

THE MORRIS LEATHERMAN COMPANY
3128 Dean Court
Minneapolis, Minnesota 55416

City of Minnetonka
2023 Residential Study
FINAL MARCH 2024

Hello, I'm _____ of the Morris Leatherman Company, 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. City representatives and staff need your opinions and suggestions about city's future and current city services and offerings. 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.....7% |
| | ONE TO TWO YEARS.....11% |
| | THREE TO FIVE YEARS...15% |
| | SIX TO TEN YEARS.....19% |
| | ELEVEN - TWENTY YEARS.27% |
| | OVER TWENTY YEARS.....22% |
| | DON'T KNOW/REFUSED.....0% |
| 2. As things now stand, how long in the future do you expect to live in Minnetonka? | LESS THAN TWO YEARS....3% |
| | TWO TO FIVE YEARS.....4% |
| | SIX TO TEN YEARS.....13% |
| | 11 TO 20 YEARS.....17% |
| | 21 TO THIRTY YRS.....17% |
| | OVER THIRTY YEARS.....30% |
| | DON'T KNOW/REFUSED....17% |
| 3. How would you rate the quality of life in Minnetonka - excellent, good, only fair, or poor? | EXCELLENT.....39% |
| | GOOD.....52% |
| | ONLY FAIR.....9% |
| | POOR.....1% |
| | DON'T KNOW/REFUSED.....0% |

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

DON'T KNOW/REFUSED.....	0%
FRIENDLY PEOPLE.....	8%
SAFE.....	13%
OPEN SPACES.....	5%
PARKS.....	4%
SCHOOLS.....	12%
CITY SERVICES.....	2%
TREES/NATURE.....	10%
TRAILS.....	4%
THE LAKE.....	7%
LOCATION.....	7%
QUIET.....	11%
SHOPPING.....	5%
HOUSING/NEIGHBORHOOD..	12%
SCATTERED.....	1%

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

DON'T KNOW/REFUSED.....	1%
NOTHING.....	27%
HIGH TAXES.....	32%
LACK OF DIVERSITY.....	3%
TRAFFIC CONGESTION.....	9%
STREET MAINTENANCE.....	4%
LACK OF SIDEWALKS.....	8%
LACK OF PUBLIC TRANSIT.	3%
TOO MUCH DEVELOPMENT...	4%
CITY GOVERNMENT.....	2%
NO ENTERTAINMENT.....	4%
SCATTERED.....	3%

IF "LACK OF DIVERSITY," ASK: (n=12)

6. What, if anything, do you think the City should do to address the lack of diversity?

UNSURE, 33%; MORE AFFORDABLE HOUSING, 17%; TASKFORCE, 50%.

7. How welcoming, if at all, do you think Minnetonka is - is it very welcoming, somewhat welcoming, not too welcoming, or not at all welcoming?

VERY WELCOMING.....	64%
SOMEWHAT WELCOMING....	33%
NOT TOO WELCOMING.....	2%
NOT AT ALL WELCOMING...	0%
DON'T KNOW/REFUSED.....	1%

IF "NOT TOO WELCOMING" OR "NOT AT ALL WELCOMING," ASK: (n=9)

8. Who do you think does not feel welcomed in Minnetonka?

RACIAL MINORITIES, 44%; LOW INCOME RESIDENTS, 33%; NEW RESIDENTS, 22%.

For each of the following, please rate the City of Minnetonka as excellent, good, only fair, or poor.

	EXC	GOO	FAI	POO	DKR
9. Creating a welcoming community to residents of all backgrounds.	31%	56%	11%	1%	2%
10. Treating all residents with respect.	33%	53%	12%	2%	0%
11. Treating all residents fairly.	32%	49%	15%	2%	3%
12. Providing services to residents of all backgrounds.	31%	51%	12%	1%	5%
13. Should it be high priority, moderate priority, low priority, or not a priority at all for the City of Minnetonka to create a diverse, inclusive, and fair community?	HIGH PRIORITY.....25%				
	MODERATE PRIORITY.....56%				
	LOW PRIORITY.....11%				
	NOT A PRIORITY AT ALL..6%				
	DON'T KNOW/REFUSED.....3%				
14. Minnetonka is an inclusive community committed to excellence where all residents, workers, and visitors are welcome in a beautiful, sustainable place, supported by quality dependable city services.	EXCELLENT.....24%				
	GOOD.....65%				
	ONLY FAIR.....9%				
	POOR.....1%				
	DON'T KNOW/REFUSED.....2%				

