

DECISION RESOURCES  
3128 Dean Court  
Minneapolis, Minnesota 55416

City of Minnetonka  
2010 Residential Study  
FINAL FEBRUARY 2010

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..... | 1%  |
| ONE TO TWO YEARS.....   | 5%  |
| THREE TO FIVE YEARS...  | 12% |
| SIX TO TEN YEARS.....   | 21% |
| ELEVEN - TWENTY YEARS.  | 29% |
| OVER TWENTY YEARS.....  | 31% |
| DON'T KNOW/REFUSED..... | 0%  |

2. How would you rate the quality of life in Minnetonka -- excellent, good, only fair, or poor?
- |                         |     |
|-------------------------|-----|
| EXCELLENT.....          | 55% |
| GOOD.....               | 42% |
| ONLY FAIR.....          | 2%  |
| POOR.....               | 0%  |
| DON'T KNOW/REFUSED..... | 0%  |

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

HOUSING/LOTS, 2%; NEIGHBORHOOD, 6%; CLOSE TO JOB, 2%;  
CLOSE TO FAMILY AND FRIENDS, 7%; SCHOOLS, 13%; SAFE, 4%;  
OPEN SPACES, 22%; LAKE, 5%; QUIET AND PEACEFUL, 5%;  
FRIENDLY PEOPLE, 6%; CONVENIENT LOCATION, 5%; WELL-MAINTAINED, 2%;  
GOOD CITY SERVICES, 6%; PARKS AND TRAILS, 9%;  
SHOPPING, 5%; SCATTERED, 2%.

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

UNSURE, 4%; NOTHING, 39%; STREET MAINTENANCE, 12%;  
GROWTH, 3%; HIGH TAXES, 16%; NO SIDEWALKS, 5%; TRAFFIC  
CONGESTION, 2%; INCONVENIENT LOCATION, 2%; LACK OF STREET  
LIGHTS, 2%; SLOW SNOW PLOWING, 3%; LACK OF DOWNTOWN, 2%;  
LACK OF PUBLIC TRANSIT, 3%; HIGH COST OF LIVING, 3%;  
SCATTERED, 5%.

Thinking about your neighborhood....

5. Does your neighborhood have any scheduled activities for residents, such as an annual party, garage sale or other event?
- |                         |     |
|-------------------------|-----|
| YES.....                | 60% |
| NO.....                 | 40% |
| DON'T KNOW/REFUSED..... | 0%  |

IF "YES," ASK: (N=238)

6. What neighborhood activities does your neighborhood schedule?

GARAGE SALES, 19%; BLOCK PARTIES, 17%; NATIONAL NIGHT OUT, 44%; CHILDREN'S EVENTS, 3%; COFFEE SOCIALS, 3%; PICNICS/COOK-OUTS, 4%; SUMMER PARTIES, 3%; FOURTH OF JULY, 4%; POTLUCKS, 3%.

7. Would you be interested in more neighborhood activities?
- |                         |     |
|-------------------------|-----|
| YES.....                | 15% |
| NO.....                 | 83% |
| DON'T KNOW/REFUSED..... | 3%  |

IF "YES," ASK: (N=58)

8. Are there any specific neighborhood activities you would like to see? (IF "YES," ASK:) What are they?

UNSURE, 10%; GARAGE SALES, 18%; BLOCK PARTIES, 19%; NATIONAL NIGHT OUT, 10%; CHILDREN'S EVENTS, 12%; COFFEE SOCIALS, 3%; PICNICS/COOK-OUTS, 14%; SUMMER PARTIES, 3%; SINGLES EVENTS, 3%; SCATTERED, 7%.

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
9. Police services?	46%	49%	1%	1%	3%
10. Pavement repair and patching on city streets?	4%	55%	26%	14%	1%
11. Trail maintenance?	39%	50%	2%	1%	9%
12. Park maintenance?	39%	56%	1%	0%	4%
13. Community planning?	21%	64%	1%	1%	14%
14. Fire protection?	43%	51%	0%	0%	7%
15. Recycling service?	32%	63%	2%	0%	3%
16. Snow plowing?	26%	68%	4%	1%	1%

17. Domestic animal control for dogs?	11%	68%	3%	1%	18%
18. Water and sanitary sewer services?	17%	78%	1%	0%	5%
19. Recreational services and programs?	21%	63%	1%	1%	15%
20. Senior services?	16%	36%	1%	1%	48%
21. Natural resources management?	22%	69%	2%	0%	7%

IF ANY SERVICES WERE RATED EITHER "ONLY FAIR" OR "POOR,"  
ASK: (N=187)

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

FIX POTHOLES, 81%; BETTER PLOWING, 6%; ENFORCE DOG BARKING CODES, 2%; ENFORCE LEASH LAWS, 4%; MORE POLICE PATROLLING, 2%; SCATTERED, 5%.

