

THE MORRIS LEATHERMAN COMPANY  
 3128 Dean Court  
 Minneapolis, Minnesota 55416

MINNETRISTA RESIDENTIAL  
 QUESTIONNAIRE  
 FINAL AUGUST 2017

Hello, I'm \_\_\_\_\_ of the Morris Leatherman Company, a polling firm located in Minneapolis. We've been retained by the City of Minnetrista to speak with a random sample of residents about issues facing the city. The survey is being taken because your city representatives and staff are interested in your opinions and suggestions. I want to assure you that all individual responses will be held strictly confidential; only summaries of the entire sample will be reported. (DO NOT PAUSE)

1. Approximately how many years have you lived in the City of Minnetrista?

FIVE YEARS OR LESS.....	19%
SIX TO TEN YEARS.....	20%
ELEVEN - TWENTY YRS.....	28%
21 TO 30 YEARS.....	19%
OVER THIRTY YEARS.....	14%
DON'T KNOW/REFUSED.....	0%

2. How would you rate the quality of life in Minnetrista -- excellent, good, only fair, or poor?

EXCELLENT.....	53%
GOOD.....	46%
ONLY FAIR.....	1%
POOR.....	0%
DON'T KNOW/REFUSED.....	0%

3. What do you like most about living in the City of Minnetrista?

SAFE, 11%; QUIET AND PEACEFUL, 12%; SMALL TOWN FEEL, 17%; LAKES, 5%; GOOD PLACE TO RAISE KIDS, 4%; CLOSE TO FAMILY/FRIENDS, 5%; OPEN SPACES, 18%; HOUSING, 5%; SCHOOLS, 7%; FRIENDLY PEOPLE, 5%; CLOSE TO JOB, 4%; LOCATION, 2%; SCATTERED, 5%.

4. What do you think is the most serious issue facing Minnetrista today?

UNSURE, 7%; NOTHING, 19%; HIGH TAXES, 8%; LACK OF RETAIL/DINING, 6%; GROWTH, 14%; POOR ROADS, 12%; SLOW ROAD CONSTRUCTION, 2%; TRAFFIC CONGESTION, 3%; NOTHING TO DO, 2%; NOT ENOUGH DIVERSITY, 2%; POOR DRINKING WATER, 7%; DISTRACTED DRIVING, 2%; AGING CITY, 2%; NO ANIMAL CONTROL, 2%; HIGH COST OF LIVING, 3%; SCATTERED, 9%.

Turning to city services....

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?

	EXCL	GOOD	FAIR	POOR	DKR
5. Police protection?	67%	30%	2%	0%	2%
6. Fire protection?	64%	28%	1%	0%	8%
7. Sanitary sewer service?	35%	54%	7%	1%	4%

	EXCL	GOOD	FAIR	POOR	DKR
8. Storm water run-off control?	22%	61%	16%	1%	1%
9. Park maintenance?	27%	64%	8%	0%	2%
10. Park facilities?	35%	55%	8%	0%	3%
11. Domestic animal control?	27%	58%	7%	2%	7%
12. Utility billing?	21%	69%	8%	0%	3%
13. Building inspections?	23%	57%	7%	0%	12%
14. City planning?	19%	57%	15%	4%	6%

For the next three city services, please consider only their job on city-maintained streets and roads in neighborhoods. That means you should exclude state and county roads, such as County Roads 15, 19, 26, 44, 92, 110, 151 and State Highway 7, that are taken care of by other levels of government. Keeping that in mind, would you rate each of the following as excellent, good, only fair or poor.....

	EXCL	GOOD	FAIR	POOR	DKR
15. Snowplowing of city streets?	30%	60%	8%	1%	1%
16. City street maintenance of paved roads?	17%	55%	22%	7%	0%
17. City street maintenance of gravel roads?	8%	54%	21%	10%	8%

Now, I would like to re-read you that list of city services. For each one, please tell me if you consider it be an essential city service, a very important city service, a somewhat important city service, or not a very important service at all.

