

**RESOLUTION NO. 20-6734**

**CITY OF BURNSVILLE, MINNESOTA**

**RESOLUTION APPROVING PERFORMANCE MEASURES**

**WHEREAS**, the benefits to the City of Burnsville for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

**WHEREAS**, cities and counties that choose to participate in the performance measurement program may be eligible for exemption from levy limits, if levy limits are in effect; and

**WHEREAS**, the City of Burnsville has adopted and implemented at least ten of the performance measures as developed by the Council on Local Results and Innovation and the City of Burnsville has used and will continue to use this information to plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

**WHEREAS**, the City Council of the City of Burnsville adopted the following Performance Measures and will continue these measures in 2020:

**Performance Indicator**

**General**

Citizen's rating of the quality of the City's services.  
Citizen's rating of the overall appearance of the City.  
Percent change in the taxable property market value.  
Bond rating.

**Police**

Part I and II crime rates.  
Citizen's rating of safety in the community

**Fire**

Citizen's rating of the quality of services.

**Streets**

Citizen's rating of the quality of road conditions.  
Citizen's rating of the quality of snow plowing.

**Water**

Citizen's rating of the quality and dependability of the City's water supply.

**Sanitary Sewer**

Citizen's rating of the quality and dependability of the City's sanitary sewer services.

**Parks and Recreation**

Citizen's rating of the quality of city recreation services.

**NOW THEREFORE, BE IT RESOLVED**, that the City Council of the City of Burnsville does hereby approve to continue the Performance Measures for 2020 and will publish the results of the Performance Measures prior to December 31, 2020 on the City's website, in the City's annual and/or biweekly Monitoring Reports.

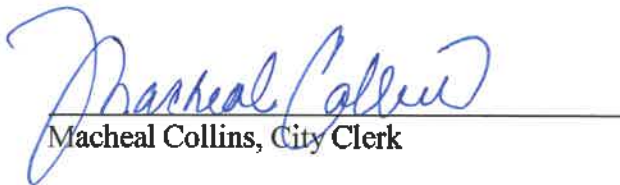
**BE IT FURTHER RESOLVED** that the City Council of the City of Burnsville does hereby approve to submit to the Office of the State Auditor the actual results of the performance measures adopted by the City Council.

Passed and duly adopted by the Council of the City of Burnsville this 16<sup>th</sup> day of June, 2020.



Elizabeth B. Kautz, Mayor

ATTEST:



