



**Agenda
Minnetonka City Council
Study Session
Monday, May 3, 2021
6:30 p.m.
Webex**

1. Reports from City Manager & Council Members
2. SAFER grant application and Fire Department staffing
3. Strategic profile quarter one report
4. Adjournment

The purpose of a study session is to allow the city council to discuss matters informally and in greater detail than permitted at formal council meetings. While all meetings of the council are open to the public, study session discussions are generally limited to the council, staff and consultants.



**Study Session Agenda Item #2
Meeting of May 3, 2021**

Title: SAFER grant application and Fire Department staffing

Report From: John Vance, Fire Chief

Submitted through: Geralyn Barone, City Manager

Action Requested: Receive staff presentation and provide feedback to the outlined discussion question.

Summary Statement

Due to the Minnetonka Fire Department's ongoing turnover of paid-on-call firefighters and the opportunity to improve staffing and response times of first arriving fire crews and equipment at emergency incidents, a federal grant application has been submitted. If received, it will fund the addition of 13 firefighters for three years to ensure a safe and effective emergency response. Note that this item was originally scheduled for council discussion at the cancelled April 12, 2021 city council meeting.

Strategic Profile Relatability

- | | |
|---|--|
| <input checked="" type="checkbox"/> Financial Strength & Operational Excellence | <input checked="" type="checkbox"/> Safe & Healthy Community |
| <input type="checkbox"/> Sustainability & Natural Resources | <input type="checkbox"/> Livable & Well-Planned Development |
| <input type="checkbox"/> Infrastructure & Asset Management | <input type="checkbox"/> Community Inclusiveness |
| <input type="checkbox"/> N/A | |

Statement: This grant opportunity will strengthen response times throughout the community and provide additional staff to ensure effective operations.

Background

The city operates what is known as a combination fire department, meaning that a combination of full-time personnel and part-time/paid-on-call staffing is used in order to deliver emergency services to the city of Minnetonka. The current emergency response staffing plan calls for four part-time/paid-on-call personnel on duty, along with one full-time Battalion Chief. Although the current model has served the city well for many years, the challenges of safely sustaining it are becoming insurmountable.

As a result, and for the reasons explained in this report, staff has applied for a federal Staffing for Adequate Fire and Emergency Response (SAFER) grant that would provide financial assistance to help the Minnetonka Fire Department increase the city's cadre of frontline firefighters. This application/proposal would still maintain the city's combination department, but it would expand the number of full-time response employees from 11 to 24. Paid-on-call firefighters would still be used for duty crew and call back staffing, along with six full-time employees per shift staffing two of the city's five fire stations twenty-four hours a day.

This application/proposal is being made at this time due to several factors that impact the city's ability to maintain a safe and effective emergency response. These factors are the ongoing turnover of paid-on-call firefighters and the opportunity to improve staffing and response times of first arriving fire crews and equipment at emergency incidents.

The number of paid-on-call firefighters authorized in the city's budget is 80. Since 2014, the city has hired and trained over 90 paid-on-call firefighters due to attrition. This turnover is not a phenomenon isolated to Minnetonka; rather, it is a growing trend both regionally and nationwide. The city has dedicated considerable resources to recruitment and retention of firefighters over the past several years, and while the city is able to recruit applicants, retaining members once they are fully trained continues to be a challenge. For similar reasons, peer metro cities like Plymouth, Eagan, Brooklyn Park and Maplewood have shifted to full-time staffing models. St. Louis Park and Edina have had full-time departments for many years.

It takes approximately 18 months to provide a new firefighter the base level certifications and training to operate as a member of a two person crew. Typically after five years of service a firefighter has enough experience to begin to make crucial tactical decisions. The average years of service for paid-on-call firefighters is currently at 7.8 years. This number continues to decline and leaves the city and the crews at risk when operating with firefighters that lack the experience of seasoned firefighters. This turnover has cost the city nearly \$900,000 over the last seven years.

In 2008 the city implemented a twenty-four hour a day duty crew operating out of the city's central fire station. This program has been tremendously successful when it comes to delivering an initial crew of four firefighters to an emergency scene. While this small crew is capable of rapid response and setting up exterior fire attack, the initial crew must wait for adequate back up before initiating interior fire attack due to Occupational Safety and Health Administration (OSHA) mandates (unless there is a known rescue).

Another critical factor in fire department operations is turnout time and response time. Turnout time is described as the time from which a call is received until crews and apparatus leave the station. Currently the duty crew has an average turnout time of 90 seconds while the city's "on-call" response averages a turn out time of 10 minutes and 37 seconds (resulting in an average response time from call back stations at 18 minutes and 22 seconds). With the goal of any high performing emergency service organization to deliver an adequate number of well trained personnel and equipment to an emergency scene quickly, the time for turn out from on-call stations continues to grow.

In the last quarter of 2020, the fire department responded to overlapping calls (where two or more emergency calls for service are happening simultaneously) 30% of the time. This means that third call for service would be handled by a lone chief officer or by initiating an "all call".

The National Fire Protection Association (NFPA) recommends that a fire department provides a standard for on-call departments. In general, NFPA 1720 provides the following benchmarks:

- **Urban Zones** with >1000 people/sq. mi. call for 15 staff to assemble an attack in 9 minutes, 90% of the time.
- **Suburban Zones** with 500-1000 people/sq. mi. call for 10 staff to assemble an attack in 10 minutes, 80% of the time.

Subject: SAFER grant application and Fire Department staffing

- **Rural Zones** with <500 people/sq. mi. call for 6 staff to assemble an attack in 14 minutes, 80% of the time.
- **Remote Zones** with a travel distance =8 mi. call for 4 staff, once on scene, to assemble an attack in 2 minutes, 90% of the time.

The City of Minnetonka would be considered urban by NFPA terms, and currently fails to meet this benchmark. At this time we are capable of assembling 6 crew members in 10 minutes or less 80% of the time. It should be understood that the initial staffing level is required only to begin operations. Additional personnel are required to fulfill other critical fireground tasks.

As indicted above, a minimum of **fifteen firefighters** present at a “routine” small, single room fire at a residential dwelling is required. It is recommended by NFPA that the additional personnel are on the scene within 9 minutes of an alarm (the original personnel should still respond within 5 minutes). *Any staffing level less than that places our firefighters at risk and severely impedes the fire department’s ability to perform basic tasks.* As the type and complexity of an incident increases, so does the demand for additional resources.

The city has a very strong relationship with our neighbors and we count on each other to provide and supply “mutual aid”. Mutual aid is an agreement among emergency responders to lend assistance across jurisdictional boundaries. Thanks to these agreements, the city is able to get closer to meeting this standard, but still falls short.

In 2020, the fire department was able to assemble 10 firefighters, with mutual aid at an average time of 12 minutes and 21 seconds. Factoring in only Minnetonka personnel (without mutual aid companies) the time was 14 minutes and 53 seconds.

It is the department’s policy to provide a steady, adequate stream of resources called three-deep. Three deep is the concept where an Incident Commander (IC) has a steady stream of workers for the required tasks based on the incident’s critical factors.

To remain proactive and in order to maintain the ability to deliver basic fire and other emergency services staff is recommending the expansion of career staffing to include full-time personnel at Station 1 and Station 3 on a continuous basis. These full-time personnel will continue to be augmented by three part-time positions daily allowing the staffing of two three person companies and one two person company.

As noted, staff has applied for a federal SAFER grant that would provide financial assistance to help the Minnetonka Fire Department increase the city’s cadre of frontline firefighters. This federal program would fund the hiring and equipping of thirteen personnel for a period of three years. After three years, it would be the city’s responsibility to fund these positions. The total amount of the grant if awarded is approximately 3.5 million dollars over three years. There is no required matching of funds over the three year period.

Should the city not receive the grant, later this year staff will present to council staffing options using a phased approach along with a detailed plan on funding, budgetary considerations and risk management alternatives.

Discussion Question

- Does the city council have any questions or comments regarding the SAFER grant application and fire department staffing?



**Study Session Agenda Item #3
Meeting of May 3, 2021**

Title: Strategic profile quarter one report

Report From: McKaia Ryberg, Assistant to the City Manager

Submitted through: Geralyn Barone, City Manager
Mike Funk, Assistant City Manager

Action Requested: Receive staff presentation on the strategic profile 2021 quarter one report

Summary Statement

The strategic profile is an instrumental and living document that guides the work of the city. Providing quarterly updates on the progress of the strategic profile action items and key strategies will help inform the city council and community on the efforts of the city under the six strategic priorities outlined below.

Strategic Profile Relatability

- | | |
|---|--|
| <input checked="" type="checkbox"/> Financial Strength & Operational Excellence | <input checked="" type="checkbox"/> Safe & Healthy Community |
| <input checked="" type="checkbox"/> Sustainability & Natural Resources | <input checked="" type="checkbox"/> Livable & Well-Planned Development |
| <input checked="" type="checkbox"/> Infrastructure & Asset Management | <input checked="" type="checkbox"/> Community Inclusiveness |
| <input type="checkbox"/> N/A | |

Statement: The quarter one report provides an update on all six strategic priorities listed above.

Background

In late summer and early fall of 2020, the city council met over a series of meetings to draft an updated strategic profile. Staff have implemented the three-level plan and have started working on the various actionable items outlined. The profile was input into the city's strategic profile software, Envisio. This software tracks the progress of the actionable items, holds data for the metrics that align with those items and will generate a public dashboard that will display overall progress on an ongoing basis.

The first quarter of the year has been completed and the report attached holds progress updates for all levels of the profile. In addition to written updates, there are multiple progress indicators depicted throughout the report. Total plan progress is summarized on the second page of the report by indicating the percentage of actionable items that are "on track", "some disruption", "major disruption" or "status pending". Similar indicators are available through the report for the progress of each strategic priority, key strategy and action item.

A number of other metrics are also utilized to support the progress updates. Relevant questions from our annual community survey are shown under the appropriate strategic priority sections and other staff identified metrics are shown under certain key strategies to assist in representing updates on the plan's progress. Appendix A outlines the survey questions that correlate with the community survey metrics. As the 2021 community survey has not been delivered yet, the community survey graphics will only show the most recent data from 2020. As it is only the end of the first quarter of this year, most of the other staff identified metrics also show the most available data from 2020. Metrics will be updated on an ongoing basis so that quarterly reports can reflect the most up to date figures.

The format of the report attached will be similar in every quarterly report. Staff will present information at the May 3 study session describing tips to reading the reports successfully and understanding the format.

Last, there is a community dashboard component that allows the community to view the status as well. This is another layer of transparency and for the city to demonstrate progress, and it is expected to be integrated into the city's website in the near future.

Discussion Questions:

Does the city council have any questions or comments regarding the new reporting format for strategic profile progress updates?

Does the city council have any questions or comments about the content of the report?



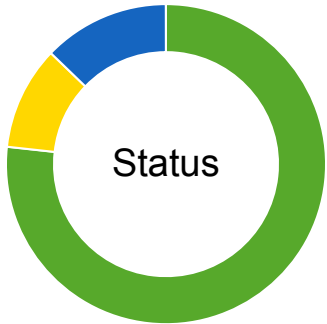
2021 Q1 Report

City of Minnetonka Strategic Profile

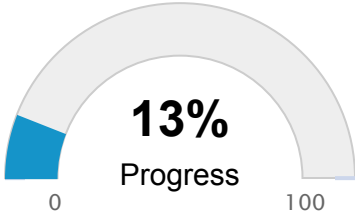
Jan 01, 2021 - Mar 31, 2021

6 Strategic Priority	21 Key Strategy	86 Action Item
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Overall Summary



	%
● On Track	76.74
● Some Disruption	10.47
● Completed	12.79

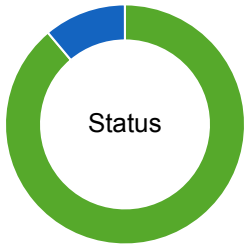


Report Legend No Update Overdue Priority

Plan Summary

Strategic Priority 1: Financial Strength and Operational Excellence

Owner: Darin Nelson



● On Track
● Completed

%	#
88.89	8
11.11	1

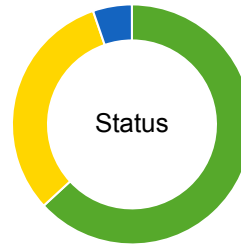
Key Strategy: 3

Action Item: 9

Maintain a long-term positive financial position by balancing revenues and expenditures for operations, debt management and capital investments. Provide innovative, responsive, quality city services at a level that reflects community value and is supported by available resources.

Strategic Priority 2: Safe and Healthy Community

Owner: Scott Boerboom



● On Track
● Some Disruption
● Completed

%	#
63.16	12
31.58	6
5.26	1

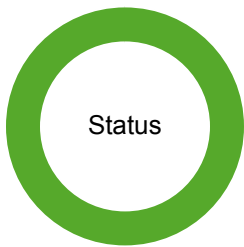
Key Strategy: 4

Action Item: 19

Develop programs, policies and procedures that enhance the community's well-being and partner with the community to provide engagement opportunities and build trust. Sustain focus on prevention programs, education, hazard mitigation and rapid emergency response.

Strategic Priority 3: Sustainability and Natural Environment

Owner: Leslie Yetka



● On Track

%	#
100.0	11

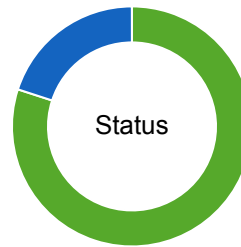
Key Strategy: 3

Action Item: 11

Support long-term and short-term initiatives that lead to the protection and enhancement of our unique and natural environment while mitigating climate change impacts.

Strategic Priority 4: Livable and Well-Planned Development

Owner: Julie Wischnack



● On Track
● Completed

%	#
80.0	8
20.0	2

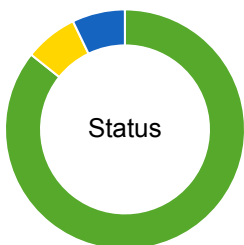
Key Strategy: 3

Action Item: 10

Balance community-wide interests and respect Minnetonka's unique neighborhoods while continuing community reinvestment.

Strategic Priority 5: Infrastructure and Asset Management

Owner: Will Manchester



● On Track
● Some Disruption
● Completed

%	#
85.71	12
7.14	1
7.14	1

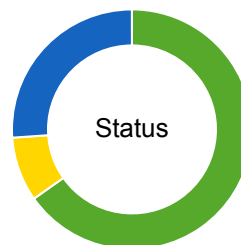
Key Strategy: 4

Action Item: 14

Provide safe, efficient, sustainable, cost-effective and well-maintained infrastructure and transportation systems. Build, maintain and manage capital assets to preserve long-term investment and ensure reliable services.

Strategic Priority 6: Community Inclusiveness

Owner: Mike Funk



● On Track
● Some Disruption
● Completed

%	#
65.22	15
8.7	2
26.09	6

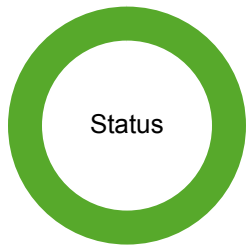
Key Strategy: 4

Action Item: 23

Community Inclusiveness Create a community that is engaged, tolerant and compassionate about everyone. Embrace and respect diversity, and create a community that uses different perspectives and experiences to build an inclusive and equitable city for all.

Key Strategy 1.1

Owner: Darin Nelson



● On Track

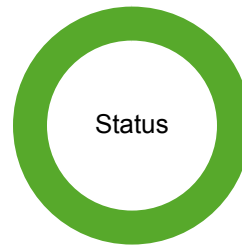
% #
100.0 3

Action Item: 3

Maintain the city's AAA bond rating.

Key Strategy 1.2

Owner: Darin Nelson



● On Track

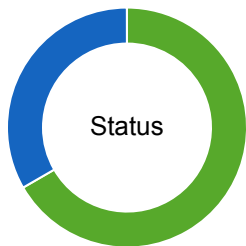
% #
100.0 3

Action Item: 3

Develop an annual budget that meets community needs and is in alignment with the strategic plan and financial policies.

Key Strategy 1.3

Owner: Darin Nelson



● On Track
● Completed

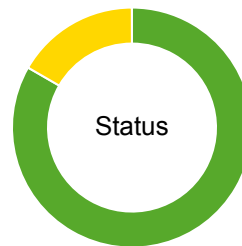
% #
66.67 2
33.33 1

Action Item: 3

Provide excellent, meaningful programs and amenities to serve and enhance our community.

Key Strategy 2.1

Owner: Andy Gardner



● On Track
● Some Disruption

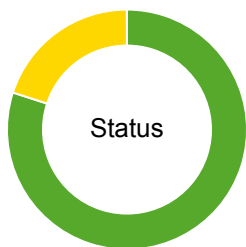
% #
83.33 5
16.67 1

Action Item: 6

Identify and adapt to public safety service models that support evolving changes in service delivery expectations.

Key Strategy 2.2

Owner: Shelley Petersen



● On Track
● Some Disruption

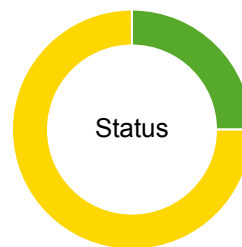
% #
80.0 4
20.0 1

Action Item: 5

Identify safety strategies and practices that promote positive quality of life for all.

Key Strategy 2.3

Owner: Kevin Fox



● On Track
● Some Disruption

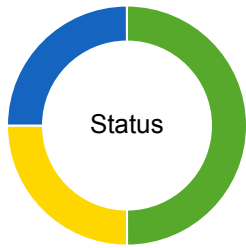
% #
25.0 1
75.0 3

Action Item: 4

Collaboratively review current integrated police and fire policy and training protocols and implement appropriate changes.

