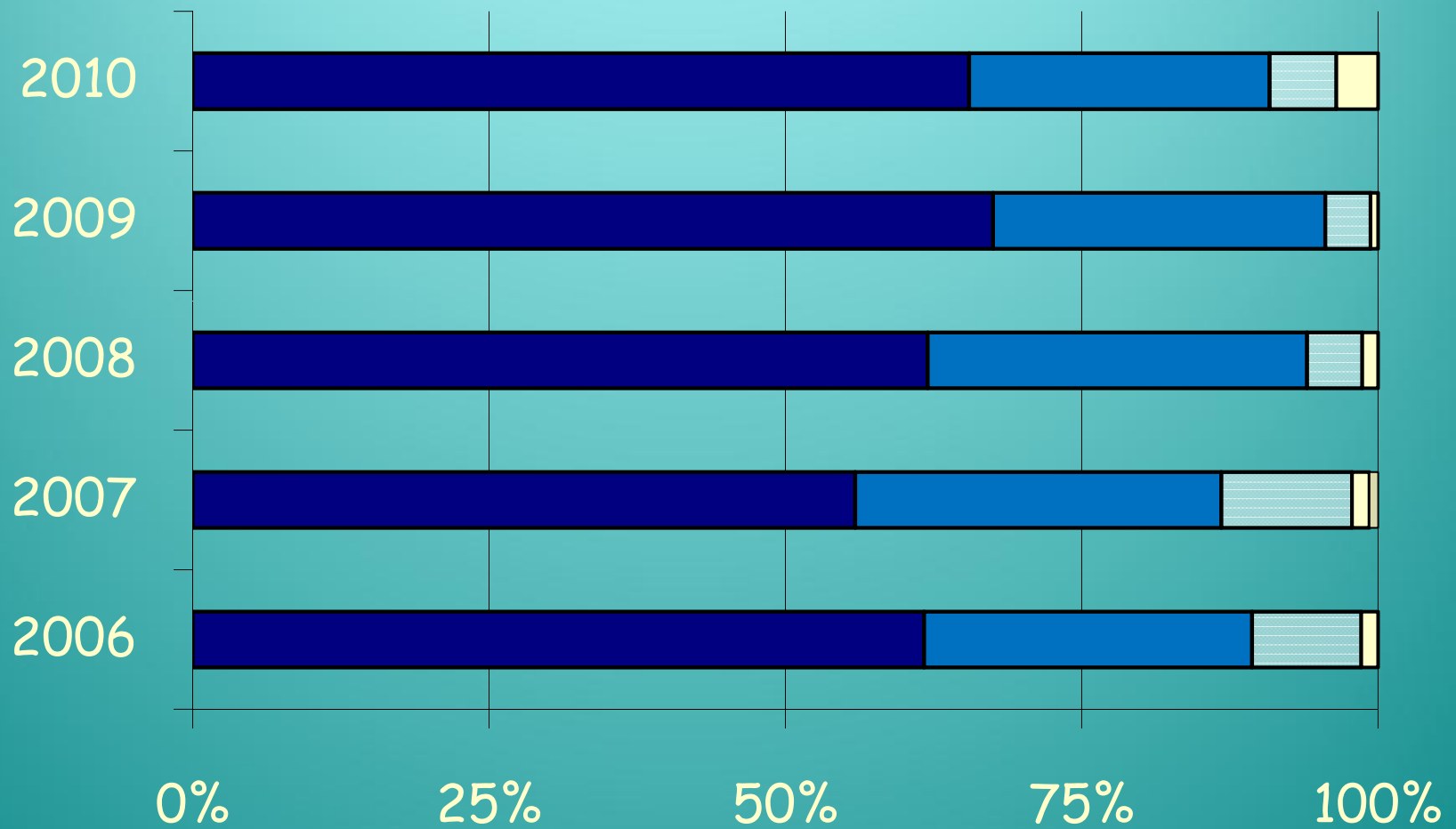
How we're doing on shared values



How we're doing on shared values



This is a great place to work