Macheal Collins, City Clerk

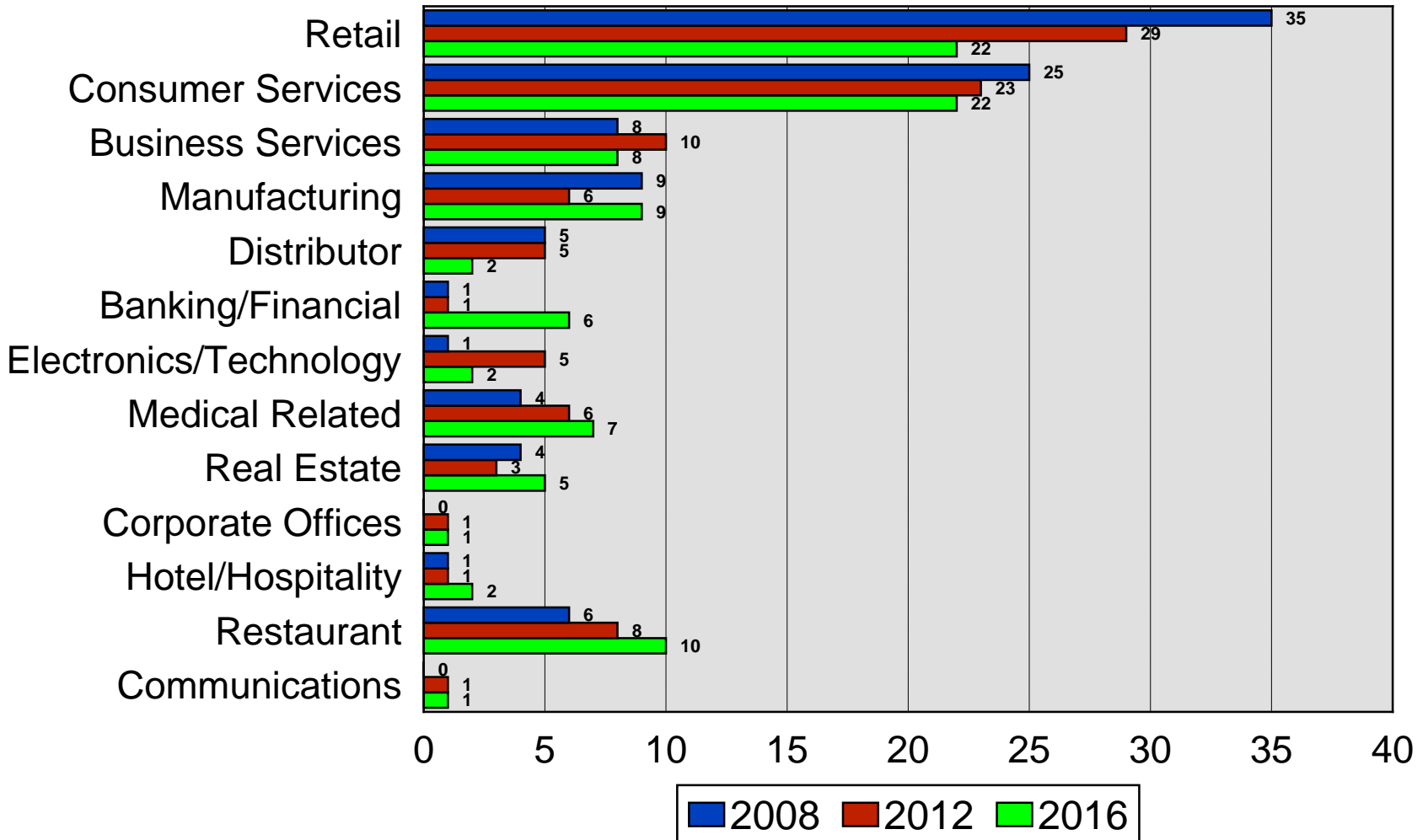
# **2016 City of Burnsville**

## **Business Enterprise Study**

The Morris Leatherman Company

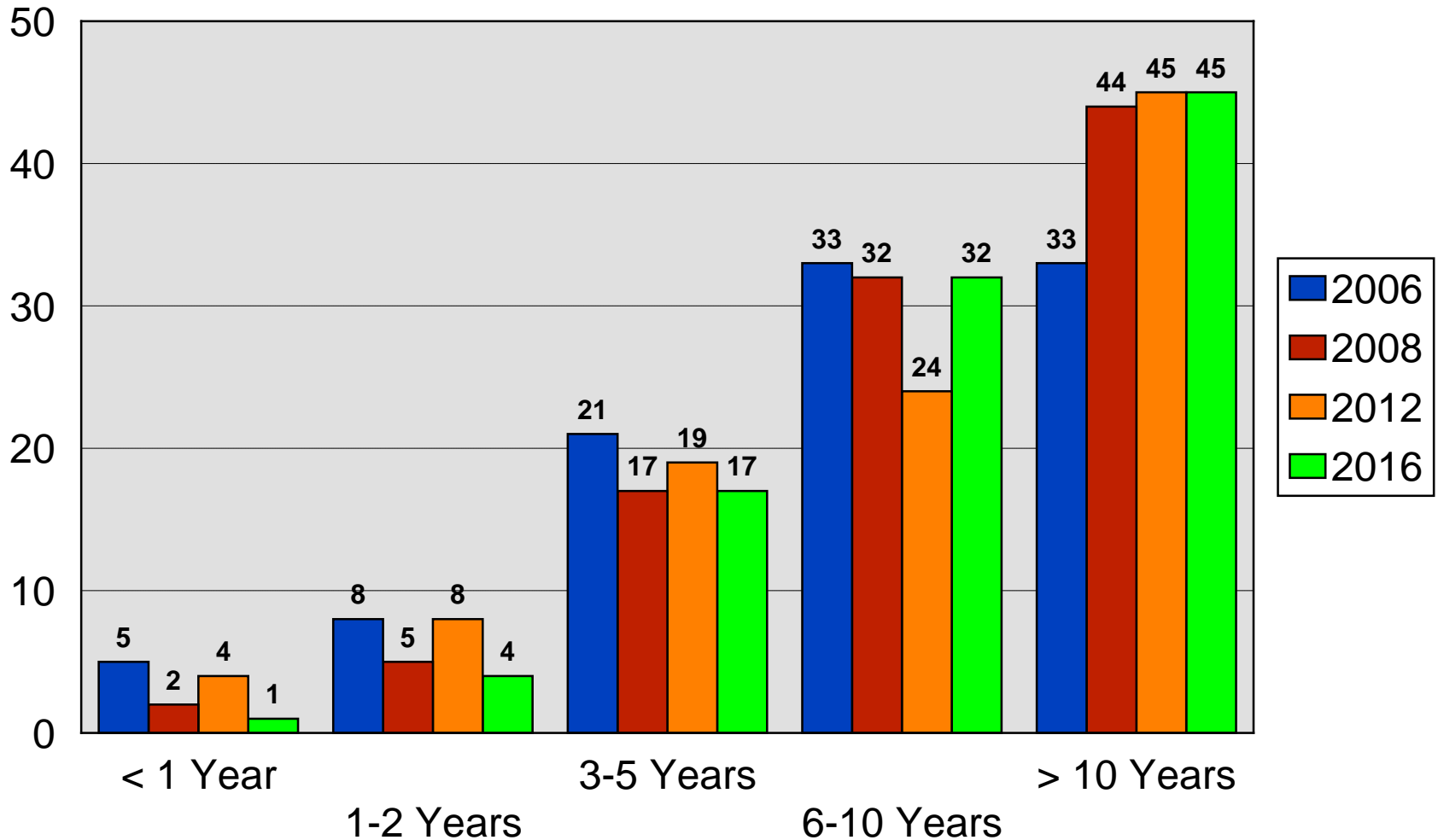
# Specific Type of Business

## 2016 City of Burnsville Business Study



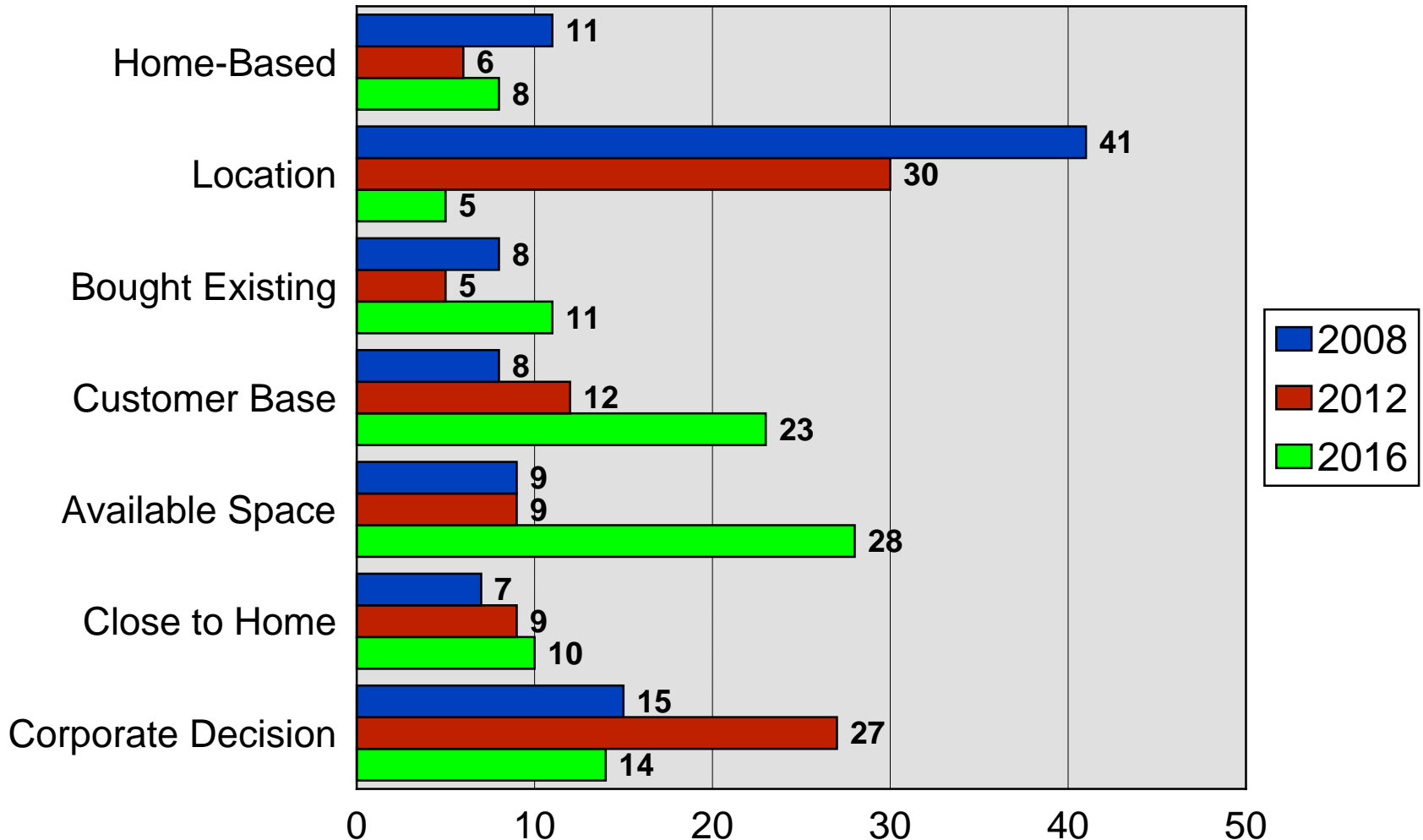
# Business at Current Site

2016 City of Burnsville Business Study



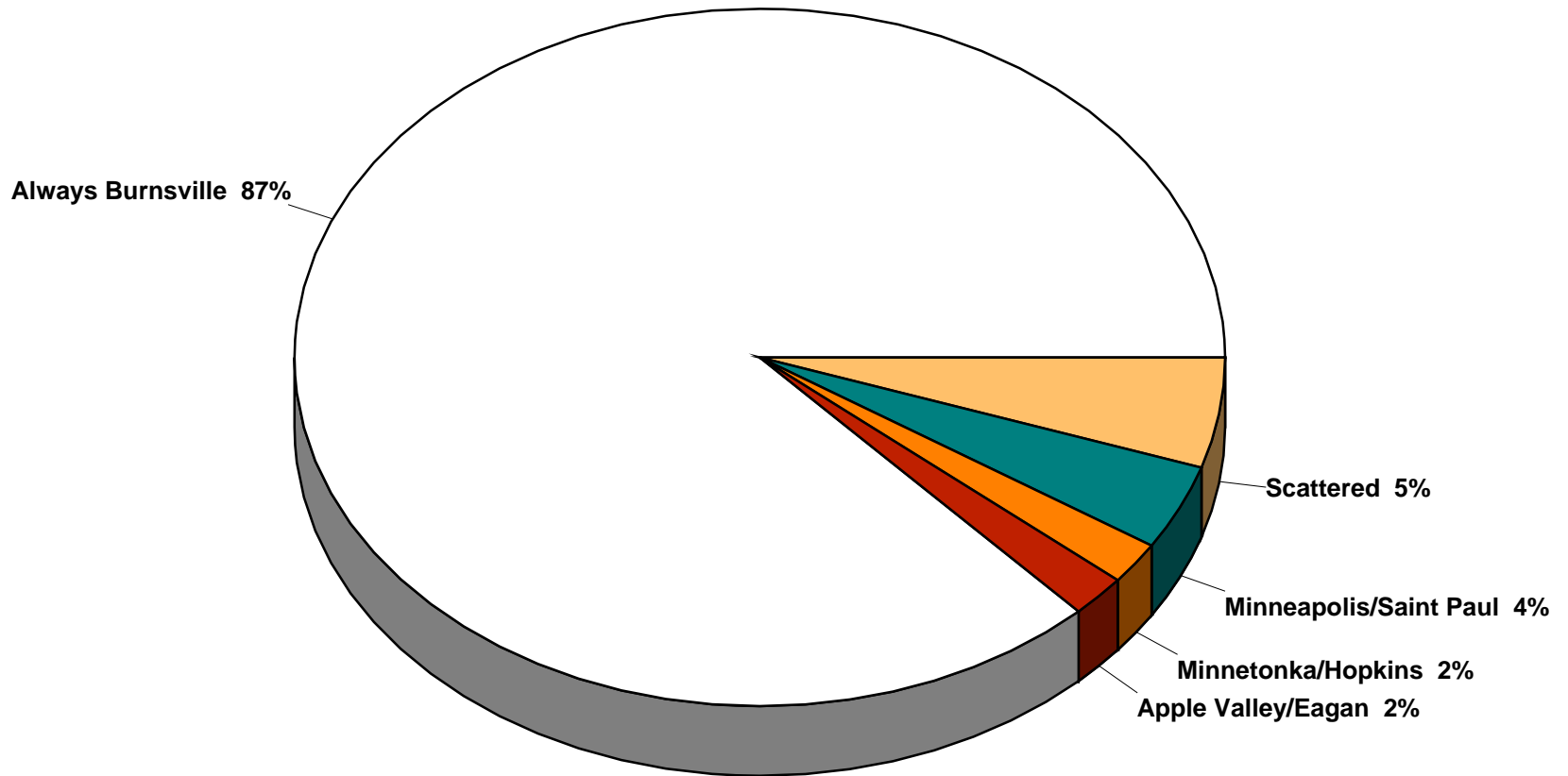
# Primary Reason for Locating

2016 City of Burnsville Business Study



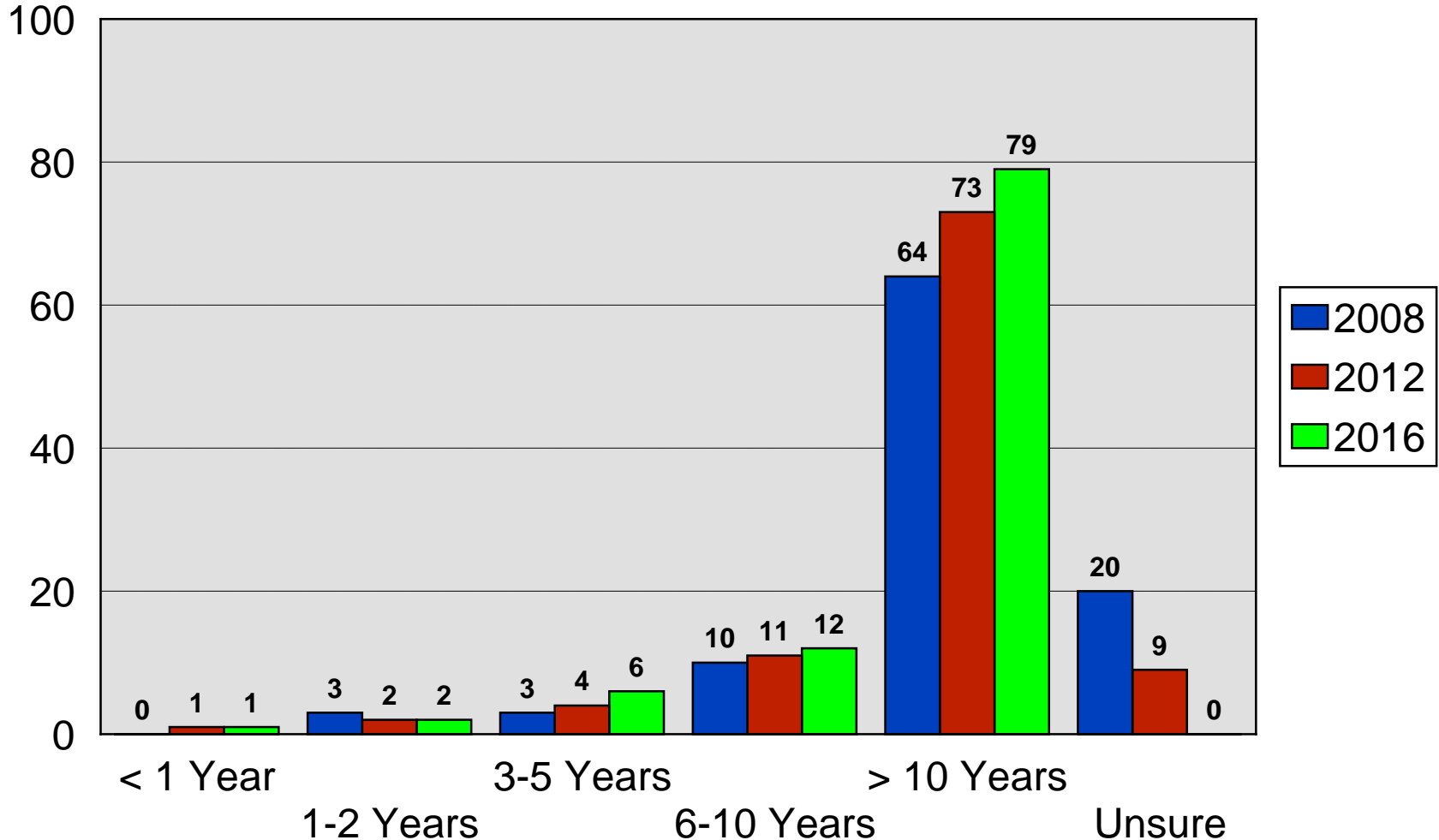
# Previous Business Location

2016 City of Burnsville Business Study



# Future in Burnsville

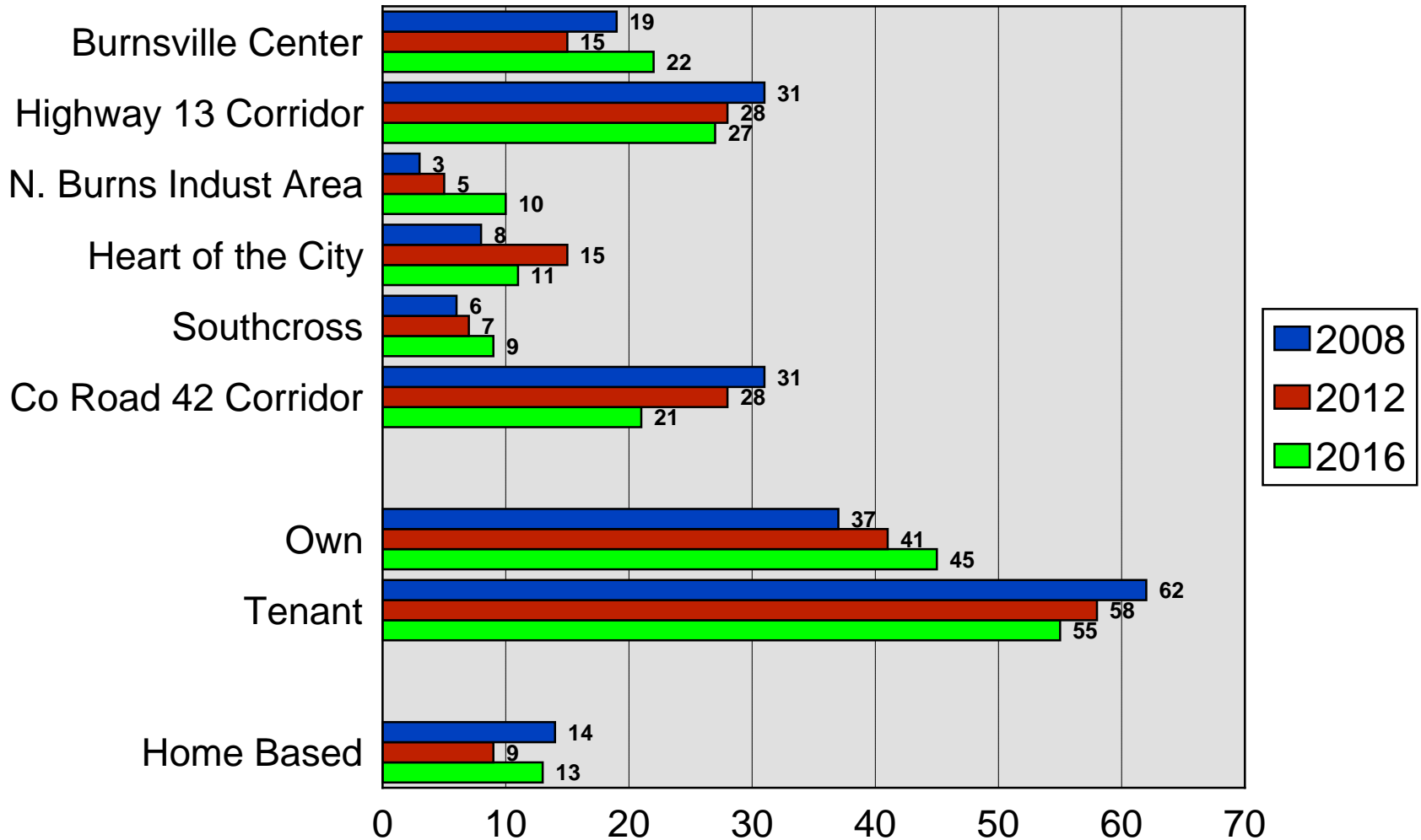
2016 City of Burnsville Business Study





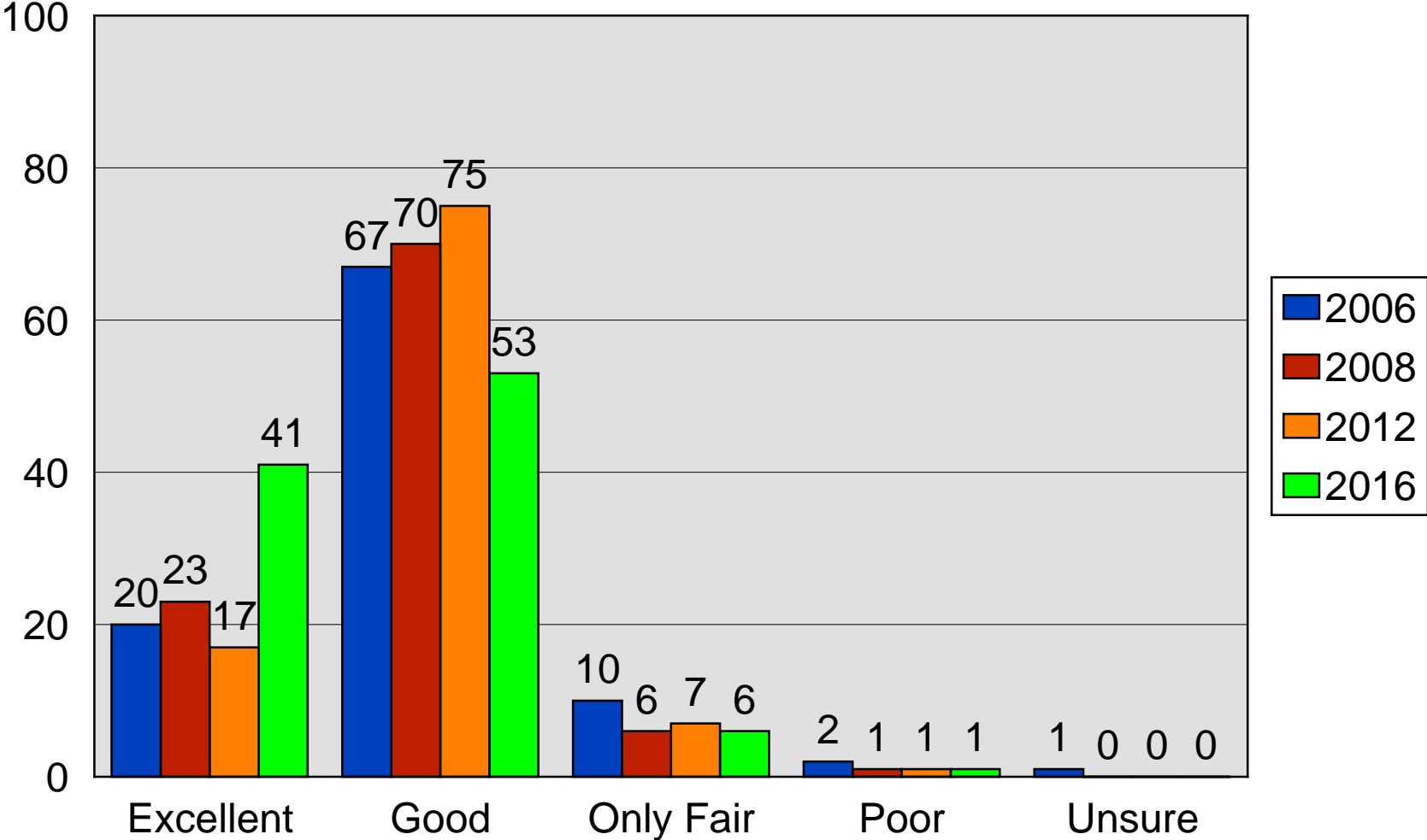
# Business Characteristics

## 2016 City of Burnsville Business Study



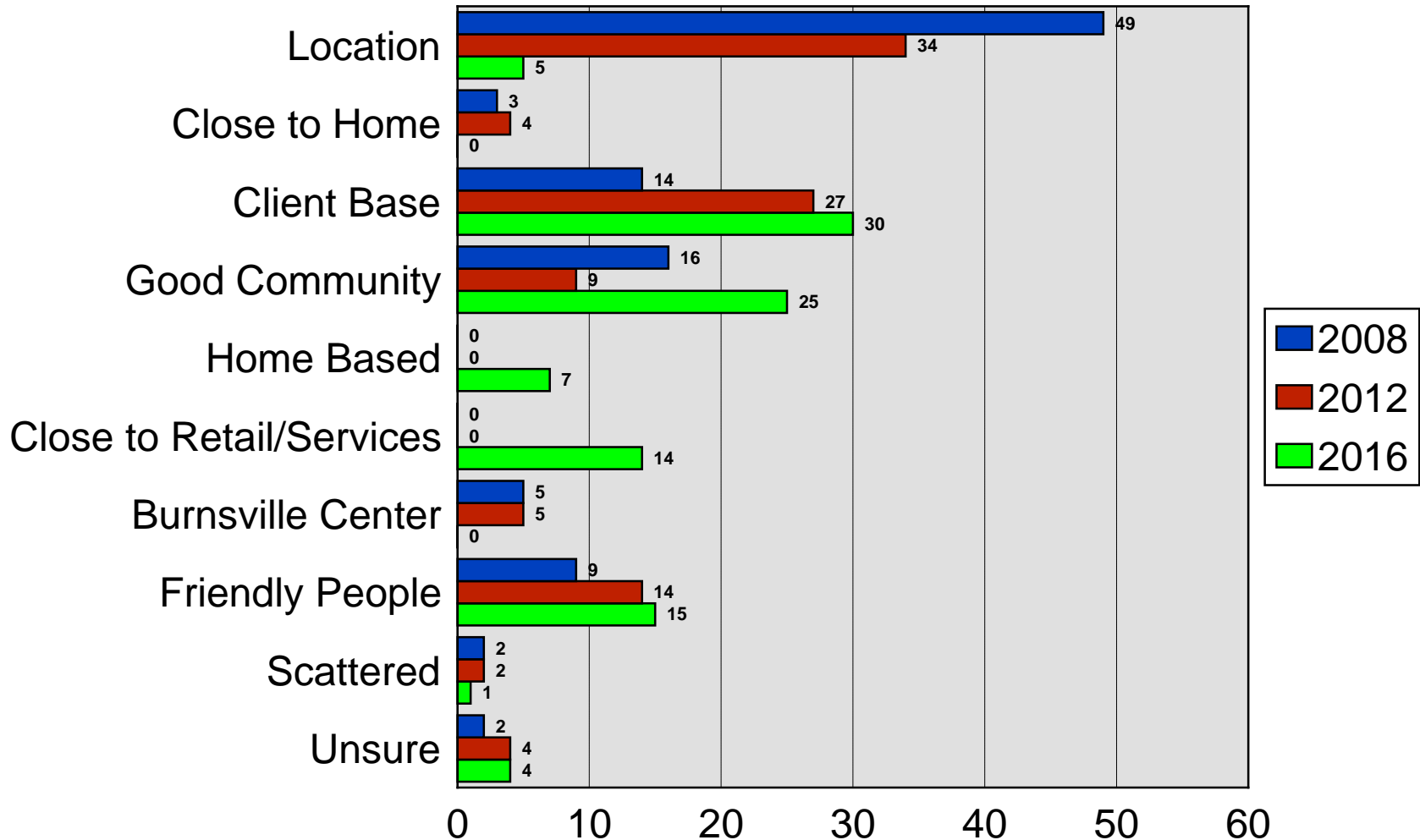
# City Business Climate

2016 City of Burnsville Business Study



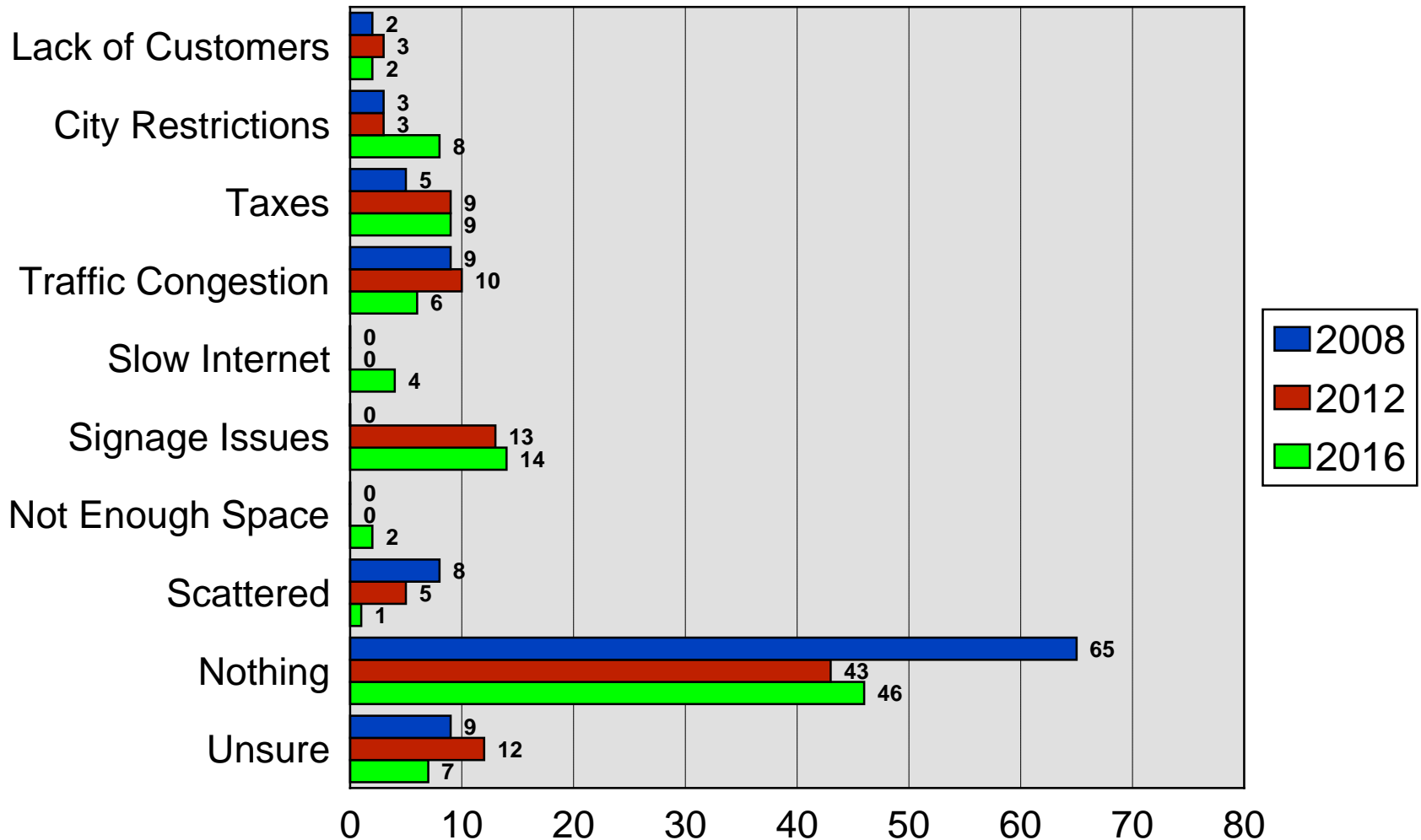
# Like Most about Burnsville

2016 City of Burnsville Business Study



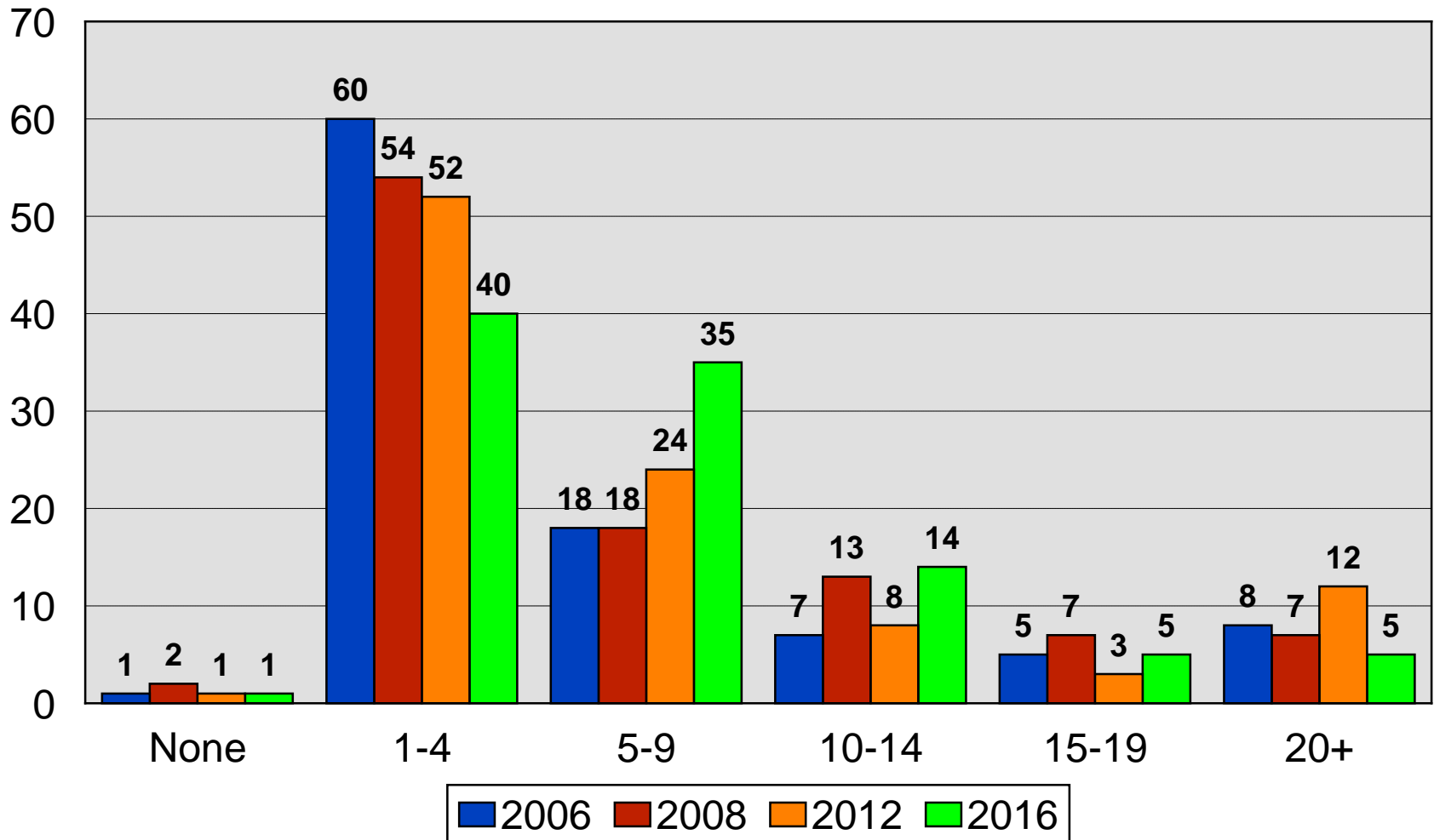
# Like Least about Burnsville

2016 City of Burnsville Business Study



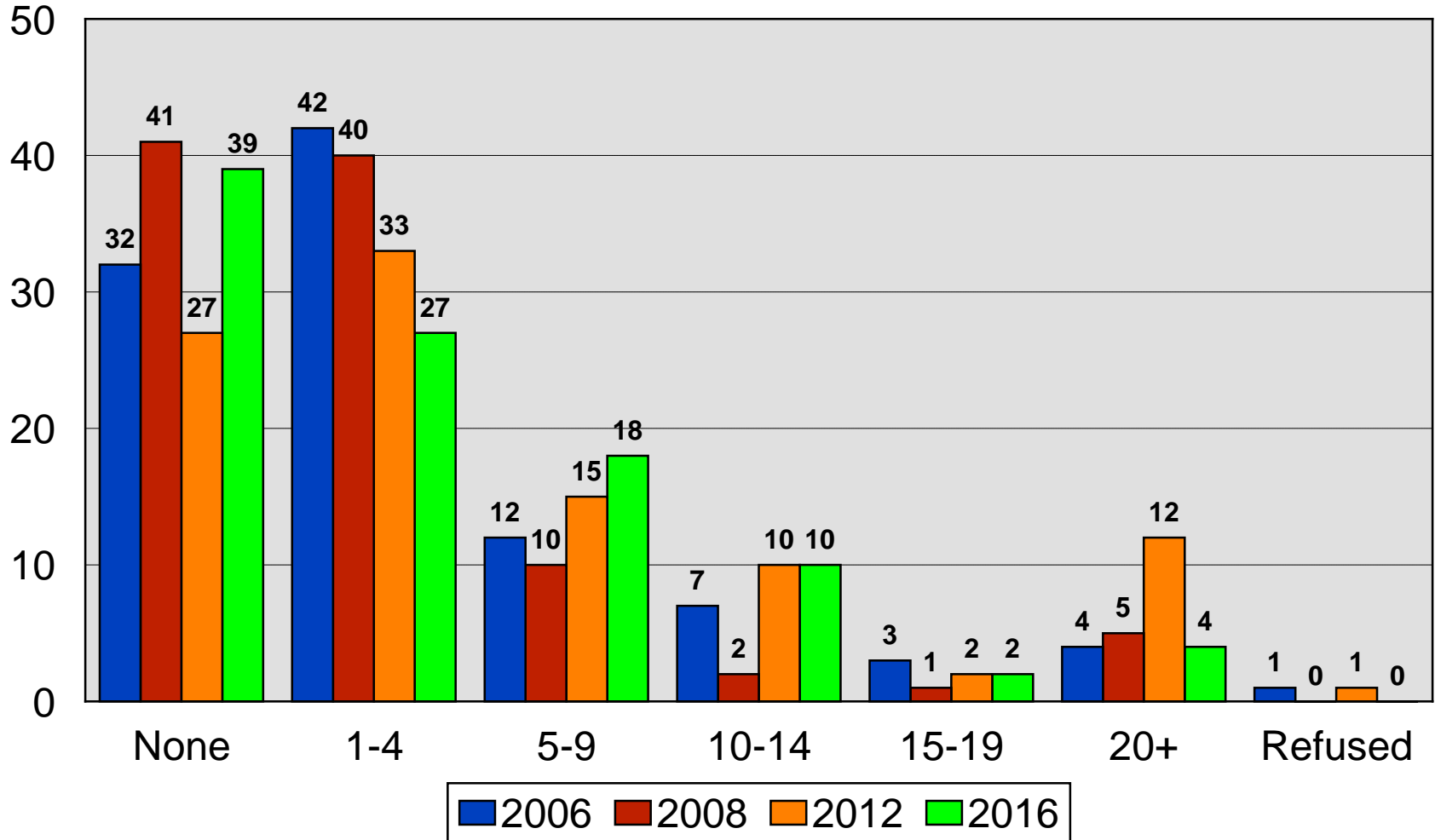
# Full-Time Work Force

2016 City of Burnsville Business Study



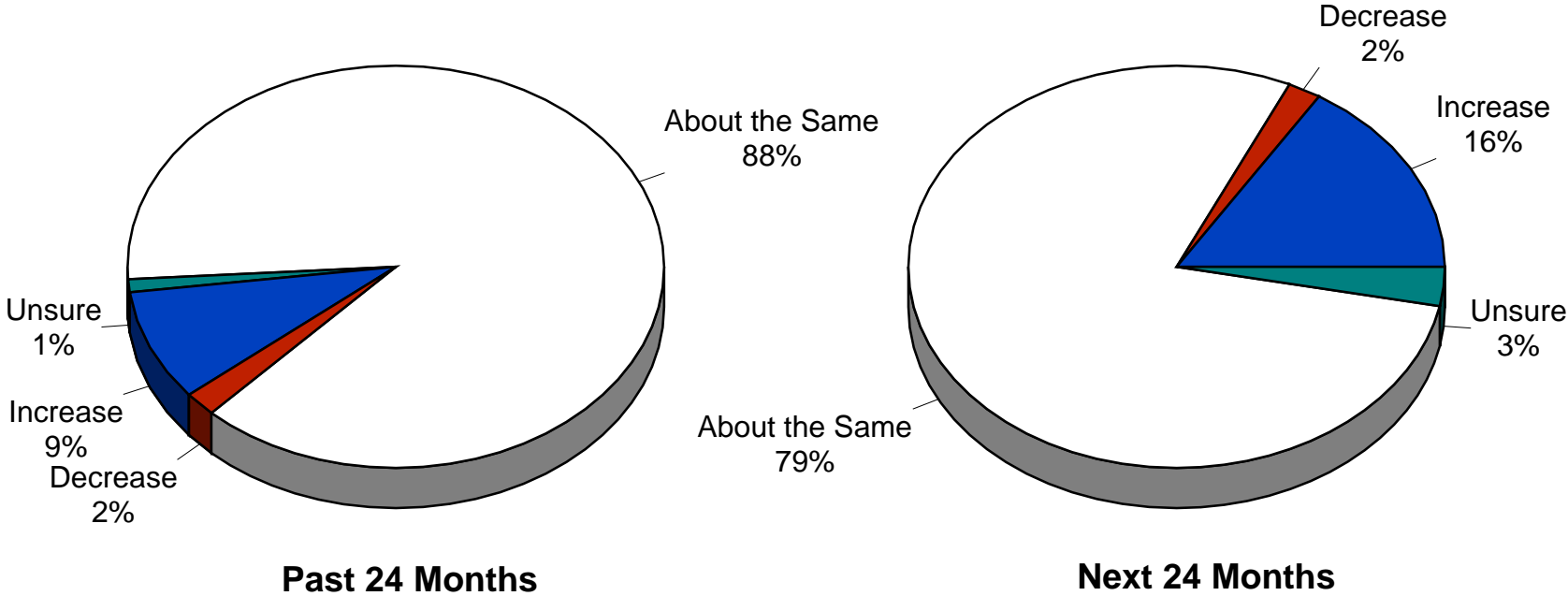
# Part-Time Work Force

2016 City of Burnsville Business Study



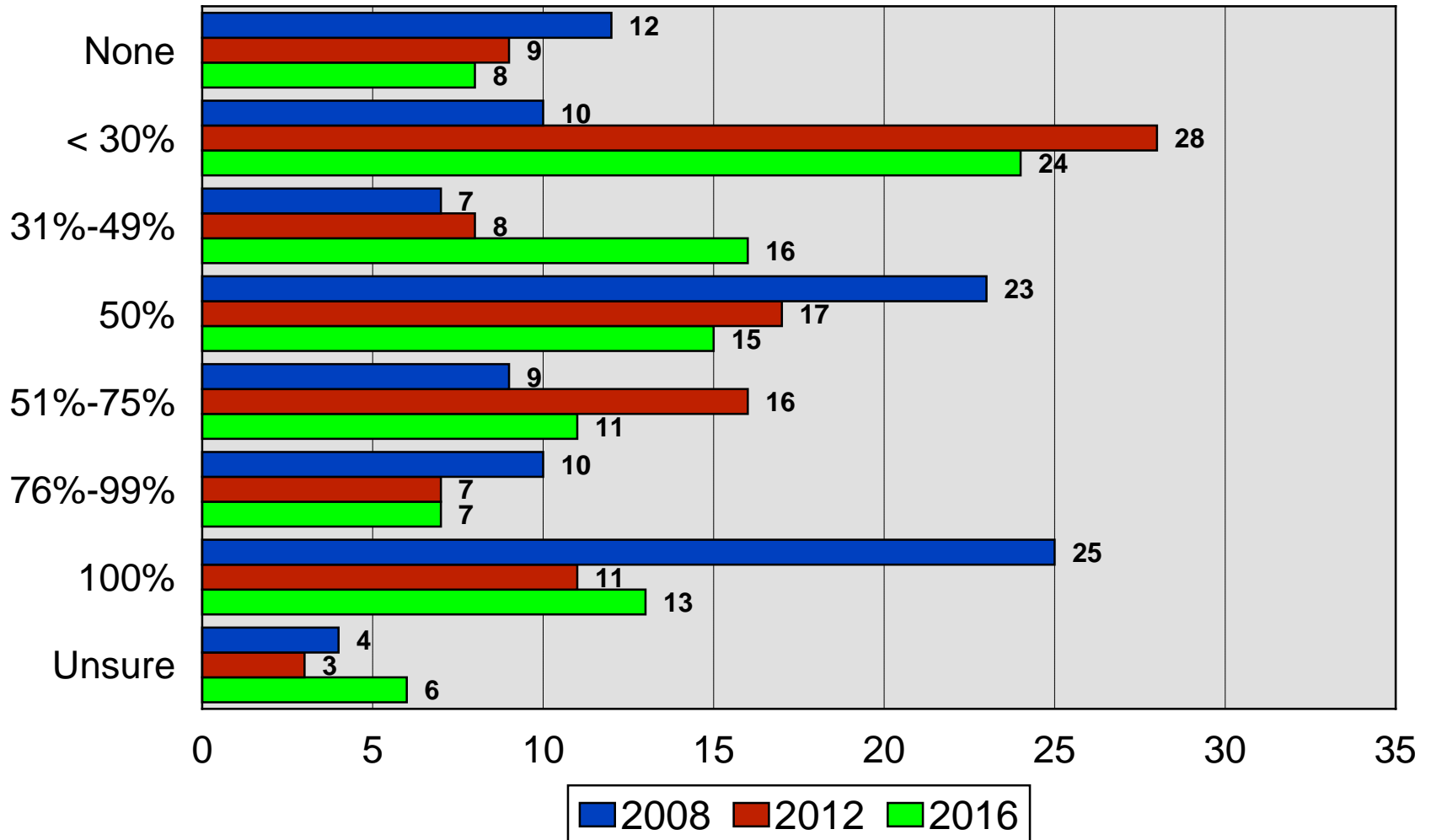
# Change in Numbers of Full-Time Employees