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
15. Police services?	48%	48%	4%	0%	1%
16. Pavement repair and patching on city streets?	21%	59%	19%	1%	0%
17. Trail maintenance?	29%	67%	4%	0%	0%
18. Park maintenance?	31%	66%	3%	0%	0%

	EXC	GOO	FAI	POO	DKR
19. Community planning?	21%	62%	13%	0%	5%
20. Fire protection?	47%	49%	4%	0%	1%
21. Recycling service?	23%	65%	10%	0%	3%
22. Snow plowing?	24%	62%	13%	1%	0%
23. Storm water management?	16%	74%	5%	1%	4%
24. Water and sanitary sewer services?	24%	68%	5%	1%	3%
25. Recreational services, programs, and facilities?	36%	55%	5%	0%	4%
26. Senior services?	23%	57%	4%	1%	16%
27. Natural resources management?	21%	68%	5%	1%	5%

IF ANY SERVICES WERE RATED EITHER "ONLY FAIR" OR "POOR,"
ASK: (n=153)

28. What changes or improvements, if any, would be needed in that service for it to be rated "excellent" or "good?"	DON'T KNOW/REFUSED.....1%
	FASTER RESPONSE.....15%
	FIX POTHOLES.....26%
	LOWER COST.....7%
	BETTER PLOWING.....22%
	BETTER DEVELOPMENT DECISIONS.....17%
	TOO MUCH GROWTH.....2%
	LARGER RECYCLING BINS.10%
	SCATTERED.....1%

Moving on....

29. 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.....12%
	GOOD.....72%
	ONLY FAIR.....15%
	POOR.....1%
	DON'T KNOW/REFUSED.....1%

As you may know, the City of Minnetonka receives no local
government state aid and largely relies on property taxes to fund
basic services.

30. If you could increase the property tax levy 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.....24%
	STREETS.....27%
	PARKS AND TRAILS.....23%
	OTHER SERVICE.....14%
	NONE OF ABOVE (VOL)...10%
	DON'T KNOW/REFUSED.....3%

31. 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.....	77%
	OPPOSE.....	20%
	DON'T KNOW/REFUSED.....	4%

IF "OPPOSE," ASK: (n=79)

32. What service would you be willing to see cut?

UNSURE, 20%; NONE/CUT WASTE, 38%; PARKS/TRAILS, 22%;
ACROSS THE BOARD, 3%; POLICE, 6%; PUBLIC
TRANSPORTATION, 3%; SCATTERED, 8%.

The City mainly relies on property taxes to pay for government services and capital improvements. The City also receives some funding from franchise fees, which are paid by utility companies to provide services, such as electricity, natural gas, and telecommunications, to residents. Utility companies are allowed to pass these fees directly to their customers.

33. Would you support or oppose the City increasing franchise fees paid by companies? (WAIT FOR RESPONSE) Do you feel strongly that way?

	STRONGLY SUPPORT.....	24%
	SUPPORT.....	40%
	OPPOSE.....	27%
	STRONGLY OPPOSE.....	5%
	DON'T KNOW/REFUSED.....	4%

Many cities in Minnesota have asked voters to approve a local sales tax increase to provide funding for capital improvements.

34. Would you support or oppose a local sales tax increase in Minnetonka? (WAIT FOR RESPONSE) Do you feel strongly that way?

	STRONGLY SUPPORT.....	16%
	SUPPORT.....	38%
	OPPOSE.....	33%
	STRONGLY OPPOSE.....	6%
	DON'T KNOW/REFUSED.....	8%

Moving on....