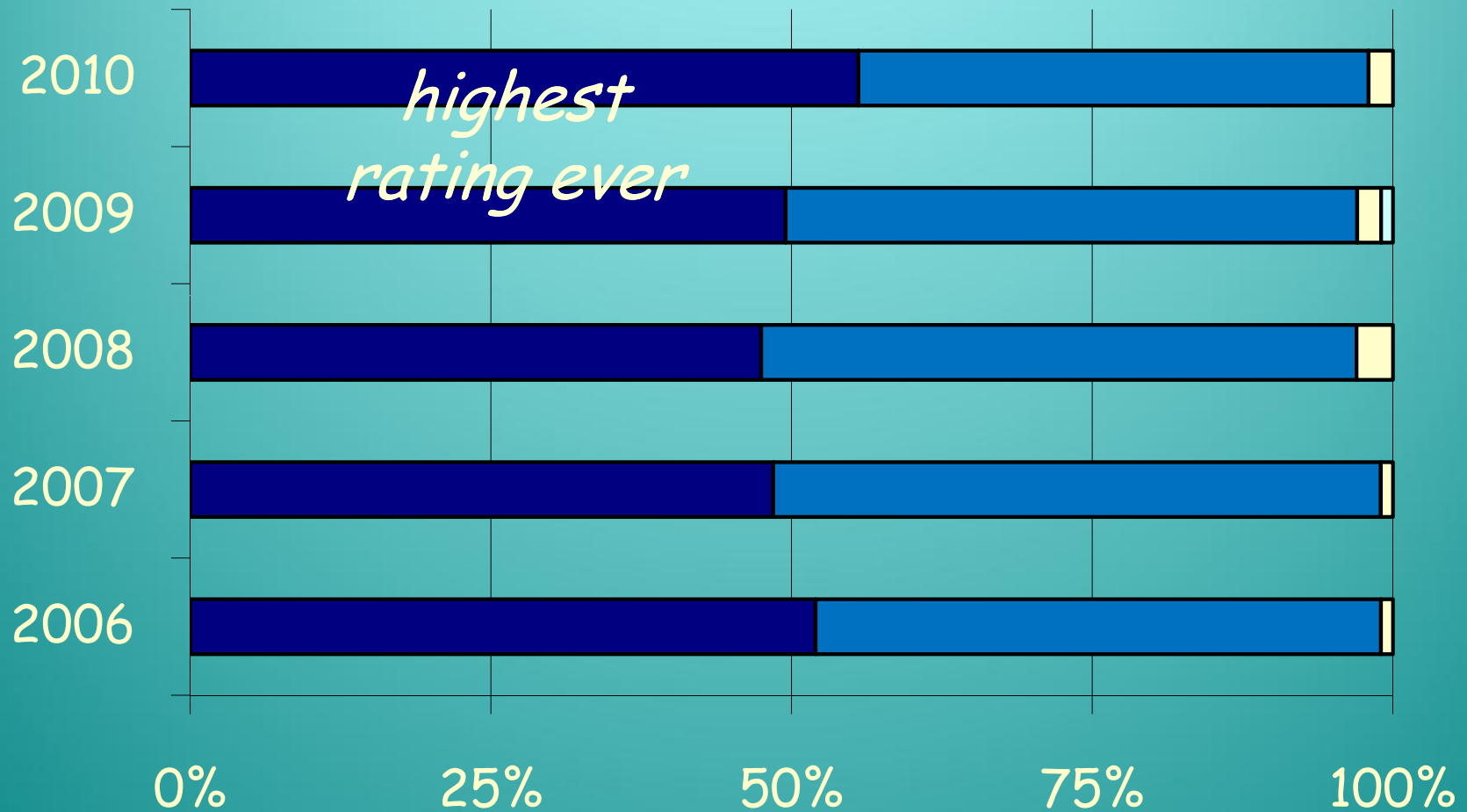


■ Strong agree ■ Agree ■ Neutral ■ Disagree ■ Strong dis

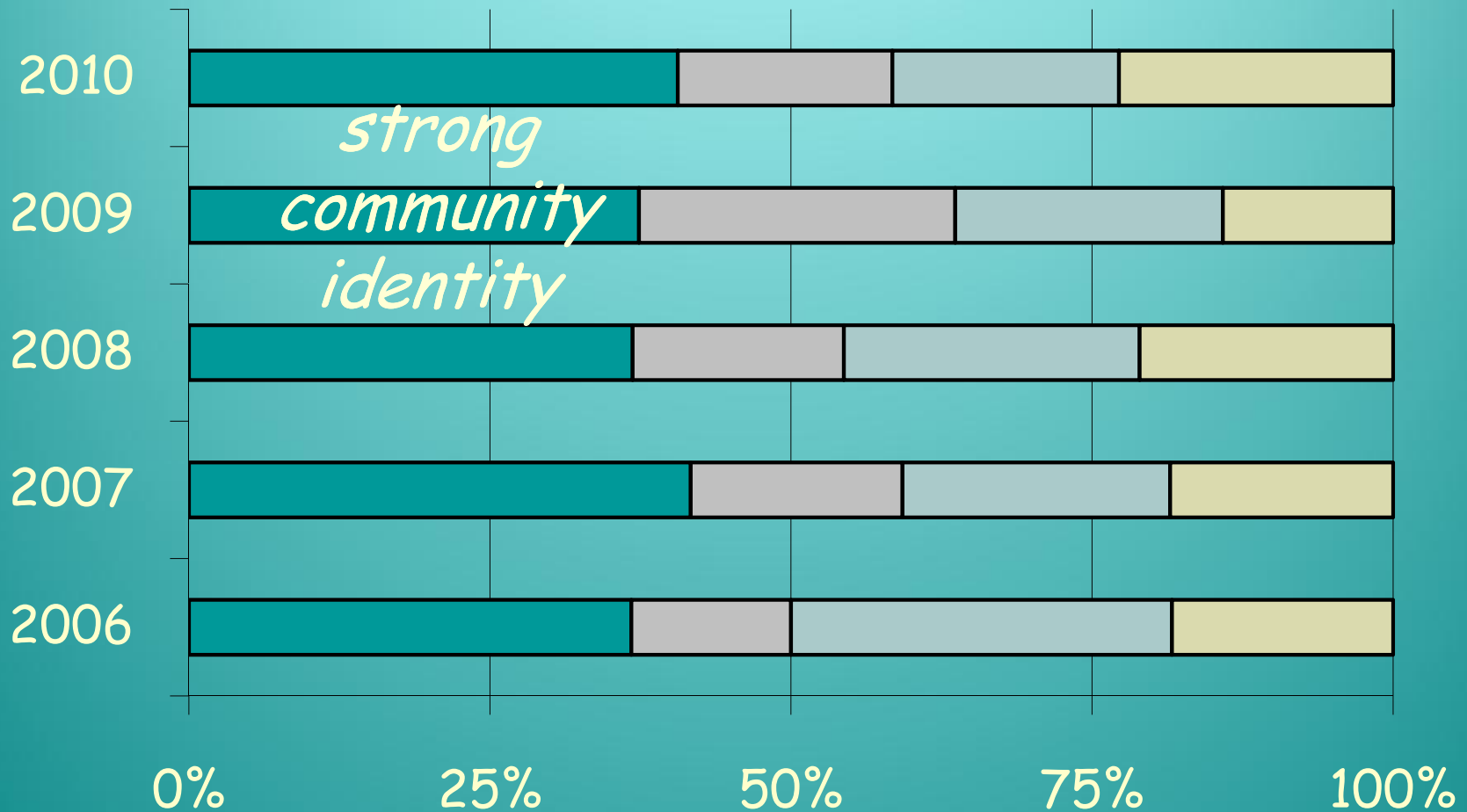
Quality of Life = A-