	ESS	VRI	SMI	NVI	DKR	
18. Police protection?	91%	8%	1%	1%	0%	
19. Fire protection?	91%	8%	0%	0%	1%	
20. Sanitary sewer service?	60%	35%	5%	0%	0%	
21. Storm water run-off control?	36%	55%	9%	0%	0%	
22. Park maintenance?	17%	63%	20%	0%	0%	
23. Park facilities?	24%	52%	24%	1%	0%	
24. Domestic animal control?	19%	38%	33%	8%	3%	
25. Utility billing?	27%	52%	16%	5%	0%	
26. Building inspections?	30%	49%	20%	0%	1%	
27. City planning?	36%	47%	15%	1%	2%	
28. Snowplowing of city streets?	70%	29%	2%	0%	0%	
29. City street maintenance of paved roads?	65%	29%	7%	0%	0%	
30. City street maintenance of gravel roads?	52%	34%	10%	1%	4%	
31. Would you favor or oppose an increase in city property taxes for city street repair and maintenance?	FAVOR.....	32%	OPPOSE.....	64%	DON'T KNOW/REFUSED.....	4%

IF "FAVOR," ASK: (N=128)

32.	How much would you be willing to pay in additional property taxes for city street repair and maintenance? How about \$_____ per month? (CHOOSE A RANDOM STARTING POINT; MOVE UP OR DOWN DEPENDING ON RESPONSE) How about \$_____ per month?	NOTHING.....6% \$5.00.....45% \$10.00.....24% \$15.00.....19% \$25.00.....2% \$30.00.....2% OVER \$30.00.....0% DON'T KNOW.....2% REFUSED.....0%
33.	Are you connected to city water?	YES.....74% NO.....26% DON'T KNOW/REFUSED.....1%

IF "YES," ASK: (N=294)

34.	How would you rate the City's drinking water - excellent, good, only fair or poor?	EXCELLENT.....9% GOOD.....57% ONLY FAIR.....24% POOR.....10% DON'T KNOW/REFUSED.....0%
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This year, two city water treatment plants started operating.

35.	Do you think the City's drinking water has improved this year?	YES.....61% NO.....28% DON'T KNOW/REFUSED.....12%
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Continuing....

As you may know, property taxes are divided between the City of Minnetrista, Hennepin County, your local school district and various other units of local government. Thinking about the amount going to the City....

36.	For each dollar of property tax you pay, about what percentage do you think goes to city government?	LESS THAN 10%.....7% 10-20 PERCENT.....24% 21-30 PERCENT.....30% 31-40 PERCENT.....14% OVER FORTY PERCENT.....3% DON'T KNOW/REFUSED.....23%
37.	Do you consider city property taxes in Minnetrista to be very high, somewhat high, about average, somewhat low, or very low?	VERY HIGH.....23% SOMEWHAT HIGH.....40% ABOUT AVERAGE.....35% SOMEWHAT LOW.....1% VERY LOW.....0% DON'T KNOW/REFUSED.....2%

38.	When you consider the property taxes you pay and the quality of city services you receive, would you rate the general value of city services as excellent, good, only fair, or poor?	EXCELLENT.....13% GOOD.....74% ONLY FAIR.....11% POOR.....2% DON'T KNOW/REFUSED.....1%
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For your information, the City of Minnetrista receives twenty-five percent of your total property taxes.

39.	Does this information change your mind about the general value of city services? (IF "YES," ASK:) Do you think the value is much better, somewhat better, somewhat worse or much worse?	NO.....72% YES/MUCH BETTER.....10% YES/SOMEWHAT BETTER.....10% YES/SOMEWHAT WORSE.....6% YES/MUCH WORSE.....0% DON'T KNOWR/REFUSED.....1%
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Changing topics....