35. Over the past year, have you called the Minnetonka Police Department for any reason other than 9-1-1?

	YES.....	16%
	NO.....	84%
	DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (n=63)

36. What was the reason?	ANIMAL CONTROL.....21%
	MEDICAL ISSUE.....24%
	NEIGH DISTURBANCE.....22%
	CRIME REPORT.....19%
	GAS ODOR.....3%
	VICTIM OF CRIME.....3%
	SCATTERED.....8%
37. How would you rate the way police employees handled the situation - excellent, good, only fair, or poor?	EXCELLENT.....56%
	GOOD.....30%
	ONLY FAIR.....14%
	POOR.....0%
	DON'T KNOW/REFUSED.....0%
38. Do you feel that crime in Minnetonka has increased, decreased, or remained about the same during the past few years?	INCREASED.....18%
	DECREASED.....17%
	REMAINED THE SAME.....63%
	DON'T KNOW/REFUSED.....3%
39. Are there areas in Minnetonka where you do not feel safe?	YES.....17%
	NO.....83%
	DON'T KNOW/REFUSED.....0%
IF "YES," ASK: (n=68)	
40. In which areas do you not feel safe?	DON'T KNOW/REFUSED.....0%
	AREAS WITH NO
	SIDEWALKS.....40%
	BUSY INTERSECTIONS....28%
	RIDGEDALE.....9%
	TRAILS.....7%
	APARTMENTS.....16%
41. What makes you feel unsafe?	DON'T KNOW/REFUSED.....0%
	NO ROOM TO WALK.....32%
	DARK.....15%
	SPEEDING.....25%
	RISING CRIME.....9%
	LOITERING.....13%
	LOW-INCOME AREA.....3%
	UNLEASHED DOGS.....3%
42. What would make you feel more safe?	DON'T KNOW/REFUSED.....3%
	SIDEWALKS.....40%
	MORE POLICE PATROL....31%
	STREET LIGHTS.....13%
	MORE PEOPLE AROUND....4%
	REDEVELOPMENT.....9%

43. How would you rate the amount of police patrolling in your neighborhood - would you say it is too much, about the right amount or not enough?

TOO MUCH.....	3%
ABOUT RIGHT AMOUNT....	83%
NOT ENOUGH.....	15%
DON'T KNOW/REFUSED.....	0%

44. During the past year, have you been stopped by a Minnetonka Police Officer for a traffic violation?

YES.....	23%
NO.....	77%
DON'T KNOW/REFUSED.....	0%

IF "YES" ASK: (n=90)

45. Did the police officer act in a professional manner?

YES.....	94%
NO.....	6%
DON'T KNOW/REFUSED.....	0%

IF "NO," ASK: (n=5)

46. Why do you feel that way?
 RUDE, 60%; NOT FAIR, 40%.

47. Over the past year, have you called the Minnetonka Fire Department for any reason other than 9-1-1?

YES.....	2%
NO.....	98%
DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (n=6)

48. What was the reason?
 ANIMAL CONTROL, 33%; CAR ACCIDENT, 17%; GAS ODOR, 33%;
 REPORT BACKYARD BURNING, 17%.

49. How would you rate the way fire employees handled the situation - excellent, good, only fair, or poor?

EXCELLENT.....	83%
GOOD.....	17%
ONLY FAIR.....	0%
POOR.....	0%
DON'T KNOW/REFUSED.....	0%

Moving on....

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

TOO MUCH.....	4%
TOO LITTLE.....	6%
ABOUT RIGHT AMOUNT....	89%
DON'T KNOW/REFUSED.....	2%

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	
51. Wetlands, ponds and streams?	24%	62%	13%	0%	0%	
52. Forested areas?	25%	61%	13%	1%	0%	
53. How would you rate the overall quality of the natural environment in Minnetonka - excellent, good, only fair, or poor?		EXCELLENT.....25%	GOOD.....70%	ONLY FAIR.....6%	POOR.....0%	DON'T KNOW/REFUSED.....0%
54. How would you rate the water quality in city lakes, ponds and streams - excellent, good, only fair, or poor?		EXCELLENT.....25%	GOOD.....67%	ONLY FAIR.....7%	POOR.....0%	DON'T KNOW/REFUSED.....1%

I would like to read you a list of issues relating to the local environment and sustainability. For each of the following, please tell me if that issue is very important for the City to take action on, somewhat important, not too important, or not at all important. (ROTATE)