2016 City of Burnsville Business Study



# Workforce Living in Burnsville

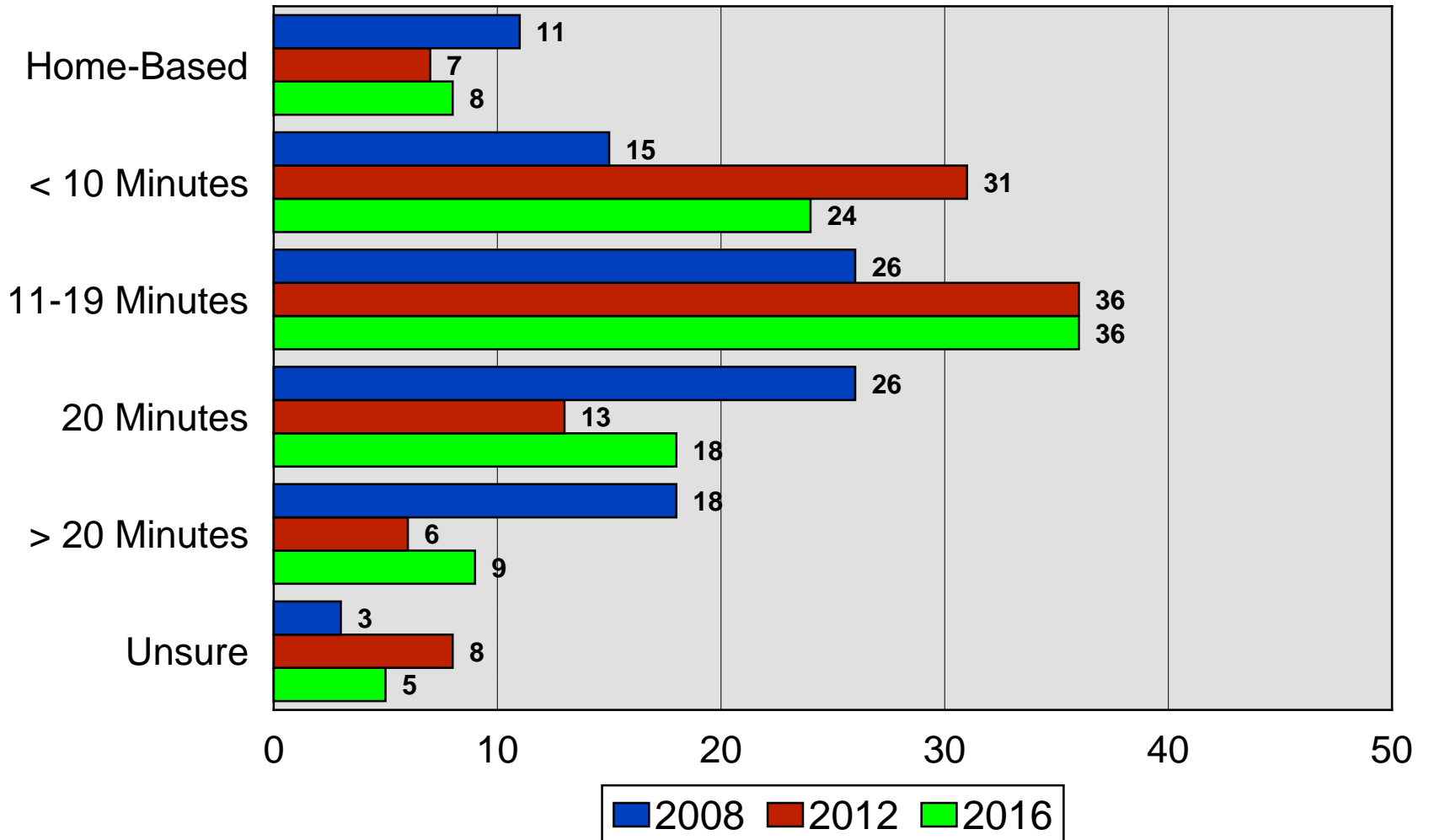
2016 City of Burnsville Business Study





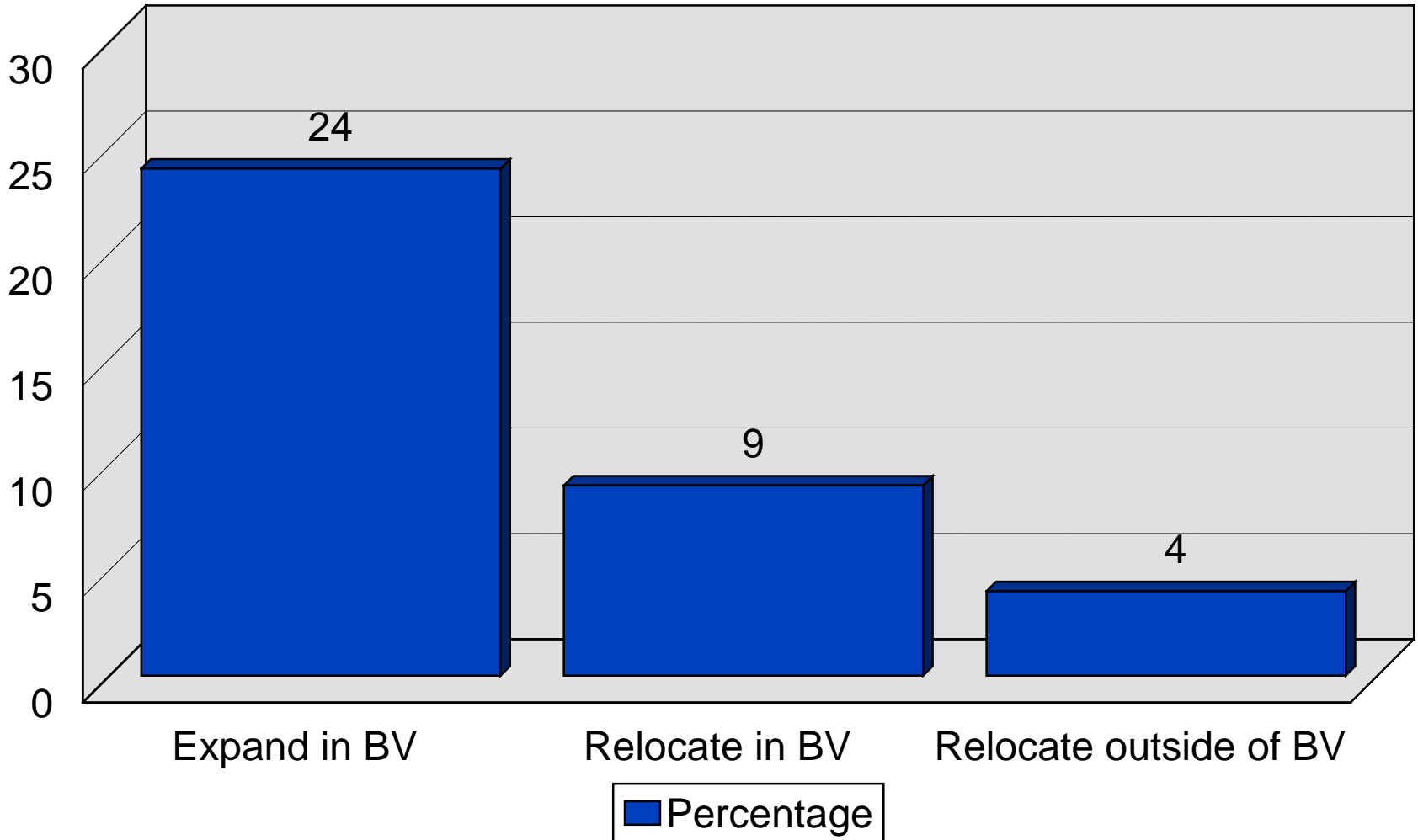
# Average Commute Time

2016 City of Burnsville Business Study



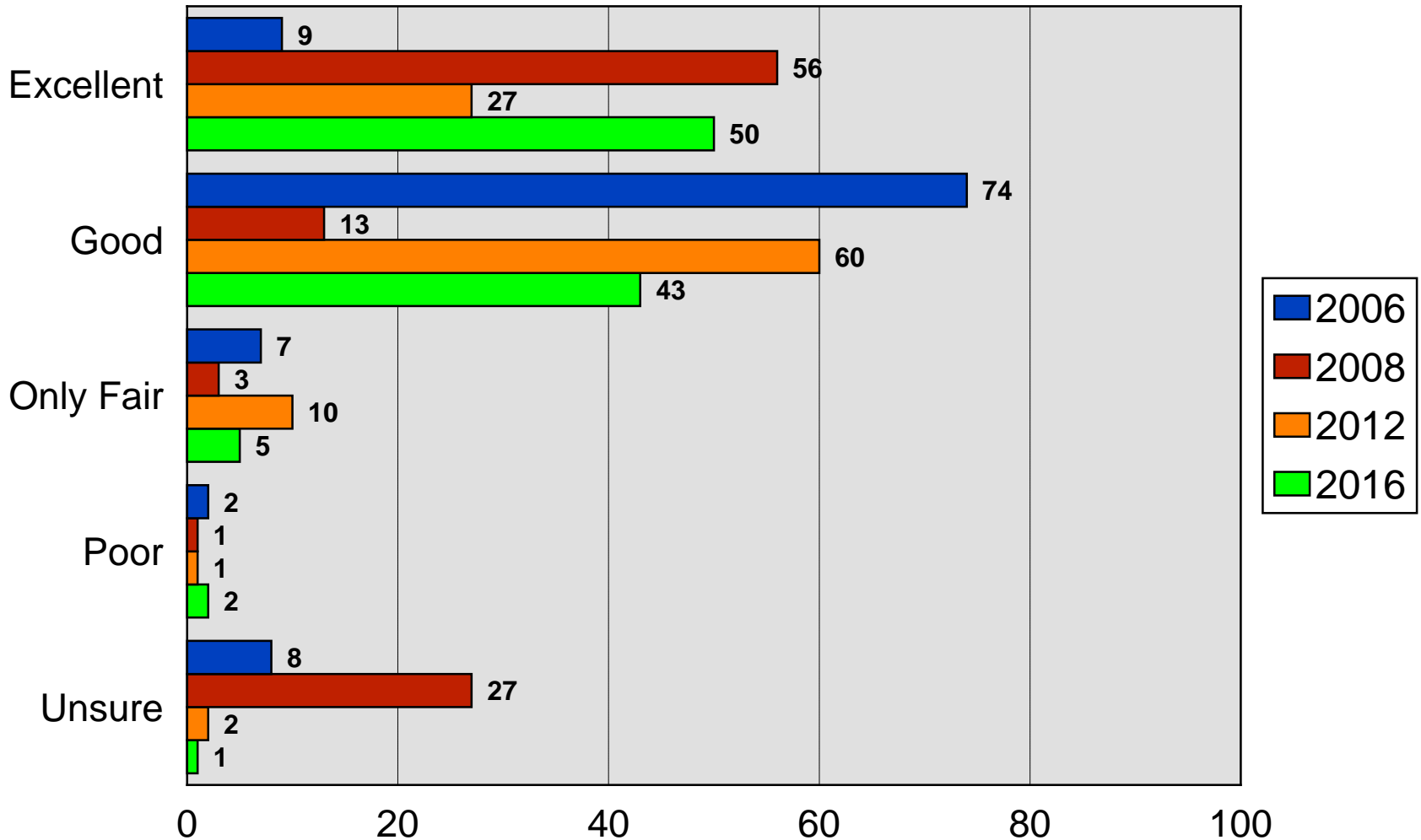
# Plans in Next Five Years

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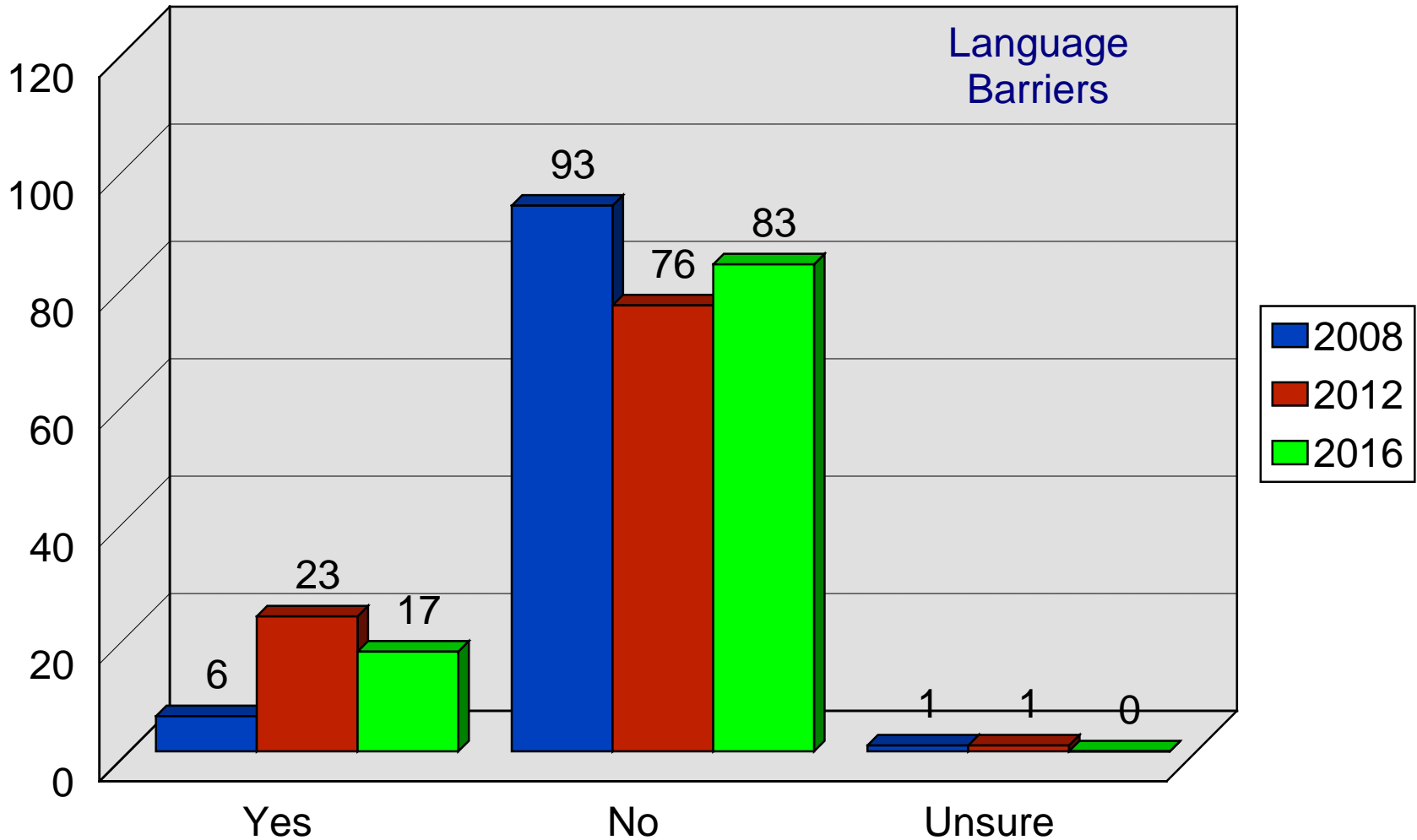
# Adequacy of Labor Pool

2016 City of Burnsville Business Study



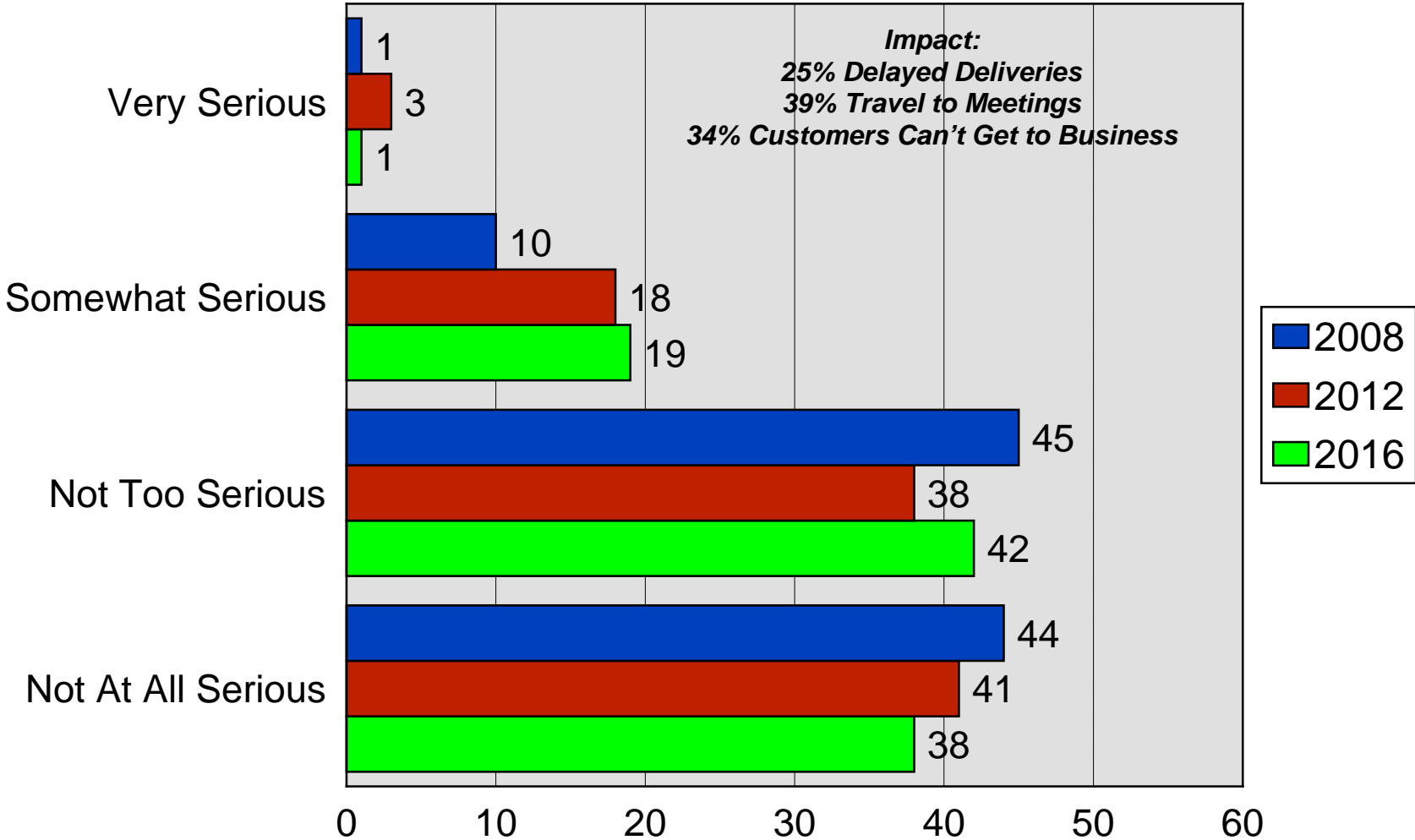
# Diversity-Related Labor Pool Issues

2016 City of Burnsville Business Study



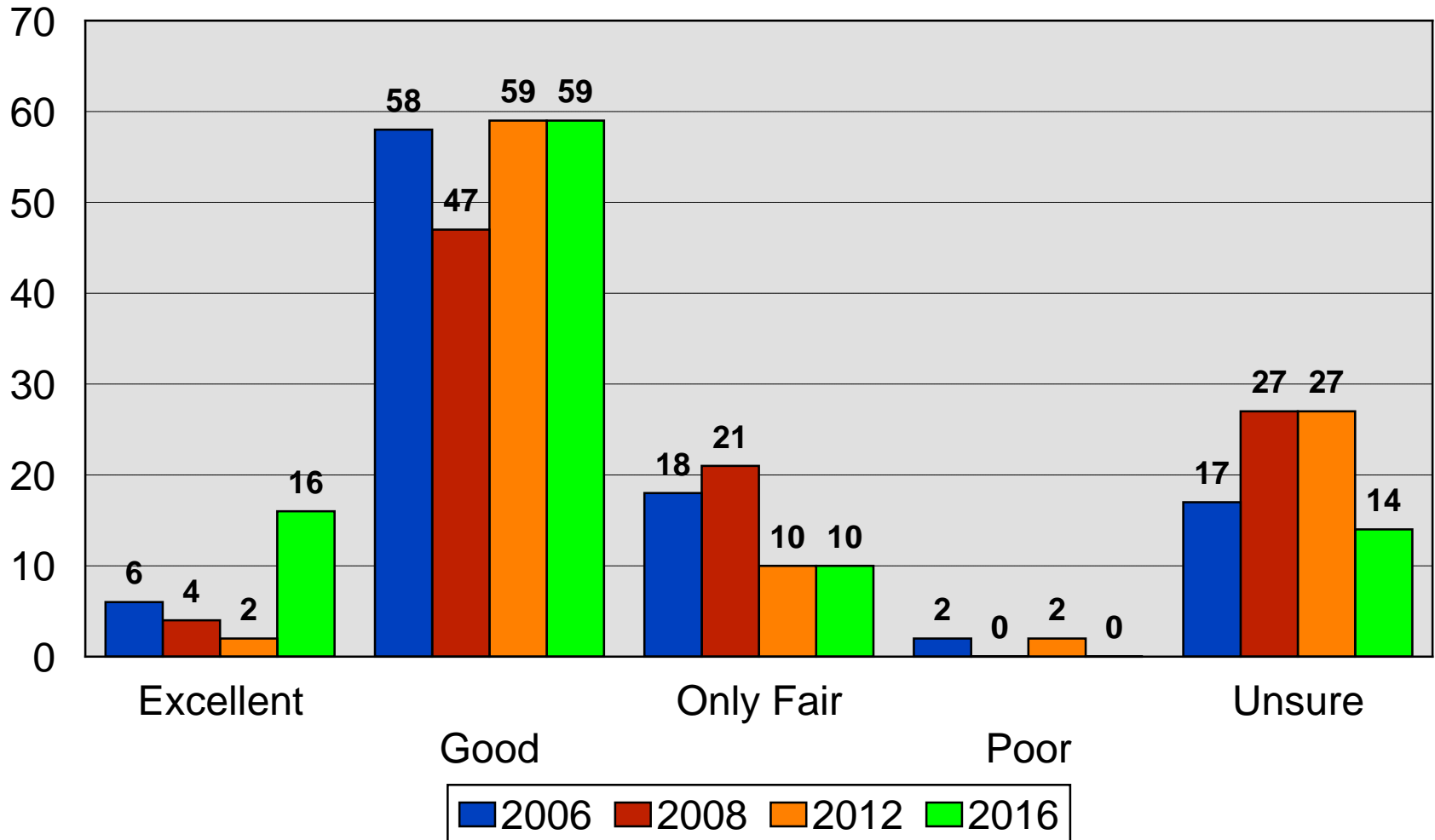
# Impact of Traffic Congestion

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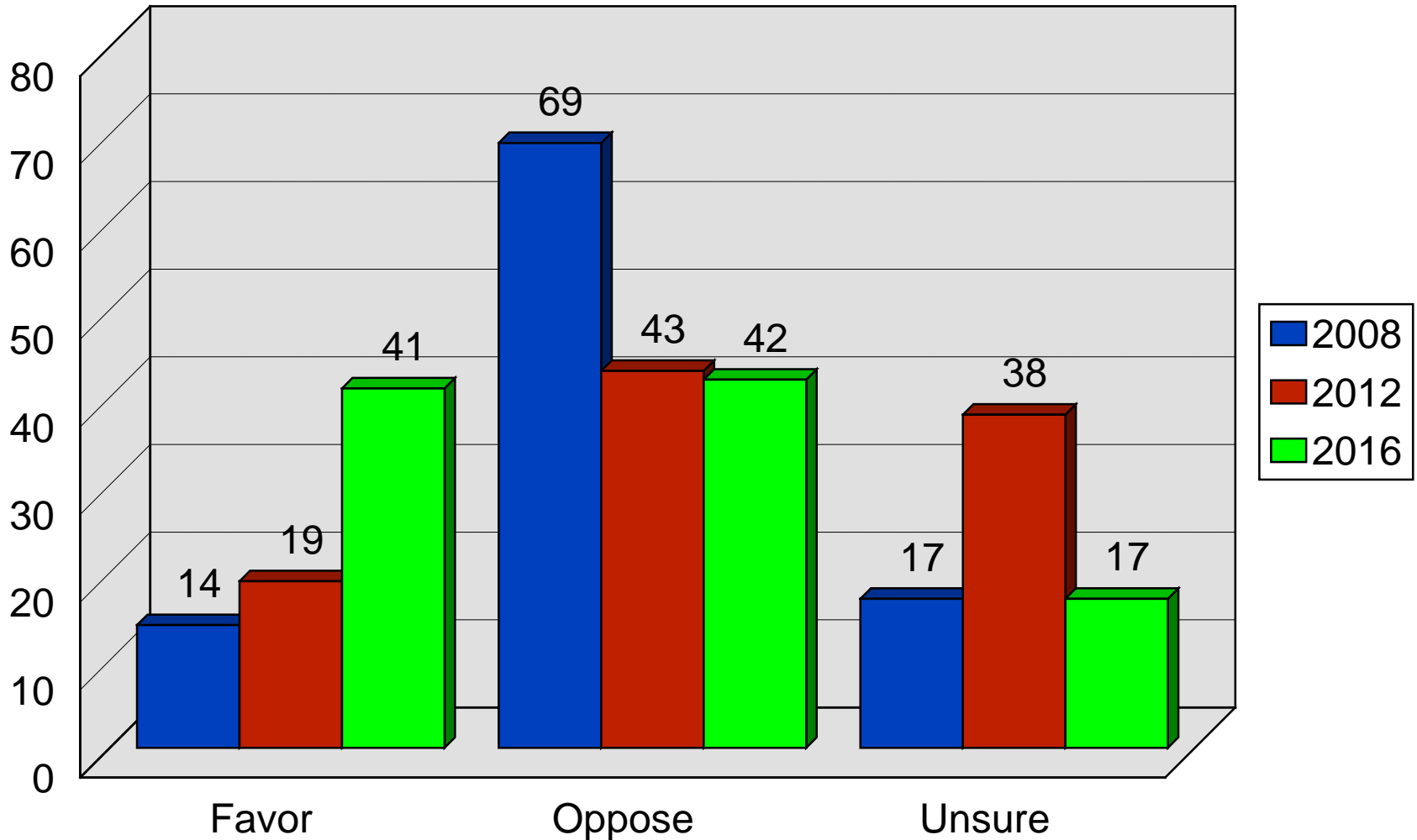
# Value of City Services

2016 City of Burnsville Business Study



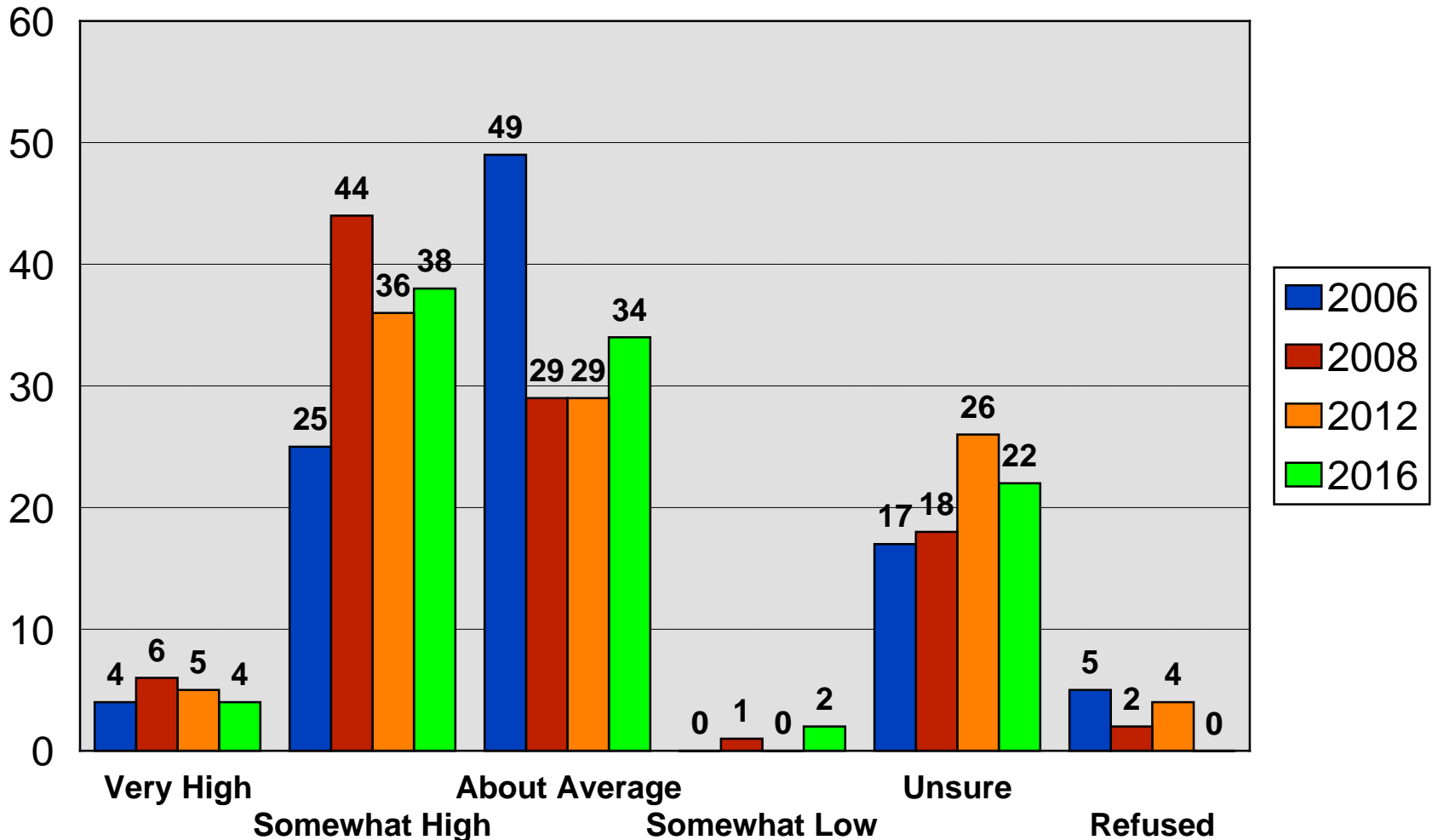
# Property Tax Increase to Maintain

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# Property Taxes in Comparison