Key Strategy 2.4

Owner: Kelly O'Dea



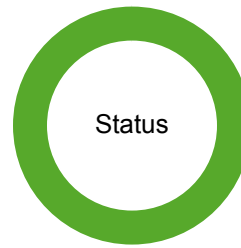
	%	#
● On Track	50.0	2
● Some Disruption	25.0	1
● Completed	25.0	1

Action Item: 4

Provide a full range of recreational programs, services and amenities.

Key Strategy 3.1

Owner: Susan Thomas



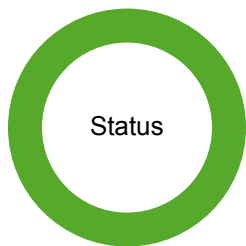
● On Track	100.0	3
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Action Item: 3

Carefully balance growth and development with preservation efforts that protect the highly valued water and woodland resources of our community.

Key Strategy 3.2

Owner: Leslie Yetka



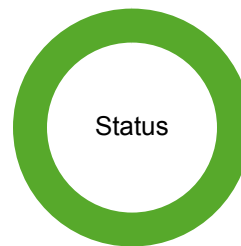
● On Track	100.0	3
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Action Item: 3

Develop and implement long-term plans to mitigate threats to water quality, ecosystems, urban forests and the unique natural character of Minnetonka.

Key Strategy 3.3

Owner: Drew Ingalson



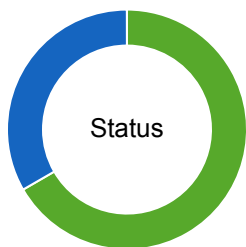
● On Track	100.0	5
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Action Item: 5

Take an active role in promoting energy and water conservation, sustainable operations and infrastructure, recycling and environmental stewardship.

Key Strategy 4.1

Owner: Julie Wischnack



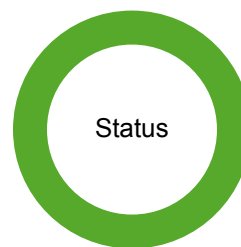
	%	#
● On Track	66.67	2
● Completed	33.33	1

Action Item: 3

Implement programs and policies to diversify housing and increase affordable housing options.

Key Strategy 4.2

Owner: Julie Wischnack



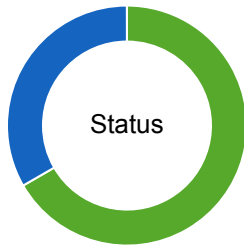
● On Track	100.0	4
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Action Item: 4

Support business retention and expansion and attract new businesses.

Key Strategy 4.3

Owner: Julie Wischnack



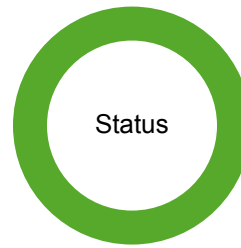
Status	%	#
On Track	66.67	2
Completed	33.33	1

Action Item: 3

Manage and promote the Opus area as a unique mix of uses and increased development reinvestment.

Key Strategy 5.1

Owner: Will Manchester



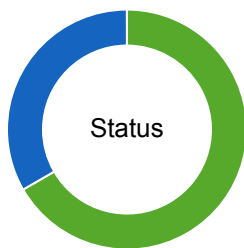
Status	%	#
On Track	100.0	4

Action Item: 4

Provide and preserve a quality local street and trail system.

Key Strategy 5.2

Owner: Will Manchester



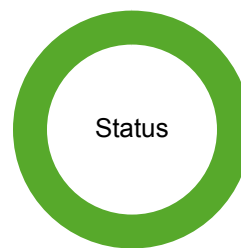
Status	%	#
On Track	66.67	2
Completed	33.33	1

Action Item: 3

Ensure connectivity through increased access to local and regional means of transportation (new mobility options).

Key Strategy 5.3

Owner: Will Manchester



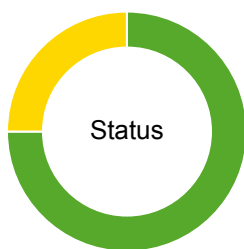
Status	%	#
On Track	100.0	3

Action Item: 3

Develop an annual capital improvement plan that supports the sustainable maintenance and replacement of assets.

Key Strategy 5.4

Owner: Will Manchester



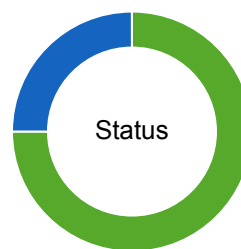
Status	%	#
On Track	75.0	3
Some Disruption	25.0	1

Action Item: 4

Expand and maintain a trail system to improve safe connectivity and walkability throughout the community.

Key Strategy 6.1

Owner: Dawn Pearson



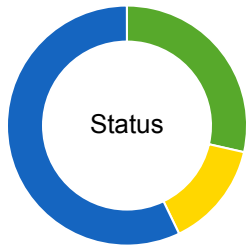
Status	%	#
On Track	75.0	3
Completed	25.0	1

Action Item: 4

Develop and implement inclusive recruiting, application, hiring and retention practices to attract excellent, qualified and diverse candidates from all backgrounds.

Key Strategy 6.2

Owner: McKaia Ryberg



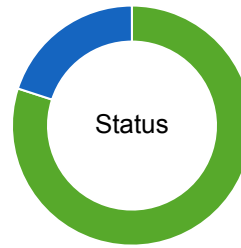
	%	#
On Track	28.57	2
Some Disruption	14.29	1
Completed	57.14	4

Action Item: 7

Foster an inclusive boards and commissions recruitment and appointment process to increase diversity.

Key Strategy 6.3

Owner: McKaia Ryberg



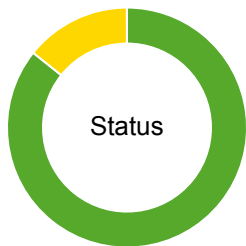
	%	#
On Track	80.0	4
Completed	20.0	1

Action Item: 5

Actively engage the community by working collaboratively to broaden policy outcomes and respond to community's needs, views and expectations.

Key Strategy 6.4

Owner: Kelly O'Dea



	%	#
On Track	85.71	6
Some Disruption	14.29	1

Action Item: 7

Remove identifiable barriers to create equal opportunity for accessing programs and services.

Strategic Priority 1

Progress 11%



Financial Strength and Operational Excellence

Maintain a long-term positive financial position by balancing revenues and expenditures for operations, debt management and capital investments. Provide innovative, responsive, quality city services at a level that reflects community value and is supported by available resources.

	%	#
On Track	88.89	8
Completed	11.11	1

Owner: Darin Nelson

Key Strategy: 3

Action Item: 9

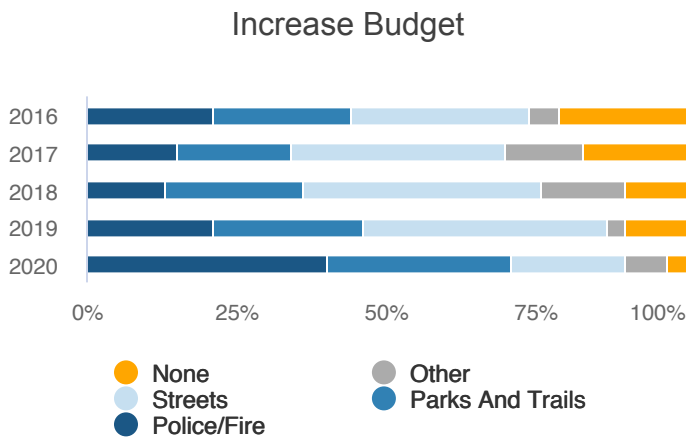
Update provided by Darin Nelson on Apr 23, 2021 22:05:29

The city is on track to continue its long history of financial strength and positioning. The 2020 annual finance report will be reported to the council in late June. Preliminary numbers indicate a positive net position for the General Fund. COVID-19 impacted revenues and expenditures, but federal CARES funding did aid in offsetting these differences. The 2022 annual budget is in its beginning stages. The community citizen and strategic profile will be used to guide the direction of both operating and capital budgets.

The city's internal work committee continues to meet regularly to review delivery of services and service modeling related to the pandemic. The Administration Services Division has worked collaboratively with the Communications division to create a robust Ranked Choice Voting (RCV) education campaign, which will begin roll out in the second quarter. Construction plans for Ridgedale Commons and Crane Lake Preserve were accepted & authorized to bid by City Council at their regular meeting on January 25, 2021 meeting. The results of the bidding process were presented to City Council at their March 22, 2021 regular meeting. Unfortunately, bids were higher than expected and ultimately rejected. Because of the complexity of this project, staff is evaluating moving the project forward using a construction manager-contractor process.

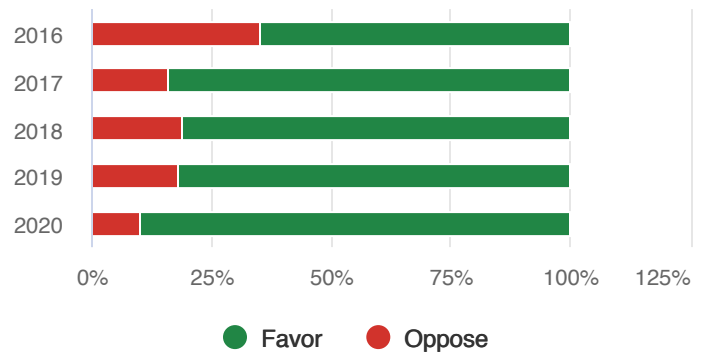
Strategic Priority 1 > Long Term Target

Where Should the City Increase Budget

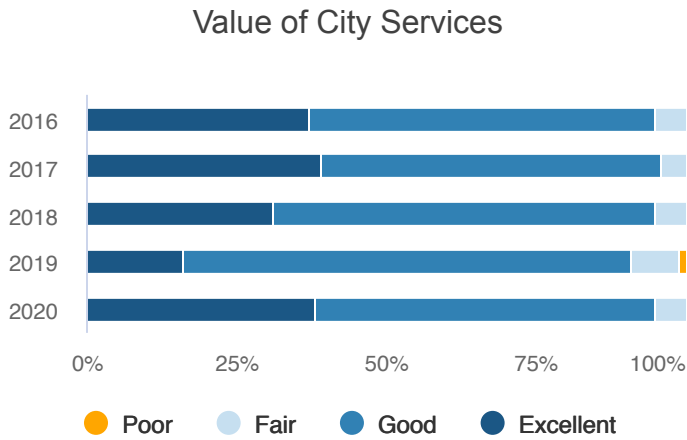


Taxes vs Services

Increase Taxes to Maintain Services



Value of City Services



Strategic Priority 1 header

Strategic Priority 1

Financial Strength and Operational Excellence

Owner: Darin Nelson, Finance Director

Key Strategy 1.1

Progress 0%

Maintain the city's AAA bond rating.

Owner: Darin Nelson

Action Item: 3



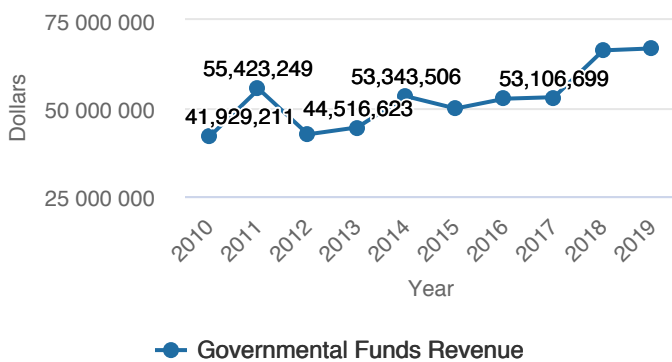
	%	#
On Track	100.0	3

Update provided by Darin Nelson on Apr 16, 2021 16:06:03

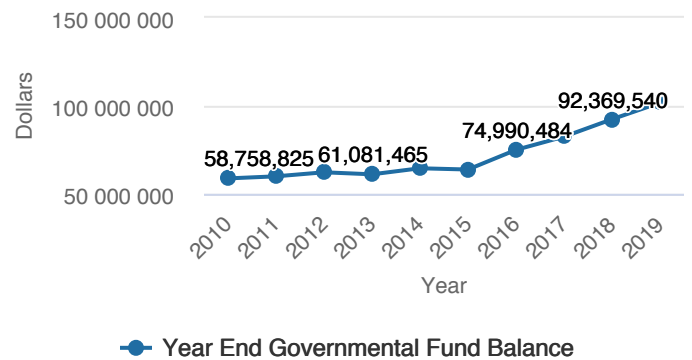
The city continues to meet the necessary matrixes required to maintain it's AAA bond rating. A new rating will likely be issued by Moody's later this year when the city issues General Obligation Revenue bonds for water and sewer infrastructure replacement.

Key Strategy 1.1 > KPI

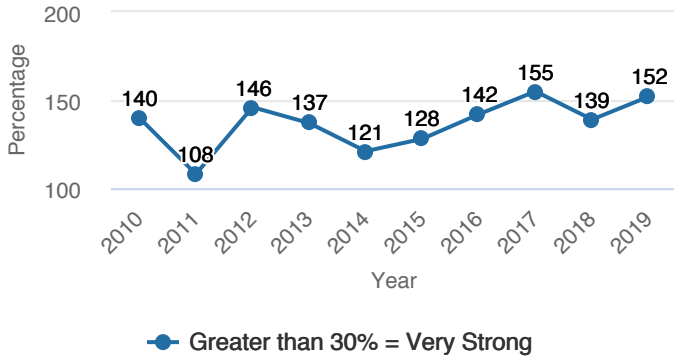
Governmental Funds Revenue



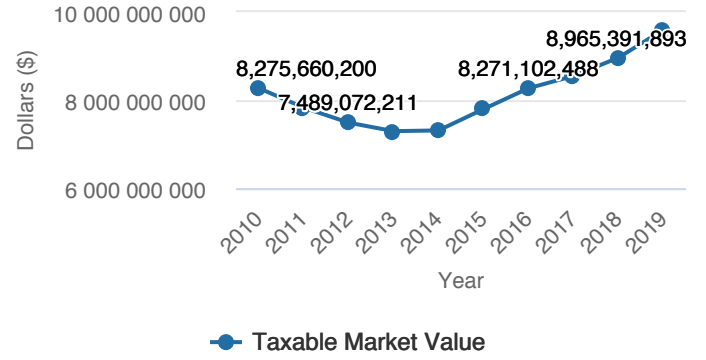
Year End Governmental Fund Balance



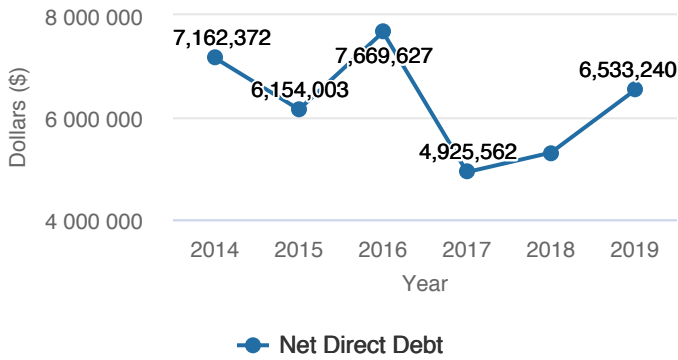
Net Fund Balance



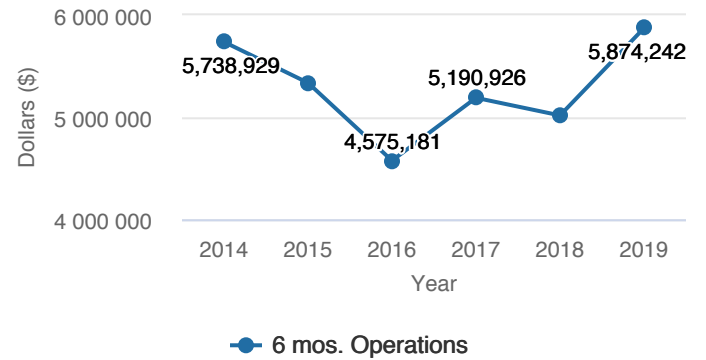
Taxable Market Value



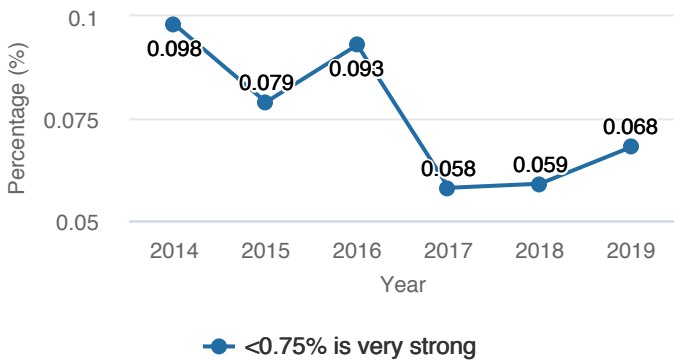
Net Direct Debt



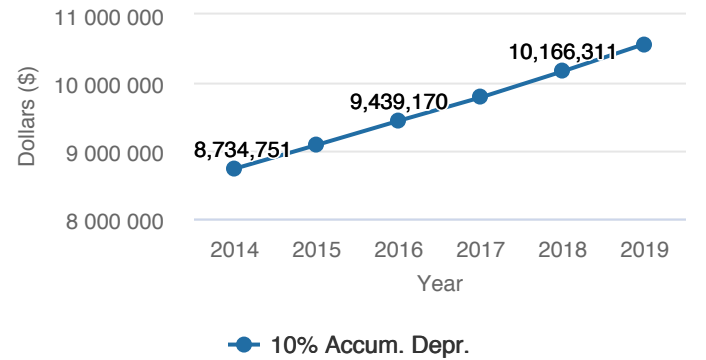
Utility Fund Cash Balance - 6 Month Operations



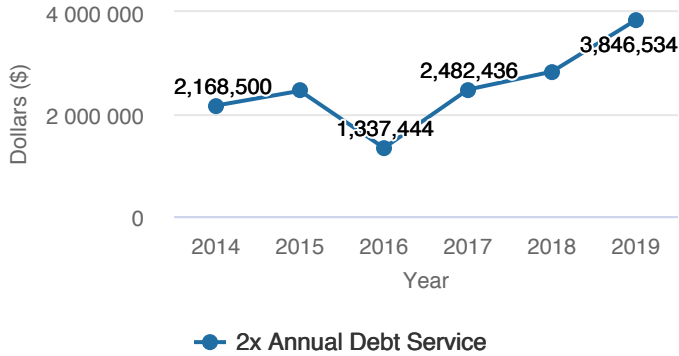
Net Direct Debt Revenue - Very Strong



Utility Fund Cash Balance - 10% Accumulated Depreciation



Utility Fund Cash Balance - 2x Annual Debt Service



Action Item 1.1.1

Ongoing - Ongoing

On Track

Maintain a Moody's fund balance rating of "Very Strong", which equates to a fund balance of greater than 30 percent of revenues.