Moving on....

23. 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.....	13%
	GOOD.....	65%
	ONLY FAIR.....	10%
	POOR.....	0%
	DON'T KNOW/REFUSED....	12%

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.

24. 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.....	16%
	STREETS.....	53%
	PARKS AND TRAILS.....	15%
	OTHER SERVICE.....	8%
	NONE OF ABOVE (VOL)....	6%
	DON'T KNOW/REFUSED....	3%
25. 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.....	30%
	OPPOSE.....	61%
	DON'T KNOW/REFUSED....	10%

In 2009, the city's budget was permanently reduced by \$2 million and six percent of city staff positions were eliminated through attrition and layoffs.

- |     |  |  |
|-----|--|--|
| 26. | Prior to this survey, were you aware of these actions?                                     | YES.....46%<br>NO.....54%<br>DON'T KNOW/REFUSED.....0%   |
| 27. | Do you support or oppose these actions? (WAIT FOR RESPONSE) Do you feel strongly that way? | STRONGLY SUPPORT.....3%<br>SUPPORT.....73%<br>OPPOSE.....10%<br>STRONGLY OPPOSE.....1%<br>DON'T KNOW/REFUSED.....14% |
| 28. | Have you noticed any differences in the city services offered in the community?            | YES.....4%<br>NO.....94%<br>DON'T KNOW/REFUSED.....2%  |

IF "YES," ASK: (N=17)

29. What differences have you noticed?

SLOWER STREET MAINTENANCE, 59%; LACK OF TRAIL MAINTENANCE, 12%; LONGER WAIT TIMES FOR INSPECTIONS, 6%; LACK OF PARK MAINTENANCE, 12%; SLOW PLOWING, 6%; LESS POLICE PATROLLING, 6%.

The City is considering shifting from quarterly to monthly billing for its water and sewer services.

- |     |  |  |
|-----|--|--|
| 30. | Do you favor or oppose the city making this shift in billing? (WAIT FOR RESPONSE) Do you feel strongly that way? | STRONGLY FAVOR.....1%<br>FAVOR.....43%<br>OPPOSE.....32%<br>STRONGLY OPPOSE.....8%<br>DON'T KNOW/REFUSED.....17% |
|-----|--|--|

The City is also considering offering the option of online billing and payment for water and sewer services.

- |     |  |  |
|-----|--|--|
| 31. | How likely would you be to use on-line bill payment for water and sewer services -- very likely, somewhat likely, not too likely or not at all likely? | VERY LIKELY.....20%<br>SOMEWHAT LIKELY.....27%<br>NOT TOO LIKELY.....17%<br>NOT AT ALL LIKELY.....31%<br>DON'T KNOW/REFUSED.....6% |
|-----|--|--|

Moving on....

32. During the past three years, have you called 9-1-1? YES.....13%  
 NO.....86%  
 DON'T KNOW/REFUSED.....1%

IF "YES," ASK: (N=53)

33. What was the reason for your most recent call to 9-1-1?  
 REFUSED, 2%; MEDICAL EMERGENCY, 51%; FIRE, 6%;  
 DISTURBANCE, 15%; ANIMAL CONTROL, 6%; STOP LIGHTS  
 OUT, 2%; ACCIDENT, 9%; CRIME, 9%.

34. Were you satisfied or dissatisfied with the response you received? SATISFIED.....93%  
 DISSATISFIED.....8%  
 DON'T KNOW/REFUSED.....0%

35. During the past year, have you had any personal contact with any employee of the Minnetonka Police Department? YES.....17%  
 NO.....83%  
 DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=68)

36. Was the situation one involving traffic violations, a traffic accident, investigation of a crime, emergency medical services, general questions, or something else? TRAFFIC VIOLATIONS....19%  
 TRAFFIC ACCIDENT.....6%  
 INVESTIGATION CRIME...15%  
 EMERGENCY MEDICAL....32%  
 GENERAL QUESTIONS.....25%  
 DON'T KNOW/REFUSED.....3%

37. Would you say the way the police employee handled the situation was excellent, good, only fair, or poor? EXCELLENT.....35%  
 GOOD.....56%  
 ONLY FAIR.....4%  
 POOR.....3%  
 DON'T KNOW/REFUSED.....2%

38. Are there areas in Minnetonka where you do not feel safe? YES.....6%  
 NO.....94%  
 DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=23)

39. In which areas do you not feel safe?  
 ALONG BORDER OF HOPKINS, 4%; TRAILS, 48%; SHOPPING  
 PARKING LOTS, 30%; PARKS, 9%; WALKING ON STREETS, 9%.