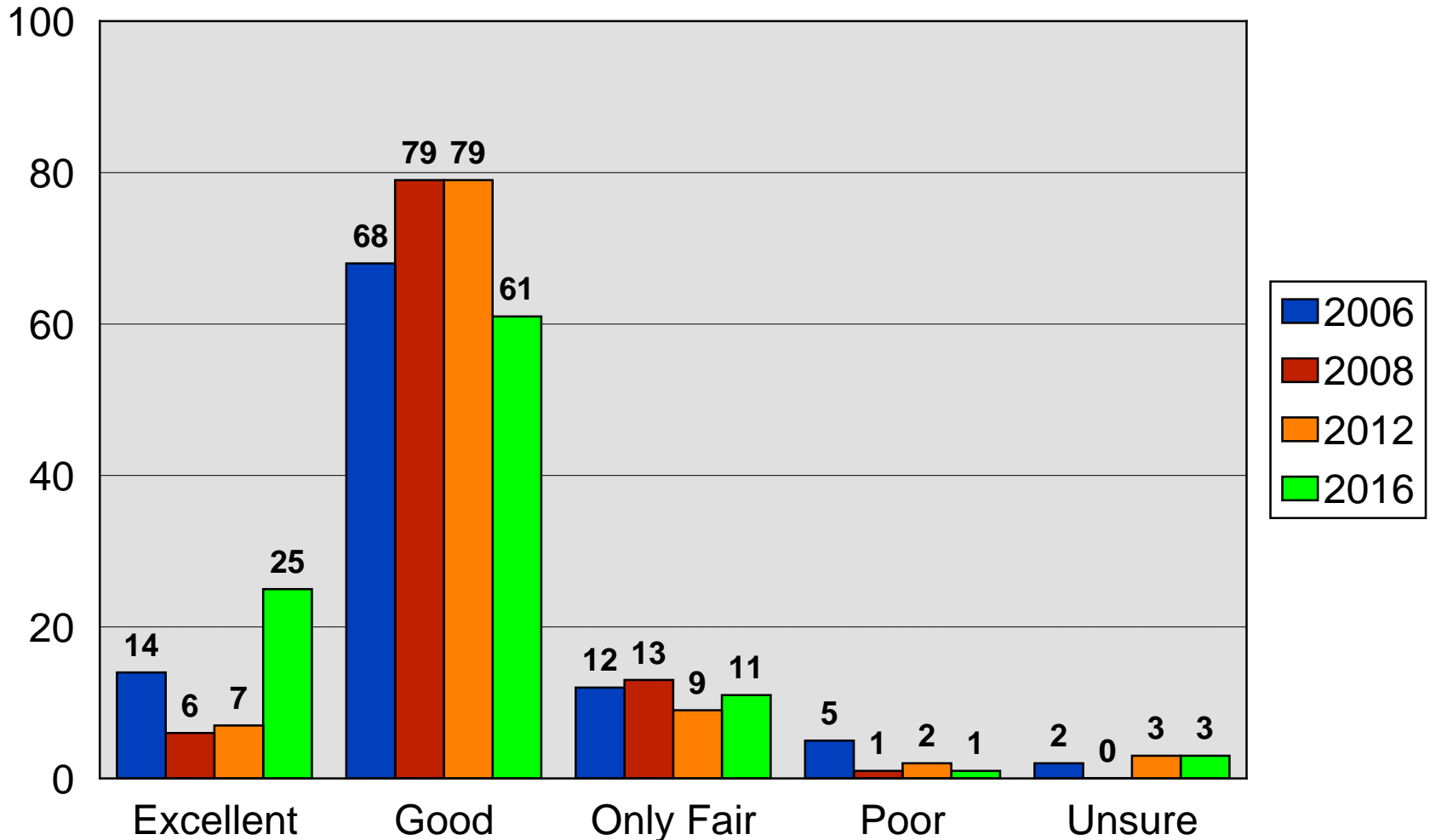
2016 City of Burnsville Business Study





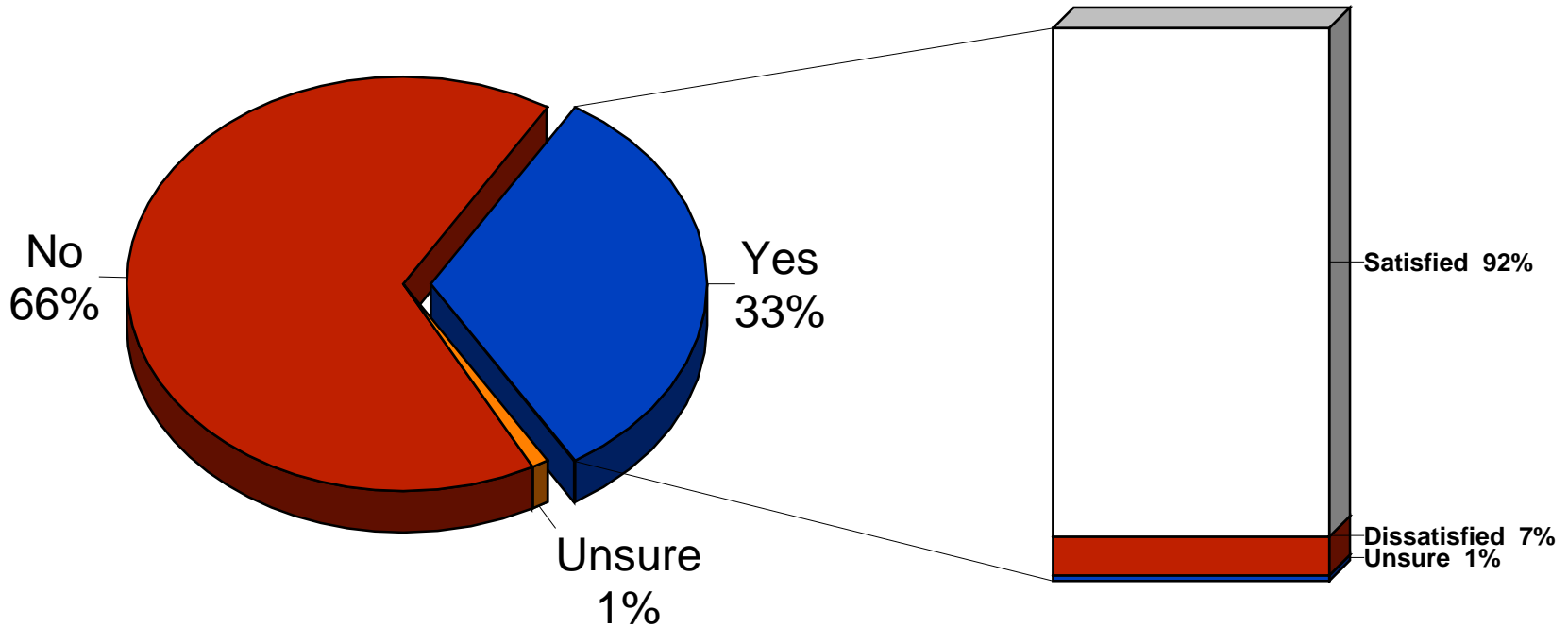
# City Responsiveness

2016 City of Burnsville Business Study



# Official Contact with City

2016 City of Burnsville Business Study

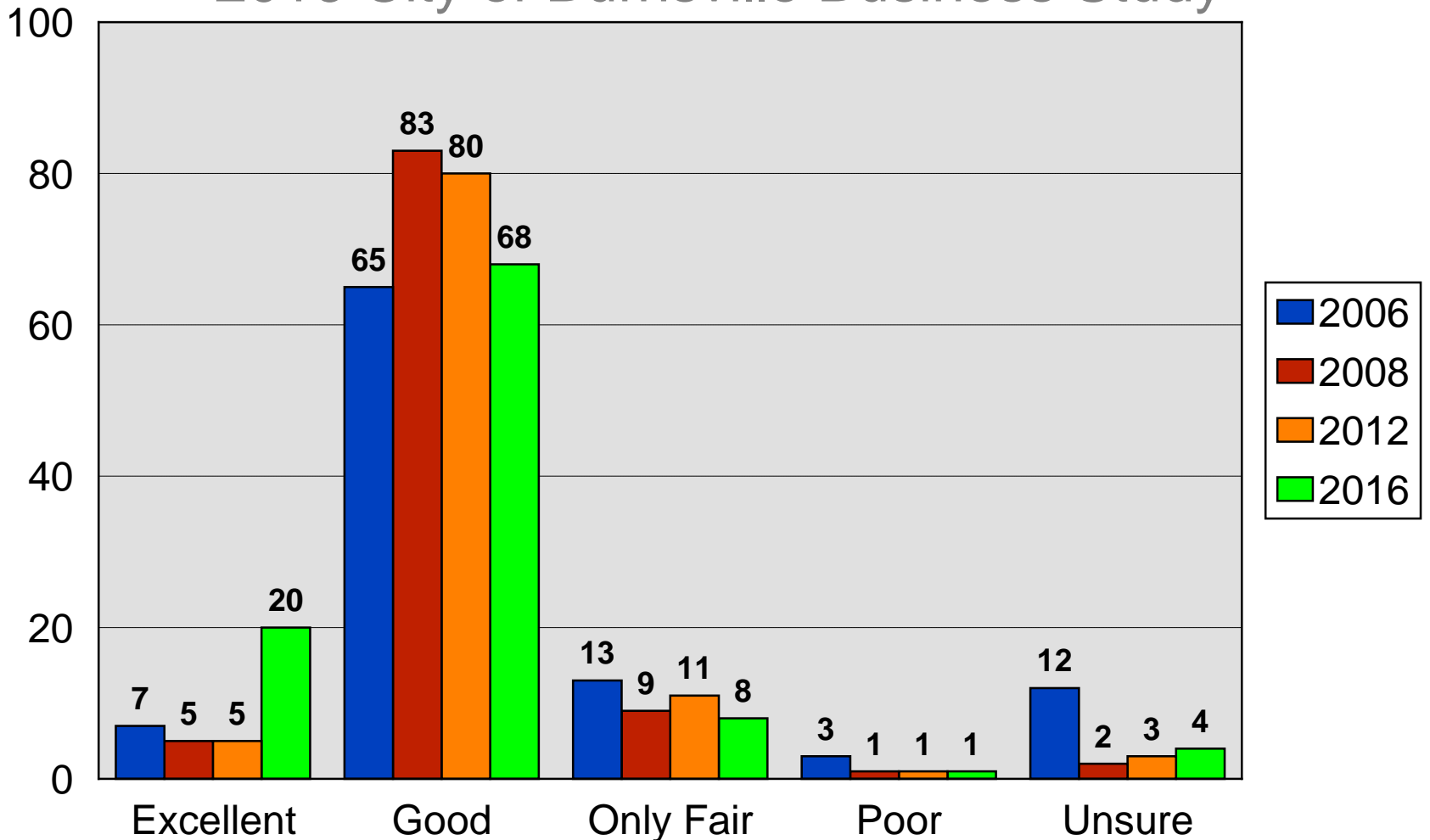


Contact during Past Year on Official Basis

Judgment of Handling Contact by City

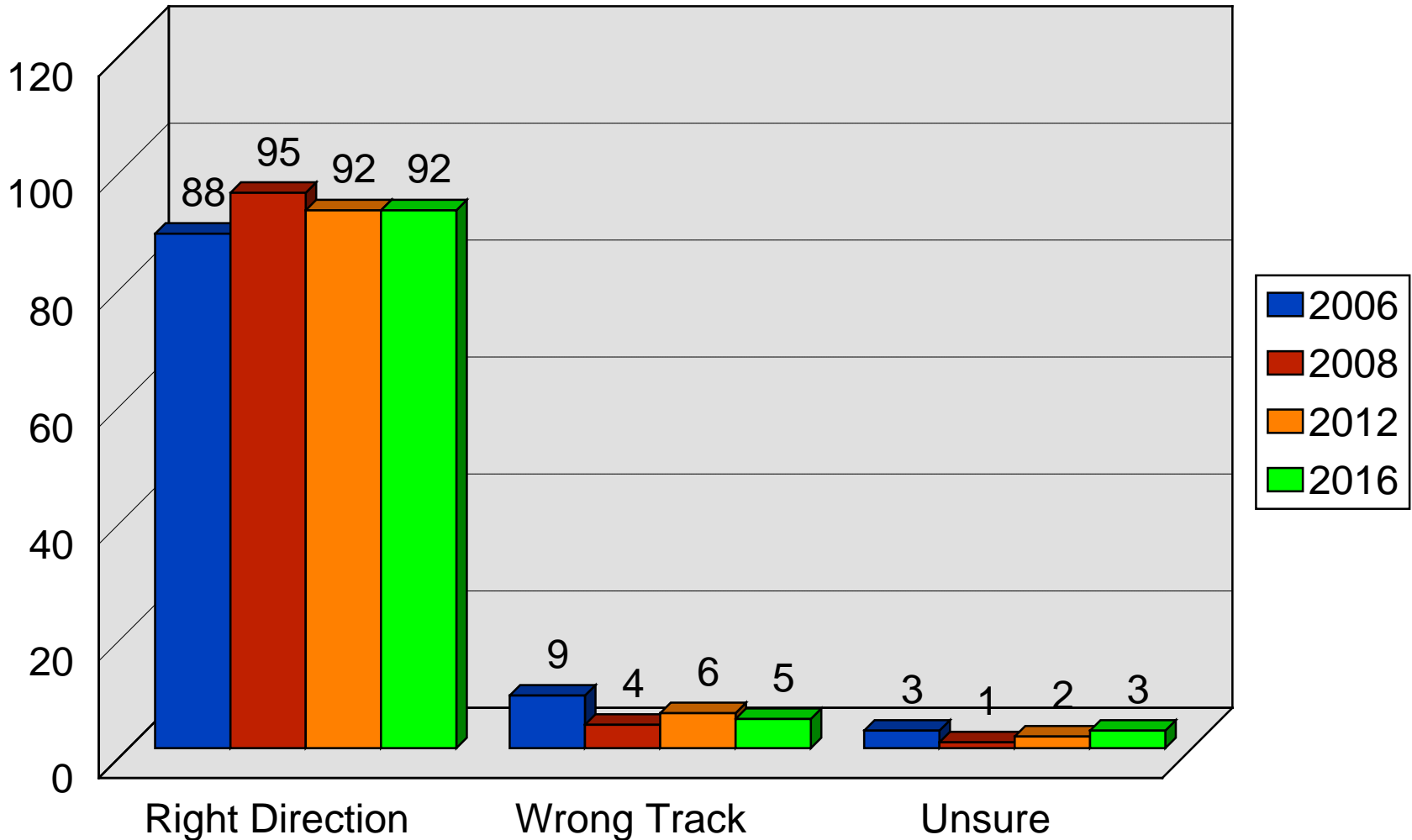
# Responsiveness to Redevelopment Priorities

2016 City of Burnsville Business Study



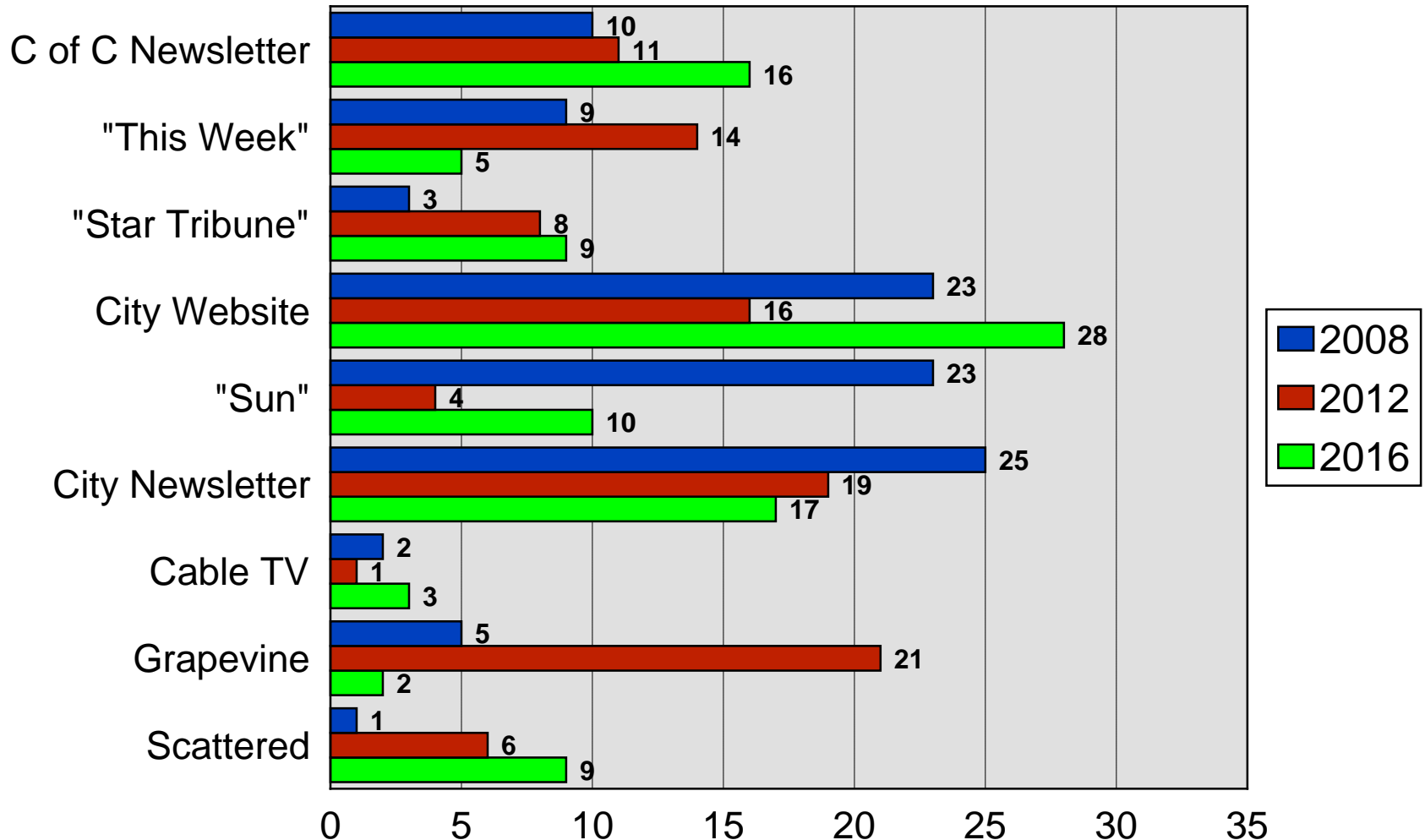
# Direction of Community

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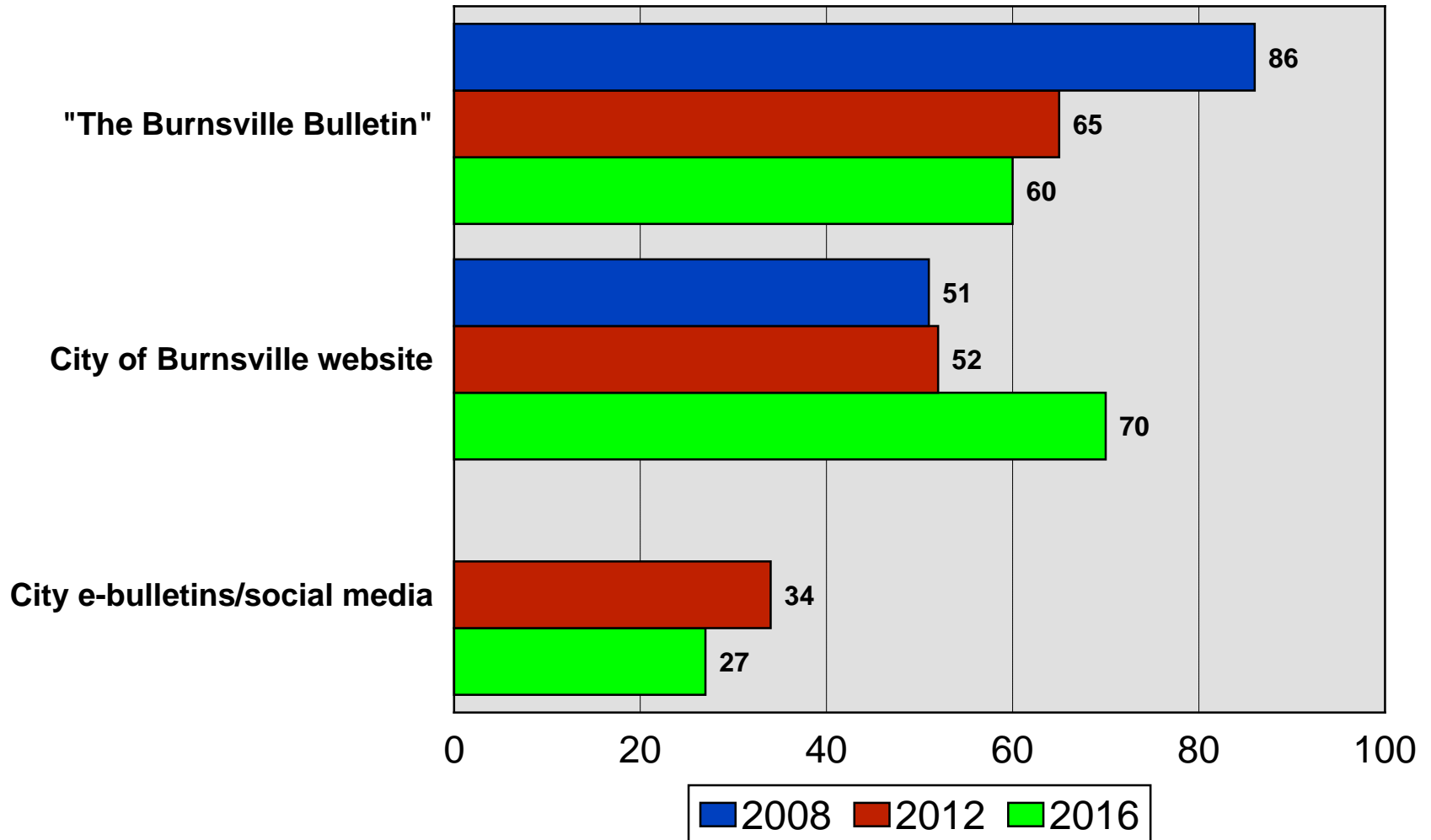
# Primary Information Source