Owner: Darin Nelson Contributor: Joel Merry

Update provided by Darin Nelson on Mar 19, 2021 18:48:07

The December 31, 2020 Comprehensive Annual Financial Report will be presented to the City Council in June 2021. Final 2020 fund balance numbers will be known at that time. In 2020 the total governmental fund balance is anticipated to well exceed 30 percent of governmental fund revenues maintaining Moody's very strong fund balance rating.

Action Item 1.1.2

Ongoing - Ongoing

On Track

Maintain a Moody's net direct debt rating of "Very Strong", which equates to net direct debt being less than 0.75 percent of the city's taxable market value.

Owner: Darin Nelson Contributor: Joel Merry

Update provided by Darin Nelson on Mar 19, 2021 18:51:03

The December 31, 2020 Comprehensive Annual Financial Report will be presented to the City Council in June 2021. Final net direct debt calculations will be known at that time. 2020 net direct debt is anticipated to be substantially less than Moody's recommended 0.75 percent ceiling of direct debt compared the city's taxable market value maintaining Moody's very strong net direct debt rating.

Action Item 1.1.3

Ongoing - Ongoing

On Track

Maintain Water and Sewer Utility fund cash balance of least two times the annual debt service, six months of ongoing operations, and 10 percent of accumulated depreciation.

Owner: Darin Nelson Contributor: Joel Merry

Update provided by Darin Nelson on Mar 19, 2021 18:55:10

The December 31, 2020 Comprehensive Annual Financial Report will be presented to the City Council in June 2021. Final year-end cash balance will be known at that time. The year-end Water and Sewer Utility Fund cash balance is anticipated to exceed the fund's reserve policy.

Key Strategy 1.2

Progress 0%

Develop an annual budget that meets community needs and is in alignment with the strategic plan and financial policies.

Owner: Darin Nelson

Action Item: 3



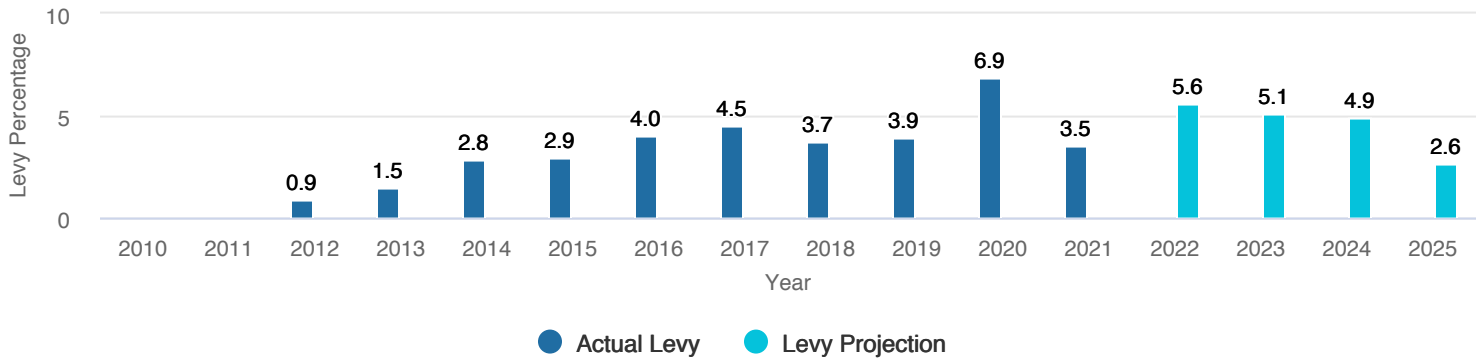
	%	#
On Track	100.0	3

Update provided by Darin Nelson on Apr 16, 2021 16:19:37

The annual budget is in its beginning stages. The community citizen survey and strategic profile will be used to guide the direction of both operating and capital budgets.

Key Strategy 1.2 > KPI

Estimated Levy Forecast



Action Item 1.2.1

Ongoing - Ongoing

On Track

Review annual strategic plan to prioritize city council objectives.

Owner: Mike Funk

Update provided by Mike Funk on Apr 10, 2021 16:24:34

The 2021 strategic profile/strategic plan was accepted by the city council in December of 2021. The council will be presented with a Q1 report in May of 2021. It is anticipated the city council will review the current strategic plan (mini check-in) during Q2 of 2021.

Action Item 1.2.2

Ongoing - Ongoing

On Track

Develop and approve 5-year Capital Improvements Plan (CIP).

Owner: Darin Nelson Contributor: Joel Merry

Update provided by Darin Nelson on Mar 19, 2021 18:57:54

The 2022-2026 Capital Improvement Program is in development. A draft is anticipated to be reviewed with council at the June study session.

Action Item 1.2.3

Ongoing - Ongoing

On Track

Perform long-term levy projections to ensure financial sustainability and responsible stewardship of the public's tax dollars.

Owner: Darin Nelson Contributor: Joel Merry

Update provided by Darin Nelson on Mar 19, 2021 18:59:04

Long-term levy projections are prepared in conjunction with the annual CIP and operating budgets. Levy projections are planned to be available at the August budget study session.

Key Strategy 1.3

Progress 33%

Provide excellent, meaningful programs and amenities to serve and enhance our community.

Owner: Darin Nelson

	%	#
On Track	66.67	2
Completed	33.33	1

Action Item: 3

Update provided by Darin Nelson on Apr 16, 2021 16:57:27

The city's internal work committee continues to meet regularly to review delivery of services and service modeling related to the pandemic. The Administration Services division has worked collaboratively with the Communications division to create a robust Ranked Choice Voting (RCV) education campaign, which will begin roll out in the second quarter. Construction plans for Ridgedale Commons and Crane Lake Preserve were accepted and authorized to bid by City Council at their regular meeting on January 25, 2021 meeting. The results of the bidding process were presented to City Council at their March 22, 2021 regular meeting. Unfortunately, bids were higher than expected and ultimately rejected. Because of the complexity of this project, staff is evaluating moving the project forward using a construction manager-contractor process.

Action Item 1.3.1

Ongoing - Ongoing

Completed

Create internal work committee to evaluate and maintain services through the COVID-19 pandemic.

Owner: Mike Funk

Update provided by Mike Funk on Apr 10, 2021 15:36:06

The committee (RCP) was formed in April of 2020 and has meet every two weeks since that time. The mission and scope of the committee was:

- To create uniform guidelines for staff currently deployed in the workplace as well as for those who will be returning to their workplace. This includes configuring layouts and workspaces to maintain required social distancing along with appropriate PPE resources, cleaning, and sanitization to ensure a safe workplace is established and maintained.
- To create a phased strategy for the safe return of employees currently teleworking and/or covid idle to their public work space.
- Review delivery of services and service modeling related to pandemic. Analyze opportunities to deliver services in an effective, efficient, and innovative manner. Improve operations.

Action Item 1.3.2

Ongoing - Ongoing

On Track

Transition to ranked choice voting in 2021 elections, including the development of an educational campaign.

Owner: Moranda Dammann

Update provided by McKaia Ryberg on Apr 14, 2021 14:00:16

The Administration Services Division has worked collaboratively with the Communications division to create a robust education campaign. We will begin to roll it out in second quarter. This includes hiring a deputy city clerk, mock elections, education booth at the Farmers Market and Summer Fest, RCV videos, brochures and postcards. We will also have social media presence and updated website information.

Action Item 1.3.3

Ongoing - Ongoing

On Track

Prepare construction plans for Ridgedale Commons and Crane Lake Preserve.

Owner: Carol Hejlstone

Update provided by Carol Hejlstone on Feb 24, 2021 19:58:50

Construction plans for Ridgedale Commons and Crane Lake Preserve were accepted and authorized to bid by City Council at their regular meeting on January 25, 2021 meeting. The results of the bidding process will be presented to City Council at their March 8, 2021 regular meeting.

Strategic Priority 2

Progress 5%



Safe and Healthy Community

Develop programs, policies and procedures that enhance the community's well-being and partner with the community to provide engagement opportunities and build trust. Sustain focus on prevention programs, education, hazard mitigation and rapid emergency response.

Owner: Scott Boerboom

	%	#
On Track	63.16	12
Some Disruption	31.58	6
Completed	5.26	1

Key Strategy: 4 Action Item: 19

Update provided by Scott Boerboom on Apr 28, 2021 15:36:17

The collection of demographic data has begun. It will take some time before the sample size is large enough to identify trends or draw conclusions. A data collection consultant will provide guidance on how the data should be tracked and shared. The police department's Use of Force policy was updated to be in compliance with state mandate on police reform and scenario based training was held for all sworn staff. The police department's pursuit policy is currently undergoing revision. Police will be introducing a Peer Support program and a Mental Health Check Up program mid-summer.

Police and Fire are currently in the process of reviewing policies and will meet soon to begin developing joint policies. These joint policies will provide a seamless response by police and fire personnel, enhancing our joint public safety response.

Recreation staff continually add new programs, services, and amenities to attract community members of all ages. More technology-based classes are being offered for youth, including esports, drone building, and robotics. Outdoor recreation opportunities have been added too for all ages. Examples include kayaking and canoe day trips, fly fishing classes, and mountain biking classes.

Strategic Priority 2 > Long Term Target

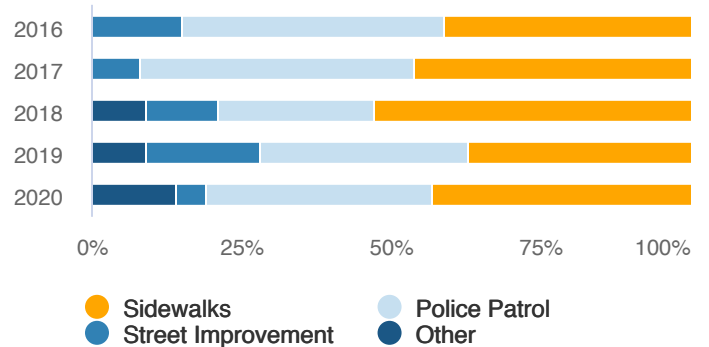
Safety - Areas Feeling Unsafe

Areas that Do Not Feel Safe

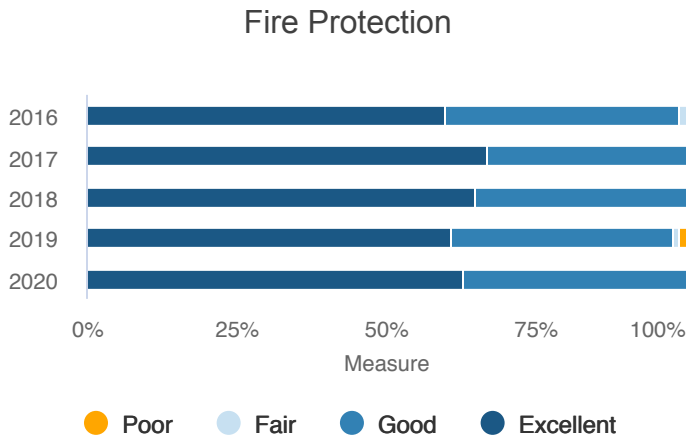


Feel More Safe

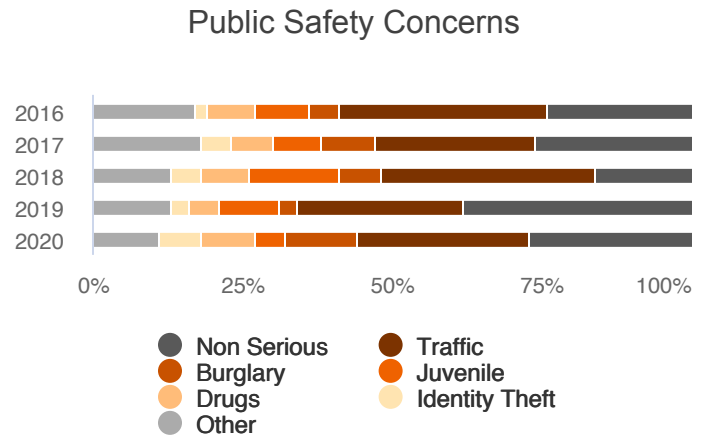
What Would Make You Feel More Safe?



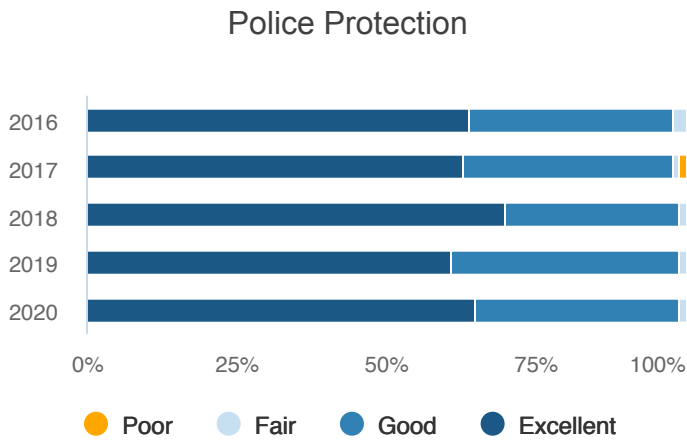
Quality of Fire Protection



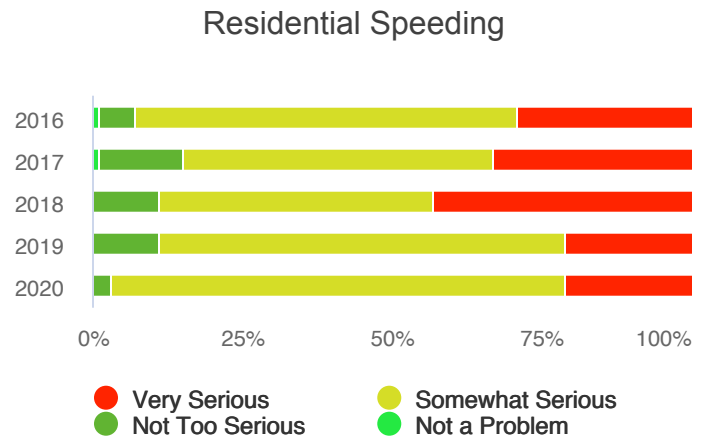
Public Safety Concerns



Quality of Police Protection



Residential Speeding



Key Strategy 2.1

Progress 0%

Identify and adapt to public safety service models that support evolving changes in service delivery expectations.

Owner: Andy Gardner Contributor: Shelley Petersen

Action Item: 6



	%	#
On Track	83.33	5
Some Disruption	16.67	1

Update provided by Andy Gardner on Apr 08, 2021 13:36:56

The collection of demographic data has begun. It will take some time before the sample size is large enough to identify trends or draw conclusions. The police department's Use of Force policy was updated to be in compliance with state mandate on police reform and scenario based training was held for all sworn staff. The police department's pursuit policy is currently undergoing revision. Police will be introducing a Peer Support program and a Mental Health Check Up program in the next few weeks.

Action Item 2.1.1

Update provided by Kevin Fox on Apr 14, 2021 14:11:03

Ongoing - Ongoing

On Track

Develop a long term staffing strategy for the fire department.

Owner: Kevin Fox

A long term staffing model has been developed and we have submitted the plan to the city which includes applying for a SAFER grant to provide 3 years of funding for 13 additional full time positions.

Action Item 2.1.2

Update provided by Andy Gardner on Apr 05, 2021 18:17:43

Ongoing - Ongoing

Some Disruption

Collect demographic data to guide public safety training and policy development and strategic planning.

Owner: Andy Gardner

Initially, Hennepin County Sheriff's Radio planned to launch the race and gender data collection components to the squad car mobile computers in late January of 2021 but experienced delays with the expiration of a contract with the vendor writing the software. The contract has been renewed and the race and gender collection component is due to launch April 8, 2021.

Action Item 2.1.3

Update provided by Scott Boerboom on Apr 07, 2021 16:22:07

Ongoing - Ongoing

On Track

Partner with Metro Transit Police to explore establishment of a joint use police substation in the Opus area/Southwest Light Rail Transit.

Owner: Scott Boerboom

Other than initial discussion with Metro Transit Police, staff has not engaged in further discussion as of this reporting date.