40. What makes you feel unsafe?

LOITERING KIDS, 35%; NO LIGHTS, 30%; NO SIDEWALKS, 9%; TALL GRASS, 4%; NO PHONES, 4%; CRIME, 13%; SCATTERED, 4%.

41. What would make you feel more safe?

UNSURE, 13%; MORE POLICE PATROLLING, 52%; MORE LIGHTS, 17%; SIDEWALKS, 9%; BETTER MAINTENANCE, 4%; EMERGENCY PHONES, 4%.

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

42. 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?.....	7%
Speeding and other traffic violations?.....	17%
Drugs?.....	2%
Underage drinking?.....	5%
Juvenile crimes?.....	10%
Identity theft?.....	2%
Domestic abuse?.....	0%
Something else?.....	1%
None are serious (VOL).....	54%
Don't Know/Refused.....	1%

IF A CONCERN IS GIVEN, ASK: (N=181)

43. Have you ever personally con-	YES.....	43%
tacted the police about your	NO.....	58%
concern?	DON'T KNOW/REFUSED.....	0%

Looking ten years into the future....

44. What do you think will be the greatest public safety concern facing the community?

UNSURE, 23%; NOTHING, 6%; JUVENILE CRIMES, 14%; BURGLARY, 10%; DISTRACTED DRIVING, 6%; TRAFFIC SPEEDING, 6%; IDENTITY THEFT, 4%; GANGS, 3%; TRAFFIC CONGESTION, 5%; DRUGS, 8%; PERSONAL SAFETY, 7%; TOO MUCH GROWTH, 2%; RISING CRIME, 2%; SCATTERED, 5%.

45. Do you feel speeding on Minnetonka residential streets is an issue of concern? YES.....52%  
 NO.....48%  
 DON'T KNOW/REFUSED.....1%

IF "YES," ASK: (N=206)

46. How serious of a concern is it -- very serious, somewhat serious, not too serious, or not at all serious? VERY SERIOUS.....27%  
 SOMEWHAT SERIOUS.....72%  
 NOT TOO SERIOUS.....1%  
 NOT AT ALL SERIOUS.....0%  
 DON'T KNOW/REFUSED.....0%

47. During the past year, do you think speeding on residential streets has gotten better, gotten worse, or stayed about the same? GOTTEN BETTER.....1%  
 GOTTEN WORSE.....23%  
 STAYED ABOUT THE SAME.75%  
 DON'T KNOW/REFUSED.....1%

Based on citizen concerns about speeding on local streets, the police department has increased traffic enforcement in recent years.

48. Have you noticed an increased Minnetonka police presence for traffic enforcement? YES.....41%  
 NO.....59%  
 DON'T KNOW/REFUSED.....1%

IF "YES," ASK: (N=162)

49. Do you think this increased police presence for traffic enforcement is about right, too much or too little? ABOUT RIGHT.....79%  
 TOO MUCH.....4%  
 TOO LITTLE.....17%  
 DON'T KNOW/REFUSED.....1%

50. Have you heard of the City's "Ready Minnetonka" program? YES.....39%  
 NO.....60%  
 DON'T KNOW/REFUSED.....2%

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.

51. 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.....17%  
 SOMEWHAT PREPARED.....54%  
 NOT TOO PREPARED.....19%  
 NOT AT ALL PREPARED....8%  
 DON'T KNOW/REFUSED.....2%

IF "NOT TOO PREPARED" OR "NOT AT ALL PREPARED," ASK: (N=108)

52. Why don't you feel prepared -- is it lack of time, lack of information or are you not concerned about it?

LACK OF TIME.....	2%
LACK OF INFORMATION...	35%
NOT CONCERNED.....	59%
SOMETHING ELSE.....	2%
DON'T KNOW/REFUSED.....	2%

Moving on....

53. In general, do you think the City is doing too much, too little, or about the right amount in protecting the environment?