	VRI	SMI	NTI	NAA	DKR
55. Energy conservation?	28%	45%	23%	4%	0%
56. Water conservation?	33%	40%	22%	5%	1%
57. Expanded mass transit options?	17%	36%	33%	12%	2%
58. Climate change?	22%	41%	29%	8%	0%
59. Reducing waste?	28%	41%	25%	5%	1%
60. Improving storm water management?	19%	38%	35%	8%	1%

IF "VERY IMPORTANT" OR "SOMEWHAT IMPORTANT" IN QUESTIONS #55-#60, ASK: (n=329)

61. Would you be willing to see a property tax increase to fund the City's work on these issues? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY YES.....8%
	YES.....54%
	NO.....30%
	STRONGLY NO.....4%
	DON'T KNOW/REFUSED.....5%

62. Does your household participate in a program collecting organic waste, such as food scraps, with a private hauler? YES.....29%
 NO.....71%
 DON'T KNOW/REFUSED.....0%

IF "NO," ASK: (n=116)

63. Could you tell me one or two reasons why your household does not participate in an organic waste program? DON'T KNOW/REFUSED.....3%
 NOT ENOUGH.....25%
 RENT/ASSOCIATION.....21%
 TOO EXPENSIVE.....5%
 BAD SMELL.....9%
 COMPOST AT HOME.....11%
 NO INTEREST.....25%
 SCATTERED.....1%

64. Were you aware of the organics waste dumpster located at the Recycling Center at the Public Works building? NO.....30%
 YES/YES.....22%
 YES/NO.....47%
 (IF "YES," ASK:) Have you ever used this service? DON'T KNOW/REFUSED.....2%

Moving on....

65. Does your household participate in the curbside recycling program? YES.....75%
 NO.....25%
 DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (n=299)

66. How would you rate the curbside recycling program - excellent, good, only fair, or poor? EXCELLENT.....33%
 GOOD.....61%
 ONLY FAIR.....7%
 POOR.....0%
 DON'T KNOW/REFUSED.....0%

IF "NO," ASK: (n=100)

67. Could you tell me one or two reasons why your household does not participate in the curbside recycling program? DON'T KNOW/REFUSED.....1%
 NOT ENOUGH.....36%
 RENT/ASSOCIATION.....45%
 BINS ARE TOO SMALL....15%
 DON'T LIKE RECYCLING...3%

Moving on....

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

68. 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.....	17%
SOMEWHAT SUCCESSFUL...	54%
NEITHER SUC/UNSUC.....	21%
SOMEWHAT UNSUCCESSFUL..	3%
VERY UNSUCCESSFUL.....	0%
DON'T KNOW/REFUSED.....	6%

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

YES.....	73%
NO.....	23%
DON'T KNOW/REFUSED.....	5%

IF "NO," ASK: (n=90)

70. What could the City do to improve opportunities for input?

DON'T KNOW/REFUSED.....	0%
LISTEN.....	29%
MORE OPPORTUNITIES....	20%
MORE PROACTIVE	
COMMUNICATION.....	51%

Moving on....

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
71. Storage of garbage and recycling cans?	5%	34%	61%	1%
72. On-street overnight parking?	6%	40%	54%	1%

As you may know, the Minnesota State Legislature legalized recreational marijuana last year. For each of the following places, please tell me if you think the City of Minnetonka should place no restrictions on its use at that place; allow edibles but not smoking or vaping, or not allow the use of recreational marijuana at that place.

	NO RES	ALL EDI	NOT ALL	DK/ REF
73. Streets and sidewalks?	29%	22%	49%	1%
74. Parks?	19%	18%	62%	1%
75. Trails?	22%	24%	54%	1%
76. Outside of city buildings?	24%	20%	55%	1%

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
77. Parks?	19%	33%	47%	2%	0%	0%

IF RESPONDENT USES PARKS, ASK: (n=325)