2016 City of Burnsville Business Study



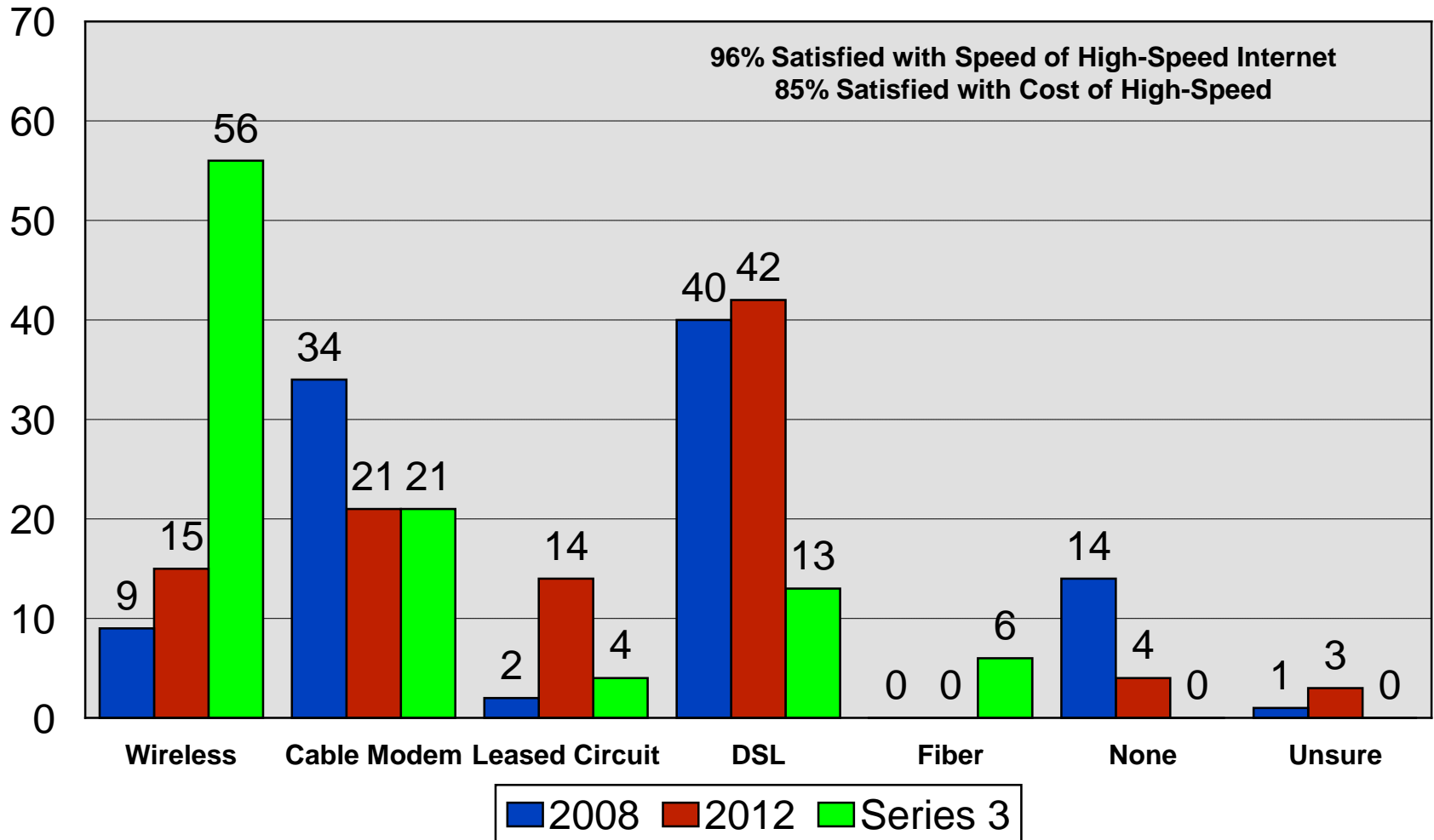
# Workplace Information Sources

2016 City of Burnsville Business Study



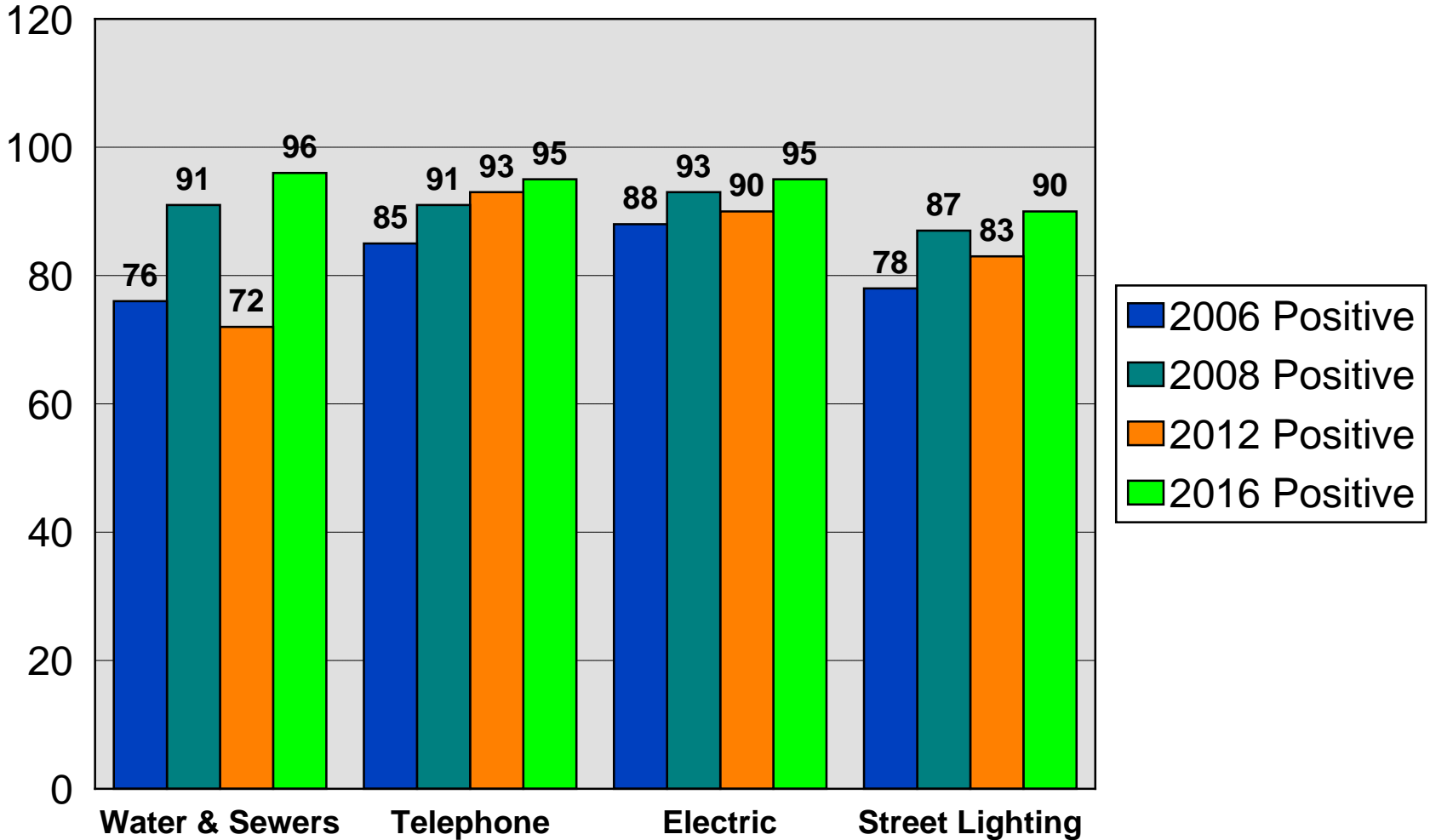
# High-Speed Internet Service

2016 City of Burnsville Business Study



# Utility Services Rating

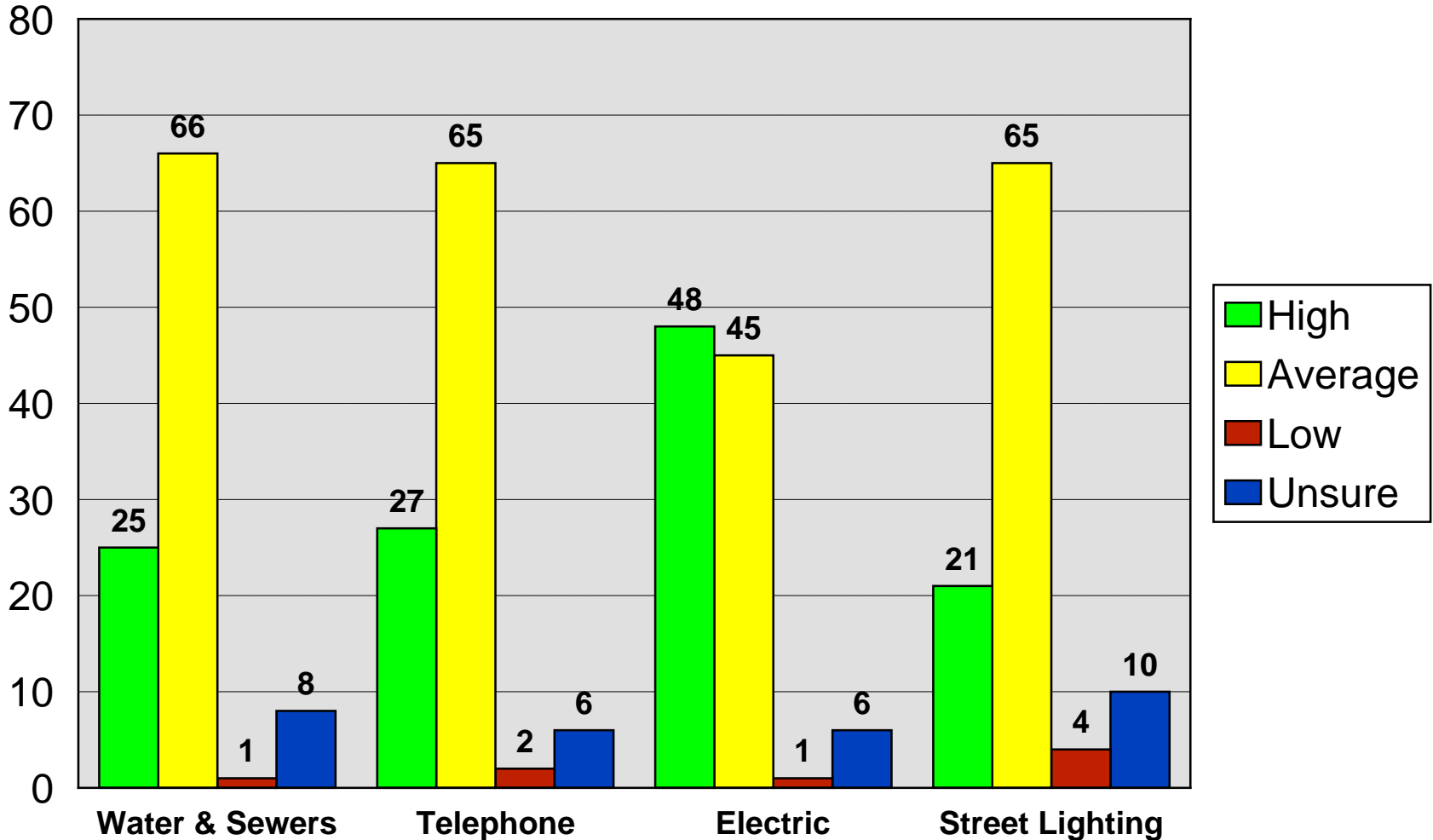
2016 City of Burnsville Business Study





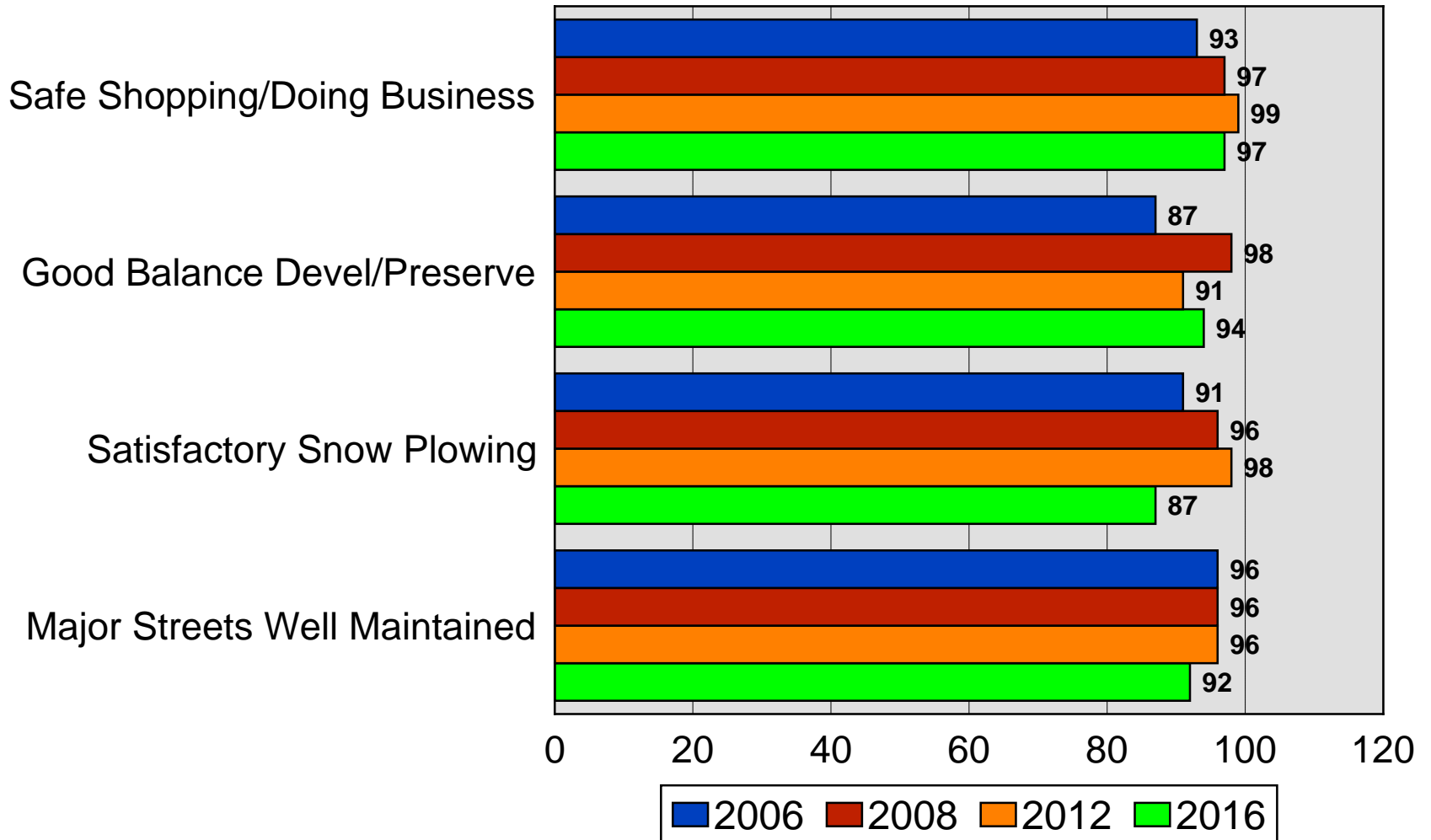
# View of Utility Rates

2016 City of Burnsville Business Study



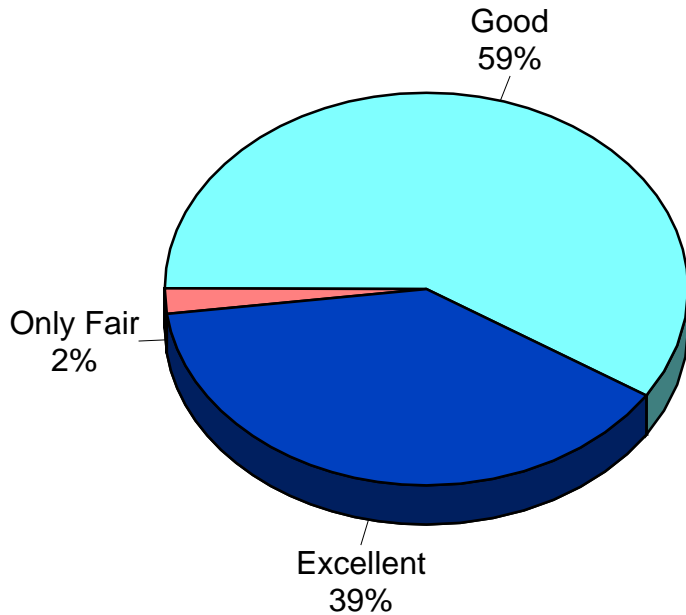
# City Perceptions

2016 City of Burnsville Business Study

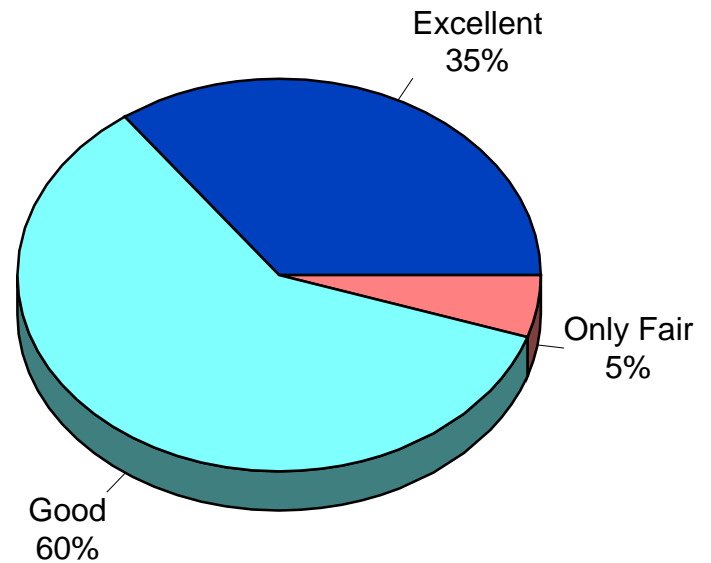


# General Appearance

2016 City of Burnsville Business Study



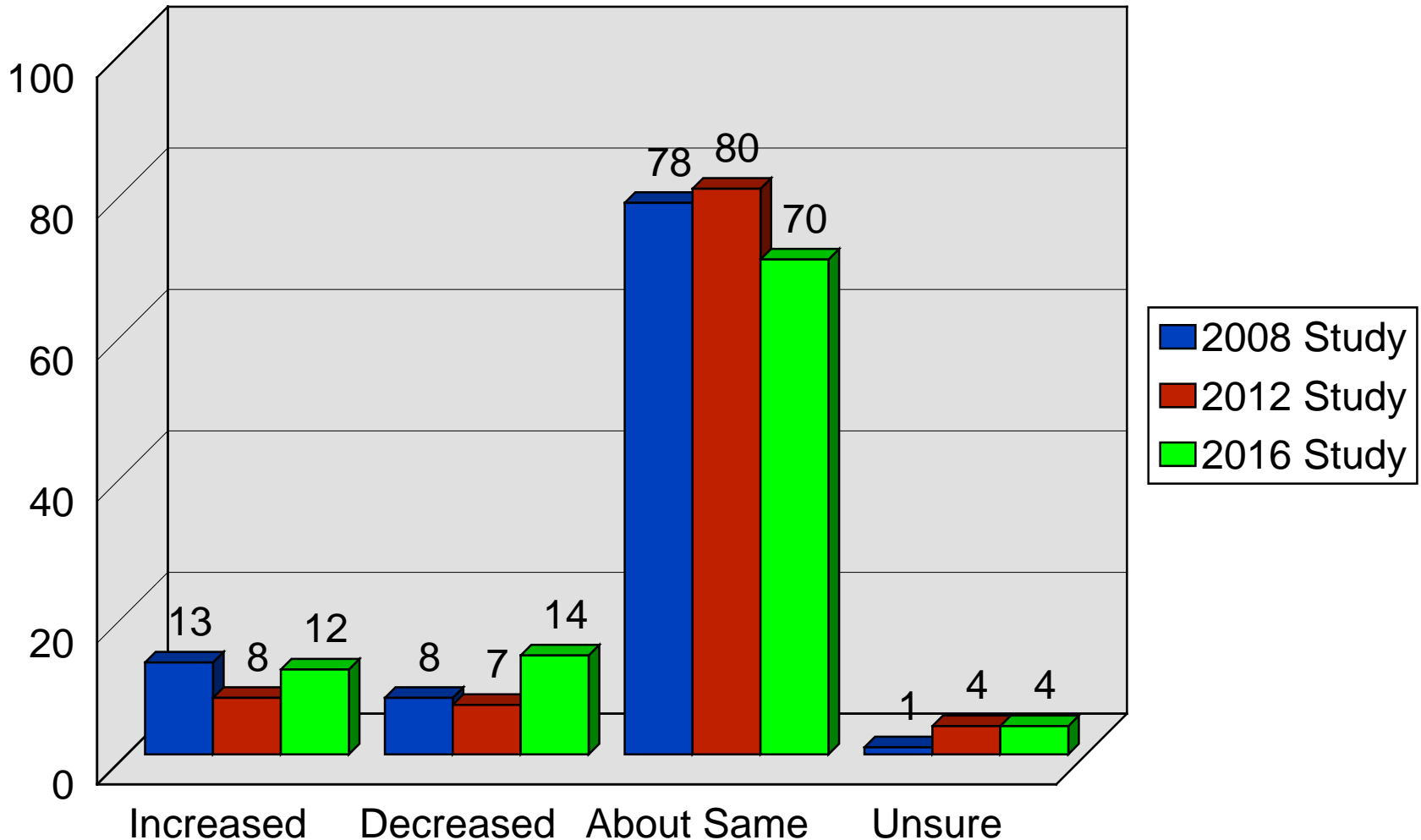
**Businesses**



**Homes, Townhomes  
and Apartments**

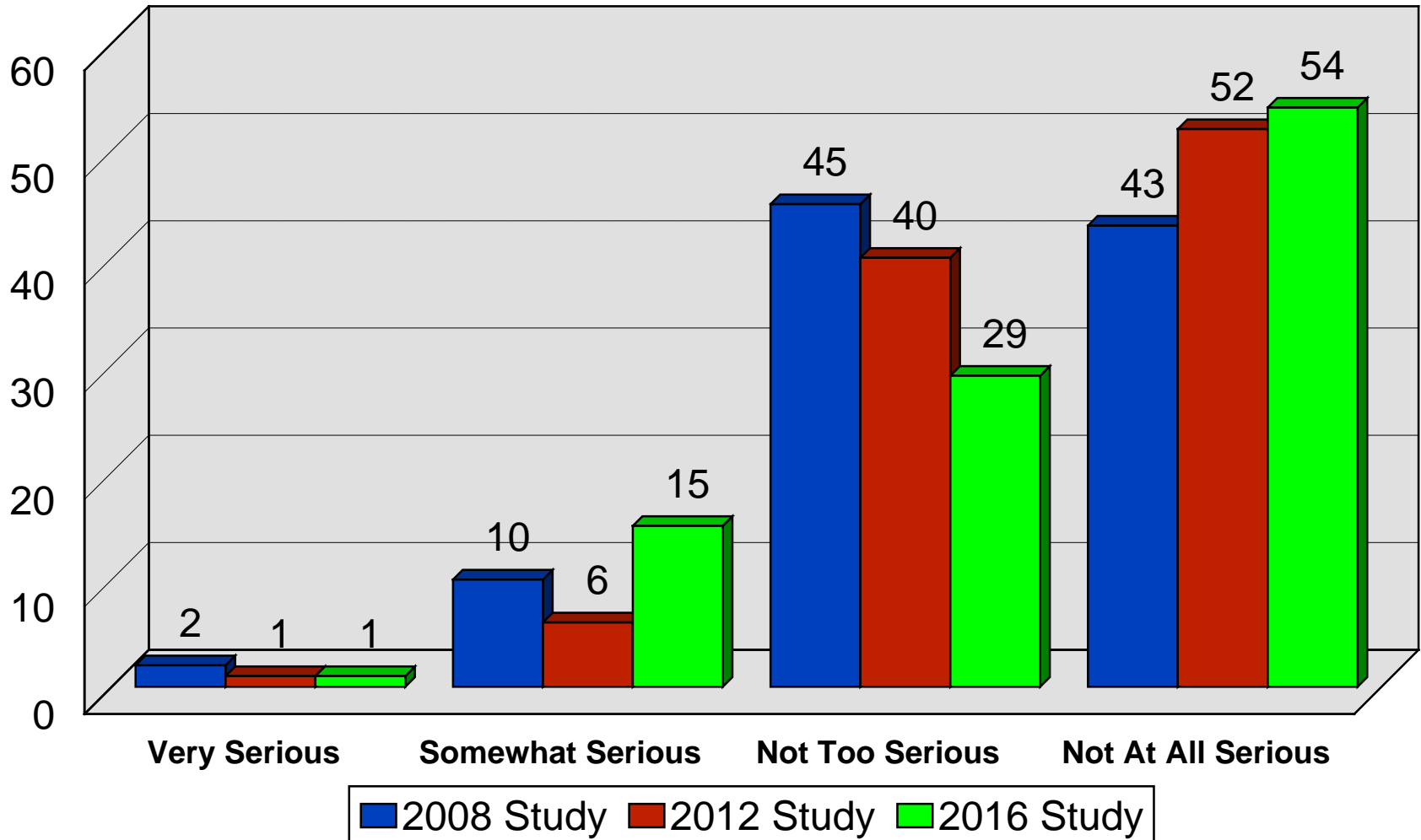
# Crime Rate in Area

2016 City of Burnsville Business Study



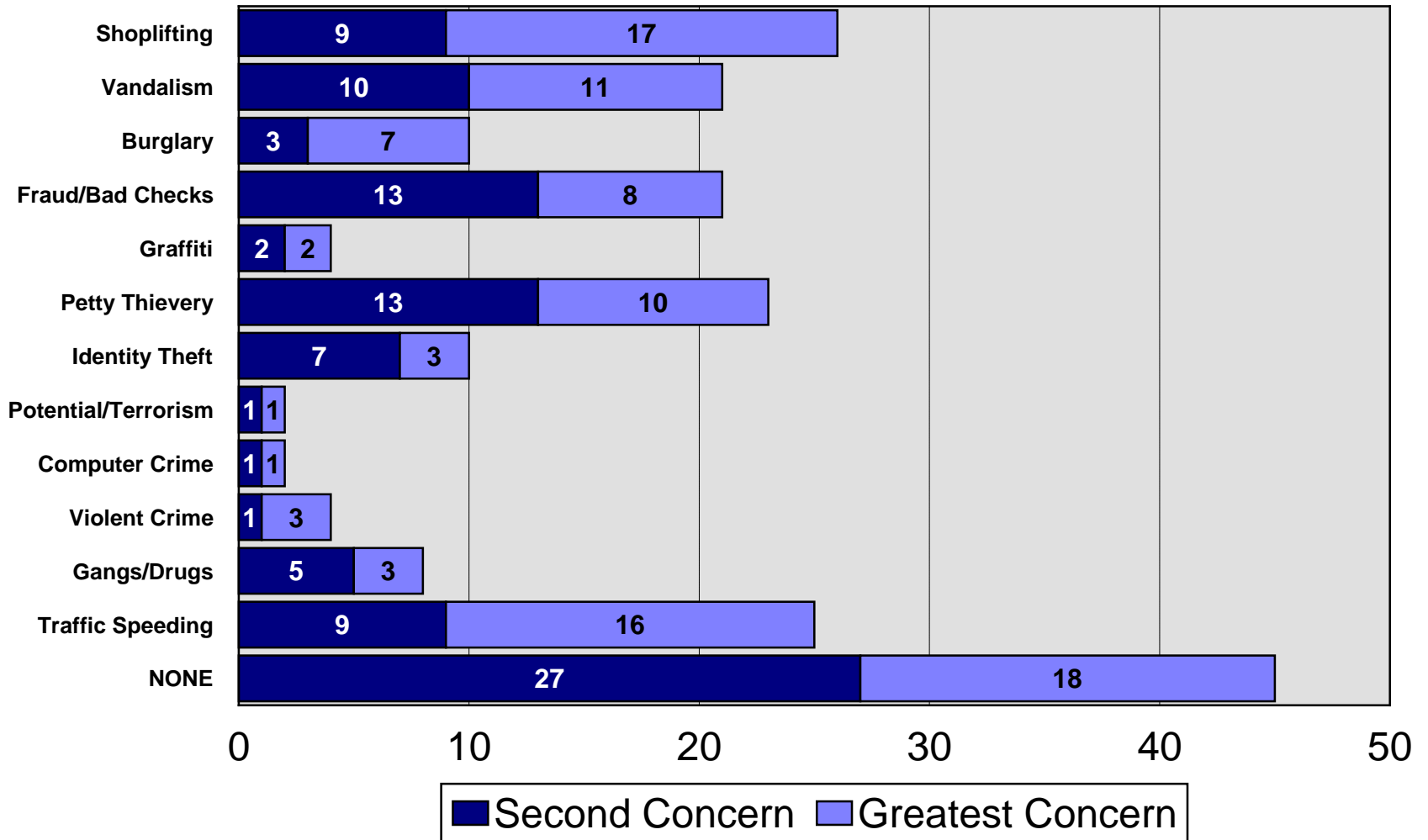
# Impact of Crime

2016 City of Burnsville Business Study



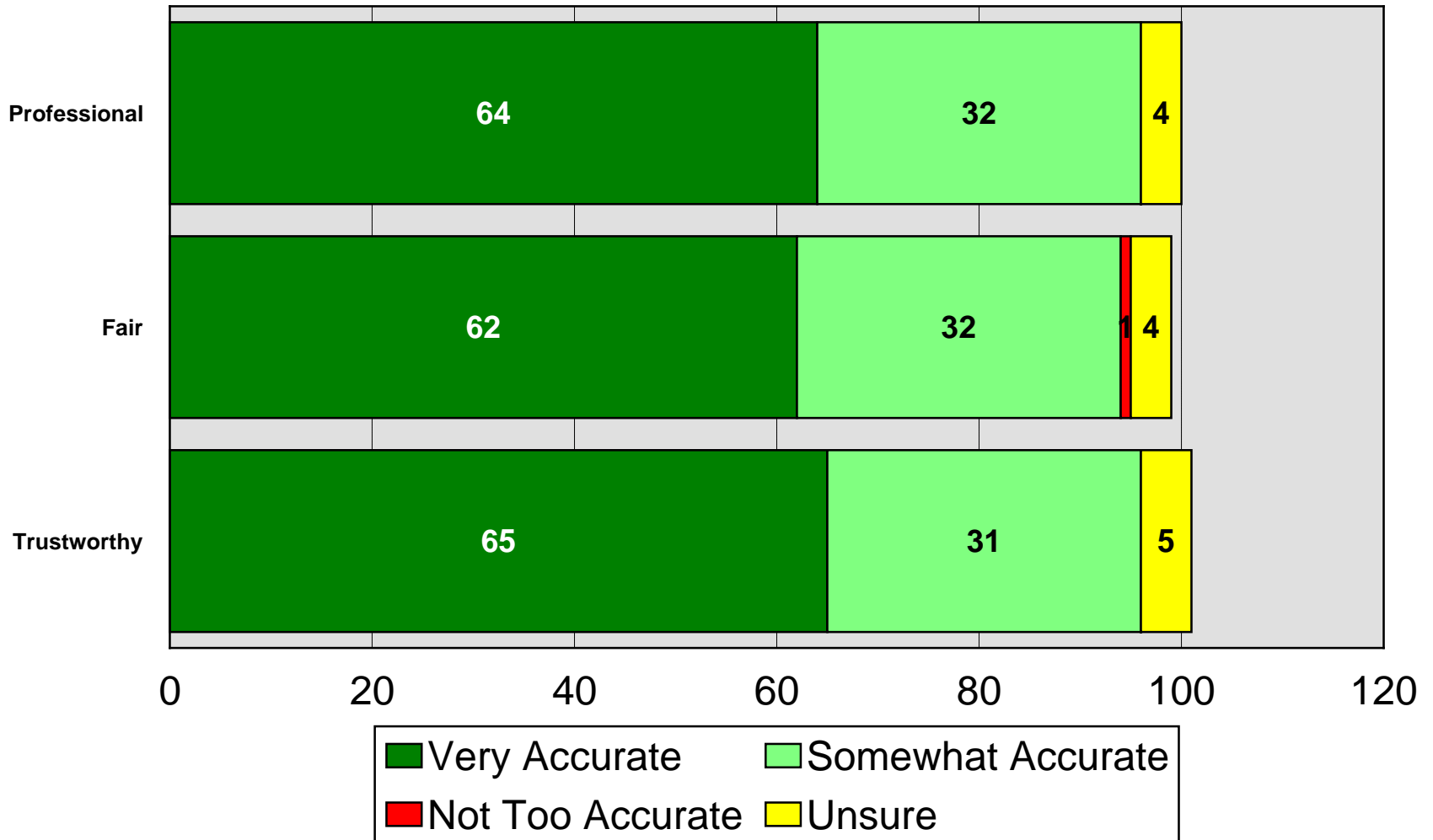
# Public Safety Issues

2016 City of Burnsville Business Study



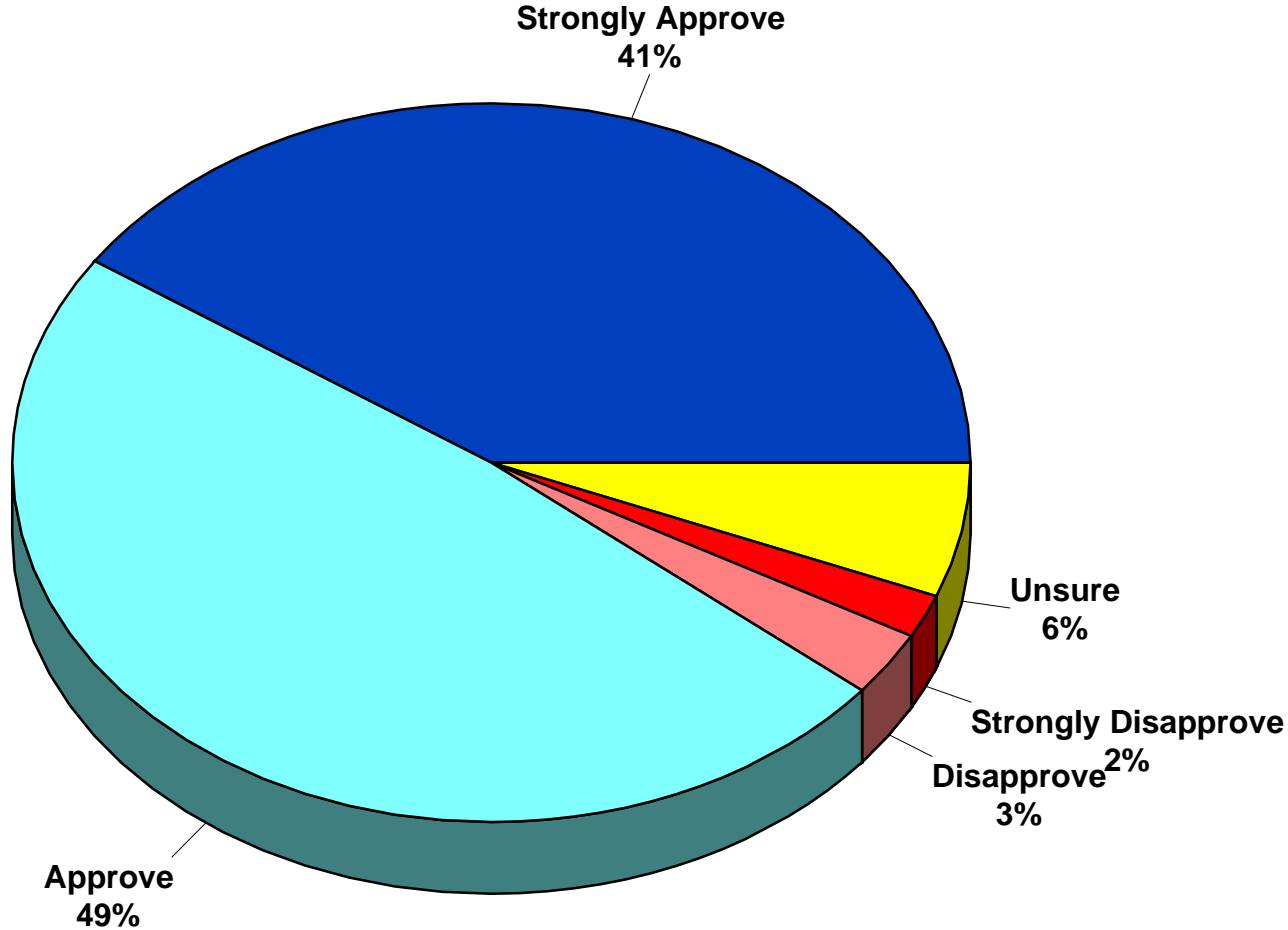
# Descriptions of Police Department

2016 City of Burnsville Business Study



# Police Officers Wearing Body Cameras

2016 City of Burnsville Business Study





THE MORRIS LEATHERMAN COMPANY  
3128 Dean Court  
Minneapolis, Minnesota 55416

CITY OF BURNSVILLE  
2016 BUSINESS STUDY  
FINAL MARCH 2016

IF A NAME IS LISTED, ASK:

Hello, may I speak with \_\_\_\_\_?

IF NO NAME IS LISTED, ASK:

May I speak with the owner or manager of this business?

Hello, I'm \_\_\_\_\_ of the Morris Leatherman Company, a statewide survey research firm located in Minneapolis. We've been retained by the City of Burnsville to speak with a random sample of Burnsville businesses about issues facing the community. This survey is being taken because the City is 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. Your business name will not be referred to anywhere in the results. Do you have a few minutes now to help us with this survey?

- |   |   |
|---|---|
| 1. What is your type of business --<br>retail, service, manufacturing,<br>medical, technology or something<br>else? | RETAIL.....22%<br>CORPORATE OFFICES.....1%<br>BUSINESS SERVICES.....8%<br>MANUFACTURING.....9%<br>DISTRIBUTOR.....2%<br>BANKING/FINANCIAL.....6%<br>HOTEL/HOSPITALITY.....2%<br>RESTAURANT.....10%<br>COMMUNICATIONS.....1%<br>ELECTRONIC/TECHNOLOGY..2%<br>MEDICAL RELATED.....7%<br>REAL ESTATE.....5%<br>CONSUMER SERVICES.....22%<br>SOMETHING ELSE.....4%<br>DON'T KNOW/REFUSED.....0% |
| 2. How long has your business been at<br>this current site?   | LESS THAN ONE YEAR.....1%<br>ONE TO TWO YEARS.....4%<br>THREE TO FIVE YEARS...17%<br>SIX TO TEN YEARS.....32%<br>11 TO 15 YEARS.....20%<br>SIXTEEN TO TWENTY YRS..9%<br>OVER TWENTY YEARS.....16%<br>REFUSED.....1%   |

3. Has your business always been located in Burnsville? (IF "NO," ASK:) Where was your business located before moving to Burnsville?

YES, 87%; MINNEAPOLIS/SAINT PAUL, 4%; APPLE VALLEY/EAGAN, 2%; MINNETONKA/HOPKINS, 2%; SCATTERED, 5%.