Action Item 2.1.4

Update provided by Andy Gardner on Apr 05, 2021 18:40:10

Ongoing - Ongoing

On Track

Align Minnetonka police officer training with the criteria established by the P.O.S.T. Board, MN Professional Peace Officer Education and professional organizations, along with federal and state requirements.

Owner: Andy Gardner

There are currently 6 field training officers and another 8 officers interested in becoming field training officers. These officers are currently taking classes provided by the League of MN Cities in subjects such as Human Behavior & Motivation, as well as Mentoring, Goal Setting & Performance Counseling. A formal FTO class is being offered in May and the intent is to have as many officers attend as the schedule will allow.

Action Item 2.1.5

Update provided by Scott Boerboom on Apr 07, 2021 16:11:47

Ongoing - Ongoing

On Track

Identify and pursue additional partnerships to enhance public safety by providing access to mental health and support resources for residents in crisis.

Owner: Scott Boerboom

We are exploring a grant opportunity that will enhance and expand our response to mental health related calls. This includes a new partnership with Hennepin County mental health court and expanded partnership with Hennepin County Human Services.

Action Item 2.1.6

Update provided by Andy Gardner on Apr 05, 2021 18:59:43

Ongoing - Ongoing

On Track

On-going review of the recommendations made by The President's Task Force on 21st Century Policing.

Owner: Andy Gardner

The President's Task Force identified 6 pillars of 21st Century Policing. They are Building Trust and Legitimacy, Policy and Oversight, Technology and Social Media, Community Policing and Crime Reduction, Officer Training and Education, and Officer Safety and Wellness. Consideration is given to each of these pillars for each policy, program or initiative the department takes on.

Key Strategy 2.2

Progress 0%



Identify safety strategies and practices that promote positive quality of life for all.

Owner: Shelley Petersen Contributor: Andy Gardner

	%	#
● On Track	80.0	4
● Some Disruption	20.0	1

Action Item: 5

Update provided by Shelley Petersen on Apr 28, 2021 16:04:23

The police department continues to work with the Minnesota Department of Health on mass dispensing and vaccination initiatives for covid-19 within the city. Efforts to provide free vehicle safety equipment inspections, child seat inspections and educational materials to the community have been initiated. Free repair vouchers through the Lights On! initiative will be issued. The police department is actively participating in DE & I efforts internally and also within the community. Police department policies that may perpetuate disparities are under review.

Action Item 2.2.1

Ongoing - Ongoing

Some Disruption

Collaborate with local business and non-profits to provide vehicle equipment safety inspections including child seat inspections.

Owner: Shelley Petersen

Update provided by Shelley Petersen on Apr 06, 2021 20:00:23

Due to covid-19 restrictions, there has been some delay in our ability to host a vehicle safety clinic which would involve our officers working inside of vehicles and closely with citizens and children.

Traffic Officer P. Bauer is working with local apartment managers to select a date/location for us to host a community event offering child seat inspections and vehicle equipment safety inspections.

Action Item 2.2.2

Ongoing - Ongoing

On Track

Prepare to facilitate a distribution site in Minnetonka for COVID-19 testing or mass public vaccinations.

Owner: Shelley Petersen

Update provided by Shelley Petersen on Apr 28, 2021 16:44:17

Two covid-19 vaccination clinics will be held in the city in May. The clinics are hosted through the Hennepin County Environmental service and Public Health. Minnetonka police and fire will monitor both clinics to ensure community safety.

- Destiny Hill Church (13207 Lake Street Extension) – Friday, 5/7/2021, from 12 pm - 6:15 pm
- Al-Amaan Center (5620 Smetana Drive) - Thursday, 5/20/2021, from 2 pm-6:30 pm

Action Item 2.2.3

Ongoing - Ongoing

On Track

Perform departmental reviews to identify policies within each department that may perpetuate disparities or be rooted in systemic racism.

Owner: Scott Boerboom

Update provided by Scott Boerboom on Apr 07, 2021 16:19:36

Changes to the Use of Force state statute required changes to the police department's Use of Force policy and these became effective March 1, 2020. Another police policy under review is the Forfeiture policy.

No other city department policies have been identified as of this reporting date.

A subcommittee of the Internal Diversity Committee is currently developing use of equity tools for reviewing city programs and services.

Action Item 2.2.4

Update provided by Scott Marks on Apr 16, 2021 14:52:51

Ongoing - Ongoing

On Track

Participate in community engagement activities to increase understanding between law enforcement and people of color.

Owner: Scott Marks

Participating in DE&I Task Force development. Participating in monthly Dismantling Racism Dialogue Series hosted by St. Luke Presbyterian Church: Discussion facilitator at April 19 meeting. Hosted Minnetonka Faith Leaders virtual meeting on Mar 22 along with Chief Boerboom to discuss DE&I Task Force development, internal DE&I efforts, and provide information about PD preparation for end of Chauvin trial.

Action Item 2.2.5

Update provided by Shelley Petersen on Apr 06, 2021 20:27:28

Ongoing - Ongoing

On Track

Provide educational materials on police interactions to new drivers and elicit feedback from students.

Owner: Shelley Petersen

We have identified a program called **Point of Impact** offered through the State's Office of Traffic Safety. Our traffic officers have received training on the program along with presentation materials. Traffic officers are working with Minnetonka communication and recreation departments on how to best promote these educational materials.

Key Strategy 2.3

Progress 0%

Collaboratively review current integrated police and fire policy and training protocols and implement appropriate changes.

Owner: Kevin Fox



Category	%	#
On Track	25.0	1
Some Disruption	75.0	3

Action Item: 4

Update provided by Kevin Fox on Apr 14, 2021 14:08:26

Police and Fire are currently in the process of reviewing our policies and will meet soon to begin developing joint policies.

Action Item 2.3.1

Update provided by Kevin Fox on Apr 14, 2021 14:12:01

Ongoing - Ongoing

Some Disruption

Establish a group of personnel from police and fire departments to identify the most critical potential incidents that would require joint policy.

Owner: Kevin Fox

We are currently in the process of putting together a core group from police and fire. Current events have delayed this project somewhat.

Action Item 2.3.2

Update provided by Kevin Fox on Apr 14, 2021 14:14:26

Ongoing - Ongoing

On Track

Develop a joint standard operating guideline for response to Mass Casualty/Active Shooter Events

Owner: Kevin Fox

The Minnetonka Police and Fire Departments have adopted the standard operating guidelines to Mass Casualty/Active Shooter Events currently being used in Hennepin County. This standard is used county wide which will streamline emergency response to such incidents.

Action Item 2.3.3

Update provided by Kevin Fox on Apr 14, 2021 14:15:37

Ongoing - Ongoing

Some Disruption

Develop a standard operating guideline for traffic management at emergency and non-emergency scenes.

This SOG will be developed soon. Current events happening around the metro area have delayed this project somewhat. We anticipate progress on this action item by mid summer.

Owner: Kevin Fox

Action Item 2.3.4

Update provided by Kevin Fox on Apr 14, 2021 14:16:17

Ongoing - Ongoing

Some Disruption

Develop a policy for joint structure fire response.

Current events around the metro area have contributed to delays on this action step. We anticipate progress on this by mid summer.

Owner: Kevin Fox

Key Strategy 2.4

Progress 25%



Provide a full range of recreational programs, services and amenities.

Owner: Kelly O'Dea

	%	#
On Track	50.0	2
Some Disruption	25.0	1
Completed	25.0	1

Action Item: 4

Update provided by Kelly O'Dea on Apr 13, 2021 12:51:24

Recreation staff continually add new programs, services, and amenities to attract community members of all ages. More technology-based classes are being offered for youth, including esports, drone building, and robotics. Outdoor recreation opportunities have been added too for all ages. Examples include kayaking and canoe day trips, fly fishing classes, and mountain biking classes.

Key Strategy 2.4 > KPI

HopKids Programs

HopKids Programs

HopKids Programs	2017	2018	2019	2020
Number of Programs	8	122	141	79
Number of Registrations	983	1637	1600	624
Average Attendance	12	13	11	8
Cost of Program	\$62	\$58	\$59	\$63

Recreation

Recreation

Recreation	2017	2018	2019	2020
Williston Programs Offered w/COVID Requirements	NA	NA	NA	82
Aquatics Program Numbers	876	797	801	516
Virtual Program Numbers	NA	NA	NA	344

Action Item 2.4.1

Ongoing - Ongoing

On Track

Collaborate with the Hopkins School District to provide diverse and affordable preschool programming.

Owner: Ann Davy

Update provided by Ann Davy on Apr 09, 2021 01:02:19

We have over 50 summer program offerings in collaboration with the Hopkins School District through the Hop-Kids pre-school program partnership. We are also assisting them with their summer camp offerings to district students by providing lifeguard services.

Action Item 2.4.2

Ongoing - Ongoing

On Track

Safely reopen Williston Fitness Center and provide socially distanced opportunities.

Owner: Kristin Pimental

Update provided by Kristen Pimental on Mar 30, 2021 20:08:17

Williston safely reopened on December 21, 2020. Signage was placed around the facility to remind members and guests to wear masks at all times including while exercising. Social distancing stickers reminded users to keep their distance while navigating around the facility. Reservations were in place for lap lanes, gymnasium and fitness class to ensure we were at 25% capacity while maintaining 6 feet apart. Equipment in the cardio room allowed for 9 feet of social distancing and has recently decreased to 6 feet.

Action Item 2.4.3

Ongoing - Ongoing

Some Disruption

Develop a water safety class for kids that explores different water safety concepts with lakes, oceans, rivers, currents, cold water, etc.

Owner: Ann Davy

Update provided by Ann Davy on Apr 09, 2021 01:03:36

Our previous Aquatics Program Manager set this goal, but she left her position in December. A new employee will be filling this role in late April and will be tasked with this action item.

Action Item 2.4.4

Ongoing - Ongoing

Completed

Provide virtual programming for our senior population to ensure they stay connected.

Owner: Mike Pavelka

Update provided by Mike Pavelka on Apr 08, 2021 22:18:33

Senior Services offered(s) the following virtual programming:

- Yoga - chair & intermediate
- British History classes
- Over 50 & Fit - both on-line and cable channel 15
- Memory Café - Taiko drumming & support
- Caregiver Support Group
- Tour of Paris, Germany & Switzerland presentation
- Bird Club
- Computer Group
- Senior Chorale

Strategic Priority 3

Progress 0%



Sustainability and Natural Environment

Support long-term and short-term initiatives that lead to the protection and enhancement of our unique and natural environment while mitigating climate change impacts.

Owner: Leslie Yetka

	%	#
On Track	100.0	11

Key Strategy: 3 Action Item: 11

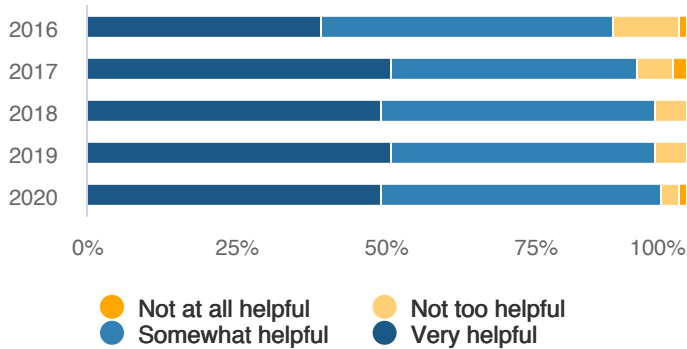
Update provided by Leslie Yetka on Apr 28, 2021 19:02:04

The city continues to implement initiatives related to natural resources protection and climate resilience. Planning staff collaborate with natural resources and engineering staff to review development applications to ensure compliance with resource protection ordinances. Staff is approximately mid-way through updating the city's Natural Resources Management plan to guide restoration and protection efforts to create more climate resilient landscapes, and staff work to promote various initiatives related to water and energy conservation actions.

Strategic Priority 3 > Long Term Target

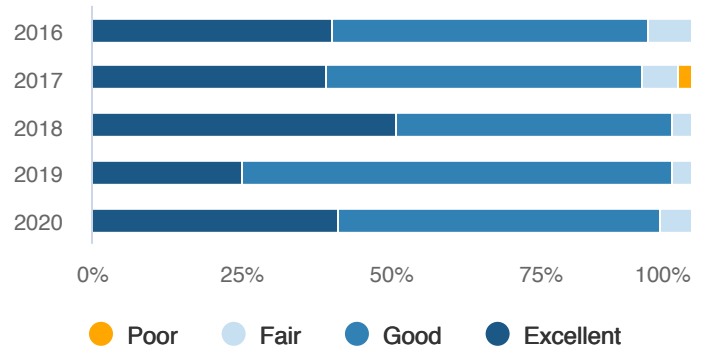
Environmental Information Provided by the City

Environmental Information Provided by the City



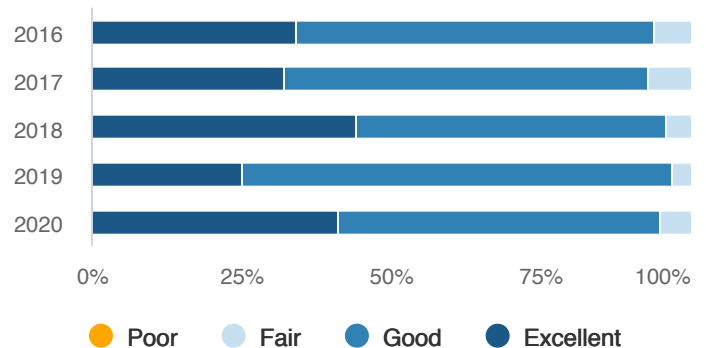
Forested Area Efforts

Forested Areas Efforts

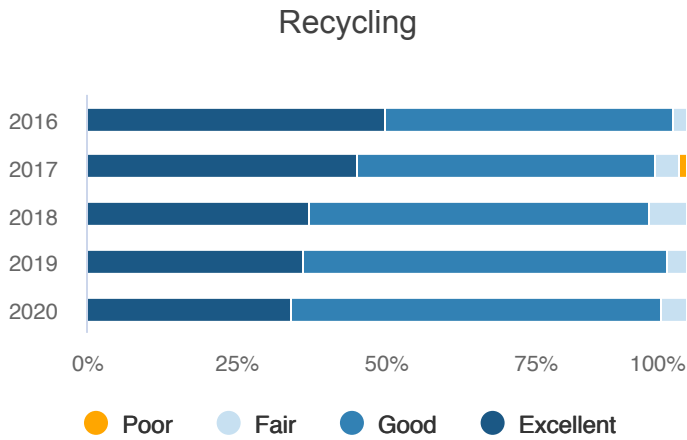


Quality of Natural Environment

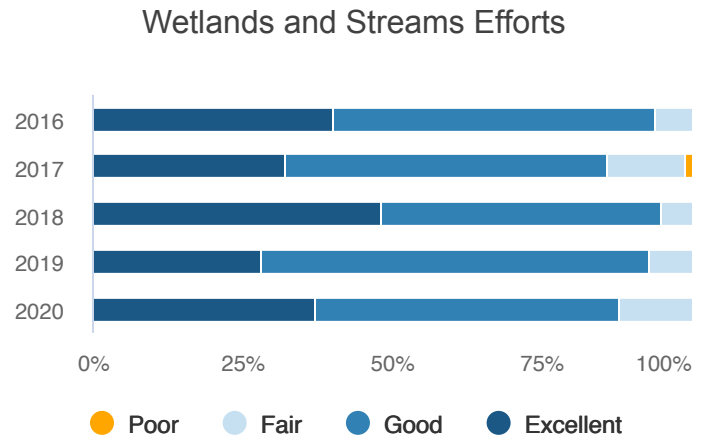
Quality of Natural Environment



Quality of Recycling Services



Wetlands and Streams Efforts



Key Strategy 3.1

Progress 0%

Carefully balance growth and development with preservation efforts that protect the highly valued water and woodland resources of our community.

Owner: Susan Thomas



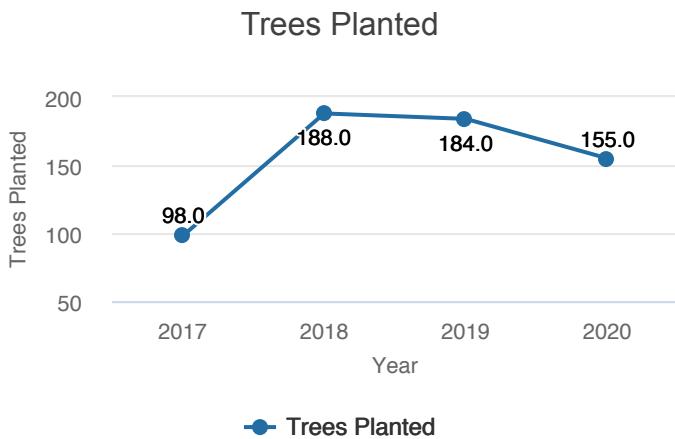
Action Item: 3

Update provided by Susan Thomas on Apr 28, 2021 15:06:30

Planning staff continues to review development applications with engineering and natural resources staff to ensure compliance with resources protection ordinances.