78. What park amenities does your household use most often?
(ROTATE AND READ LIST)

ATHLETIC FIELDS.....	11%
PICKLEBALL COURTS.....	3%
OFF-LEASH DOG WALKING.....	11%
OUTDOOR ICE RINKS.....	1%
PLAYGROUND EQUIPMENT.....	15%
TENNIS COURTS.....	5%
WALKING TRAILS.....	38%
BASKETBALL COURTS.....	4%
BEACH.....	8%
MOUNTAIN BIKING TRAIL.....	3%
OTHER (PICNIC).....	1%
DON'T KNOW/REFUSED.....	1%

	NOT	EXC	GOO	FAI	POO	DKR
79. Minnetonka Senior services?	65%	11%	20%	2%	0%	3%
80 The Marsh Wellness Center?	78%	10%	12%	1%	0%	0%

IF RESPONDENT USES MARSH WELLNESS CENTER, ASK: (n=88)

81. What amenities do you use most often?	POOLS.....	28%
	FITNESS EQUIPMENT.....	34%
	FITNESS CLASSES.....	9%
	TRACK.....	3%
	MEDITATION AREA.....	1%
	CAFÉ.....	12%
	SPA.....	9%
	PHYSICAL THERAPY.....	3%
	OTHER (VOL.).....	0%
	DON'T KNOW/REFUSED.....	0%

		NOT	EXC	GOO	FAI	POO	DKR
82.	The Williston Fitness Center?	70%	10%	19%	1%	0%	0%

IF RESPONDENT USES WILLISTON FITNESS CENTER, ASK: (n=119)

83.	What amenities do you use most often?	FITNESS EQUIPMENT.....	32%
		GYMNASIUM.....	13%
		POOL.....	29%
		TENNIS COURTS.....	9%
		GROUP FITNESS CLASSES..	7%
		INDOOR PLAYGROUND.....	7%
		BATTING CAGES.....	2%
		OTHER (VOL.).....	1%
		DON'T KNOW/REFUSED.....	0%

		NOT	EXC	GOO	FAI	POO	DKR
84.	Minnetonka Community Center?	39%	11%	43%	7%	0%	1%
85.	Shady Oak Beach?	40%	16%	41%	3%	0%	0%
86.	Glen Lake Skate Park?	74%	6%	16%	3%	0%	0%
87.	Gray's Bay Marina?	49%	17%	33%	1%	0%	0%
88.	Ice Arena?	80%	11%	8%	1%	0%	0%

IF RESPONDENT USES ICE ARENA, ASK: (n=78)

89.	Do you primarily use the ice arena for figure skating and lessons, public skating and open hockey, or youth hockey?	ICE SKATING/LESSONS...	15%
		PUBLIC SKAT/OPEN HOCK.	41%
		YOUTH HOCKEY.....	42%
		OTHER (VOL.).....	1%
		DON'T KNOW/REFUSED.....	0%

		NOT	EXC	GOO	FAI	POO	DKR
90.	Trails?	20%	33%	46%	1%	0%	0%

IF RESPONDENT USES TRAILS, ASK: (n=319)

91.	Do you use trails primarily for recreational purposes, commuting, or to go to a specific destination?	RECREATIONAL.....	87%
		COMMUTING.....	2%
		SPECIFIC DESTINATION...	4%
		ALL (VOL.).....	8%
		DON'T KNOW/REFUSED.....	0%

92. Have you used the multi-use mountain biking trail at Lone Lake Park? YES.....21%
 NO.....79%
 DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (n=67)

93. Did you primarily use the trail to - mountain bike, walk or hike, run, or snowshoe? MOUNTAIN BIKE.....30%
 WALK/HIKE.....52%
 RUN.....10%
 SNOWSHOE.....2%
 MULTIPLE (VOL.).....5%
 DON'T KNOW/REFUSED.....2%

94. How would you rate your experience on the trail - excellent, good, only fair, or poor? EXCELLENT.....37%
 GOOD.....51%
 ONLY FAIR.....12%
 POOR.....0%
 DON'T KNOW/REFUSED.....0%

95. Does the current mix of recreational facilities in the city adequately meet the needs of your household? YES.....94%
 NO.....2%
 DON'T KNOW/REFUSED.....4%

IF "NO," ASK: (n=9)

96. What additional recreational facilities would you like to see offered?

SCATTERED (INDOOR PLAYGROUND/PICKLEBALL COURTS/DOG PARKS/ TENNIS COURTS/BIKING TRAILS/SENIOR FACILITIES/OUTDOOR POOL), 100%.