4. What was the primary reason you located your business in Burnsville?

HOME-BASED BUSINESS.....	8%
LOCATION.....	5%
CUSTOMER BASE.....	23%
SPACE AVAILABILITY....	28%
CLOSE TO HOME.....	10%
BOUGHT EXISTING.....	11%
CORPORATE DECISION....	14%
SCATTERED.....	1%

5. What do you like MOST, if anything, about having your business in Burnsville?

UNSURE.....	4%
LOCATION.....	5%
CUSTOMER BASE.....	30%
NICE COMMUNITY.....	25%
CLOSE TO RETAIL/ AND SERVICES....	14%
FRIENDLY PEOPLE.....	15%
HOME-BASED.....	7%
SCATTERED.....	1%

6. And, what do you like LEAST, if anything, about having your business in Burnsville?

UNSURE.....	7%
NOTHING.....	46%
LACK OF CUSTOMERS.....	2%
NOT ENOUGH SPACE.....	2%
HIGH TAXES.....	9%
SLOW INTERNET.....	4%
TRAFFIC CONGESTION....	6%
SIGNAGE ISSUE.....	14%
CITY REGULATIONS.....	8%
SCATTERED.....	1%

Let's talk about your business location for a moment....

7. Which of the following areas of the City of Burnsville do you consider your business location part of? (READ LIST)

BURNSVILLE CENTER.....	22%
HIGHWAY 13 CORRIDOR.....	27%
NORTH BURNSVILLE INDUSTRIAL AREA.....	10%
HEART OF THE CITY.....	11%
SOUTHCROSS.....	9%
COUNTY ROAD 42 CORRIDOR.....	21%
DON'T KNOW/REFUSED.....	0%

8.	Does your business own the building in which you are located, or are you a tenant?	OWN.....45%
		TENANT.....55%
		DON'T KNOW.....0%
		REFUSED.....0%
9.	Is your business home-based?	YES.....13%
		NO.....86%
		DON'T KNOW.....0%
		REFUSED.....0%

Within the next five years, does your business have plans to....

	YES	NO	DKR
10. Expand in Burnsville?	24%	76%	0%
11. Relocate in Burnsville?	9%	86%	5%
12. Relocate outside of Burnsville?	4%	91%	5%

IF "YES," ASK: (n= 12)

13. Is there one major reason why you are planning to relocate outside of Burnsville?

CLOSER TO CUSTOMERS/CLIENTS, 50%; LOWER TAXES, 8%;  
CITY REGULATIONS, 17%; LESS COMPETITION, 17%;  
RETIREMENT, 8%.

14. Where are you planning to relocate your business?

NOT SURE, 17%; SAVAGE/EAGAN, 25%; PLYMOUTH, 8%;  
BLOOMINGTON, 17%; FLORIDA, 8%; APPLE VALLEY, 17%;  
MINNEAPOLIS, 8%.

15.	As things stand now, how long in the future do you expect this business to operate in Burnsville?	LESS THAN ONE YEAR.....1%
		ONE TO TWO YEARS.....2%
		THREE TO FIVE YEARS....6%
		SIX TO TEN YEARS.....12%
		OVER TEN YEARS.....69%
		DON'T KNOW.....10%
		REFUSED.....0%
16.	How many full-time employees work at this location?	NONE.....1%
		1-4.....40%
		5-9.....35%
		10-14.....14%
		15-19.....5%
		20 OR MORE.....5%
		DON'T KNOW.....0%
		REFUSED.....0%

17.	How many part-time employees work at this location?	NONE.....39%
		1-4.....27%
		5-9.....18%
		10-14.....10%
		15-19.....2%
		20 OR MORE.....4%
		DON'T KNOW.....0%
		REFUSED.....0%
18.	Did the number of full-time employees working at this location increase, decrease or remain about the same during the past twenty-four months?	INCREASE.....9%
		DECREASE.....2%
		REMAIN ABOUT SAME.....88%
		DON'T KNOW.....1%
		REFUSED.....0%
19.	During the next twenty-four months will the number of full-time employees working at this location increase, decrease or remain about the same?	INCREASE.....16%
		DECREASE.....2%
		REMAIN ABOUT SAME.....78%
		DON'T KNOW.....3%
		REFUSED.....0%
20.	What percent of your workforce lives in Burnsville?	DON'T KNOW.....6%
		0%.....8%
		30% OR LESS.....24%
		31% TO 49%.....16%
		50%.....15%
		51% TO 75%.....11%
		76% TO 99%.....7%
		100%.....13%
21.	What is the average commute time of your employees to and from work?	DON'T KNOW.....5%
		HOME-BASED.....8%
		10 MINUTES OR LESS.....24%
		11 TO 19 MINUTES.....36%
		20 MINUTES.....18%
		OVER 20 MINUTES.....9%
22.	What percent of your workforce uses public transit to get to and from work?	DON'T KNOW/REFUSED.....8%
		0%.....69%
		1% TO 10%.....16%
		11% TO 20%.....6%
		MORE THAN 20%.....1%

I would like to ask you about the overall composition of your workforce. For each of the following, please tell me approximately what percentage of your workforce is composed of that group.

23.	Non-high school graduates?	6%
24.	High school graduates?	30%
25.	Technical or vocational school graduates?	28%
26.	College graduates?	36%
27.	What employment skills and competencies are most important to your company?	UNSURE.....1% CUSTOMER SERVICE.....24% COMMUNICATION.....9% PROMPTNESS.....8% MATH.....8% ARTS/VISUAL.....5% TECHNOLOGY.....4% WORK ETHIC.....10% ATTENTION TO DETAILS..18% SALES.....9% TRADE SKILLS.....3% SCATTERED.....2%
28.	What employment skills and competencies, if any, need to be improved for the future?	UNSURE.....3% NONE.....36% PROMPTNESS.....8% COMMUNICATION.....10% MATH.....3% ORGANIZATION.....7% WRITING.....1% BEING A TEAM PLAYER...9% ATTENTION TO DETAILS...8% TECHNOLOGY.....2% CUSTOMER SERVICE.....11% SCATTERED.....2%
29.	How would you rate the business atmosphere in Burnsville -- excellent, good, only fair or poor?	EXCELLENT.....41% GOOD.....53% ONLY FAIR.....6% POOR.....1% DON'T KNOW.....0% REFUSED.....0%

30.	Is there anything the City government of Burnsville can do to improve the business atmosphere in the city?	UNSURE.....10% NOTHING.....39% ALLOW SIGNS.....28% LOWER TAXES.....11% BETTER SPENDING.....3% MORE REDEVELOPMENT.....2% ENFORCE CODES.....2% TAX INCENTIVES.....5%
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Moving on....

31.	How would you rate the adequacy of the labor pool for your business -- excellent, good, only fair, or poor?	EXCELLENT.....50% GOOD.....43% ONLY FAIR.....5% POOR.....2% DON'T KNOW/REFUSED.....1%
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IF "GOOD," "ONLY FAIR" OR "POOR," ASK: (n=147)

32.	What changes or improvements would you recommend to rate the adequacy of the labor pool for your business as excellent?	UNSURE.....7% NONE.....18% OVERCOME LANGUAGE BARRIERS.....18% IMPROVE PROMPTNESS.....18% MORE COLLEGE GRADUATES.8% BETTER MATH.....3% BETTER TECHNOLOGY TRAINING.....10% CUSTOMER SERVICE.....17% SCATTERED.....2%
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As you may know, the Burnsville High School is offering a "Career Pathways" program which allows students to plan for their education and careers.

33.	Were you aware of this program?	YES.....33% NO.....67% DON'T KNOW/REFUSED.....0%
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34.	How willing would you be to work directly with the School District on this program - very willing, somewhat willing or not too willing?	VERY WILLING.....19% SOMEWHAT WILLING.....31% NOT TOO WILLING.....43% DON'T KNOW/REFUSED.....7%
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35.	Prior to this survey, were you aware of the South of the River Education Center and its services?	YES.....37% NO.....63% DON'T KNOW/REFUSED.....0%
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36. And, were you aware of the Dakota County Workforce Center and its services, such as hiring assistance? YES.....55%  
 NO.....45%  
 DON'T KNOW/REFUSED.....1%

37. In particular, has your business encountered any issues related to the growing diversity of the labor pool, such as language/cultural difficulties or supplementary training needs? YES.....17%  
 NO.....83%  
 DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (n=50)

38. What specific issues has your business encountered? UNSURE.....8%  
 LANGUAGE BARRIERS.....74%  
 MORE TRAINING.....18%

39. Has your business been impacted by traffic congestion during the past four years? (IF "YES," ASK:) How much of an impact on your business -- was it very serious, somewhat serious, not too serious, or not at all serious? VERY SERIOUS.....1%  
 SOMEWHAT SERIOUS.....19%  
 NOT TOO SERIOUS.....42%  
 NOT AT ALL SERIOUS....38%  
 DON'T KNOW/REFUSED.....0%

IF "VERY SERIOUS" OR "SOMEWHAT SERIOUS," ASK: (n=59)

40. How was the business specifically impacted by traffic congestion? UNSURE.....2%  
 DELAY IN DELIVERIES...25%  
 LONGER TRAVEL TIME...39%  
 CUSTOMERS COULDN'T GET TO BUSINESS.....34%

Moving on...

41. 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.....16%  
 GOOD.....59%  
 ONLY FAIR.....10%  
 POOR.....0%  
 DON'T KNOW.....14%  
 REFUSED.....0%

42. Would you favor or oppose an increase in city property taxes to maintain city services at their current levels? FAVOR.....41%  
 OPPOSE.....42%  
 DON'T KNOW/REFUSED....17%

IF "OPPOSE," ASK: (n=125)

- |   |  |
|---|--|
| 43. What city services would you be willing to see cut?   | UNSURE.....15%<br>NONE/CUT WASTE.....43%<br>ADMINISTRATION.....13%<br>ACROSS THE BOARD.....23%<br>PARKS AND RECREATION...5%<br>POLICE.....1%         |
| 44. In comparison with nearby areas, do you feel that the property taxes in Burnsville are very high, somewhat high, about average, somewhat low or very low? | VERY HIGH.....4%<br>SOMEWHAT HIGH.....38%<br>ABOUT AVERAGE.....34%<br>SOMEWHAT LOW.....1%<br>VERY LOW.....1%<br>DON'T KNOW.....22%<br>REFUSED.....0% |

Let's now talk about City services....

- |   |  |
|---|--|
| 45. How would you rate the City of Burnsville's attitudes and responsiveness toward local businesses -- excellent, good, only fair or poor? | EXCELLENT.....25%<br>GOOD.....61%<br>ONLY FAIR.....11%<br>POOR.....1%<br>DON'T KNOW.....3%<br>REFUSED.....0% |
| 46. During the past year, have you had contact on an official basis with anyone working for the City of Burnsville?                         | YES.....33%<br>NO.....67%<br>DON'T KNOW.....1%<br>REFUSED.....0%   |

IF "YES," ASK: (n=98)



47. Which ONE of the following departments did you most recently have contact with?	POLICE.....18% FIRE.....3% AMBULANCE (EMS).....2% RECREATION.....1% PUBLIC WORKS (STREETS/ WATER/PARKS).....9% ECONOMIC DEVELOPMENT...3% PLANNING.....2% INSPECTIONS/PERMITS...17% NEIGHBORHOODS & VOL- UNTEER SERVICES.....2% UTILITY BILLING/FIN- ANCE.....12% CITY ADMINISTRATION (MANAGER, CLERK, HR)..10% BURNSVILLE COMMUNITY TELEVISION.....0% CITY RECEPTIONIST/ INFORMATION DESK.....4% COMMUNICATIONS.....3% INFORMATION TECH- NOLOGY.....1% CODE ENFORCEMENT.....11% SOMETHING ELSE (VOL)...1% DON'T KNOW/REFUSED.....0%
48. In general, were you satisfied or dissatisfied with the way in which that contact was handled by the city?	SATISFIED.....92% DISSATISFIED.....7% DON'T KNOW.....1% REFUSED.....0%
49. When you consider the needs of the community, how would you rate the City of Burnsville's responsiveness to renovation and expansion projects -- excellent, good, only fair or poor?	EXCELLENT.....20% GOOD.....68% ONLY FAIR.....8% POOR.....1% DON'T KNOW.....4% REFUSED.....0%
50. All in all, do you think things in Burnsville are headed in the right direction, or are things off on the wrong track?	RIGHT DIRECTION.....92% WRONG TRACK.....5% DON'T KNOW.....3% REFUSED.....0%

Moving on....

- |   |  |
|---|--|
| 51. What is your primary source of information about Burnsville City government, services and activities? | UNSURE.....0%<br>NOTHING.....9%<br>CHAMBER NEWSLETTER....16%<br>THIS WEEK.....5%<br>STAR TRIBUNE.....9%<br>CITY WEBSITE.....28%<br>SUN.....10%<br>CITY NEWSLETTER.....17%<br>CABLE TELEVISION.....3%<br>WORD OF MOUTH.....2%<br>SCATTERED.....1% |
|---|--|

The city publishes newsletters and other information relevant to businesses. For each of the following, tell me if you have received or accessed that information at your place of business.... (ROTATE LIST)

- |   | YES | NO  | DKR |
|---|-----|-----|-----|
| 52. "The Burnsville Bulletin," the City Newsletter? | 60% | 38% | 2%  |
| 53. The City of Burnsville website?                 | 70% | 30% | 1%  |
| 54. City of Burnsville e-bulletins or social media? | 27% | 72% | 1%  |

- |   |  |
|---|--|
| 55. What kind of high-speed Internet service does your business currently have -- wireless, cable modem, leased circuit, DSL, fiber or none at all? | WIRELESS.....56%<br>CABLE MODEM.....21%<br>LEASED CIRCUIT.....4%<br>DSL.....13%<br>FIBER.....6%<br>NONE.....0% |
|---|--|

IF #1-#5, ASK: (n=299)

- |  |   |
|--|---|
| 56. How satisfied are you with the speed of your high-speed Internet -- very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied? | VERY SATISFIED.....51%<br>SOMEWHAT SATISFIED....45%<br>SOMEWHAT DISSATISFIED..2%<br>VERY DISSATISFIED.....2%<br>DON'T KNOW/REFUSED.....0% |
| 57. How satisfied are you with the cost of your high-speed Internet -- very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?   | VERY SATISFIED.....42%<br>SOMEWHAT SATISFIED....43%<br>SOMEWHAT DISSATISFIED..8%<br>VERY DISSATISFIED.....4%<br>DON'T KNOW/REFUSED.....4% |

I would like to read you a short list of utility services used by your business in Burnsville. For each one, please tell me if 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)

	EXCL	GOOD	FAIR	POOR	DK/R
58. Water and sewers?	38%	58%	2%	1%	1%
59. Telephone?	42%	53%	4%	0%	1%
60. Electric?	38%	57%	4%	0%	1%
61. Street lighting?	28%	62%	10%	0%	1%

Now, for each of those services, tell me if you view that utility's rate as very high, somewhat high, about average, somewhat low, or very low. Again, if you have no opinion, just say so.... (ROTATE LIST)

	VHI	SHI	AVG	SLO	VLO	DKR
62. Water and sewers?	8%	17%	66%	1%	0%	8%
63. Telephone?	8%	19%	65%	2%	0%	6%
64. Electric?	17%	31%	45%	1%	0%	6%
65. Street lighting?	7%	14%	65%	4%	0%	10%

66. What materials does your business regularly recycle?

OFFICE PAPER, 29%; CARDBOARD/PACKAGING MATERIALS, 20%; PLASTIC, 6%; METAL, 5%; BUILDING MATERIALS, 2%; PAPER AND CARDBOARD, 7%; COMBINATION, 9%; NOTHING, 14%; CHEMICALS, 3%; SCATTERED, 5%.

Changing topics....

As I read the following statements, please answer "yes" or "no." (READ LIST)

	YES	NO	DKR
67. Customers and employees feel safe shopping and doing business in Burnsville.	97%	1%	2%
68. The City has maintained a good balance between development and preservation of natural resources.	94%	3%	3%
69. The quality and timeliness of the snow plowing of city streets is satisfactory?	87%	13%	0%
70. Major city streets -- excluding county, state and federal highways -- are well maintained in Burnsville?	92%	8%	0%

- |     |   |   |
|-----|---|---|
| 71. | How would you rate the general condition and appearance of businesses in the city -- excellent, good, only fair, or poor?                     | EXCELLENT.....39%<br>GOOD.....59%<br>ONLY FAIR.....2%<br>POOR.....0%<br>DON'T KNOW/REFUSED.....0% |
| 72. | How would you rate the general condition and appearance of homes, townhomes and apartments in the city - excellent, good, only fair, or poor? | EXCELLENT.....35%<br>GOOD.....60%<br>ONLY FAIR.....5%<br>POOR.....0%<br>DON'T KNOW/REFUSED.....0% |

Changing topics....

- |     |  |  |
|-----|--|--|
| 73. | During the past four years, has crime increased, decreased, or remained about the same in your area of the city?   | INCREASED.....12%<br>DECREASED.....14%<br>ABOUT THE SAME.....70%<br>DON'T KNOW/REFUSED.....4%  |
| 74. | How serious of an impact has crime had on your business during the past four years -- very serious, somewhat serious, not too serious, or not at all serious?    | VERY SERIOUS.....1%<br>SOMEWHAT SERIOUS.....15%<br>NOT TOO SERIOUS.....29%<br>NOT AT ALL SERIOUS....54%<br>DON'T KNOW/REFUSED.....1% |
| 75. | I would like to read you a list of public safety issues. Please tell me which one you consider to be the greatest concern in the City of Burnsville? (READ LIST) |  |
| 76. | Which one would be the second greatest concern? (RE-READ LIST, IF NECESSARY, OMITTING FIRST CHOICE)  |  |

	GREAT	SECOND
Shoplifting.....	17%	9%
Vandalism.....	11%	10%
Burglary.....	7%	3%
Fraud and bad checks.....	8%	13%
Graffiti.....	2%	2%
Petty thievery.....	10%	13%
Identity theft.....	3%	7%
Potential for terrorism.....	1%	1%
Computer crime.....	1%	1%
Violent crime.....	3%	1%
Gangs and drugs.....	3%	5%
Traffic speeding.....	16%	9%
NONE (VOL.).....	16%	23%
SOMETHING ELSE.....	0%	0%
DON'T KNOW/REFUSED.....	2%	4%

As I read the following descriptions about the Burnsville Police Department, please tell me if it is very accurate, somewhat accurate, not too accurate or not at all accurate. (READ LIST)

	VRA	SMA	NTA	NAA	DKR
77. Professional?	64%	32%	0%	0%	4%
78. Fair?	62%	34%	1%	0%	4%
79. Trustworthy?	64%	31%	0%	0%	5%

There has been a lot of discussion in the media about police officers wearing body cameras. Burnsville police officers have been using body cameras for the last six years.

80. What is your opinion - do you approve or disapprove of Burnsville police officers wearing body cameras? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY APPROVE.....	41%
	APPROVE.....	49%
	DISAPPROVE.....	3%
	STRONGLY DISAPPROVE....	2%
	DON'T KNOW/REFUSED.....	6%

Moving on....

81. Now, for demographic purposes, could you tell me your position or title in this Company?	REFUSED.....	0%
	PRESIDENT.....	4%
	OWNER.....	26%
	PARTNER.....	9%
	MANAGER.....	58%
	CEO.....	2%

82. In what city do you live?	UNSURE.....	1%
	BURNSVILLE.....	44%
	SAVAGE.....	6%
	EAGAN.....	8%
	APPLE VALLEY.....	11%
	PRIOR LAKE.....	5%
	LAKEVILLE.....	10%
	MINNEAPOLIS.....	3%
	SAINT PAUL.....	2%
	REST OF DAKOTA COUNTY..	4%
	REST OF METRO.....	2%
	WASHINGTON COUNTY.....	1%
	OUT OF METRO AREA.....	1%
	REST OF HENNEPIN.....	3%