40.	Do you feel very safe, somewhat safe, somewhat unsafe or very unsafe in the City of Minnetrista?	VERY SAFE.....87% SOMEWHAT SAFE.....12% SOMEWHAT UNSAFE.....1% VERY UNSAFE.....0% DON'T KNOW/REFUSED.....0%
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41.	How serious of a problem is traffic speeding in your neighborhood -- very serious, somewhat serious, not too serious, or not at all serious?	VERY SERIOUS.....3% SOMEWHAT SERIOUS.....13% NOT TOO SERIOUS.....39% NOT AT ALL SERIOUS.....45% DON'T KNOW/REFUSED.....0%
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IF "VERY SERIOUS" OR "SOMEWHAT SERIOUS," ASK: (N=62)

42. Is there a specific street or intersection you are most concerned about traffic speeding?

NO, 30%; COUNTY ROAD 151, 5%; COUNTY ROAD 26, 2%; HIGHWAY 7, 15%; COUNTY ROAD 44, 8%; HIGHWAY 92, 2%; NEIGHBORHOOD STREETS, 21%; ORCHARD DRIVE, 2%; EVERYWHERE, 5%; HIGHWAY 19, 2%; HALSTEAD, 2%; COUNTY ROAD 15, 5%; HIGHWAY 110, 2%.

43.	And, how serious of a problem are stop sign violations in your neighborhood -- very serious, somewhat serious, not too serious, or not at all serious?	VERY SERIOUS.....3% SOMEWHAT SERIOUS.....10% NOT TOO SERIOUS.....31% NOT AT ALL SERIOUS.....56% DON'T KNOW/REFUSED.....1%
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44.	During the past two years have you or any member of your household contacted the Minnetrista Police Department?	YES.....28% NO.....71% DON'T KNOW/REFUSED.....1%
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IF "YES," ASK: (N=112)

45.	Would you say the way the Police employee handled the situation was excellent, good, only fair, or poor?	EXCELLENT.....46%
		GOOD.....46%
		ONLY FAIR.....4%
		POOR.....3%
		DON'T KNOW/REFUSED.....1%
46.	Would you say the time it took the Police to respond was appropriate?	YES.....87%
		NO.....8%
		DON'T KNOW/REFUSED.....5%

As I read the following statements about public safety in Minnetrista, please answer "yes" or "no."

	YES	NO	DKR
47. The Fire Department responds to calls in a timely manner.	84%	2%	14%
48. I trust the City's Police and Fire response and the services provided?	97%	1%	3%

As you may know, there is an unfinished gun range in the public safety building. If finished, the range would be used by the Minnetrista Police Department and neighboring police departments for additional training; as well as community residents.

49.	Should the City of Minnetrista finish the gun range? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY YES.....25%
		YES.....44%
		NO.....15%
		STRONGLY NO.....11%
		DON'T KNOW/REFUSED.....6%

IF "STRONGLY YES" OR "YES," ASK: (N=275)

The cost to complete the gun range is estimated at between \$200,000 and \$250,000.

50.	How should the City fund this project -- a property tax increase, user fees, or a public and private partnership?	PROPERTY TAX INCREASE....5%
		USER FEES.....62%
		PUBLIC/PRIVATE PARTNER..25%
		SOMETHING ELSE.....2%
		DON'T KNOW/REFUSED.....7%
51.	How likely would you or members of your household be to use the gun range if it were finished - very likely, somewhat likely or not too likely?	VERY LIKELY.....24%
		SOMEWHAT LIKELY.....32%
		NOT TOO LIKELY.....43%
		DON'T KNOW/REFUSED.....2%

Changing topics....

The Minnetrista Park System is primarily composed of trails and neighborhood parks. Large regional parks, such as Lake Minnetonka Regional Park and Gale Woods Farm are operated by the Three Rivers Park District. For each of the following facilities, first, tell me if you or members of your household have used it during the past year. Then, for

those you have used, please rate them as excellent, good, only fair or poor. If you have no opinion, just say so....

	NOT USE	USE EXC	USE GOO	USE FAI	USE POO	DK/REF
52. Trails?	27%	27%	42%	4%	0%	1%
53. Neighborhood parks?	27%	31%	39%	3%	0%	0%
54. Large regional parks?	38%	34%	26%	2%	0%	0%

Specifically....