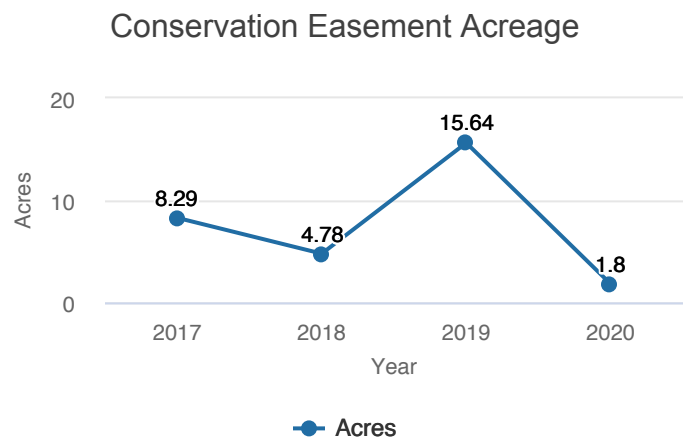
Key Strategy 3.1 > KPI

Trees Planted



Conservation Easement Acreage

Owner: Leslie Yetka



Action Item 3.1.1

Update provided by Susan Thomas on Apr 07, 2021 16:25:15

Ongoing - Ongoing

On Track

Workplan for ordinance update and public participation is being developed.

Review and gather public input to help guide updates to the tree protection ordinance.

Owner: Susan Thomas Contributor: Leslie Yetka

Action Item 3.1.2

Update provided by Susan Thomas on Apr 07, 2021 16:24:31

Ongoing - Ongoing

On Track

The ordinance update has not occurred to date, as such the guide to this "new" ordinance has not been developed

Develop a guide for the updated tree ordinance that can be used as a developer's tool and for general outreach.

Owner: Susan Thomas Contributor: Leslie Yetka

Action Item 3.1.3

Update provided by Sarah Schweiger on Apr 08, 2021 22:02:08

Ongoing - Ongoing

On Track

Public and private green infrastructure practices have been incorporated into the final plans of the Groveland Bay Area street reconstruction project for construction summer 2021.

Incorporate green infrastructure practices (e.g. raingardens) as part of the Groveland Bay Area street reconstruction project to enhance water quality and increase landscape sustainability.

Owner: Sarah Schweiger

Key Strategy 3.2

Progress 0%

Develop and implement long-term plans to mitigate threats to water quality, ecosystems, urban forests and the unique natural character of Minnetonka.

Owner: Leslie Yetka

Action Item: 3

Update provided by Leslie Yetka on Apr 28, 2021 18:56:39

Planning is in progress to update the city's Natural Resources Master Plan, which should be completed sometime mid-year. Efforts are also continuing to update the city's runoff models in both the Basset Creek and Purgatory Creek watersheds, which will help inform water management (flood control, water quality) in these watersheds. The city is also required to apply for a new stormwater (MS4) permit through the Minnesota Pollution Control Agency, which is also completed.



	%	#
● On Track	100.0	3

Action Item 3.2.1

Update provided by Leslie Yetka on Apr 12, 2021 17:35:13

Ongoing - Ongoing

On Track

Update the natural resources master plan to protect and enhance the biological and ecological integrity of the city's natural resources.

Data collection and GIS mapping is nearly complete. Draft goals, objectives, and strategies are being generated. Public comments and feedback will be solicited on draft plan when it is completed.

Owner: Leslie Yetka

Action Item 3.2.2

Update provided by Sarah Schweiger on Apr 08, 2021 21:54:55

Ongoing - Ongoing

On Track

Continue to update flood vulnerability models city-wide.

Draft model updates are being completed for the Bassett Creek and Purgatory Creek watersheds.

Owner: Sarah Schweiger

Action Item 3.2.3

Update provided by Sarah Schweiger on Apr 08, 2021 21:48:41

Ongoing - Ongoing

On Track

Apply for the new state MS4 permit and update the city's Stormwater Pollution Prevention Plan.

MPCA MS4 permit application is on track to be submitted next week, by April 15th.

Owner: Sarah Schweiger

Key Strategy 3.3

Progress 0%

Take an active role in promoting energy and water conservation, sustainable operations and infrastructure, recycling and environmental stewardship.



Owner: Drew Ingvalson

Action Item: 5

Update provided by Drew Ingvalson on Apr 28, 2021 15:23:50

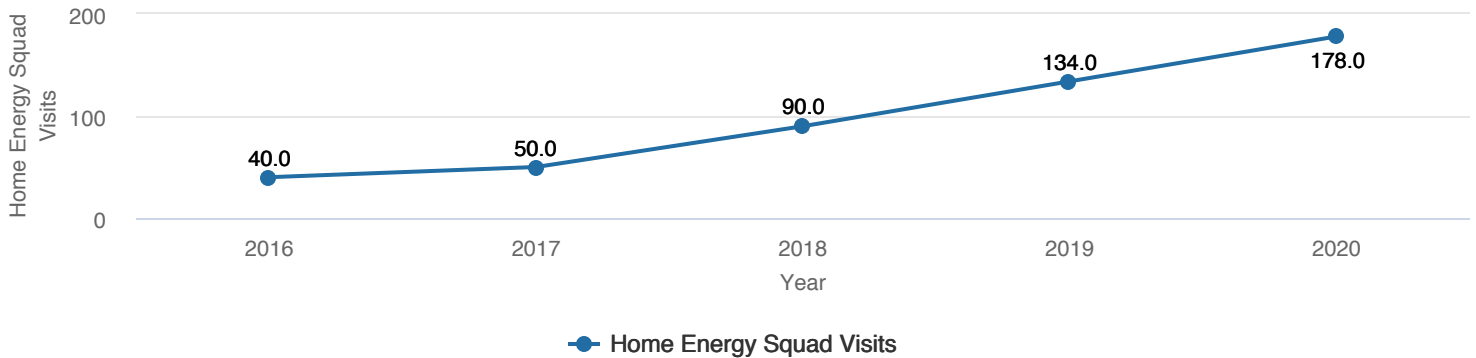
The City has promoted various residential energy efficiency opportunities through social media, subscribed email lists, the Minnetonka Memo, monthly Sustainable Minnetonka webinars, and the Sustainable Minnetonka webpage. The City has also appointed 9 sustainability commission members and conducted trainings with the new commissioners in preparation for the inaugural, May 11, 2021 sustainability commission meeting.

The City has also:

- established a water conservation rebate program (to reduce summer peak water use through irrigation);
- scheduled annual leak detection survey for September 2021 (to reduce unaccounted water loss); and
- started to install pilot cellular water meters (to address water conservation and reduce water use).

Home Energy Squad Visits

Owner: Drew Ingvalson



Action Item 3.3.1

Ongoing - Ongoing

On Track

- Implement the city's Energy Action Plan for promoting energy conservation, including promotion of sustainability efforts the city takes.

Owner: Drew Ingvalson

Update provided by Drew Ingvalson on Apr 08, 2021 16:05:00

Strategy 4: The City has emailed information about the multi-family building efficiency opportunities to all multi-family building managers in Minnetonka.

Strategy 5B: The City has promoted Home Energy Squad visits through social media and Minnetonka Memo.

Strategy 9: The City has hosted 4 Sustainable Minnetonka Webinars on topics like: home energy efficiency, utility bills, and waste reduction.

Strategy 10: The City has a "Sustainable Minnetonka" page that provides on-site solar calculators and various on-site solar information.

Action Item 3.3.2

Ongoing - Ongoing

On Track

- Implement a city sustainability commission.

Owner: Drew Ingvalson

Update provided by Drew Ingvalson on Apr 08, 2021 16:06:09

The City Council has appointed 9 sustainability commission members. Trainings are occurring in April 2021 and the first meeting is tentatively scheduled for May 11, 2021.

Action Item 3.3.3

Ongoing - Ongoing

On Track

- Implement a water conservation rebate program to reduce summer peak water use through irrigation.

Owner: Mike Kuno Contributor: Christine Petersen

Update provided by Mike Kuno on Mar 02, 2021 13:05:56

A rebate program has been established for 2021. The program includes rebates for replacement of existing irrigation controllers and sprinkler heads with new WaterSense certified products. Program details are available on the city website and were communicated in the March Memo.

Action Item 3.3.4

Update provided by Tom Pletcher on Apr 08, 2021 18:31:58

This is scheduled to start September 2021

Ongoing - Ongoing

On Track

- Conduct an annual leak detection survey to reduce unaccounted water loss.

Owner: Mike Kuno Contributor: Tom Pletcher

Action Item 3.3.5

Update provided by Tom Pletcher on Apr 08, 2021 18:33:05

We have installed a few of these meters and we are working through any problems.

Ongoing - Ongoing

On Track

- Implement a pilot cellular water meter program to address water conservation and reduce water use.

Owner: Mike Kuno Contributor: Tom Pletcher

Strategic Priority 4

Progress 20%



Livable and Well-Planned Development

Balance community-wide interests and respect Minnetonka's unique neighborhoods while continuing community reinvestment.

Owner: Julie Wischnack

	%	#
On Track	80.0	8
Completed	20.0	2

Key Strategy: 3 Action Item: 10

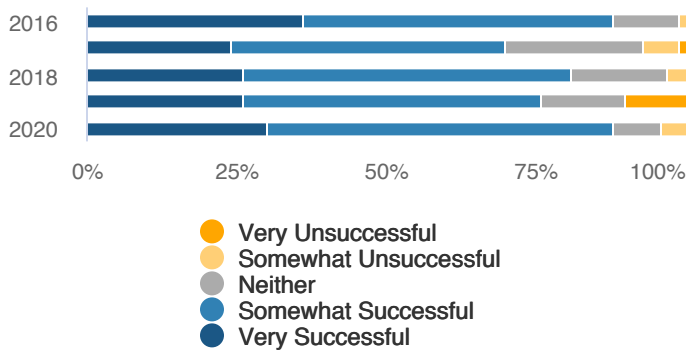
Update provided by Julie Wischnack on Apr 28, 2021 21:22:41

There has been immense effort provided to address the needs of businesses and housing relating to the pandemic. The efforts related to the pandemic involved the development of creating programs to assist with needs; communicating forms of assistance; and responding to changing dynamics. There was also progress made on establishing the affordable housing trust fund and creation of new affordable units within the city. Significant progress has been made on planning for the future of the Opus area and impending development by completing an environmental review document and creating a tax increment district to complete needed infrastructure.

Strategic Priority 4 > Long Term Target

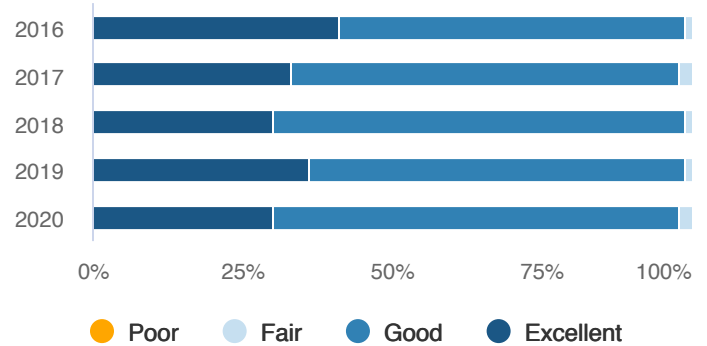
City's Success in Balancing Rights

City's Success in Balancing Rights



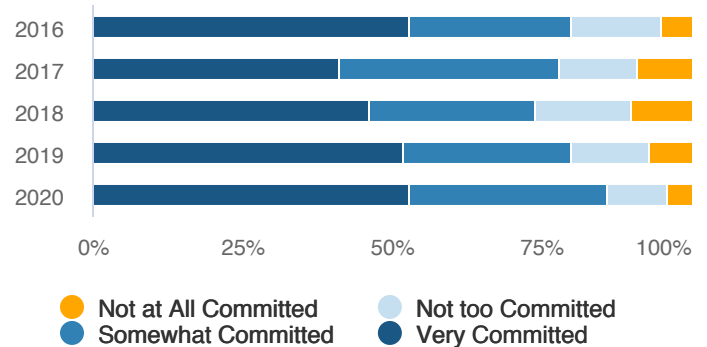
Quality of Community Planning

Quality of Community Planning



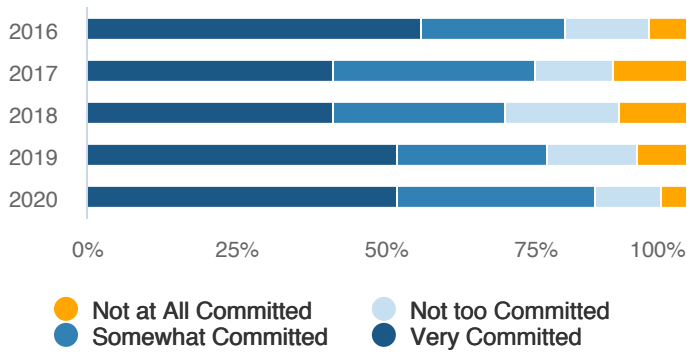
Staying in Minnetonka - Upgrade

Staying in Minnetonka - Housing Upgrade



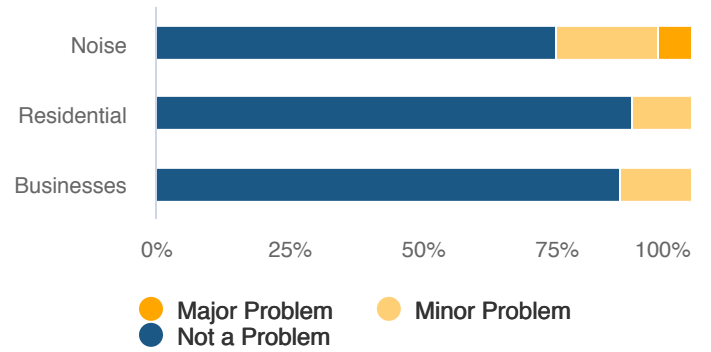
Staying in Minnetonka- Downgrade

Staying in Minnetonka - Housing Downgrade



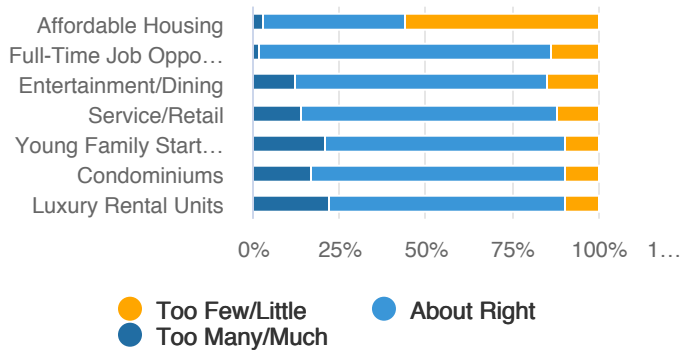
Neighborhood Nuisances - 2020 Data

Neighborhood Nuisances



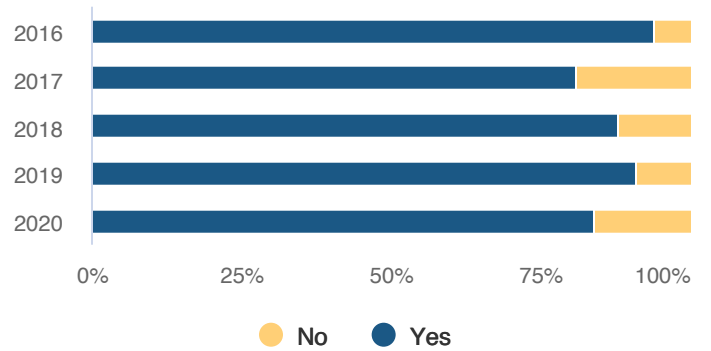
Have Enough... 2020 Data

Does Minnetonka have enough...



Appropriate Public Input Opportunity

Appropriate Public Input Opportunity



Key Strategy 4.1

Progress 33%

Implement programs and policies to diversify housing and increase affordable housing options.

Owner: Julie Wischnack



	%	#
On Track	66.67	2
Completed	33.33	1

Action Item: 3

Update provided by Julie Wischnack on Apr 07, 2021 21:05:59

In 2020, the city council approved creation of the Affordable Housing Trust Fund. This fund has been used to assist housing issues caused by the pandemic. The city has also advocated to pass legislation to allow tax increment pooling funds to be placed in the trust fund to ensure a more diverse affordable housing stock continues to be created.

New Outcome

Adoption of Goals by City Council

Action Item 4.1.1

Ongoing - Ongoing On Track

Implement two components of the housing work plan.

Owner: Alisha Gray Observer: Julie Wischnack

Update provided by Alisha Gray on Apr 08, 2021 18:40:19

Staff introduced the update to the accessory dwelling unit ordinance in Dec. 2020 and is in the process of obtaining feedback from residents. Additionally, staff is seeking special TIF legislation for affordable housing. Seeking additional resources for affordable housing was identified as a priority in the plan.

Action Item 4.1.2

Ongoing - Ongoing On Track

Address accessory dwelling units in detached buildings in city code.

Owner: Loren Gordon Observer: Julie Wischnack

Update provided by Loren Gordon on Apr 09, 2021 20:51:28

An ordinance has been drafted allowing detached ADUs on single family zoned properties. The ordinance was introduced to the city council on Dec. 7, 2020. The council provided feedback requesting additional information on design and use standards. The draft ordinance was presented to the planning commission as an informational item on Dec. 17, 2020. Since the planning commission meeting, the project page was updated to include opportunities for public feedback. Staff has received a number of comments that will inform the draft ordinance.

Action Item 4.1.3

Sep 01, 2020 - Dec 31, 2020 Completed Progress 100%

Set ten-year affordable housing goals in accordance with the Metropolitan Council Livable Community Act.

Owner: Julie Wischnack

Update provided by Julie Wischnack on Apr 08, 2021 18:24:14

On November 9, 2020, the city council adopted the goals which effectively enrolls the city in the Metropolitan Livable Community Act program. Background materials may be found at this link: <https://www.minnetonkamn.gov/Home/ShowDocument?id=7756#page=463>

Key Strategy 4.2 Progress 0%

Support business retention and expansion and attract new businesses.