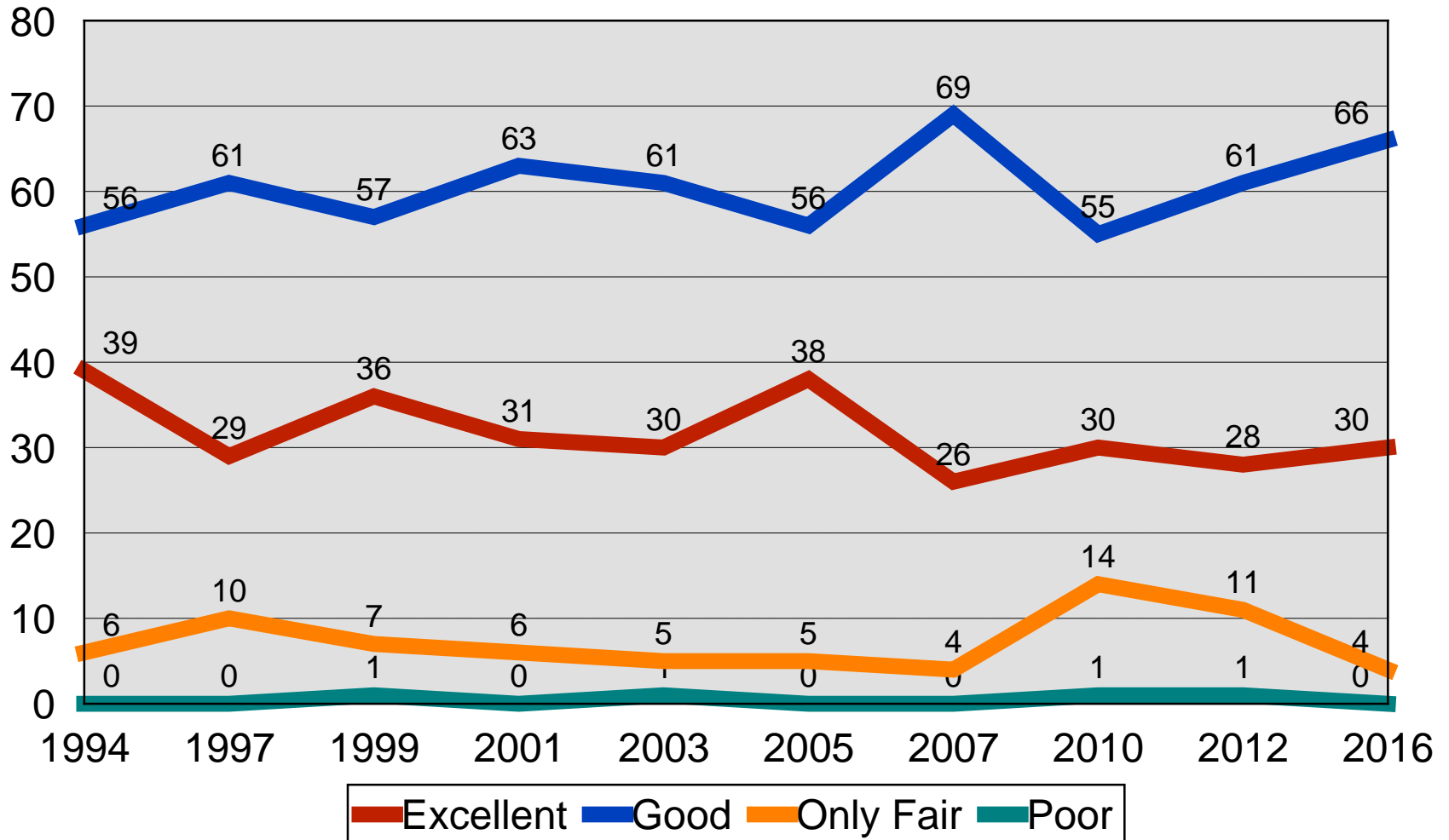
# **City of Burnsville**

## 2016 Residential Study

The Morris Leatherman Company

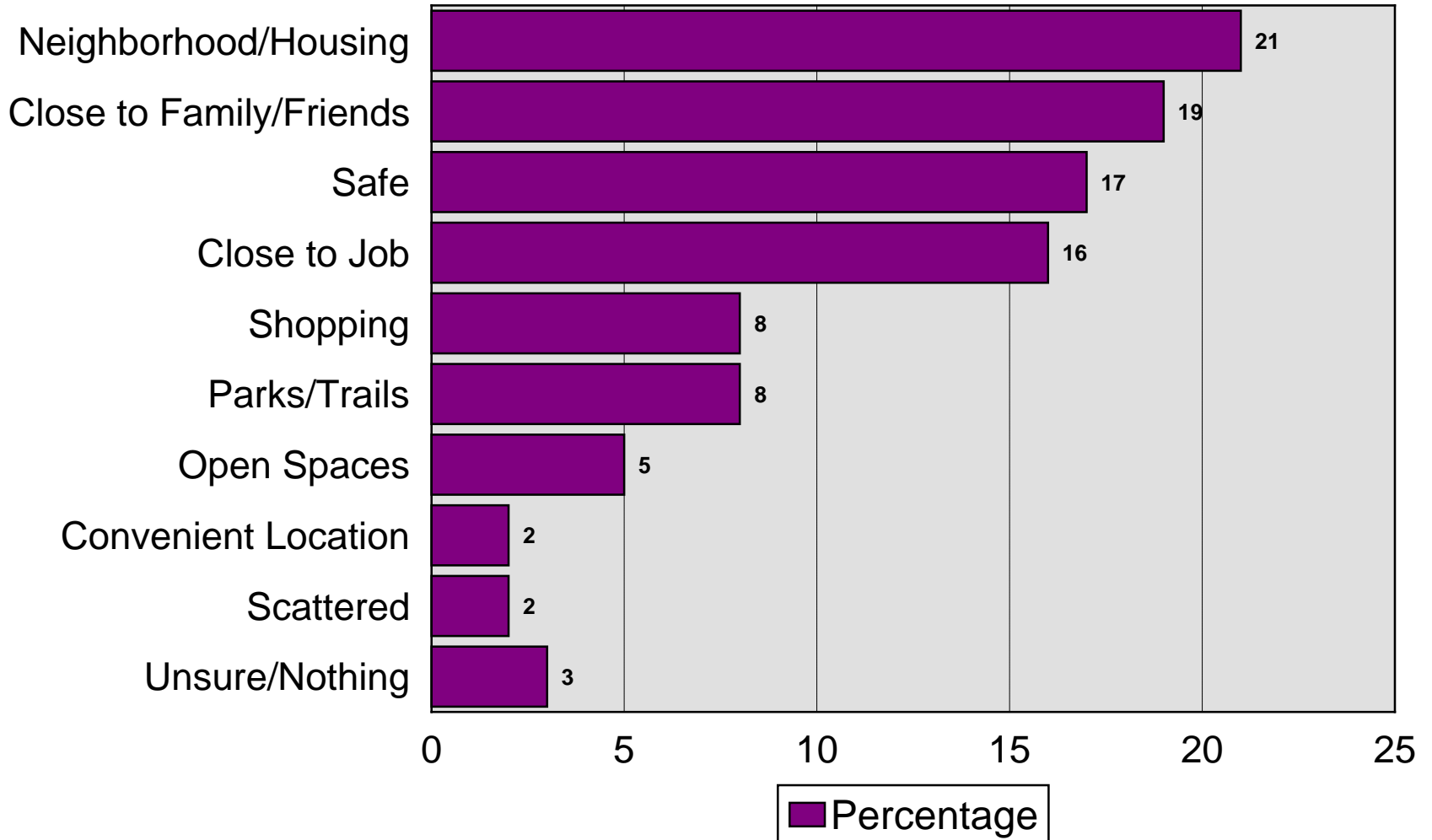
# Quality of Life Rating

2016 Burnsville Residential Study



# Like Most

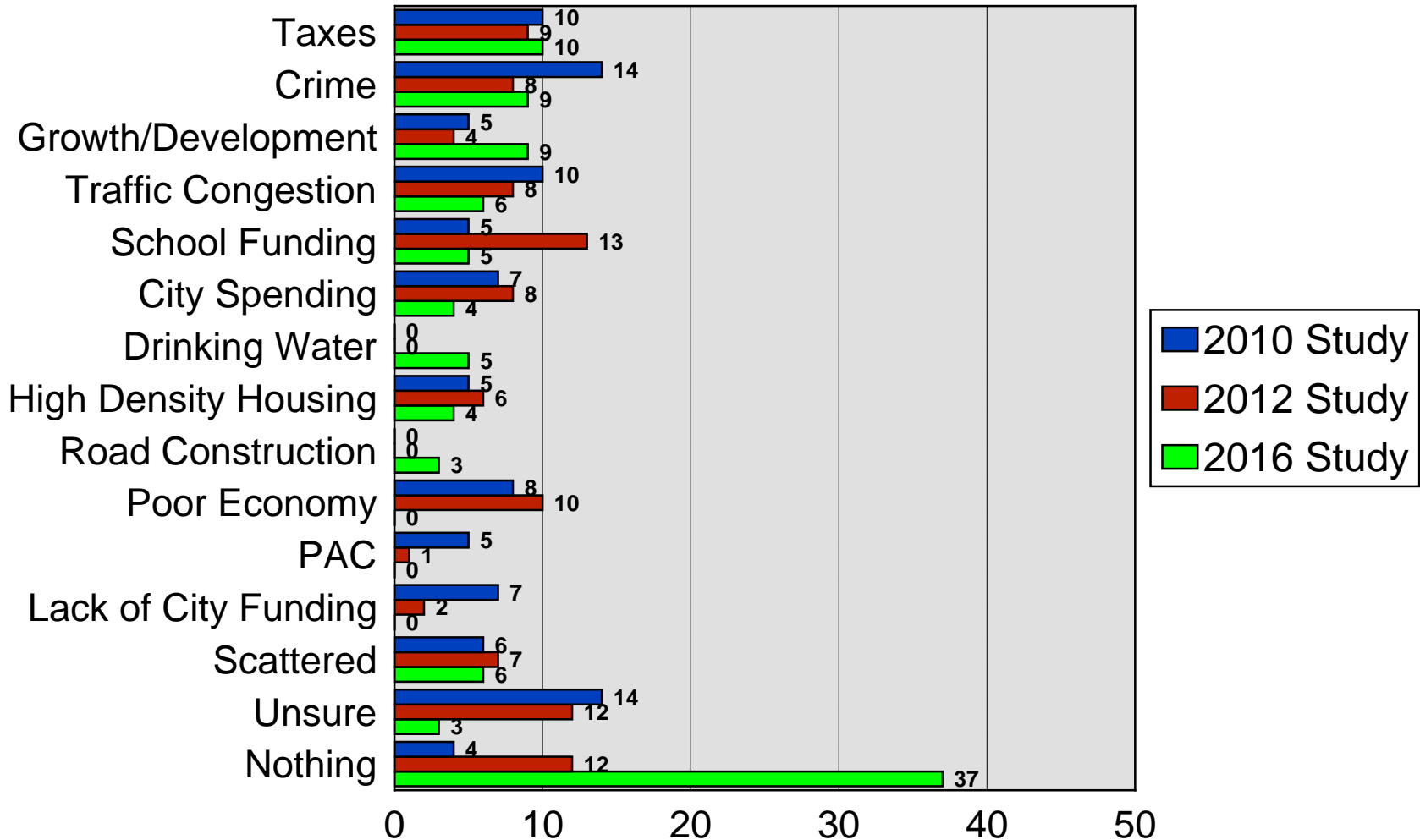
## 2016 Burnsville Residential Study





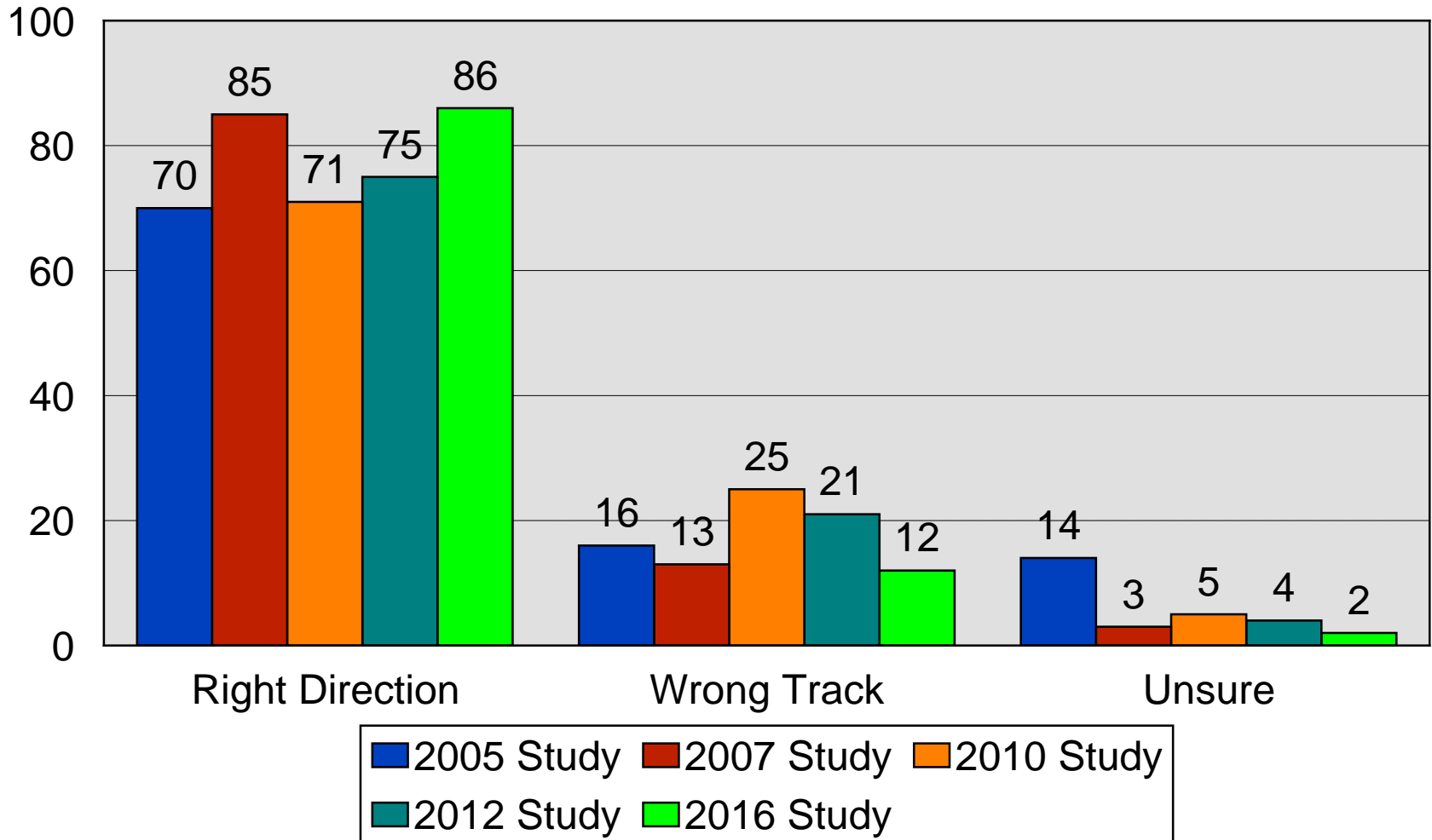
# Most Serious Issue

## 2016 Burnsville Residential Study



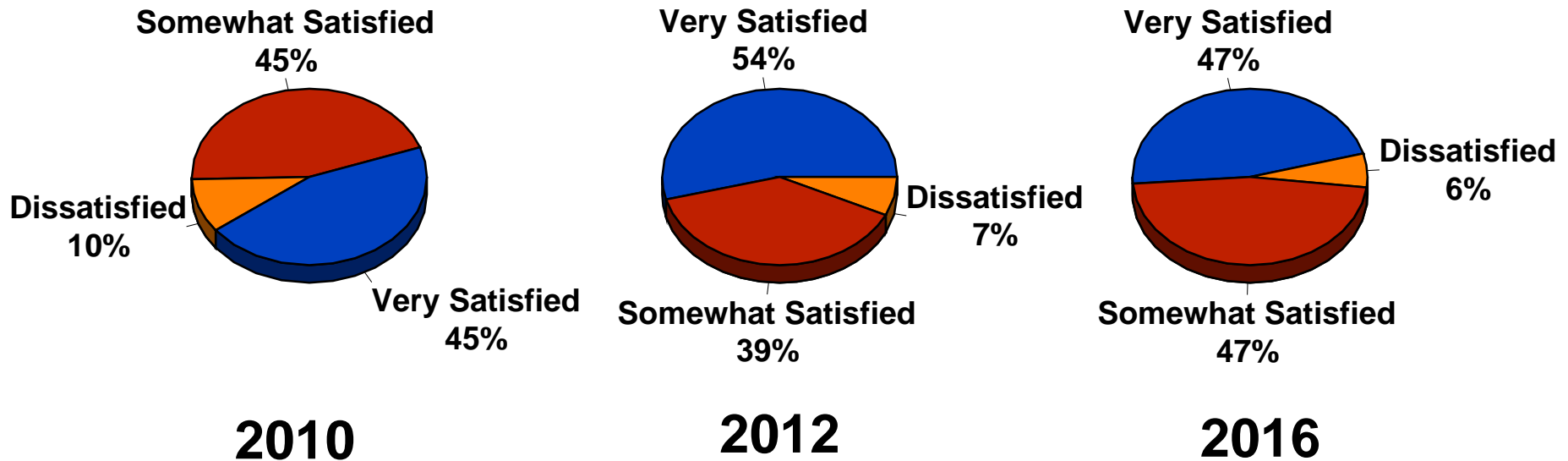
# Direction of City

## 2016 Burnsville Residential Study



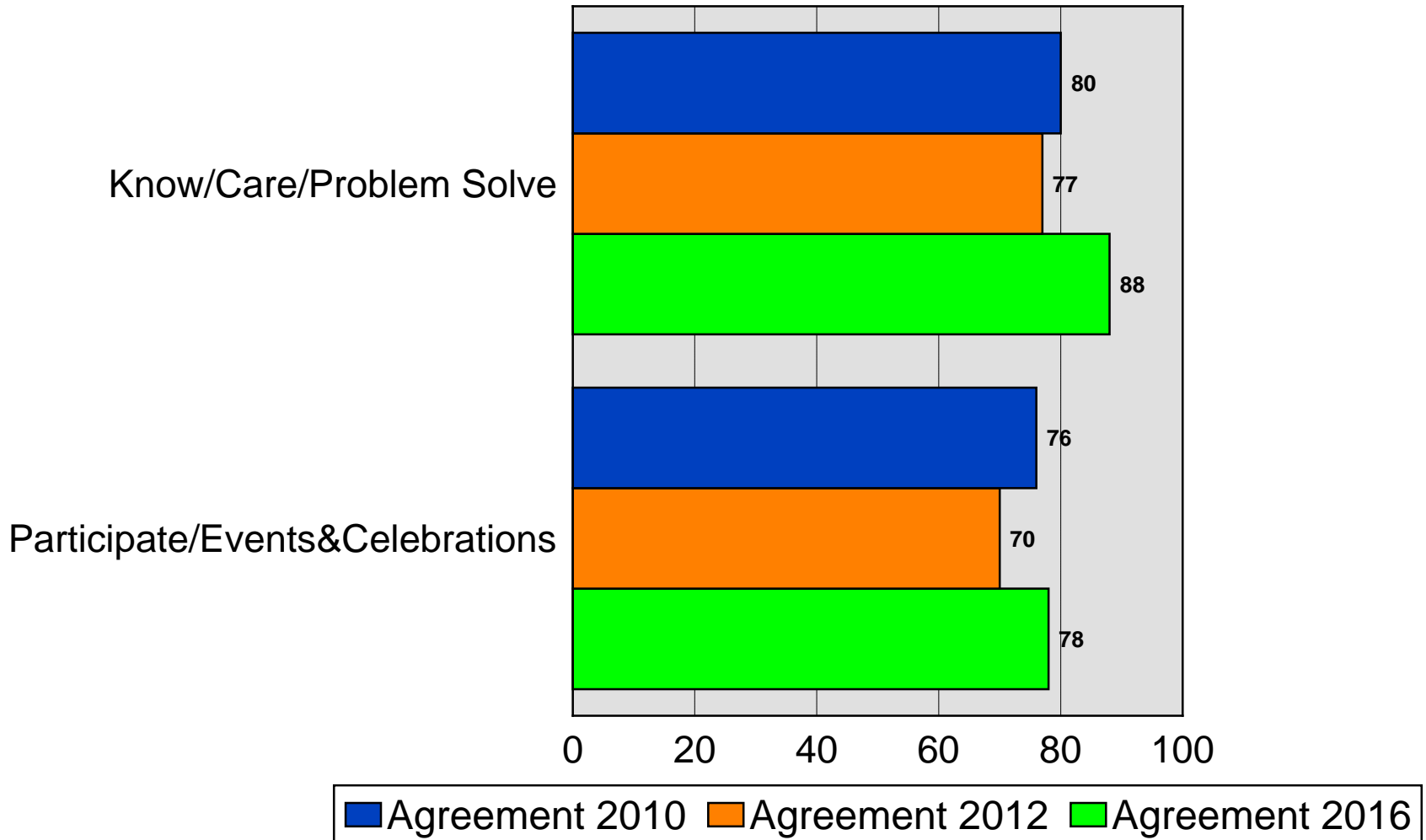
# Neighborhood as Place to Live

2016 Burnsville Residential Study



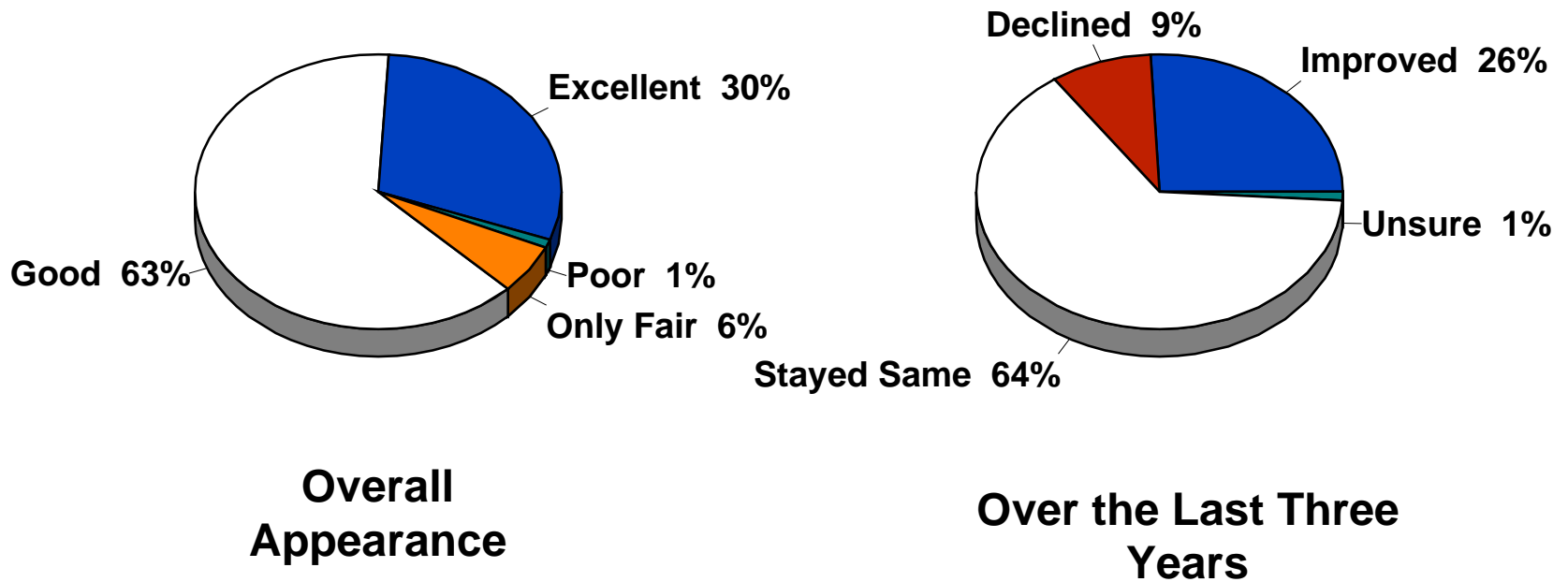
# Neighborhood Perceptions

2016 Burnsville Residential Study



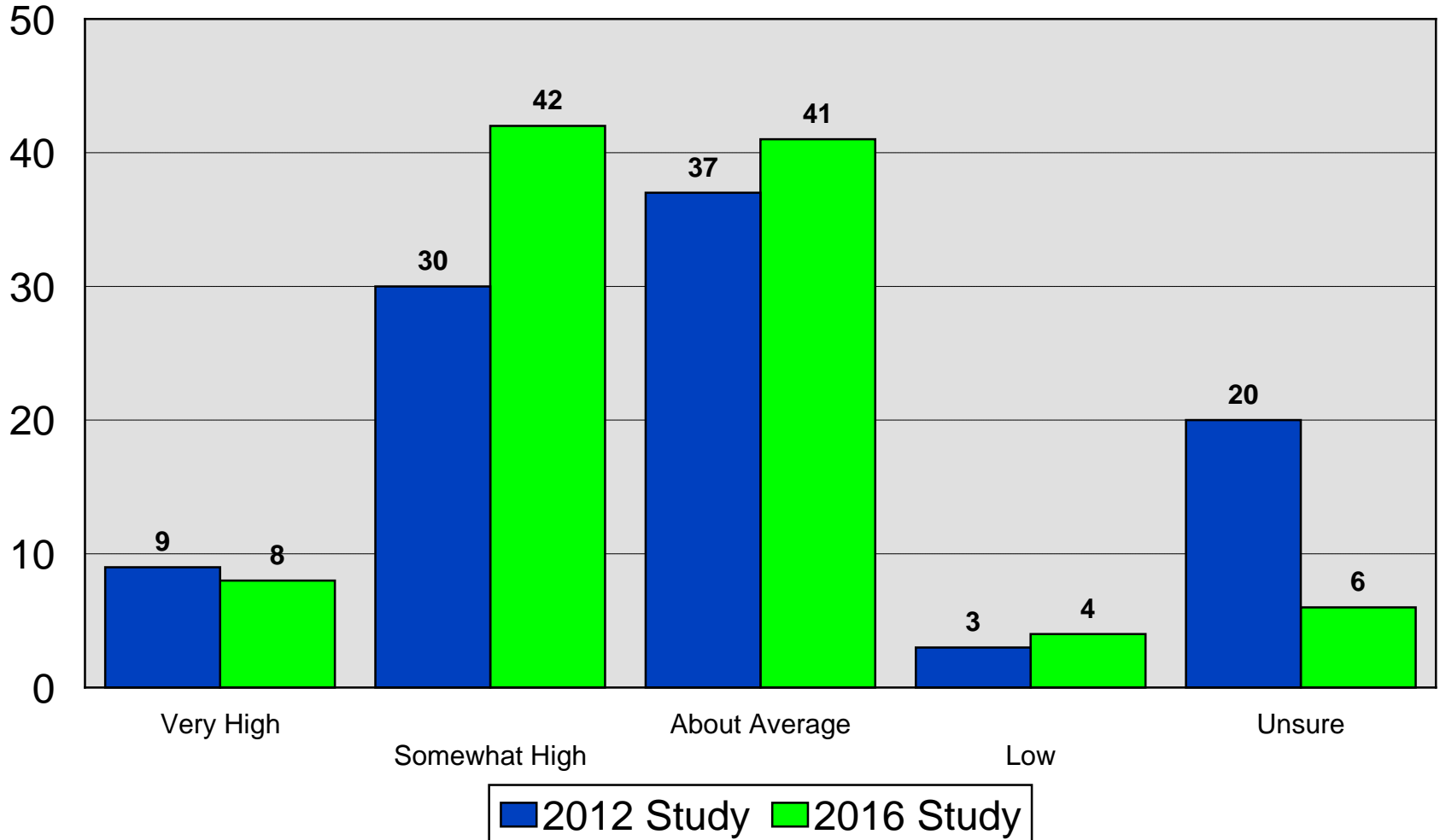
# Homes and Yards

## 2016 Burnsville Residential Study



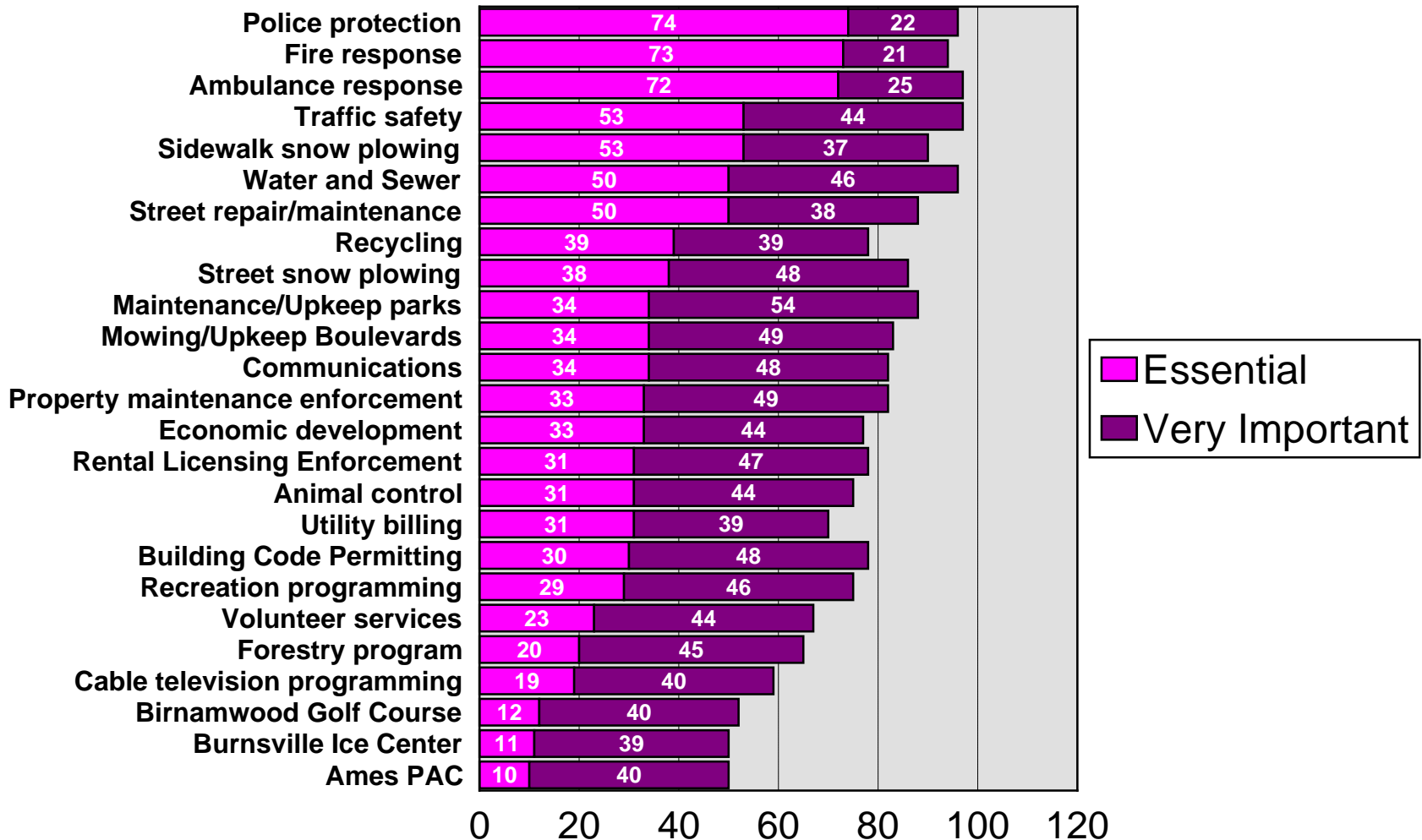
# Perception of Property Taxes

2016 Burnsville Residential Study



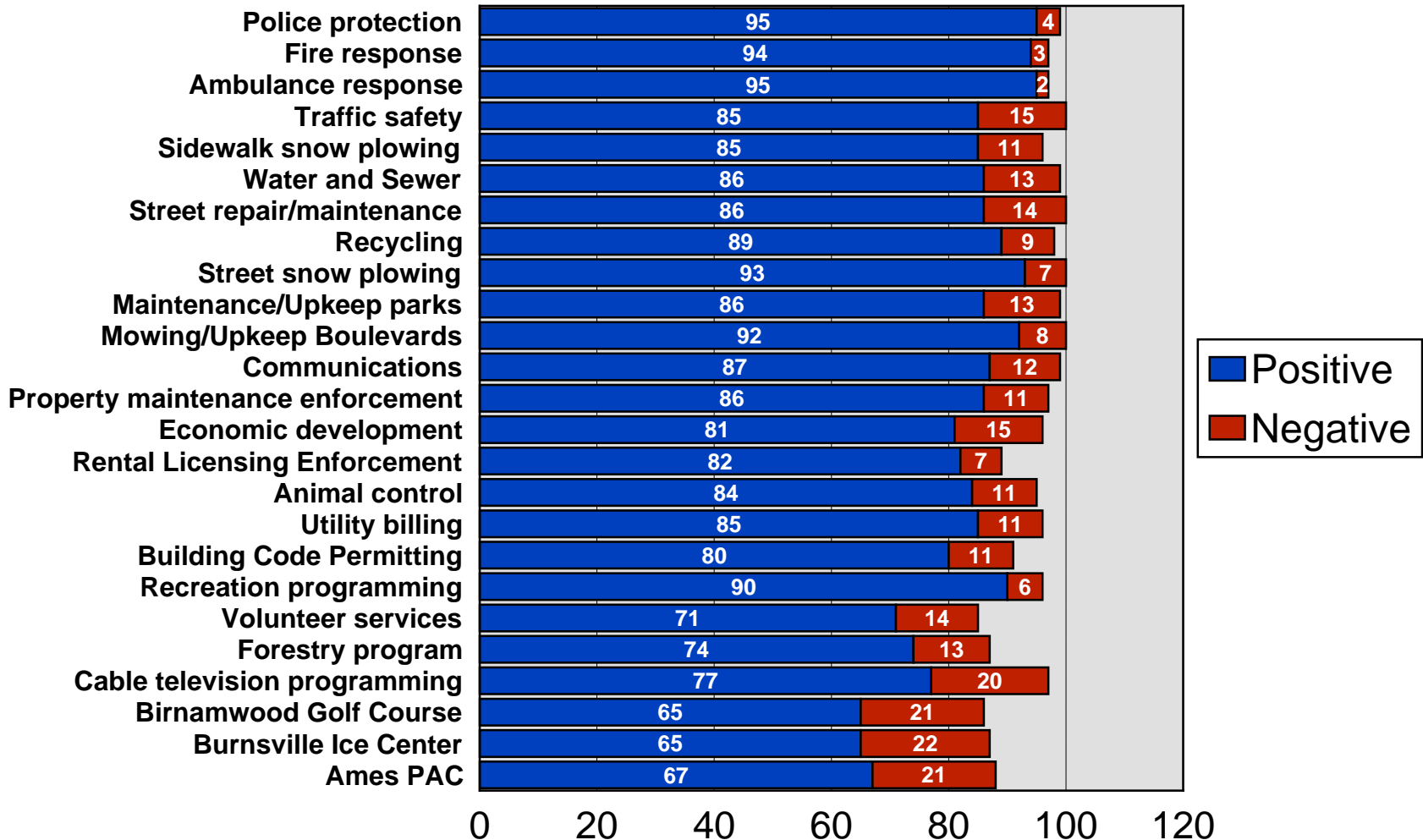