55. Are you familiar with Lisle (LYLE) park? (IF "YES," ASK:) Have you or members of your household visited this park in the last couple of years?	NO.....	44%
	YES/YES.....	33%
	YES/NO.....	22%
	DON'T KNOW/REFUSED.....	2%

I would like to read you a list of parks and recreational facilities that could be offered in Minnetrista. For each one, please tell me if you would strongly support the use of city funding for that purpose, somewhat support, somewhat oppose, or strongly oppose it. If you have no opinion, just say so.... (ROTATE)

	STS	SMS	SMO	STO	DKR
56. A warming house and outdoor ice skating rink?	36%	43%	14%	7%	1%
57. Playground equipment?	32%	42%	15%	10%	2%
58. A splash pad?	29%	36%	25%	9%	2%
59. Picnic shelter?	46%	37%	11%	5%	1%
60. Dog park?	29%	39%	18%	10%	4%

Now, I would like to briefly re-read the list.

61. Please tell me which one, if any, of those components you would place as the top priority?

62. Of the remaining components, which one would you rank as the second priority?

63. Is there any one component you are most opposed to? (IF "YES," ASK:) Which one?

	TOP	SEC	OPP
WARMING HOUSE/OUTDOOR RINK.....	34%	14%	17%
PLAYGROUND EQUIPMENT.....	20%	26%	10%
SPLASH PAD.....	7%	21%	17%
PICNIC SHELTER.....	26%	21%	7%
DOG PARK.....	12%	16%	24%
ALL (VOL.).....	0%	0%	0%
NONE (VOL.).....	1%	2%	21%
DON'T KNOW/REFUSED.....	0%	1%	4%

If a dog park, were constructed....

- 64. How likely would you be to use the dog park - very likely, somewhat likely, or not too likely?
  - VERY LIKELY.....16%
  - SOMEWHAT LIKELY.....30%
  - NOT TOO LIKELY.....54%
  - DON'T KNOW/REFUSED.....1%

IF "VERY LIKELY" OR "SOMEWHAT LIKELY," ASK: (N=182)

- 65. Would you be willing to pay a fee to use the dog park?
  - YES.....52%
  - NO.....42%
  - DON'T KNOW/REFUSED.....6%
- 66. Are there any other options you would like to see the City consider for parks and recreational facilities? (IF "YES," ASK:) What would those be?

UNSURE, 1%; NO, 90%; TEEN CENTER, 2%; COMMUNITY CENTER, 2%; MORE TRAILS, 2%; SCATTERED, 3%.

Moving on.....

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

	NOT AWA	YES PAR	YES NOT	DK/ REF
67. Trista Day in May?	19%	46%	34%	1%
68. National Night Out in August?	15%	62%	23%	0%
69. Spring Clean-Up Day?	20%	37%	42%	1%

As you may know, some cities have begun a curbside collection program for compostable waste called "organics," such as food scraps and non-recyclable paper.

- 70. If a curbside collection program for compostable waste was available, how likely would your household be to participate in it - very likely, somewhat likely, not too likely or not at all likely?
  - VERY LIKELY.....14%
  - SOMEWHAT LIKELY.....29%
  - NOT TOO LIKELY.....20%
  - NOT AT ALL LIKELY.....36%
  - DON'T KNOW/REFUSED.....2%

IF "VERY LIKELY" OR "SOMEWHAT LIKELY," ASK: (N=170)

- 71. Would you be willing to pay a fee of \$3 to \$5 a month to use this program?
  - YES.....74%
  - NO.....21%
  - DON'T KNOW/REFUSED.....5%

Changing topics.....