The City's CIP or Capital Improvement Program plans and finances major refurbishments, replacements and additions of recreational facilities, parks and trails.

For each of the following, please tell me if you support or oppose the continued investment of both property taxes and other funding sources. (WAIT FOR RESPONSE) Do you feel strongly that way?

	STS	SMS	SMO	STO	DKR
97. Renovations to recreational facilities, such as the Community Center and the Glen Lake Activity Center?	16%	39%	32%	10%	3%
98. Renovations to the Williston Fitness Center?	12%	36%	37%	12%	4%
99. Renovations to the Marsh Wellness Center?	12%	33%	38%	13%	5%

Moving on....

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.... (ROTATE)

	NOT AWA	YES PAR	YES NOT	DK/ REF
100. Farmers Market at Ridgedale Commons?	8%	59%	33%	0%
101. Tree Sale?	24%	24%	52%	0%
102. Summer Fest?	15%	43%	43%	0%
103. Winters Farmers Market?	18%	35%	47%	1%
104. Kids' Fest?	23%	28%	49%	1%
105. Burwell Spooktacular?	25%	24%	51%	1%
106. Entertainment in the Park, such as music and movies?	7%	63%	30%	0%

Moving on to public transit....

107. Have you taken a bus in Minnetonka during the past two years?	YES.....	27%
	NO.....	73%
	DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (n=108)

108. How often do you take a bus - daily, couple times a week, weekly, couple times a month, monthly, or less often?	DAILY.....	1%
	COUPLE TIMES/WEEK.....	4%
	WEEKLY.....	6%
	COUPLE TIMES/MONTH....	26%
	MONTHLY.....	13%
	LESS OFTEN.....	51%
	DON'T KNOW/REFUSED.....	0%

109. Typically, what is your reason for taking the bus?	AVOID CONGESTION.....	9%
	SHOPPING.....	10%
	SCHOOL.....	1%
	SPORTING EVENT.....	21%
	SAVE MONEY.....	10%
	STATE FAIR.....	19%
	SPECIAL EVENT.....	22%
	WORK.....	2%
	ENTERTAINMENT.....	3%
	SCATTERED.....	3%

IF "NO" IN QUESTION #107, ASK: (n=292)

110. Why haven't you taken the bus?	PREFER TO DRIVE.....48% AGE/HEALTH.....14% INCONVENIENT TIMES.....3% NO NEED.....20% NO ROUTE TO DESTINATION.....2% NEED CAR.....10% SCATTERED.....3%
111. Have you or members of your household used transportation services, such as Uber or Lyft? (IF "YES," ASK:) Do you use them frequently, occasionally, or rarely?	NO.....52% YES/FREQUENTLY.....2% YES/OCCASIONALLY.....21% YES/RARELY.....26% DON'T KNOW/REFUSED.....0%
112. Are you aware of individual public transportation options, such as Metro Mobility, Veteran service, and TransitLink? (IF "YES," ASK:) Have you or members of your household used these types of services?	NO.....40% YES/YES.....7% YES/NO.....53% DON'T KNOW/REFUSED.....0%
113. Is the cost of transportation a major problem for your household, a minor problem, or not a problem at all?	MAJOR.....0% MINOR.....11% NOT A PROBLEM.....89% DON'T KNOW/REFUSED.....0%

Metro Transit's Network Now is working with cities to determine what transit issues they will be facing in the next five years. For each of the following, please tell me if you think it should be a top priority of the City, high priority, moderate priority, or not a priority at all.

	TOP	HIG	MOD	NOT	DKR
114. Transit bus services?	9%	24%	50%	16%	1%
115. Light rail connections?	10%	29%	46%	14%	1%
116. Rideshare?	5%	24%	44%	24%	3%
117. Senior transportation?	23%	38%	21%	14%	5%
118. Transportation for the disabled?	30%	34%	18%	10%	8%

The Southwest Light Rail Transit will be a high-frequency train serving the southwest metro area. The Southwest LRT line will connect to other rail lines and high-frequency bus routes in downtown Minneapolis, providing access to other areas in the Twin Cities.