TOO MUCH.....	2%
TOO LITTLE.....	12%
ABOUT RIGHT AMOUNT....	81%
DON'T KNOW/REFUSED.....	5%

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
54. Wetlands, ponds and streams?	25%	61%	11%	0%	3%
55. Forested areas?	28%	63%	7%	0%	3%

56. How would you rate the overall quality of the natural environment in Minnetonka -- excellent, good, only fair, or poor?

EXCELLENT.....	20%
GOOD.....	69%
ONLY FAIR.....	9%
POOR.....	0%
DON'T KNOW/REFUSED.....	2%

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

EXCELLENT.....	16%
GOOD.....	66%
ONLY FAIR.....	16%
POOR.....	0%
DON'T KNOW/REFUSED.....	3%

The city provides information about protecting our lakes, creeks and wetlands in the Minnetonka Memo, on the city's website and city-sponsored events.

58. Have you seen any of this information?

YES.....	71%
NO.....	28%
DON'T KNOW/REFUSED.....	1%

IF "YES," ASK: (N=284)

59. How helpful was this information to you -- very helpful, somewhat helpful, not too helpful, or not at all helpful?
 

VERY HELPFUL.....	28%
SOMEWHAT HELPFUL.....	63%
NOT TOO HELPFUL.....	7%
NOT AT ALL HELPFUL.....	0%
DON'T KNOW/REFUSED.....	2%

60. Have you done anything during the past year to reduce runoff and pollutants from entering lakes and wetlands through the storm sewer system? (IF "YES," ASK:) What would that be?

ALREADY GREEN HOUSEHOLD, 2%; NO, 68%; SAFER PRODUCTS ON LAWNS, 12%; GREENER HOUSEHOLD CHEMICALS, 8%; RECYCLE, 3%; NO PHOSPHORUS, 2%; SWEEP LAWN CLIPPINGS/LEAVES, 4%; SCATTERED, 2%.

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

61. 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.....	14%
SOMEWHAT SUCCESSFUL...	56%
NEITHER SUC/UNSUC.....	14%
SOMEWHAT UNSUCCESSFUL..	3%
VERY UNSUCCESSFUL.....	0%
DON'T KNOW/REFUSED.....	14%

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

YES.....	77%
NO.....	7%
DON'T KNOW/REFUSED....	17%

IF "NO," ASK: (N=27)

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

LISTEN TO RESIDENTS, 56%; MORE OPPORTUNITIES FOR RESIDENTS TO GIVE INPUT, 19%; LET RESIDENTS VOTE, 22%; SCATTERED, 4%.

For each of the following, please tell me if it is a major problem in Minnetonka, a minor problem, or not a problem at all.

	MAJ	MIN	NOT	DKR
64. Maintenance and upkeep of residential homes?	1%	27%	72%	0%
65. Maintenance and upkeep of residents yards?	2%	27%	72%	0%
66. Eyesores on residential properties, such as external storage of personal property?	2%	28%	70%	0%
67. Maintenance and upkeep of business properties?	1%	18%	80%	1%
68. Noise?	4%	25%	71%	0%

IF NOISE IS A MAJOR PROBLEM, ASK: (N=16)

69. What is the main cause of the noise problem?

LOUD MUSIC, 44%; HELICOPTERS, 6%; DOGS BARKING, 25%; TRAFFIC, 19%; CHILDREN, 6%.

IF ANY ARE A MAJOR PROBLEM IN #64-68, ASK: (N=29)

70. Did you report the problem(s) to the city?	YES.....	48%
	NO.....	52%
	DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (N=14)

71. Were you satisfied or dissatisfied with the response you received?	SATISFIED.....	64%
	DISSATISFIED.....	36%
	DON'T KNOW/REFUSED.....	0%
72. In the last year, have you had an outdoor recreational fire on your property?	YES.....	35%
	NO.....	65%
	DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (N=139)

During the spring, summer and fall....

73. Weather permitting, how often do you have an outdoor recreational fire -- weekly, a couple times a month, monthly or less often?	WEEKLY.....	14%
	COUPLE TIMES A MONTH..	28%
	MONTHLY.....	23%
	LESS OFTEN.....	35%
	DON'T KNOW/REFUSED.....	0%

Some argue outdoor recreational fires can cause problems for people with respiratory conditions, like asthma, and should be subject to restrictions from the City. Others argue those restrictions would infringe on private property rights.