72.	Other than voting, do you feel that if you wanted to, you could have a say about the way the City of Minnetrista runs things?	YES.....58% NO .....34% DON'T KNOW/REFUSED.....9%
73.	How much do you feel you know about the work of the Mayor and City Council -- a great deal, a fair amount, very little, or none at all?	A GREAT DEAL.....9% A FAIR AMOUNT.....39% VERY LITTLE.....43% NONE AT ALL.....9% DON'T KNOW/REFUSED.....1%
74.	From what you know, do you approve or disapprove of the job the Mayor and City Council are doing? (WAIT FOR RESPONSE) And do you feel strongly that way?	STRONGLY APPROVE.....11% APPROVE.....69% DISAPPROVE.....7% STRONGLY DISAPPROVE.....1% DON'T KNOW/REFUSED.....12%
IF A JUDGMENT IS GIVEN, ASK: (N=353)		
75.	Could you tell me why you feel that way?	DON'T KNOW/REFUSED.....1% GOOD JOB.....46% LISTEN.....14% NO PROBLEMS.....29% POOR JOB.....2% DON'T LISTEN.....5% POOR SPENDING.....3%
76.	How much first hand contact have you had with the Minnetrista City staff -- quite a lot, some, very little, or none?	QUITE A LOT.....4% SOME.....33% VERY LITTLE.....50% NONE.....13% DON'T KNOW/REFUSED.....0%
77.	From what you have heard or seen, how would you rate the job performance of the Minnetrista City staff -- excellent, good, only fair, or poor?	EXCELLENT.....12% GOOD.....76% ONLY FAIR.....9% POOR.....1% DON'T KNOW/REFUSED.....3%
78.	During the past year, have you visited or contacted Minnetrista City Hall in person or on the telephone?	YES.....42% NO.....57% DON'T KNOW/REFUSED.....1%

IF "YES," ASK:



79.	On your last telephone call or visit, which Department did you contact -- General Information, the City Administrator, Police, Fire, Park Maintenance, Street Maintenance, Utility and Water Billing, Planning, Building Inspections, or the City Clerk?	GENERAL INFORMATION.....20%
		CITY ADMINISTRATOR.....4%
		POLICE.....12%
		FIRE.....1%
		PARK MAINTENANCE.....2%
		STREET MAINTENANCE.....10%
		UTILITY BILLING.....26%
		PLANNING.....8%
		BUILDING INSPECTIONS.....5%
		CITY CLERK.....9%
		SOMETHING ELSE.....3%
		DON'T KNOW/REFUSED.....1%

Thinking about your last contact with the City, for each of the following characteristics, please rate the service as excellent, good, only fair, or poor....

	EXC	GOO	FAI	POO	DKR
80. Waiting time for City staff to respond?	31%	58%	10%	0%	1%
81. Ease of reaching a City Staff member who could help you?	37%	51%	12%	0%	1%
82. Courtesy of the City staff?	46%	51%	4%	0%	0%
83. Efficiency of the City staff?	39%	52%	8%	1%	0%

Turning to city communications....

84. What is your principal source of information about Minnetrista City Government and its activities?

LOCAL NEWSPAPER, 27%; CITY NEWSLETTER, 32%; WEBSITE, 22%; SOCIAL MEDIA, 5%; STAR TRIBUNE, 3%; MAILINGS, 3%; WORD OF MOUTH, 5%; SCATTERED, 3%.

85. If you could choose the best way for you to receive information about your City Government and the issues facing the community, what would it be?

LOCAL NEWSPAPER, 15%; CITY NEWSLETTER, 30%; WEBSITE, 18%; E-MAIL, 13%; SOCIAL MEDIA, 8%; STAR TRIBUNE, 2%; MAILINGS, 6%; WORD OF MOUTH, 4%; WATCH MEETINGS, 2%; SCATTERED, 2%.

For each of the following newspapers, please tell me if your household reads it.

	YES	NO	DKR
86. The Star Tribune?	40%	60%	0%
87. The Laker?	63%	37%	0%
88. Lakeshore Weekly News?	55%	45%	0%
89. The Waconia Patriot?	22%	77%	1%

The City publishes a newsletter called "The Minnetrista Messenger," which is mailed to residents four times a year.