119. How likely are you or members of your household to use this service when it opens in 2027 - very likely, somewhat likely, not too likely, or not at all likely?	VERY LIKELY.....6% SOMEWHAT LIKELY.....29% NOT TOO LIKELY.....34% NOT AT ALL LIKELY.....27% DON'T KNOW/REFUSED.....4%
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Changing topics....

120. 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.....46% NONE AT ALL.....22% DON'T KNOW/REFUSED.....0%
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121. From what you know, how would you rate the job performance of the Minnetonka City Staff - excellent, good, only fair, or poor?	EXCELLENT.....20% GOOD.....64% ONLY FAIR.....9% POOR.....2% DON'T KNOW/REFUSED.....6%
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122. During the past year, have you visited or contacted Minnetonka City Hall in person, on the telephone, or by e-mail?	YES.....36% NO.....64% DON'T KNOW/REFUSED.....0%
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IF "YES," ASK: (n=143)

123. On your last contact with the City, which department did you contact - the Police Department, Fire Department, Public Works, Utility Billing, Assessor's Office, Planning/Zoning, Natural Resources, Building Inspections, Engineering, Recycling, Recreation Services, General Information, Senior Services, or Administration or City Council?	POLICE DEPARTMENT.....2% FIRE DEPARTMENT.....0% PUBLIC WORKS.....4% UTILITY BILLING.....26% ASSESSOR'S OFFICE.....2% PLANNING/ZONING.....12% NATURAL RESOURCES.....5% BUILDING INSPECTIONS...5% ENGINEERING.....0% RECYCLING.....6% RECREATION SERVICES...10% GENERAL INFORMATION...18% SENIOR SERVICES.....7% ADMIN/CITY COUNCIL.....2% DON'T KNOW/REFUSED.....0%
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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
124. Ease of reaching a City Staff member who could help you?	24%	71%	2%	2%	1%
125. Courtesy of the City Staff?	28%	64%	5%	2%	1%
126. Efficiency of the City Staff?	26%	64%	6%	2%	1%
127. Professionalism of the City Staff?	31%	64%	2%	2%	1%

Moving on....

128. What is your primary source of information about Minnetonka City government and its activities?	DON'T KNOW/REFUSED.....1%
	MINNETONKA MEMO.....46%
	LOCAL NEWSPAPER.....6%
	CITY WEBSITE.....20%
	WORD OF MOUTH.....8%
	CITY EMAIL/TEXT SUBSCRIPTION.....5%
	SOCIAL MEDIA.....9%
	CITY NEWSLETTER.....4%
	SCATTERED.....2%

129. 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.....46%
	DIRECT MAIL.....8%
	LOCAL NEWSPAPER.....5%
	CITY E-MAIL/TEXT SUBSCRIPTION.....7%
	CITY WEBSITE.....18%
	WORD OF MOUTH.....5%
	SOCIAL MEDIA.....10%
	SCATTERED.....2%

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

130. Do you receive this newsletter? (IF "YES," ASK:) Do you regularly read the newsletter?	NO.....16%
	YES/YES.....64%
	YES/NO.....20%
	DON'T KNOW/REFUSED.....0%

IF "YES/YES," ASK: (n=257)

131. How would you evaluate its content, format, and usefulness - excellent, good, only fair or poor?	EXCELLENT.....39%
	GOOD.....59%
	ONLY FAIR.....2%
	POOR.....0%
	DON'T KNOW/REFUSED.....0%

132. Have you or any member of your household accessed the City of Minnetonka's website, Minnetonkamn.gov, for information about city services, news, and events?

YES.....	57%
NO.....	43%
DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (n=229)

133. How would you evaluate the City's website - excellent, good, only fair, or poor?

EXCELLENT.....	23%
GOOD.....	73%
ONLY FAIR.....	4%
POOR.....	1%
DON'T KNOW/REFUSED.....	0%

"Minnetonka Matters" is a website to increase community involvement by offering a platform for residents to share ideas and learn what is going on in the city.