Owner: Julie Wischnack



	%	#
● On Track	100.0	4

Action Item: 4

Update provided by Julie Wischnack on Apr 08, 2021 20:25:21

The pandemic has shifted the city's priorities to helping businesses address a variety of issues.

Action Item 4.2.1

Update provided by Rob Hanson on Apr 08, 2021 19:00:11

Ongoing - Ongoing

On Track

Identify 15 various types of businesses to conduct a business retention and expansion visit.

So far, have helped 2 businesses with information regarding grants and COVID assistance. Have met with an additional 5 businesses about programming or potential relocation to Minnetonka.

Owner: Rob Hanson Observer: Julie Wischnack

Action Item 4.2.2

Update provided by Rob Hanson on Apr 08, 2021 18:47:36

Ongoing - Ongoing

On Track

Produce and distribute Thrive Newsletter to business community.

Winter 2020 issue of Thrive Newsletter was released in January. The issue was sent out to about 1400 business addresses and went out digitally to about 850 recipients through the Thrive newsletter email list.

Planning for a second Spring/Summer issue is ongoing.

Owner: Rob Hanson Observer: Julie Wischnack

Action Item 4.2.3

Update provided by Alisha Gray on Apr 08, 2021 18:42:00

Ongoing - Ongoing

On Track

Promote city in target marketing, including diversity strategies.

Community Development staff are working with communications to produce an economic development marketing brochure.

Owner: Alisha Gray Observer: Julie Wischnack

Action Item 4.2.4

Update provided by Alisha Gray on Apr 08, 2021 18:46:04

Ongoing - Ongoing

On Track

Establish cross departmental adaptations that respond to businesses changing needs.

Staff continually works to implement changes to respond to businesses needs. Some recent examples include: Flexibility for businesses to have outdoor dining during COVID, e-permitting and e-inspections to keep business moving through COVID, development of electronic payments systems, collection of secure resident and business data through secure file sharing.

Owner: Alisha Gray Observer: Julie Wischnack

Key Strategy 4.3

Progress 33%

Manage and promote the Opus area as a unique mix of uses and increased development reinvestment.

Owner: Julie Wischnack



Category	%	#
On Track	66.67	2
Completed	33.33	1

Action Item: 3

Update provided by Julie Wischnack on Apr 08, 2021 20:24:08

Within Opus, major progress on infrastructure, private development and an area environmental review process have been completed.

Action Item 4.3.1

Update provided by Loren Gordon on Apr 09, 2021 20:53:57

Ongoing - Ongoing

Completed

Complete Alternative Urban Areawide Review process for Opus.

Owner: Loren Gordon Observer: Julie Wischnack

The Opus Alternate Urban Area Review (AUAR) is a planning study that performs environmental analysis and projects the cumulative impacts of anticipated development in the Opus area. The Opus AUAR was developed in 2020. The city sought public input on the Opus AUAR Study in November 2020. Residents were encouraged to review the study and email feedback by Nov. 25, 2020. The planning commission (Jan. 21, 2021) and city council (Feb. 8, 2021) reviewed the Opus AUAR Study at public meetings in early 2021 and encouraged residents to provide feedback. The city council approved the document on Feb. 8, 2021.

Action Item 4.3.2

Update provided by Phil Olson on Mar 31, 2021 14:42:43

Ongoing - Ongoing

On Track

Further refine capital improvement costs for infrastructure improvements (Bridges/LRT construction).

Owner: Phil Olson Observer: Julie Wischnack

Staff is continuing to refine cost estimates for infrastructure improvements identified in the CIP. Consultants are assisting with detailed estimates for infrastructure improvements identified in the Opus area.

Action Item 4.3.3

Update provided by Loren Gordon on Apr 09, 2021 21:08:37

Ongoing - Ongoing

On Track

Incorporate Opus wayfinding (public/private) in development and public projects.

Owner: Loren Gordon

Contributors: Rob Hanson, Phil Olson, and Carol Hejstone

Observer: Julie Wischnack

To standardize implementation of placemaking strategies, staff developed a standardized checklist to use for redevelopment projects. The list includes key plan elements - trail loop, wayfinding and furniture, placemaking and programming and planting palettes. The checklist serves as a menu for identifying place appropriate elements to include as site features with redevelopment.

Strategic Priority 5

Progress 7%



Infrastructure and Asset Management

Provide safe, efficient, sustainable, cost-effective and well-maintained infrastructure and transportation systems. Build, maintain and manage capital assets to preserve long-term investment and ensure reliable services.

	%	#
On Track	85.71	12
Some Disruption	7.14	1
Completed	7.14	1

Owner: Will Manchester

Key Strategy: 4

Action Item: 14

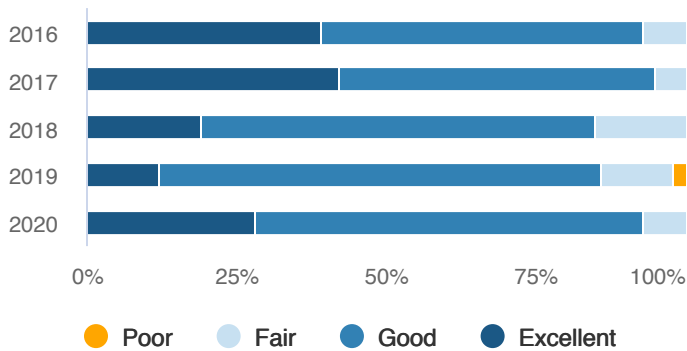
Update provided by Will Manchester on Apr 27, 2021 14:19:48

Staff has begun a number of maintenance activities this spring including sweeping, patching, and repairs along city roadways, as well as flushing hydrants and sewer systems. Further, they are reviewing city facilities and planning for future maintenance and improved sustainability efforts to manage long term investments.

Strategic Priority 5 > Long Term Target

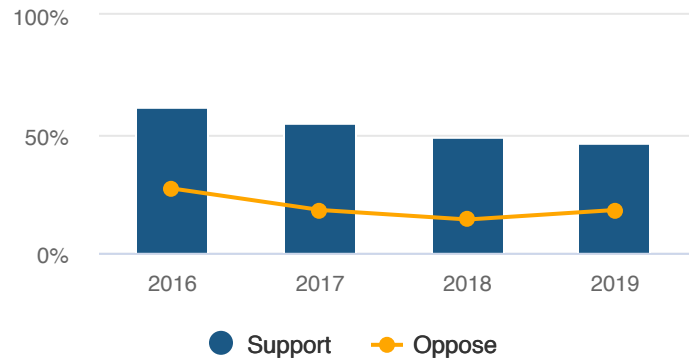
Quality of Snow Plowing

Snow Plowing



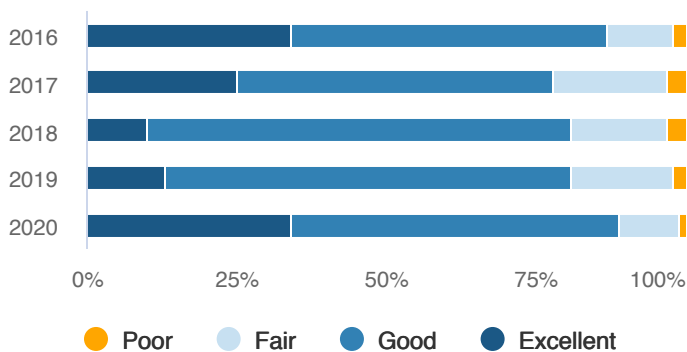
Trail Expansion

Trail Expansion



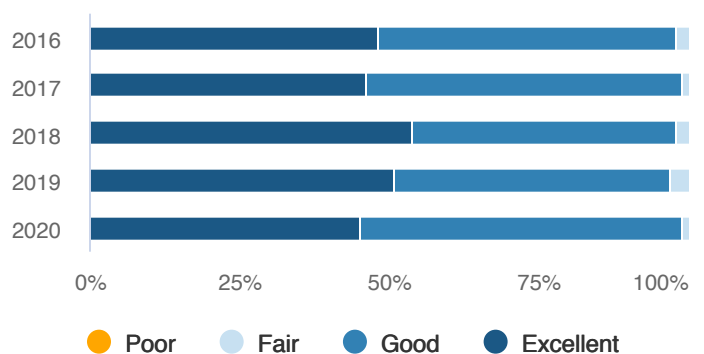
Quality of Street Maintenance

Street Maintenance



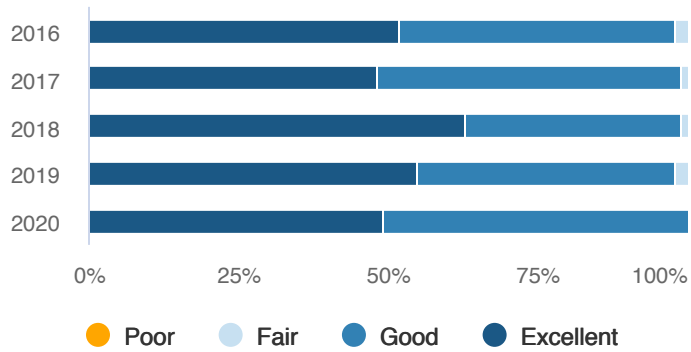
Quality of Trail Maintenance

Trail Maintenance



Quality of Park Maintenance

Park Maintenance



Key Strategy 5.1

Progress 0%

Provide and preserve a quality local street and trail system.

Owner: Will Manchester

Action Item: 4

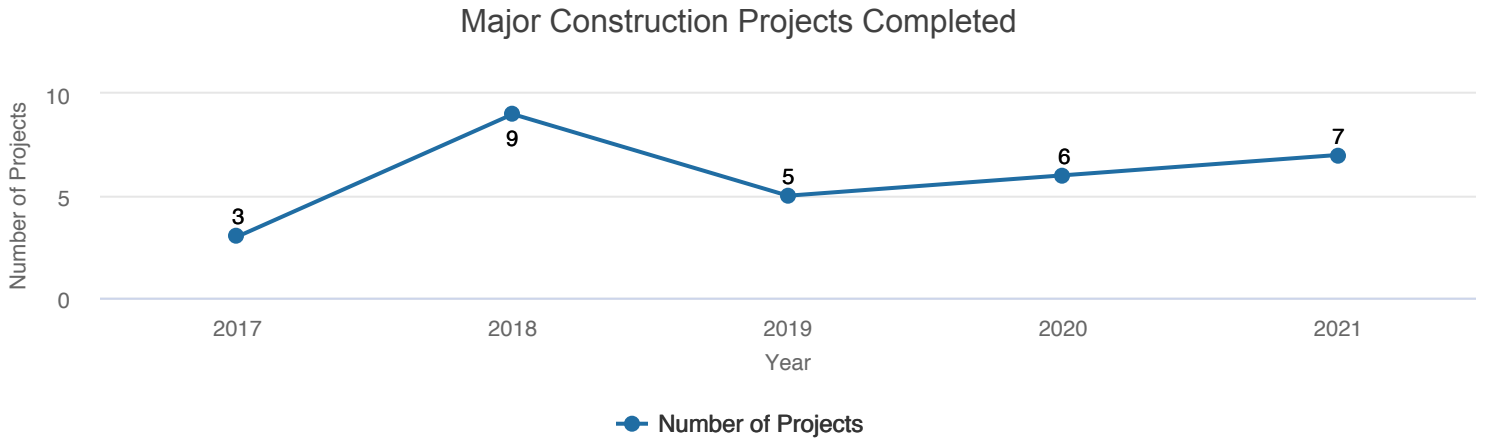
Update provided by Will Manchester on Apr 27, 2021 14:07:53

This spring, staff has bid a number of local street and trail projects for construction as well as begun public works projects preparation for summer work.



Number of Major Construction Projects Completed

Owner: Will Manchester



*2021 data is projected

Action Item 5.1.1

Ongoing - Ongoing

On Track

Update provided by Phil Olson on Mar 31, 2021 14:43:20

Staff is continuing to work on projects budgeted in the CIP.

Coordinate Capital Improvement Program projects and oversee management of local street and trail projects.

Owner: Phil Olson Contributor: Darin Ellingson

Action Item 5.1.2

Ongoing - Ongoing

On Track

Update provided by Phil Olson on Mar 31, 2021 14:44:05

Staff is continuing to work with MnDOT, Hennepin County and SWLRT on regional projects.

Coordinate all regional improvements including Hennepin County road work along segments of Minnetonka Boulevard, Plymouth Road, Baker Road and Shady Oak Road.

Owner: Phil Olson

Action Item 5.1.3

Ongoing - Ongoing

On Track

Update provided by Phil Olson on Mar 31, 2021 14:45:03

Staff is participating in the statewide technical advisory group for speed limits and will develop a recommendation for council consideration when the study is complete.

Participate in statewide technical advisory group to review citywide speed limits and develop recommendation on future city consideration.

Owner: Phil Olson Contributors: Will Manchester and Scott Boerboom

Action Item 5.1.4

Update provided by Jeremy Koenen on Mar 30, 2021 18:11:49

Ongoing - Ongoing

On Track

Have reviewed and provided updates to the pavement management plan that are currently being reviewed in the 2022-2026 CIP cycle.

Review and update the pavement management plan.

Owner: Jeremy Koenen

Key Strategy 5.2

Progress 33%

Ensure connectivity through increased access to local and regional means of transportation (new mobility options).

	%	#
On Track	66.67	2
Completed	33.33	1

Owner: Will Manchester

Action Item: 3

Update provided by Will Manchester on Apr 27, 2021 14:10:42

The Excelsior Boulevard trail phase I was completed last fall and phase II is underway this spring. This will allow additional and safe mobility options by use of this trail to new areas. Also, staff continues to look at new mobility opportunities.

Action Item 5.2.1

Update provided by Alisha Gray on Apr 08, 2021 18:48:42

Ongoing - Ongoing

On Track

Work with Metropolitan Transit on contract extension and route connections for SWLRT to plan for improved walkability and connectivity within the city.

Staff meets with Metro Transit on an ongoing basis to discuss improved connectivity. Ridership and service levels are currently reduced due to the pandemic, however, we continue to communicate local priorities.

Owner: Alisha Gray

Action Item 5.2.2

Update provided by Darin Ellingson on Apr 14, 2021 14:11:55

Ongoing - Ongoing

Completed

Revise winter trail maintenance priorities by adding park maintenance staff to the Opus area.

An additional Park staff FTE was added in the fall of 2020. The winter trail and sidewalk snow removal routes were reorganized to provide snow removal in the Opus area as a first priority route for the winter of 2020/2021. Prior to this change the Opus area was designated as a third priority route.

Owner: Darin Ellingson

Action Item 5.2.3

Update provided by Mitch Hatcher on Apr 09, 2021 02:51:29

Ongoing - Ongoing

On Track

Coordinate Capital Improvement Program trail construction program along Excelsior Boulevard, Minnetonka Boulevard, Ridgedale Drive, Hopkins Crossroad and in the Opus area.

Trail construction along Excelsior Boulevard is scheduled for 2021. Trails along Minnetonka Boulevard, Ridgedale Drive, Hopkins Crossroad and Opus area are included in the 2021-2025 Capital Improvement Program and are in various stages of feasibility and preliminary design.

Owner: Mitch Hatcher Contributor: Carol Hejlstone

Key Strategy 5.3

Progress 0%

Develop an annual capital improvement plan that supports the sustainable maintenance and replacement of assets.

Owner: Will Manchester

Action Item: 3

Update provided by Will Manchester on Apr 27, 2021 14:12:30

Preliminary capital improvement planning for 2022-2026 is in progress including sustainable maintenance and replacement considerations and opportunities on components of all projects.

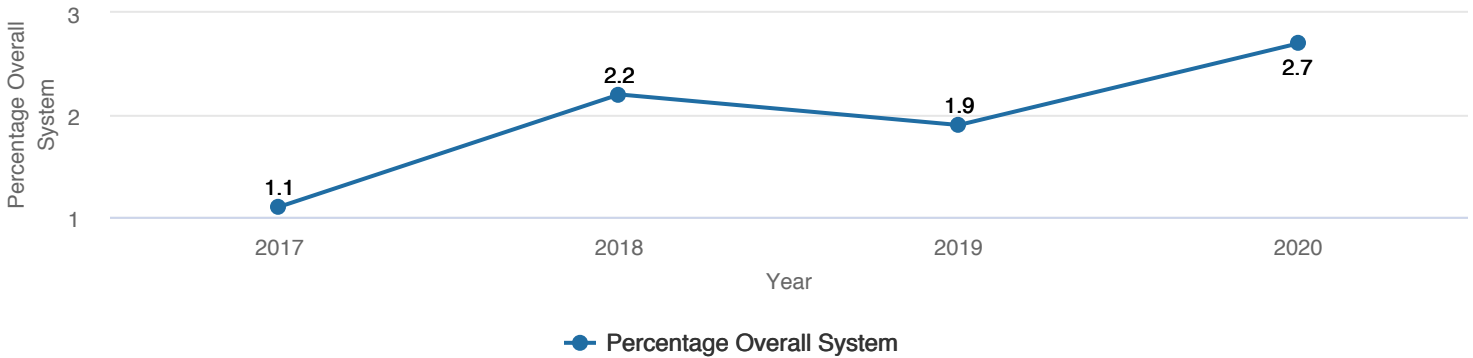
	%	#
● On Track	100.0	3

Key Strategy 5.3 > KPI

Money Spent on Asset Improvements as Percentage of Overall System

Owner: Will Manchester

Percentage of Overall System



Action Item 5.3.1

Ongoing - Ongoing

On Track

Identify utility replacement program needs and future long-term utility replacements.