90. Do you read this newsletter? YES.....81%  
 NO .....19%  
 DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=323)

91. How would you evaluate its content and format -- excellent, good, only fair or fair, or poor? EXCELLENT.....26%  
 GOOD.....65%  
 ONLY FAIR.....9%  
 POOR.....1%  
 DON'T KNOW/REFUSED.....0%

92. Do you have access to the Internet? YES.....90%  
 NO.....10%  
 DON'T KNOW/REFUSED.....0%

IF INTERNET ACCESS, ASK: (N=359)

93. Have you or any member of your household accessed the City of Minnetrista website for information about city services, news and events? YES.....72%  
 NO.....27%  
 DON'T KNOW/REFUSED.....0%

IF "YES," ASK:

94. How often do you visit the City's website -- frequently, occasionally, rarely or whenever needed? FREQUENTLY.....13%  
 OCCASIONALLY.....48%  
 RARELY.....19%  
 WHENEVER NEEDED.....20%  
 DON'T KNOW/REFUSED.....0%

95. How would you evaluate the content of the City's website -- excellent, good, only fair, or poor? EXCELLENT.....16%  
 GOOD.....73%  
 ONLY FAIR.....10%  
 POOR.....1%  
 DON'T KNOW/REFUSED.....1%

96. How would you rate the ease of navigating the City's website and finding information you sought -- excellent, good, only fair, or poor? EXCELLENT.....23%  
 GOOD.....63%  
 ONLY FAIR.....12%  
 POOR.....2%  
 DON'T KNOW/REFUSED.....0%

97. Have you ever paid your utility bill on the city's website? YES.....42%  
 NO.....58%  
 DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=110)

98.	Were you satisfied with the payment process?	YES.....99%
		NO.....1%
		DON'T KNOW/REFUSED.....0%
99.	Have you watched a City Council meeting on YouTube?	NO.....66%
	(IF "YES," ASK:) How often do you watch them - frequently, occasionally or rarely?	YES/FREQUENTLY.....2%
		YES/OCCASIONALLY.....16%
		YES/RARELY.....16%
		DON'T KNOW/REFUSED.....0%
100.	Have you used any social media, such as Facebook or Twitter to receive information from the city?	YES.....47%
		NO.....52%
		DON'T KNOW/REFUSED.....0%
	IF "YES," ASK: (N=170)	
101.	How would you rate the city's social media - excellent, good, only fair or poor?	EXCELLENT.....34%
		GOOD.....58%
		ONLY FAIR.....7%
		POOR.....1%
		DON'T KNOW/REFUSED.....1%

Now, just a few more questions for demographic purposes....

Could you please tell me how many people in each of the following age groups live in your household. Let's start with the oldest. Be sure to include yourself.

102.	First, persons 65 or over?	NONE.....82%
		ONE.....11%
		TWO OR MORE.....7%
103.	Adults under 65?	NONE.....8%
		ONE.....22%
		TWO.....66%
		THREE OR MORE.....5%
104.	School-aged or pre-school children?	NONE.....61%
		ONE.....18%
		TWO.....17%
		THREE OF MORE.....5%
105.	What is your age, please?	18-34.....21%
		35-54.....48%
		55 AND OVER.....31%
		REFUSED.....1%

106.	How would you describe your residence -- a farm for permanent agriculture use, a hobby farm or large acreage lot, a suburban residential lot less than one acre, a townhouse or duplex, an apartment or condominium, or senior housing?	FARM.....3% HOBBY FARM/LARGE LOT....19% RESIDENTIAL ONE ACRE....62% TOWNHOUSE/DUPLEX.....8% APARTMENT/CONDOMINIUM....6% SENIOR HOUSING.....2% SOMETHING ELSE (VOL.)....0% DON'T KNOW/REFUSED.....1%
107.	Finally, thinking about your household finances, how would you describe your financial situation, would you say that -- A) Your monthly expenses are exceeding your income; B) You are meeting your monthly expenses but are putting aside little or no savings; C) You are managing comfortably while putting some money aside; D) Managing very well?	STATEMENT A.....3% STATEMENT B.....24% STATEMENT C.....46% STATEMENT D.....26% DON'T KNOW/REFUSED.....1%
108.	Gender	MALE.....48% FEMALE.....52%
109.	Fire District	MOUND.....64% SAINT BONIFACIUS.....36%