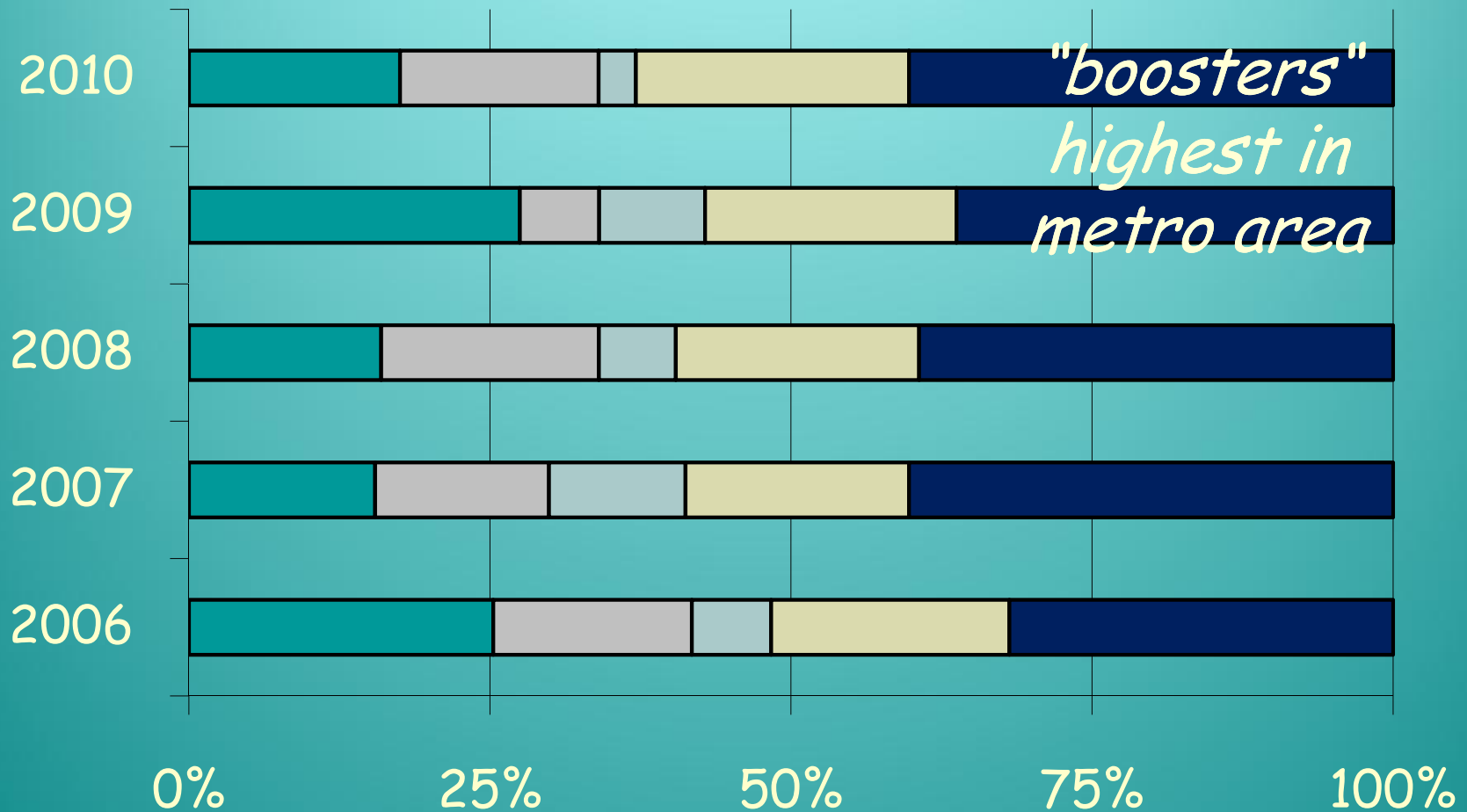
Quality of life



Like most about Minnetonka



Like least about Minnetonka



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	B+	B+	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>

exceptional services
provided by



exceptional people!