Owner: Mike Kuno

Update provided by Mike Kuno on Mar 02, 2021 14:56:47

Staff continues to compile information that will be incorporated into a comprehensive long term utility replacement program. A Capital Sustainability & Optimization plan has been completed to identify the existing condition and necessary improvements for the water supply, water treatment and water storage facilities. The watermain break history has been compiled and utilized as a condition assessment for the water distribution system. Staff has implemented an annual sewer flow monitoring program to identify areas within the sanitary sewer collection system that contribute excessive levels of inflow and infiltration. Utilities has money programmed in 2022 to begin a comprehensive sanitary sewer televising program, which includes money to televise large trunk sewer lines and purchase new sewer televising equipment to televise smaller diameter laterals.

Action Item 5.3.2

Update provided by Drew Ingvalson on Apr 12, 2021 18:41:28

Ongoing - Ongoing

On Track

Scheduling assets and infrastructure plan with internal sustainability committee for mid-July 2021.

Review overall city assets and infrastructure plan with internal sustainability committee.

Owner: Drew Ingvalson

Action Item 5.3.3

Update provided by Will Manchester on Apr 27, 2021 14:05:49

Ongoing - Ongoing

On Track

Staff began preliminary review of fleet operations and other city infrastructure in preparation of capital improvements planning.

Review asset management and city infrastructure including fleet operations and other city infrastructure.

Owner: Will Manchester

Key Strategy 5.4

Progress 0%

Expand and maintain a trail system to improve safe connectivity and walkability throughout the community.

Owner: Will Manchester



	%	#
On Track	75.0	3
Some Disruption	25.0	1

Action Item: 4

Update provided by Will Manchester on Apr 27, 2021 14:15:24

Excelsior Boulevard and Ridgemount Avenue are currently beginning construction and will include improved safe connections and walkability improvements.

Key Strategy 5.4 > KPI

Number of New Trail Miles

Owner: Will Manchester

New Trail Miles



*2021 data is projected

Action Item 5.4.1

Ongoing - Ongoing

On Track

Collaborate with local school districts for grant funding.

Owner: Carol Hejlstone

Update provided by Carol Hejlstone on Apr 14, 2021 14:44:12

City staff have reached out to school district personnel to identify opportunities for a Safe Routes to School grant application that will be available in the fall of 2021.

Action Item 5.4.2

Ongoing - Ongoing

On Track

Identify opportunities to connect businesses to public trail system during development review applications.

Owner: Alisha Gray Contributor: Carol Hejlstone

Update provided by Alisha Gray on Apr 08, 2021 18:50:33

Staff is utilizing the Opus Placemaking effort to encourage developers to enhance and expand the public trail system. The planning department has developed a checklist for developers to complete with each project that specifically notes which pieces of the plan were implemented.

Action Item 5.4.3

Ongoing - Ongoing

On Track

Establish a resident request process for trail improvements to the Trail Improvement Plan.

Owner: Carol Hejlstone

Update provided by Carol Hejlstone on Apr 14, 2021 14:47:24

City staff have created a draft interactive map of trails. This draft will be able to be merged with Bang the Table in the coming months as that platform is rolled out, and will serve as a way for residents to learn about trail segments, prioritization and make requests regarding the Trail Improvement Plan. The Trails Team will review these requests in late fall/early winter to prepare for the annual CIP process.

Action Item 5.4.4

Ongoing - Ongoing

Some Disruption

Research feasibility of bike share program.

Owner: Rob Hanson

Update provided by Rob Hanson on Apr 08, 2021 18:54:56

Some disruption due to staffing changes and the pandemic has resulted in less collaborative conversation between cities and partners. Plans are to get back on track in May to find out what cities are doing in the warmer months of 2021.

Strategic Priority 6

Progress 26%



Community Inclusiveness

Create a community that is engaged, tolerant and compassionate about everyone. Embrace and respect diversity, and create a community that uses different perspectives and experiences to build an inclusive and equitable city for all.

	%	#
On Track	65.22	15
Some Disruption	8.7	2
Completed	26.09	6

Owner: Mike Funk

Key Strategy: 4

Action Item: 23

Update provided by Mike Funk on Apr 29, 2021 20:27:07

As recruitments to fill a new or replacement position occur, HR and the Hiring Manager are updating the position description to include diversity and inclusion competencies.

The 2021 boards and commissions appointment process concluded. The 2021 process included a revised and inclusive on-line application form, expanded recruitment and marketing efforts and data tracking of current boards and commission members demographics and new applicant demographics.

Various departments have engaged in exploring opportunities to partner with community groups and organizations on DEI efforts and events. The police department continues to stay engaged with various organizations and have participated and hosted multiple conversations around DEI efforts.

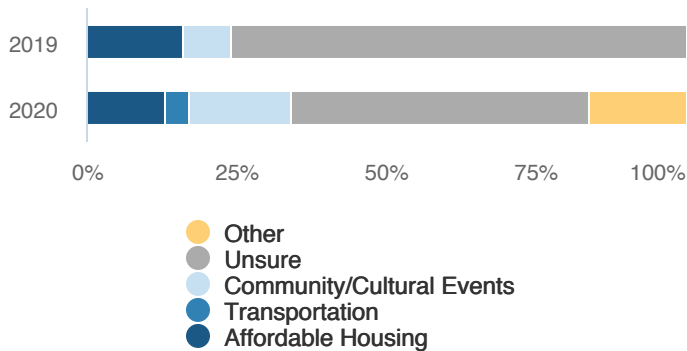
The mayor, city manager, and assistant to the city manager have led an effort to create a DEI taskforce. Members have been identified and it is anticipated the task force will have a kick-off meeting on May 11.

Free activities were offered during the winter months to engage residents and encourage them to get outdoors and explore our parks. These activities included the Great Minnetonka Yeti Hunt and the Great Minnetonka Leprechaun Hunt. During the summer, youth & teens will have the opportunity to participate in the free Rec on the Go program every Friday at various parks.

Strategic Priority 6 > Long Term Target

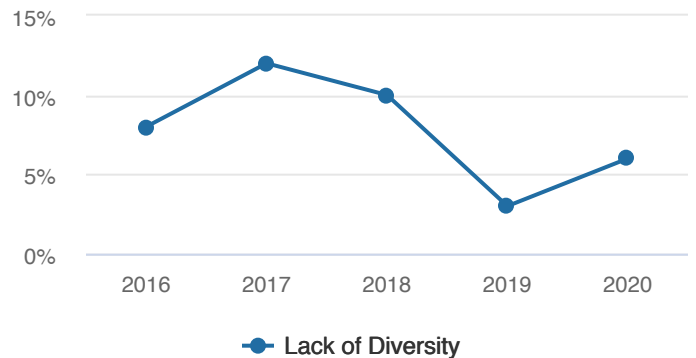
Address Lack Diversity

Address Lack of Diversity



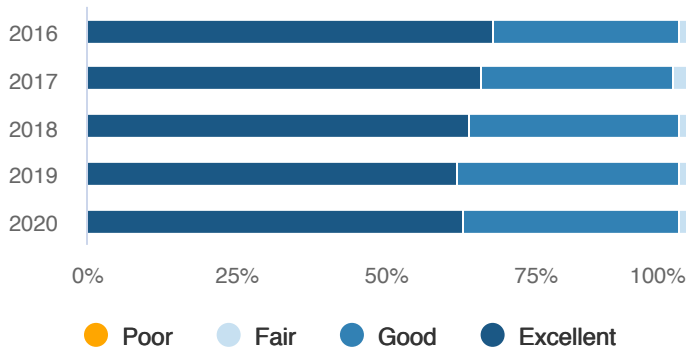
Like Least: Lack of Diversity

Like Least: Lack of Diversity



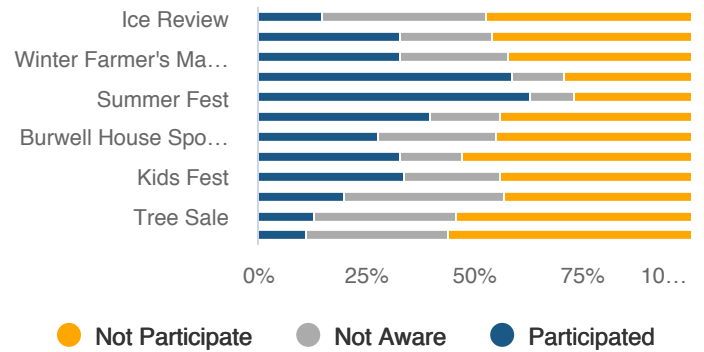
Quality of Life

Quality of Life



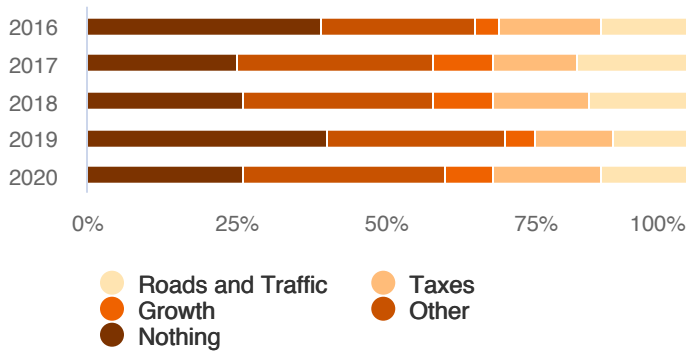
Community Activities

Community Activities - 2020 Data



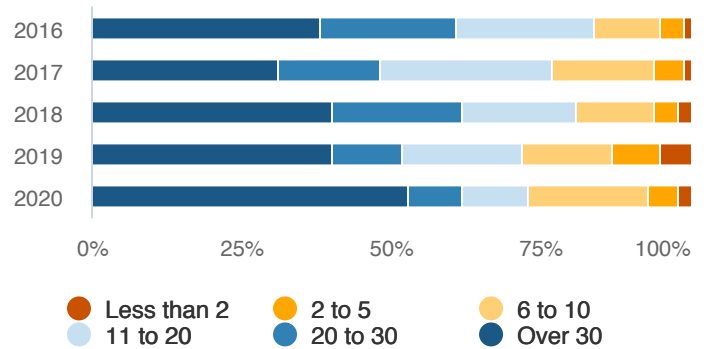
Like Least About Minnetonka

Like Least About Minnetonka



Future in Minnetonka

How long in the future do (residents) expect to live in Minnetonka? (Years)



Key Strategy 6.1

Progress 25%

Develop and implement inclusive recruiting, application, hiring and retention practices to attract excellent, qualified and diverse candidates from all backgrounds.

Owner: Dawn Pearson

Action Item: 4

	%	#
On Track	75.0	3
Completed	25.0	1

Update provided by Dawn Pearson on Mar 02, 2021 00:51:55

As recruitments to fill a new or replacement position occur, HR and the Hiring Manager are updating the position description to include diversity and inclusion competencies.

Action Item 6.1.1

Update provided by Dawn Pearson on Apr 28, 2021 15:25:40

Ongoing - Ongoing

On Track

Review and update job descriptions

Owner: Dawn Pearson

As positions open and recruitments take place, position descriptions are updated to include a diversity, equity, and inclusion job duty and a qualification. An example:

- Demonstrated commitment to fostering a diverse and inclusive working environment

Action Item 6.1.2

Update provided by Dawn Pearson on Apr 28, 2021 15:27:29

Ongoing - Ongoing

On Track

Review recruitment and interview processes and remove any implicit biases.

Owner: Dawn Pearson

HR is utilizing a new improved feature in the applicant tracking system to conduct "no name" candidate reviews. Personally identifiable information such as name and address are removed from the application.

Action Item 6.1.3

Update provided by Dawn Pearson on Apr 28, 2021 15:31:11

Ongoing - Ongoing

On Track

Explore new methods of advertising/promotion publication mediums.

Owner: Dawn Pearson

The city has subscribed to a new online job site to promote and advertise our job vacancies: People of Color Careers. This career site is helping employers that are serious about closing the income inequality gap connect with Top Talent of Color.

Action Item 6.1.4

Update provided by Dawn Pearson on Apr 28, 2021 15:34:01

Ongoing - Ongoing

Completed

Utilize NeoGOV software to track applicant demographic data.

Owner: Dawn Pearson

Human Resources has added a voluntary candidate demographic questionnaire to each job posting. Applicant demographic data is now available to use in reviewing the diversity sourcing efforts results.

Key Strategy 6.2

Progress 57%

Foster an inclusive boards and commissions recruitment and appointment process to increase diversity.

Owner: McKaia Ryberg



	%	#
● On Track	28.57	2
● Some Disruption	14.29	1
● Completed	57.14	4

Action Item: 7

Update provided by McKaia Ryberg on Apr 19, 2021 21:42:39

The 2021 boards and commissions appointment process has almost concluded. The city council reviewed over 120 applications and interviewed over 30 candidates for vacancies on the Planning Commission, Park Board, Sustainability Commission and Senior Advisory Board. The council also evaluated and ranked top candidates to interview for the numerous openings over a series of five council meetings (two study sessions and three regular meetings).

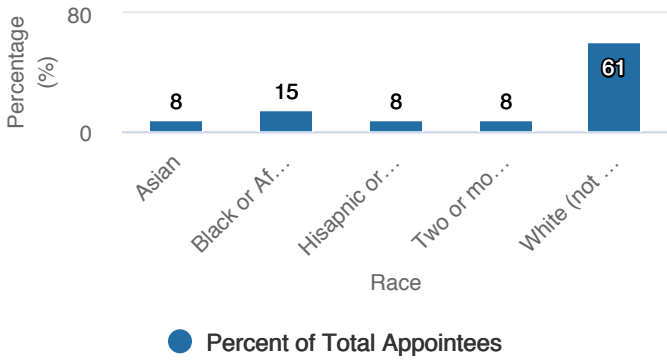
The 2021 process included a revised and inclusive on-line application form, expanded recruitment and marketing efforts and data tracking of current boards and commission members demographics and new applicant demographics.

Staff members sent an anonymous survey to current boards and commission members to collect demographic data. Before the 2021 appointments, approximately 90% of the respondents identified as White (Not Hispanic or Latino). The 2021 appointee demographics were 61% White (Not Hispanic or Latino), 15% Black (Not Hispanic or Latino), 8% Asian (Not Hispanic or Latino), 8% Hispanic or Latino and 8% Two or more races (Not Hispanic or Latino).

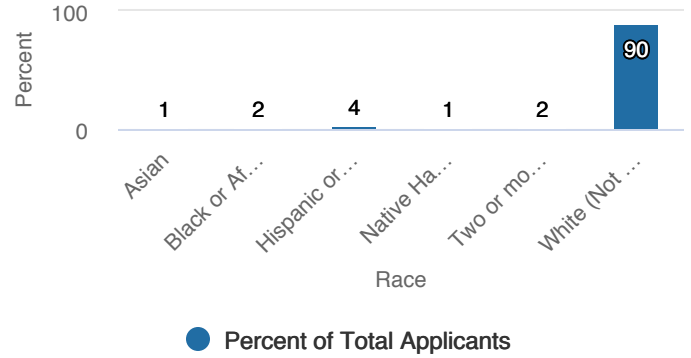
Staff has sent a survey to councilmembers providing them an opportunity to anonymously deliver feedback to the annual boards and commissions recruitment and appointment process. Staff will be presenting final recommendations on process modifications for future years, at an upcoming council meeting.

Key Strategy 6.2 > KPI

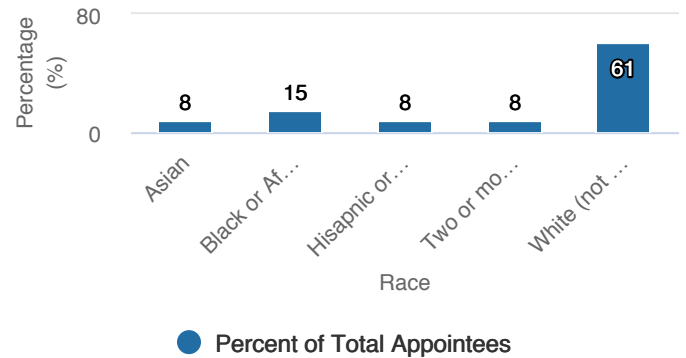
Appointed Diversity Numbers



New Applicant Diversity



Appointed Diversity Numbers



Action Item 6.2.1

Ongoing - Ongoing

Completed

Implement new boards and commissions recruiting software to help track applicant demographics.

Owner: McKaia Ryberg

Update provided by McKaia Ryberg on Feb 23, 2021 22:19:54

New Granicus Boards and Commissions software was implemented in late 2020. The 2020-2021 recruitment process was done primarily through the new software system and all applicant data was captured through the software.

Action Item 6.2.2

Ongoing - Ongoing

Completed

Review/update application form and launch a new on-line fillable application.

Owner: McKaia Ryberg

Update provided by McKaia Ryberg on Feb 23, 2021 22:23:01

The application form for the 2020-2021 recruitment period was transitioned to an on-line fillable form created through the new boards and commissions software and hosted on the city website. The application was able to be translated to any language supported by Google Translate and featured new questions including demographic based questions and updated open-ended questions.

Action Item 6.2.3

Ongoing - Ongoing

Completed

Create and implement a marketing plan to reach new groups and populations in the community.