134. Prior to this survey, were you aware of "Minnetonka Matters?"

YES.....	68%
NO.....	32%
DON'T KNOW/REFUSED.....	0%

The City streams its City Council and other public meetings on its website. Meetings are archived and can also be viewed any time after their original airing.

135. Have you ever viewed or listened to meetings from the City's website? (IF "YES," ASK:) Do you typically watch or listen to the meetings LIVE?

NO.....	51%
YES/YES.....	20%
YES/NO.....	29%
DON'T KNOW/REFUSED.....	0%

136. Do you use social media? (IF "YES," ASK:) What social media platform do you prefer to use?

NO.....	42%
INSTAGRAM.....	11%
FACEBOOK.....	36%
NEXTDOOR.....	4%
X/TWITTER.....	1%
YOU TUBE.....	5%

137. Have you used the City's online request program?

YES.....	6%
NO.....	94%
DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (n=22)

138. How would you rate your experience using the online request program - excellent, good, only fair, or poor?	EXCELLENT.....18%
	GOOD.....77%
	ONLY FAIR.....5%
	POOR.....0%
	DON'T KNOW/REFUSED.....0%

Changing topics....

139. Did you vote in the 2022, 2023 or both elections?	2022.....4%
	2023.....7%
	BOTH.....64%
	NO.....25%
	DON'T KNOW/REFUSED.....1%

IF "2022," "2023," OR "BOTH," ASK: (n=298)

140. Did you vote early, at the polling place, or by absentee ballot?	EARLY.....18%
	POLLING PLACE.....64%
	ABSENTEE BALLOT.....18%
	DON'T KNOW/REFUSED.....0%

IF "EARLY" OR "POLLING PLACE," ASK: (n=245)

For each of the following, please rate the City as excellent, good, only fair, or poor....

	EXC	GOO	FAI	POO	DKR
141. Information provided prior to the election?	30%	65%	4%	0%	1%
142. Courtesy of the election staff?	30%	65%	5%	0%	1%

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....

143. First, persons 65 or over?	0.....77%
	1.....13%
	2 OR MORE.....11%
	REFUSED.....0%

144. Adults under 65?	0.....17%
	1.....20%
	2.....58%
	3 OR MORE.....5%
	REFUSED.....0%

145. School-aged or preschool children?	0.....71%
	1.....10%
	2.....16%
	3 OR MORE.....4%
	REFUSED.....0%

146. Do you own or rent your present residence?	OWN.....75%
	RENT.....25%
	REFUSED.....0%

IF "OWN," ASK: (n=300)

147. Which of the following categories would contain the approximate value of your residential property - under \$300,000, \$300,000-\$450,000, \$450,001-\$700,000, or over \$700,000?	UNDER \$300,000.....14%
	\$300,000-\$450,000.....40%
	\$450,001-\$700,000.....32%
	OVER \$700,000.....10%
	DON'T KNOW.....2%
	REFUSED.....2%

148. What is your age, please? (READ CATEGORIES)	18-24.....12%
	25-34.....17%
	35-44.....19%
	45-54.....15%
	55-64.....15%
	65 AND OVER.....22%
	REFUSED.....0%

149. Which of the following categories represents your ethnicity - White, African-American, Hispanic-Latinx, Asian-Pacific Islander, Native American, or something else? (IF "SOMETHING ELSE," ASK:) What would that be?	WHITE.....74%
	AFRICAN-AMERICAN.....10%
	HISPANIC-LATINX.....7%
	ASIAN-PACIFIC ISLANDER.....5%
	NATIVE AMERICAN.....1%
	SOMETHING ELSE.....0%
	MIXED/BI-RACIAL.....3%
	DON'T KNOW.....0%
	REFUSED.....1%

150. Is a language other than English spoken in your home? (IF "YES," ASK:) What would that be?

REFUSED, 1%; NO, 89%; SPANISH, 5%; HMONG, 2%;
MANDARIN/CHINESE, 2%; SCATTERED, 2%

151. What is your gender identity?	MALE.....50%
	FEMALE.....49%
	NON-BINARY.....1%
	REFUSED.....0%

152. Ward

WARD ONE.....27%
WARD TWO.....25%
WARD THREE.....24%
WARD FOUR.....24%