- 74. Would you support or oppose the city prohibiting outdoor recreational fires? (WAIT FOR RESPONSE) Do you feel strongly that way?
  - STRONGLY SUPPORT.....1%
  - SUPPORT.....20%
  - OPPOSE.....62%
  - STRONGLY OPPOSE.....9%
  - DON'T KNOW/REFUSED.....8%
  
- 75. Would you support or oppose the city restricting the time and frequency of outdoor recreational fires? (WAIT FOR RESPONSE) Do you feel strongly that way?
  - STRONGLY SUPPORT.....3%
  - SUPPORT.....42%
  - OPPOSE.....44%
  - STRONGLY OPPOSE.....4%
  - DON'T KNOW/REFUSED.....7%

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
76. Minnetonka Senior Center?	77%	11%	11%	1%	0%	1%
77. The Williston Fitness Center?	66%	7%	23%	4%	1%	0%
78. Minnetonka Community Center?	51%	12%	36%	2%	0%	0%
79. Gray's Bay Marina?	63%	11%	25%	1%	0%	1%
80. Trails?	28%	33%	37%	2%	0%	1%

IF RESPONDENT USES TRAILS, ASK: (N=286)

- 81. Do you use trails primarily for recreational purposes or to go to a specific destination?
  - RECREATIONAL.....87%
  - SPECIFIC DESTINATION...1%
  - BOTH (VOL.).....11%
  - DON'T KNOW/REFUSED.....0%
  
- 82. During the past year, have you or members of your household used any of the Hopkins-Minnetonka Recreational programs or offerings?
  - YES.....40%
  - NO.....58%
  - DON'T KNOW/REFUSED.....2%

IF "YES," ASK: (N=160)

83. Were you generally satisfied or dissatisfied with this program or offering? SATISFIED.....96%  
 DISSATISFIED.....2%  
 MIXED (VOL).....2%  
 DON'T KNOW/REFUSED.....0%

IF "NO" IN QUESTION 82, ASK: (N=230)

84. Could you tell me why you have not used recreational programs or offerings?

REFUSED, 1%; NOT AWARE, 3%; TOO OLD/ILLNESS, 10%; NO INTEREST, 42%; PREFER TO GO ELSEWHERE, 6%; NO TIME, 30%; NO NEED, 8%.

I would like to read you a short list of events offered by the City of Minnetonka. For each one, tell me first if you are aware of it. For those you have heard of, tell me if you have participated in it....

	NOT AWA	YES PAR	YES NOT	DK/REF
85. Kids Fest?	25%	27%	48%	0%
86. Burwell House Ice Cream Social?	16%	40%	44%	0%
87. Summer Festival?	10%	56%	35%	0%
88. Farmers Market at the civic center campus?	10%	61%	29%	0%
89. City and Fire Department Open Houses?	15%	26%	59%	1%

90. Are there other city-wide activities you would like to see offered? (IF "YES," ASK:) What would those be?

NO, 96%; YOUTH EVENTS, 2%; SCATTERED, 2%.

91. Have you used public transit in Minnetonka during the past two years? YES.....15%  
 NO.....85%  
 DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=61)

92. How important are the benches at public transit stops to you -- very important, somewhat important, not too important or not at all important? VERY IMPORTANT.....36%  
 SOMEWHAT IMPORTANT....38%  
 NOT TOO IMPORTANT.....15%  
 NOT AT ALL IMPORTANT..12%  
 DON'T KNOW/REFUSED.....0%

Changing topics....

93.	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.....30% VERY LITTLE.....40% NONE AT ALL.....27% DON'T KNOW/REFUSED.....1%
94.	From what you know, how would you rate the job performance of the Minnetonka City Staff -- excellent, good, only fair, or poor?	EXCELLENT.....11% GOOD.....62% ONLY FAIR.....9% POOR.....1% DON'T KNOW/REFUSED.....18%
95.	During the past year, have you visited or contacted Minnetonka City Hall in person, or on the telephone?	YES.....38% NO.....62% DON'T KNOW/REFUSED.....0%

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

96.	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.....9% FIRE DEPARTMENT.....0% WATER AND SEWER.....9% ASSESSOR'S OFFICE.....7% PLANNING.....7% PARK MAINTENANCE.....1% STREET MAINTENANCE.....7% NATURAL RESOURCES.....5% BUILDING INSPECTIONS...8% ENGINEERING.....1% RECYCLING.....10% RECREATION SERVICES...9% GENERAL INFORMATION...20% SENIOR CENTER.....5% ADMIN/CITY COUNCIL.....3% 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
97.					
Ease of reaching a City Staff member who could help you?	34%	64%	1%	1%	1%
98.					
Courtesy of the City Staff?	36%	63%	1%	1%	0%

99. Efficiency of the City Staff? 37% 60% 1% 1% 1%

Moving on....