Owner: McKaia Ryberg

Update provided by McKaia Ryberg on Apr 12, 2021 14:01:23

Completed marketing plan during the 2020-2021 boards and commissions recruitment and appointment process. Expanded efforts included advertisement in the Minnetonka Memo, on the city's website and several times via mass emails, text messages and social media posts. Staff distributed recruiting posters to apartment buildings, businesses and city facilities, and directly marketed the openings to school districts and high school organizations, faith communities, city volunteers, recent citizen's and police academy participants and the media. A promotions toolkit was provided to council to assist with promotion.

Action Item 6.2.4

Ongoing - Ongoing

On Track

Receive feedback from council on interview and selection process.

Owner: McKaia Ryberg

Update provided by McKaia Ryberg on Apr 12, 2021 14:08:55

Staff is currently collecting feedback from the council on the boards and commissions process via an anonymous survey. Council has an opportunity to provide written feedback and rate their experiences with the process. Staff will collect these results and then present recommendations and suggestions for the 2022 process at an upcoming council meeting. Completion of this review is anticipated for Q2.

Action Item 6.2.5

Ongoing - Ongoing

On Track

Offer diversity, equity and inclusion (DEI) training for city council and boards and commission members.

Owner: McKaia Ryberg

Update provided by McKaia Ryberg on Apr 12, 2021 14:09:25

This training will be offered at the annual boards and commissions dinner/training event on **Wednesday, July 21**. Staff is currently planning for the training and preparing a program and facilitation with a selected facilitator (Root'd Relations).

Action Item 6.2.6

Ongoing - Ongoing

Some Disruption

Provide DEI on-boarding for newly elected officials and boards and commission members.

Owner: McKaia Ryberg

Update provided by McKaia Ryberg on Apr 12, 2021 14:10:26

Conversations around offering this training/onboarding to new boards and commission members have taken place. Staff have not yet set dates/times for a separate DEI on-boarding for new members but have identified July 21st as the annual boards and commissions DEI training event for all boards and commissions members and elected officials. New members will be encouraged to attend this event along with their peers.

Action Item 6.2.7

Update provided by McKaia Ryberg on Feb 23, 2021 22:25:52

Ongoing - Ongoing

Completed

Identify current demographic composition of boards and commissions.

Owner: McKaia Ryberg

Through an anonymous survey, appointed boards and commissions members shared their responses to the new demographic questions asked on the revised 2020 application. The data from this survey was shared with the city council during the interview and appointment stage of the 2020-2021 boards and commissions recruitment and appointment process. The data will also be recorded in the new boards and commissions software to keep demographic data accurate and up to date for each council-appointed board and commission.

Key Strategy 6.3

Progress 20%

Actively engage the community by working collaboratively to broaden policy outcomes and respond to community's needs, views and expectations.

Owner: McKaia Ryberg Contributor: Mike Funk



	%	#
● On Track	80.0	4
● Completed	20.0	1

Action Item: 5

Update provided by Mike Funk on Apr 20, 2021 19:23:38

Various departments have engaged in exploring opportunities to partner with community groups and organizations on DEI efforts and events. The police department continues to stay engaged with various organizations and have participated and hosted multiple conversations around DEI efforts. The city manager and mayor have participated in numerous conversations on potential partnerships with the school districts and other community organizations and have collected feedback from other community groups. Further partnerships and collaboration will be explored by the community task force, anticipated to begin in Q2.

The mayor, city manager, and assistant to the city manager have led an effort to create a DEI task force. Members have been identified and it is anticipated the task force will have a kick-off meeting on May 11.

The city is preparing for the 2021 community survey to take place in April/May. The survey questions have been updated during Q1 in 2021. Also, the communications division has purchased a new software product called 'Bang the Table'. It is anticipated that Bang the Table will be used for gaining additional community feedback.

An excel spreadsheet data base summarizes the city's current community engagement efforts. This stretches across many departments and highlights the city's efforts. The next step is to further analyze this list through the lens of DEI to determine if these current activities can be restructured in a manner that can reach broader audiences.

The assistant city manager led a process in March/April of 2021 to review the community survey questions in preparation of the this year's survey. The leadership team was instrumental in reviewing questions and suggesting edits relevant to topics of interest important in gaining further understanding from the community. There were a number of new questions added regarding community inclusiveness.

Action Item 6.3.1

Update provided by Mike Funk on Apr 20, 2021 19:13:25

Ongoing - Ongoing

On Track

Evaluate and partner with community groups on DEI.

Owner: Mike Funk Contributor: McKaia Ryberg

(Apr 12, 2021 09:13:31) McKaia Ryberg: Various departments have engaged in exploring opportunities to partner with community groups and organizations on DEI efforts and events. The police department continues to stay engaged with various organizations and have participated and hosted multiple conversations around DEI efforts. The city manager and mayor have participated in numerous conversations on potential partnerships with the school districts and other community organizations and have collected feedback from other community groups. Further partnerships and collaboration will be explored by the community task force, anticipated to begin in Q2.

Action Item 6.3.2

Update provided by Mike Funk on Apr 10, 2021 16:13:30

Ongoing - Ongoing

On Track

Evaluate feasibility of creating a community work group.

Owner: Mike Funk Contributor: McKaia Ryberg

The city manager and mayor have led organizing efforts to create a DEI taskforce. Members have been identified and it is anticipated the task force will have a kick-off meeting in Q2.

Action Item 6.3.3

Update provided by Mike Funk on Apr 10, 2021 15:55:14

Ongoing - Ongoing

On Track

Collect community data and feedback.

Owner: Mike Funk

The city is preparing for the 2021 community survey to take place in April/ May. The survey questions have been updated during Q1 in 2021. Also, the communications division has purchased a new software product called 'Bang the Table'. It is anticipated that Bang the Table will be used for gaining additional community feedback.

Action Item 6.3.4

Update provided by Mike Funk on Apr 10, 2021 15:48:58

Ongoing - Ongoing

On Track

Prepare an inventory of current community engagement efforts and partnerships.

Owner: Mike Funk

Minnnetonka community engagement police officer Scott Marks created an excel spreadsheet data base that summarizes the city's current community engagement efforts. This stretches across many departments and highlights the city's efforts. The next step is to further analyze this list through the lens of DEI to determine if these current activities can be restructured in a manner that can reach broader audiences.

Action Item 6.3.5

Update provided by Mike Funk on Apr 10, 2021 15:44:45

Ongoing - Ongoing

Completed

Review annual community survey questions.

Owner: Mike Funk

The assistant city manager led a process in March/April of 2021 to review the community survey questions in preparation of the this year's survey. The leadership team was instrumental in reviewing questions and suggesting edits relevant to topics of interest important in gaining further understanding from the community. There were a number of new questions added regarding community inclusiveness.

Key Strategy 6.4

Progress 0%

Remove identifiable barriers to create equal opportunity for accessing programs and services.

Owner: Kelly O'Dea



	%	#
On Track	85.71	6
Some Disruption	14.29	1

Action Item: 7

Update provided by Kelly O'Dea on Apr 13, 2021 12:52:09

Over the past year, virtual program options have been offered for those who are unable or uncomfortable to attend in person. Examples include virtual art, science and dance classes for youth, and fitness classes for adults and seniors.

Free activities were offered during the winter months to engage residents and encourage them to get outdoors and explore our parks. These activities included the Great Minnetonka Yeti Hunt and the Great Minnetonka Leprechaun Hunt. During the summer, youth and teens will have the opportunity to participate in the free Rec on the Go program every Friday at various parks.

Action Item 6.4.1

Ongoing - Ongoing

On Track

Create guidelines that recognize targeted audiences for program specific services, review modes of communication, and adapt messaging.

Owner: Kelly O'Dea Contributors: Sara Woeste and Andrew Wittenborg

Update provided by Kelly O'Dea on Apr 08, 2021 14:04:45

Recreation staff continue to target very specific audiences (email lists) with Communications for recreation programming such as:

Seniors

Preschool

Adult Sports

Community Wide Events

Action Item 6.4.2

Ongoing - Ongoing

On Track

Review and evaluate current program offerings to determine effectiveness.

Owner: Ann Davy Contributors: Jesse Izquierdo and Becca Sytsma

Update provided by Ann Davy on Apr 09, 2021 01:06:31

Our programs are continually evaluated to determine their effectiveness and popularity. We have sent out surveys to program participants for some new programs and existing programs and will continue to do so throughout the year. Results will determine what programs will need to be tweaked or discontinued or to continue as is.

Action Item 6.4.3

Ongoing - Ongoing

On Track

Award recreation scholarships to 100% of qualified applicants through the Richard Wilson Scholarship Fund for youth program participants.

Owner: Sara Woeste Contributors: Kathy Kline and Amy Sandquist

Update provided by Sara Woeste on Apr 09, 2021 14:51:09

100% of scholarship applicants have been awarded funding at this point in time.

Action Item 6.4.4

Ongoing - Ongoing

Some Disruption

Review geographic locations of program offerings.

Owner: Ann Davy Contributors: Jesse Izquierdo and Becca Sytsma

Update provided by Ann Davy on Apr 09, 2021 01:07:48

No work on this action item has been completed thus far. More effort will be put into it in the next few months.

Action Item 6.4.5

Ongoing - Ongoing

On Track

Engage local volunteers and stakeholders to assess the new multi-use mountain bike trail at Lone Lake Park and report findings to the park board and city council.

Owner: Sara Woeste Contributors: Jesse Izquierdo and Carol Hejlstone

Update provided by Sara Woeste on Apr 09, 2021 14:50:15

Volunteers (MORC) have scheduled weekly trail maintenance and restoration sessions throughout the year. Volunteers are also tracking trail opening and closings and any incidents as they occur. These activities are being tracked for year end reporting.

Action Item 6.4.6

Ongoing - Ongoing

On Track

Prepare an end of year scholarship report.

Owner: Sara Woeste Contributors: Kathy Kline and Amy Sandquist

Update provided by Sara Woeste on Apr 09, 2021 14:47:37

Scholarship requests and distributions are currently being tracked for end of year reporting.

Action Item 6.4.7

Ongoing - Ongoing

On Track

Create a Lone Lake mountain bike use report.

Owner: Sara Woeste Contributors: Jesse Izquierdo and Carol Hejlstone

Update provided by Sara Woeste on Apr 09, 2021 14:46:42

Currently compiling statistics and information for the report to be presented later this year.

Appendix A

These are 2020 community survey questions that follow the order of the metrics shown in the quarter one strategic profile report attached.

Financial Strength and Operational Excellence metrics:

28.	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.....31% STREETS.....15% PARKS AND TRAILS.....24% OTHER SERVICE.....5% NONE OF ABOVE (VOL)....2% DON'T KNOW/REFUSED....23%
29.	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.....75% OPPOSE.....8% DON'T KNOW/REFUSED....17%
27.	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.....33% GOOD.....50% ONLY FAIR.....4% POOR.....0% DON'T KNOW/REFUSED....14%

Safe and Healthy Community metrics:

42.	In which areas do you not feel safe?	AREAS WITH NO SIDEWALKS.....42% BUSY INTERSECTIONS....35% RIDGEDALE.....21% TRAILS.....2%
44.	What would make you feel more safe?	SIDEWALKS.....43% MORE POLICE PATROL....38% STREET LIGHTS.....5% REDEVELOPMENT.....7% SCATTERED.....7%

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
17. Fire protection?	62%	37%	0%	0%	2%

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
12. Police services?	65%	34%	1%	0%	0%

47. 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?.....	24%
Drugs/Opioids?.....	7%
Underage drinking?.....	4%
Juvenile crimes?.....	4%
Identity theft?.....	6%
Domestic abuse?.....	1%
Police and community relations?.....	1%
Something else?.....	2%
None are serious (VOL).....	22%
Don't Know/Refused.....	18%

51. How serious of a concern is	VERY SERIOUS.....	21%
It -- very serious, somewhat	SOMEWHAT SERIOUS.....	77%
serious, not too serious, or	NOT TOO SERIOUS.....	3%
not at all serious?	NOT AT ALL SERIOUS.....	0%
	DON'T KNOW/REFUSED.....	0%

Sustainable and Natural Environment metrics:

81. How helpful was this informa-	VERY HELPFUL.....	49%
tion to you -- very helpful,	SOMEWHAT HELPFUL.....	47%
somewhat helpful, not too	NOT TOO HELPFUL.....	3%
helpful, or not at all help-	NOT AT ALL HELPFUL.....	1%
ful?	DON'T KNOW/REFUSED.....	0%

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
66. Forested areas?	41%	53%	5%	0%	1%

67. How would you rate the overall quality of the natural environment in Minnetonka -- excellent, good, only fair, or poor?	EXCELLENT.....41% GOOD.....55% ONLY FAIR.....5% POOR.....0% DON'T KNOW/REFUSED.....0%
---	---

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
18. Recycling service?	32%	58%	2%	0%	7%

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
65. Wetlands, ponds and streams?	37%	51%	11%	0%	0%

Livable and Well-Planned Development metrics:

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

88. 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.....24% SOMEWHAT SUCCESSFUL...46% NEITHER SUC/UNSUC.....6% SOMEWHAT UNSUCCESSFUL..3% VERY UNSUCCESSFUL.....0% DON'T KNOW/REFUSED....21%
--	--

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
16. Community planning?	26%	60%	2%	0%	12%

109. If you were going to move from your current home for upgrading, how committed would you be to stay in Minnetonka -- very committed,	VERY COMMITTED.....52% SOMEWHAT COMMITTED....32% NOT TOO COMMITTED.....10% NOT AT ALL COMMITTED...4%
--	---

somewhat committed, not too committed or not at all committed? DON'T KNOW/REFUSED.....3%

I would like to read you a list of characteristics of a community. For each one, please tell me if you think Minnetonka currently has too many or too much, too few or too little, or about the right amount.

	MANY /MCH	FEW/ LITT	ABT RGHT	DK/ REFD
102. Affordable housing, defined by the Metropolitan Council as a single family home costing less than \$254,000?	3%	50%	36%	12%
108. Full-time job opportunities?	2%	12%	75%	11%
107. Entertainment and dining opportunities?	12%	15%	73%	1%
106. Service and retail establishments?	14%	13%	72%	2%
95. Starter homes for young families?	5%	31%	55%	9%
93. Condominiums?	16%	9%	68%	8%
92. Luxury rental units?	20%	9%	60%	12%

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
116. Noise?	6%	19%	75%	0%
114. Eyesores on residential properties, such as external storage of personal property?	0%	16%	80%	4%
115. Maintenance and upkeep of business properties?	0%	13%	87%	1%
89. Do you feel Minnetonka residents have appropriate opportunities for input into the zoning and development decision-making process?	YES.....65%	NO.....13%	DON'T KNOW/REFUSED....23%	

Infrastructure and Asset Management metrics:

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
19. Snow plowing?	28%	65%	7%	0%	1%
13. Pavement repair and patching on city streets?	34%	55%	10%	1%	0%
128. Would you support or oppose the use of tax dollars towards the expansion and improvement of trails and sidewalks in the city? (WAIT FOR RESPONSE) Do you feel strongly that way? **2017 question					
				STRONGLY SUPPORT.....	26%
				SUPPORT.....	52%
				OPPOSE.....	10%
				STRONGLY OPPOSE.....	7%
				DON'T KNOW/REFUSED.....	6%

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
14. Trail maintenance?	43%	52%	1%	0%	5%
15. Park maintenance?	48%	49%	0%	0%	3%

Community Inclusiveness Metrics:

6. What, if anything, do you think the city should do to address the lack of diversity?					
					UNSURE, 50%; AFFORDABLE HOUSING, 13%; PUBLIC TRANSIT, 4%; CULTURAL EVENTS, 17%; DIVERSITY IN SCHOOLS, 4%; BE MORE WELCOMING, 13%.
5. What do you like least about living in Minnetonka?				NO DIVERSITY.....	6%
3. How would you rate the quality of life in Minnetonka -- excellent, good, only fair, or poor?				EXCELLENT.....	63%
				GOOD.....	37%
				ONLY FAIR.....	1%
				POOR.....	0%
				DON'T KNOW/REFUSED.....	0%

5. What do you like least about living in Minnetonka?
- UNSURE.....13%
 - NOTHING.....26%
 - HIGH TAXES.....18%
 - NO DIVERSITY.....6%
 - TRAFFIC CONGESTION.....9%
 - STREET MAINTENANCE.....3%
 - LACK OF SIDEWALKS.....10%
 - LACK OF PUBLIC TRANSIT.2%
 - TOO MUCH DEVELOPMENT...8%
 - NO ENTERTAINMENT.....4%
 - SCATTERED.....1%

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
145. Kids Fest?	22%	34%	44%	0%
146. Burwell House Spooktacular?	28%	28%	45%	0%
147. Summer Festival?	10%	63%	27%	0%
148. Farmers Market at the Civic Center Campus?	12%	59%	29%	1%
149. City and Fire Department Open Houses?	14%	33%	53%	1%
150. Senior activities advertised in the Senior Script?	36%	19%	41%	4%
151. Music in the Park?	16%	40%	43%	2%
152. Tree Sale?	32%	13%	53%	2%
153. Pollinator Field Day or Eco-Fun Fest?	32%	11%	55%	2%
154. Winters Farmers Market?	24%	33%	42%	1%
155. Movie/Theater in the Park?	21%	33%	46%	0%
156. Annual Ice Review?	38%	14%	46%	1%

2. As things now stand, how long in the future do you expect to live in Minnetonka?
- LESS THAN TWO YEARS....1%
 - TWO TO FIVE YEARS.....3%
 - SIX TO TEN YEARS.....13%
 - 11 TO 20 YEARS.....7%
 - TWENTY TO THIRTY YRS...6%
 - OVER THIRTY YEARS.....34%
 - DON'T KNOW/REFUSED....37%