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

MINNETONKA MEMO, 66%; LOCAL NEWSPAPERS, 9%; WORD OF MOUTH, 5%; WEBSITE, 14%; SENIOR SCRIPT, 2%; CABLE TELEVISION, 2%; SCATTERED, 3%.

101. 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, 61%; LOCAL NEWSPAPERS, 7%; WORD OF MOUTH, 3%; MAILINGS, 6%; WEBSITE, 9%; E-MAIL, 13%; SCATTERED, 2%.

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

102. Do you receive this newsletter? YES.....98%  
NO.....2%  
DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=392)

103. How would you evaluate its content and format -- excellent, good, only fair, or poor? EXCELLENT.....22%  
GOOD.....70%  
ONLY FAIR.....7%  
POOR.....0%  
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.

104. Do you recall receiving this brochure? YES.....86%  
NO.....14%  
DON'T KNOW/REFUSED.....1%

IF "YES," ASK: (N=343)

105. How would you evaluate its usefulness -- excellent, good, only fair, or poor?	EXCELLENT.....15% GOOD.....63% ONLY FAIR.....18% POOR.....0% DON'T KNOW/REFUSED.....5%
106. Do you have access to the Internet?	YES.....86% NO.....15% DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=342)

107. Have you or any member of your household accessed the City of Minnetonka's website, <a href="http://eminnetonka.com">eminnetonka.com</a> , for information about city services, news, and events?	YES.....66% NO.....34% DON'T KNOW/REFUSED.....0%
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IF "YES," ASK: (N=224)

108. How would you evaluate the content of the City's website -- excellent, good, only fair, or poor?	EXCELLENT.....11% GOOD.....76% ONLY FAIR.....13% POOR.....0% DON'T KNOW/REFUSED.....0%
109. How would you rate the ease of navigating the site and finding the information you sought -- excellent, good, only fair, or poor?	EXCELLENT.....5% GOOD.....76% ONLY FAIR.....18% POOR.....1% DON'T KNOW/REFUSED.....0%

The city webstreams its City Council and other public meetings on its website. Meetings are archived and can also be viewed anytime after their original airing.

110. Have you ever viewed meetings from the city's website?	YES.....41% NO.....58% DON'T KNOW/REFUSED.....1%
111. Have you or a household member used the website to register for City recreation programs?	YES.....39% NO.....60% DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=88)

112. Did you find the registration process clear and easy to use?	YES.....	96%
	NO.....	3%
	DON'T KNOW/REFUSED.....	0%

The city has introduced the use of social media, such as Twitter, RSS feeds, an e-newsletter and an on-line citizen request program, as an additional method of communicating with residents....

113. How likely are you to use social media to keep informed about city activities or contact city staff -- very likely, somewhat likely, not too likely or not at all likely?	VERY LIKELY.....	4%
	SOMEWHAT LIKELY.....	31%
	NOT TOO LIKELY.....	29%
	NOT AT ALL LIKELY.....	34%
	DON'T KNOW/REFUSED.....	3%

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....

114. First, persons 65 or over?	0.....	77%
	1.....	11%
	2 OR MORE.....	12%

115. Adults under 65?	0.....	16%
	1.....	16%
	2.....	62%
	3 OR MORE.....	6%

116. School-aged or pre-school children?	0.....	65%
	1.....	13%
	2.....	17%
	3 OR MORE.....	6%

117. Do you own or rent your present residence?	OWN.....	78%
	RENT.....	22%
	REFUSED.....	0%

IF "OWN," ASK: (N=310)

118. 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.....2%
	\$150,000-\$200,000.....9%
	\$200,000-\$250,000.....23%
	\$250,000-\$400,000.....45%
	OVER \$400,000.....19%
	DON'T KNOW.....1%
	REFUSED.....2%
119. What is your age, please?	18-24.....3%
	25-34.....13%
	35-44.....21%
	45-54.....23%
	55-64.....22%
	65 AND OVER.....18%
120. Gender	MALE.....49%
	FEMALE.....51%
121. Ward	WARD ONE.....24%
	WARD TWO.....25%
	WARD THREE.....26%
	WARD FOUR.....25%