# Priority of City Services

## 2016 Burnsville Residential Study



# City Service Ratings

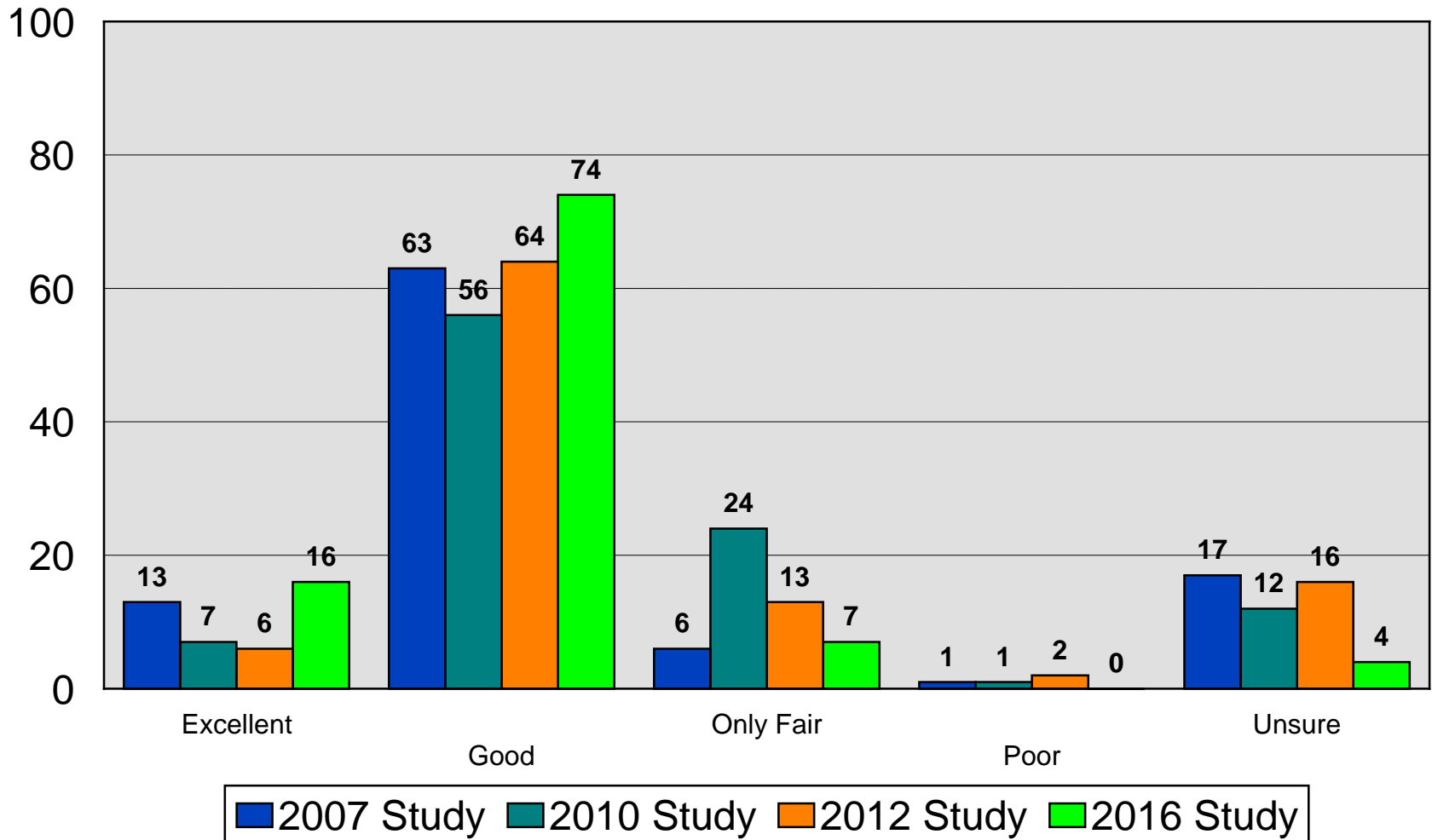
## 2016 Burnsville Residential Study





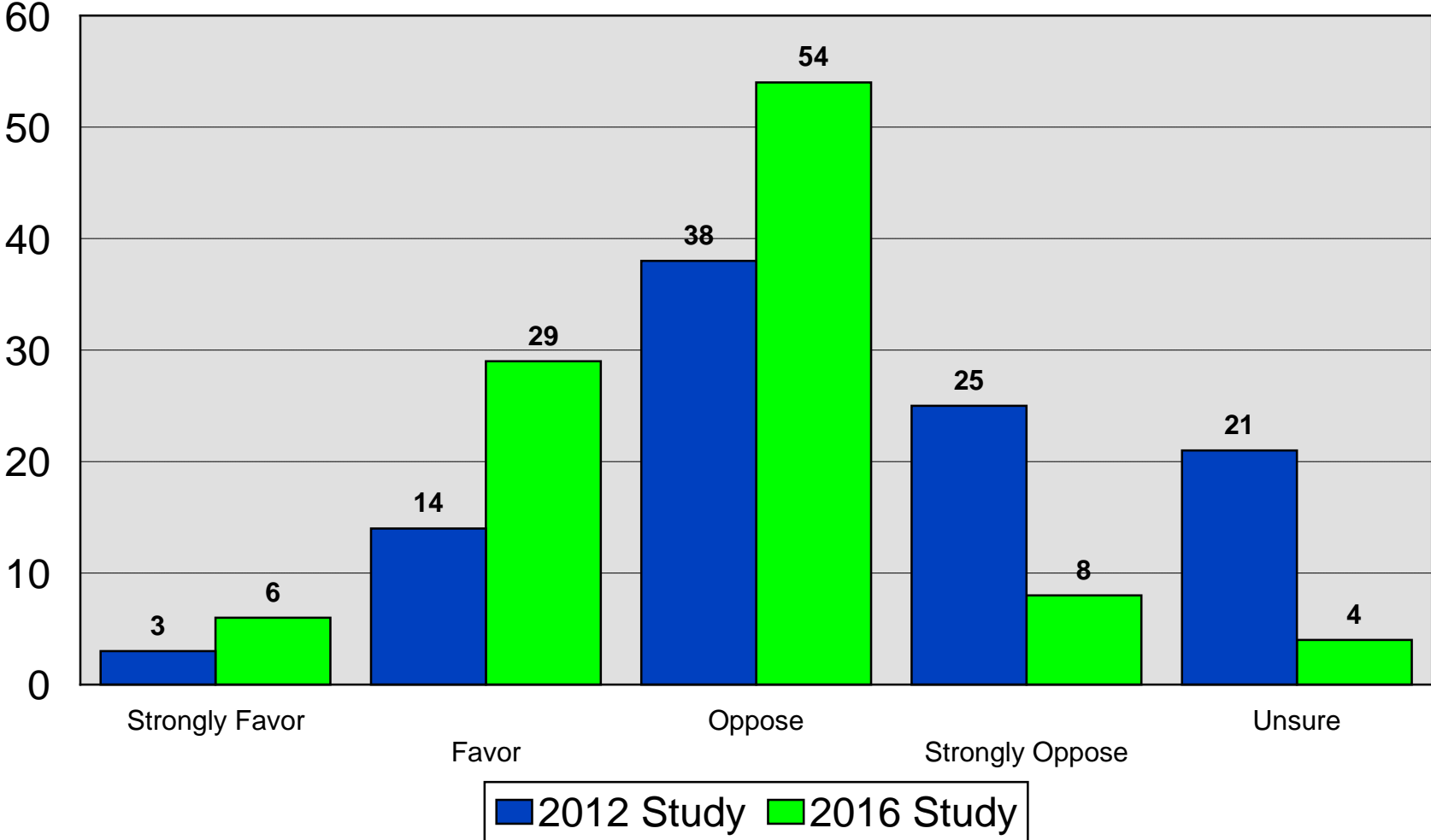
# General Value of City Services

2016 Burnsville Residential Study



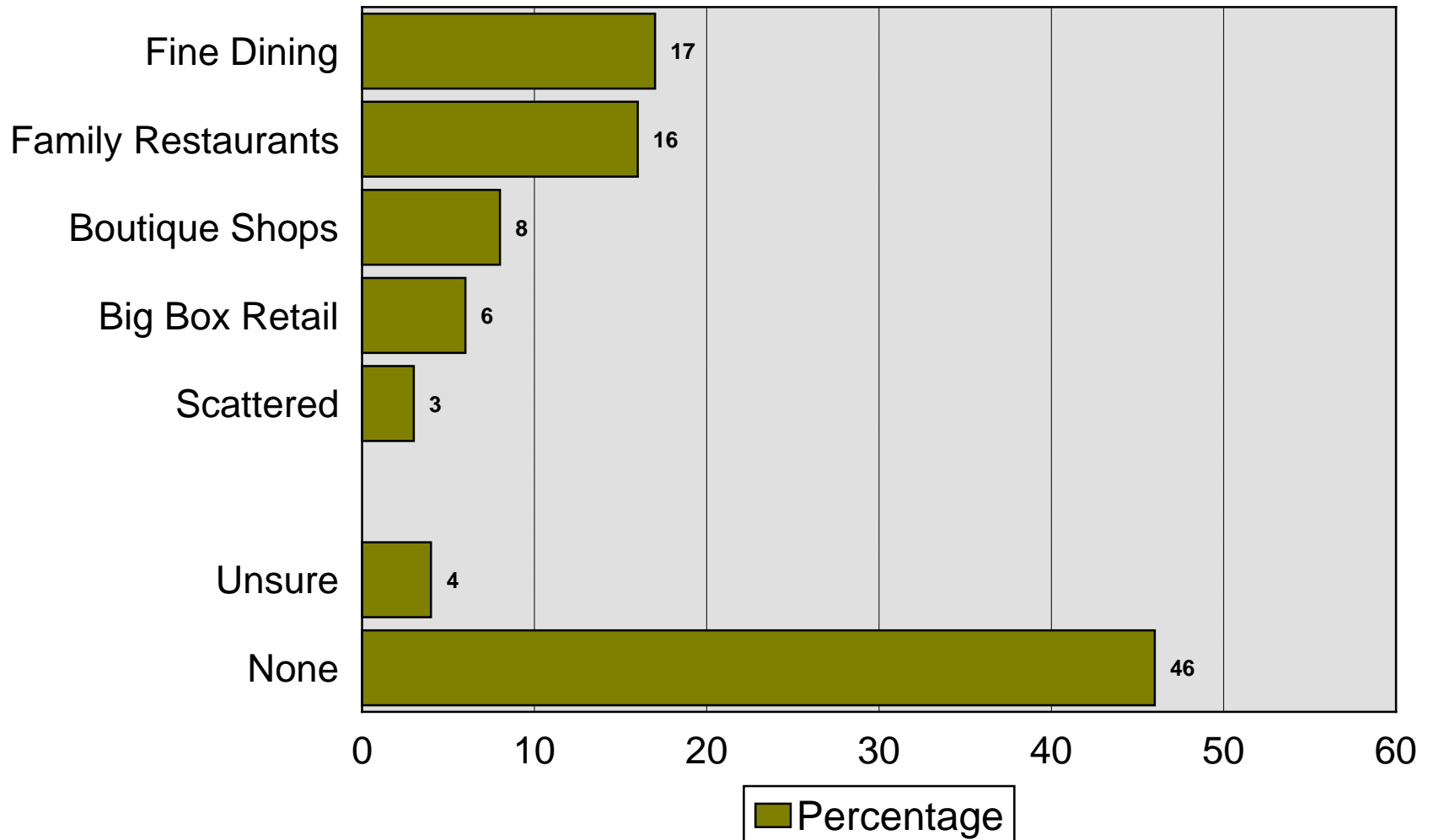
# Cuts in Service to Reduce Taxes

2016 Burnsville Residential Study



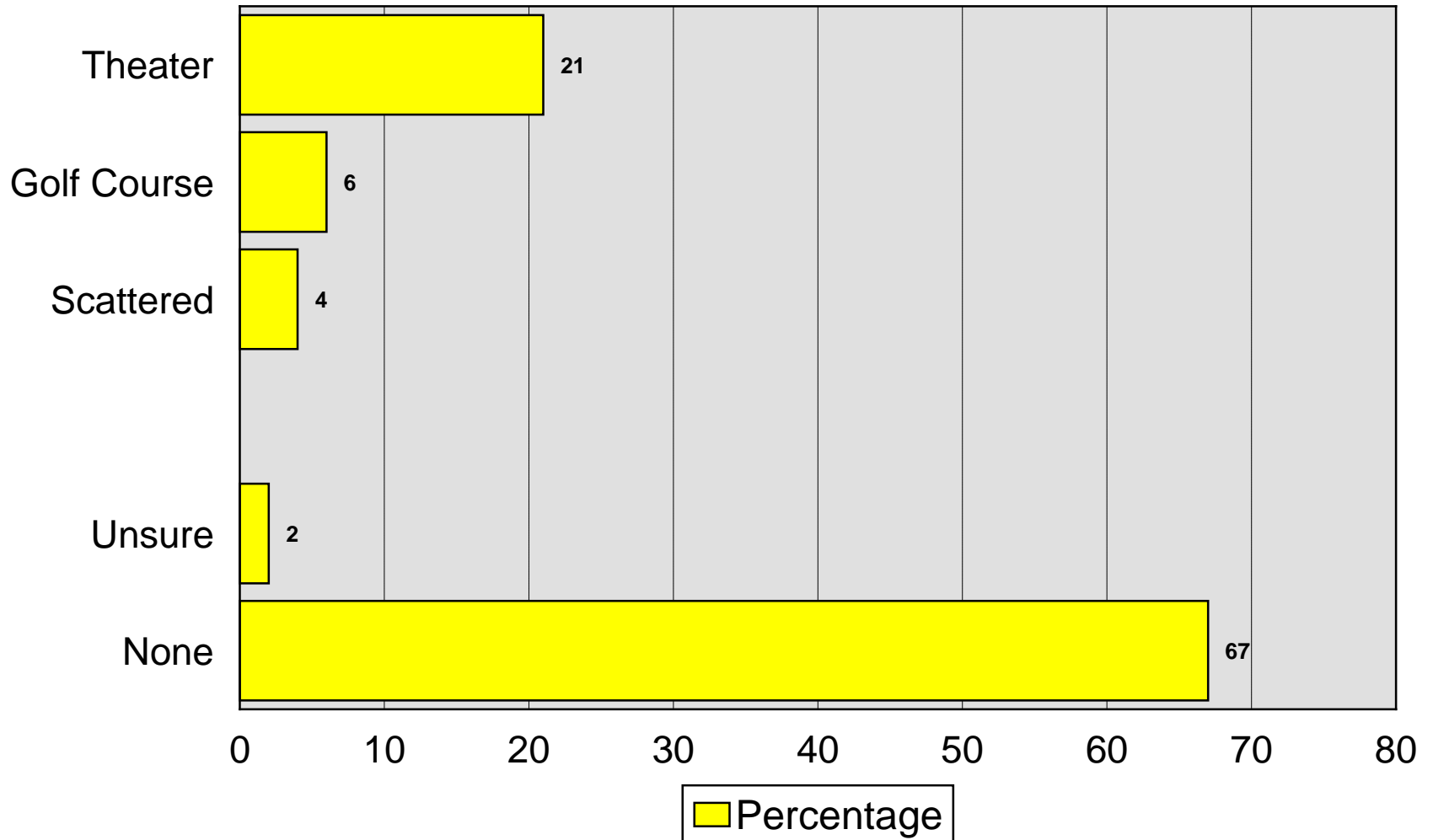
# Expanded/Offered Business/Services

2016 Burnsville Residential Study



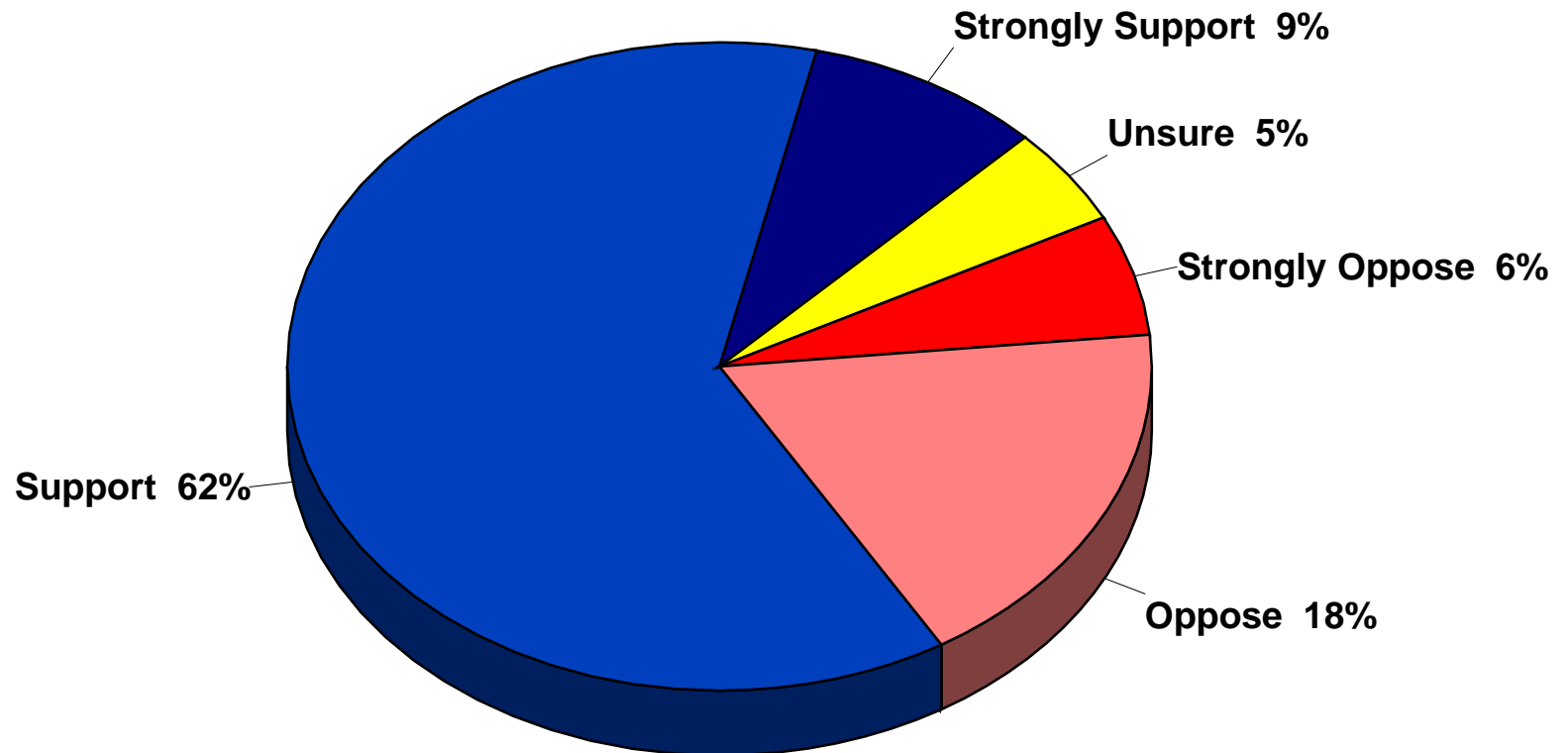
# Expanded/Offered Entertainment

## 2016 Burnsville Residential Study



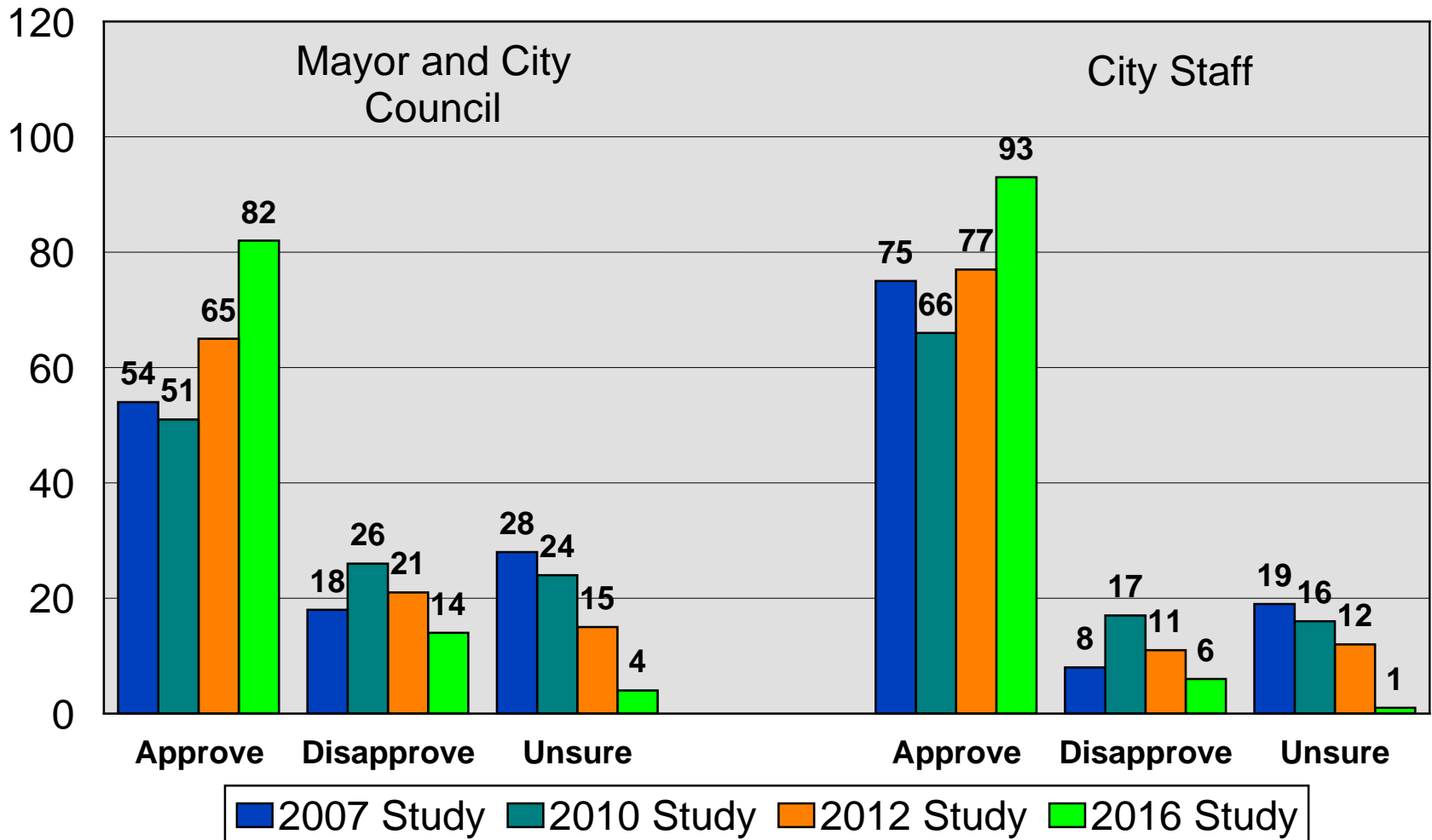
# Use of Financial Incentives

2016 Burnsville Residential Study



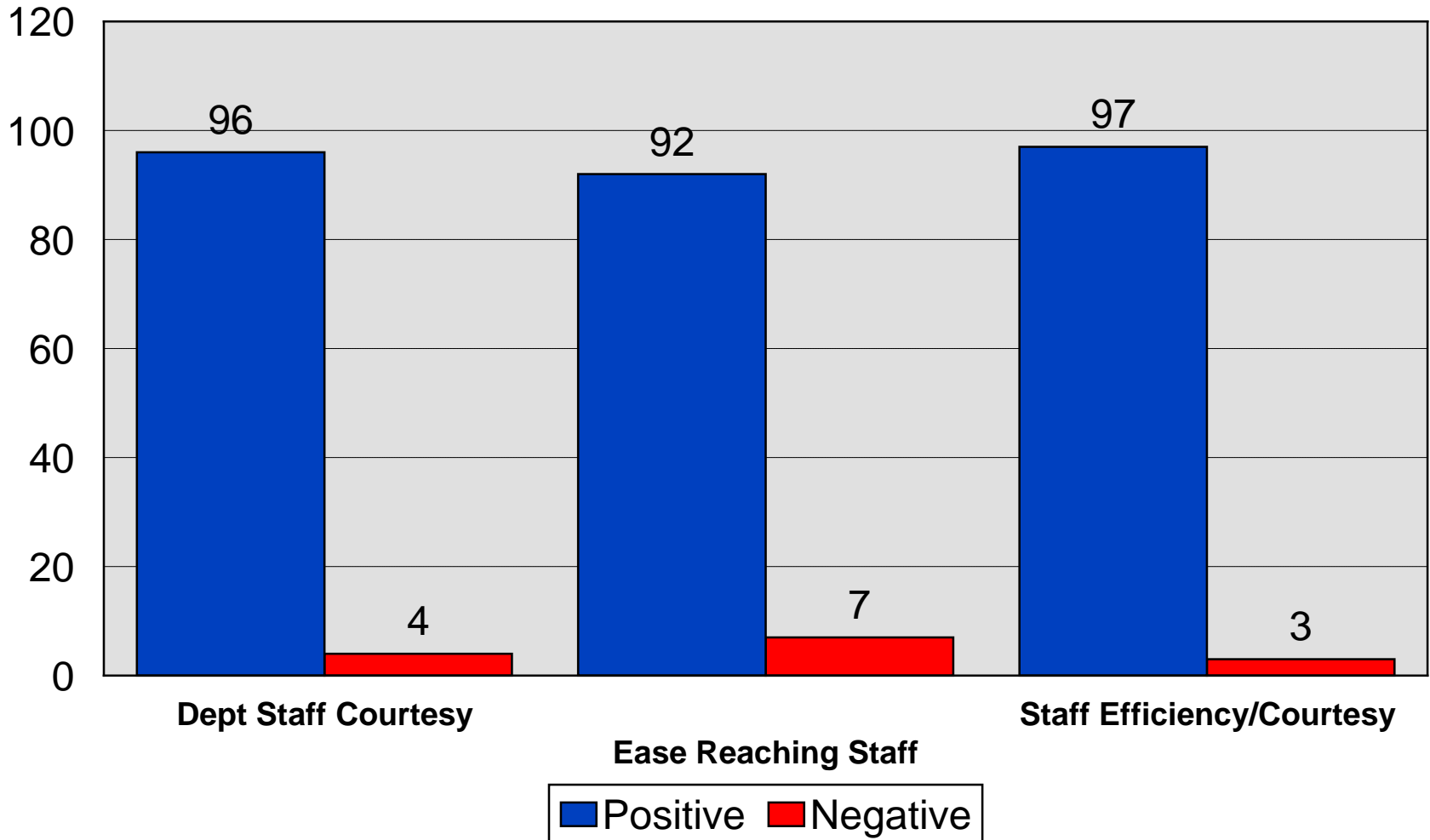
# City Government and Staff

## 2016 Burnsville Residential Study



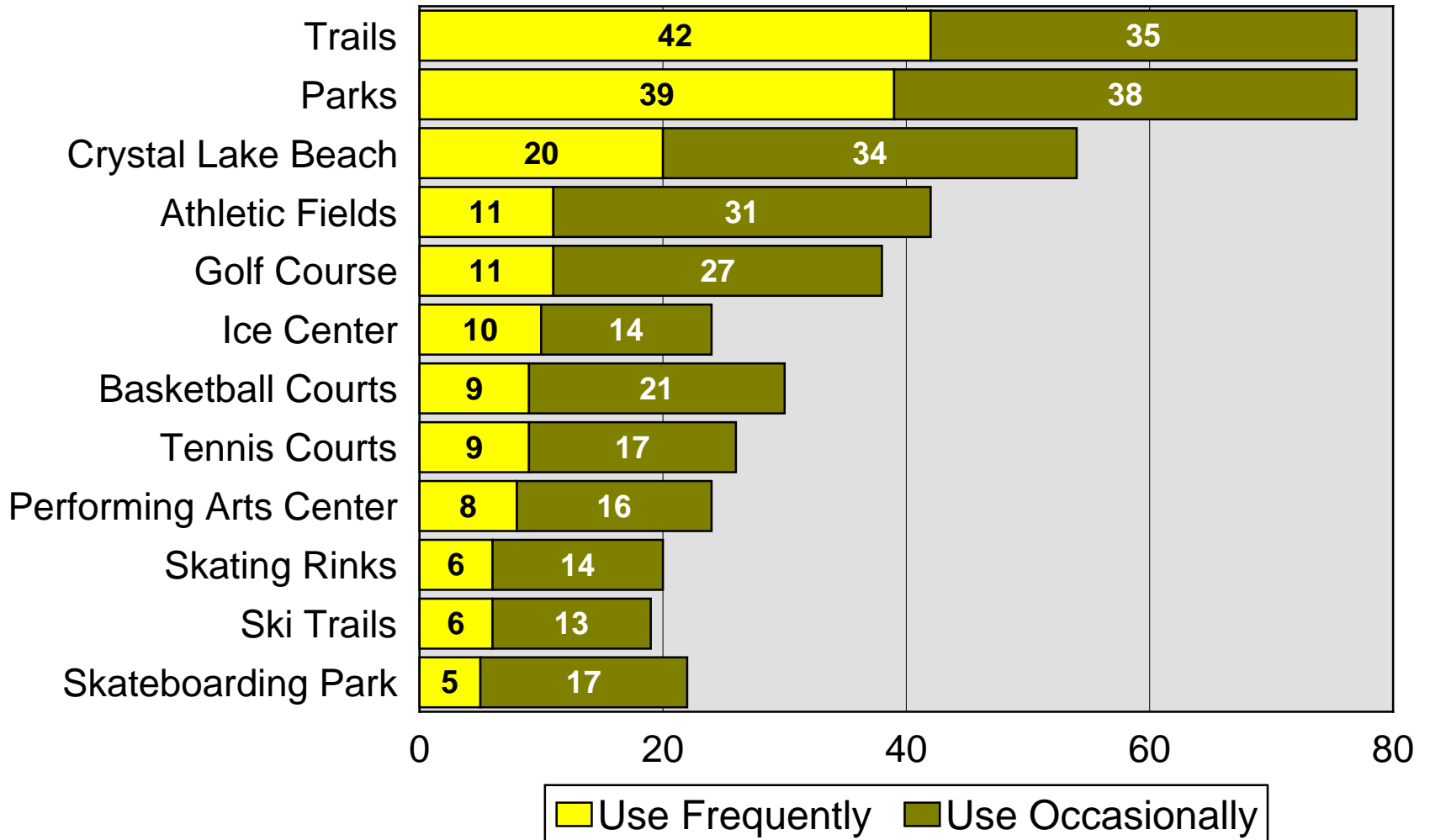
# City Hall Contacts

2016 Burnsville Residential Study



# Park Facilities

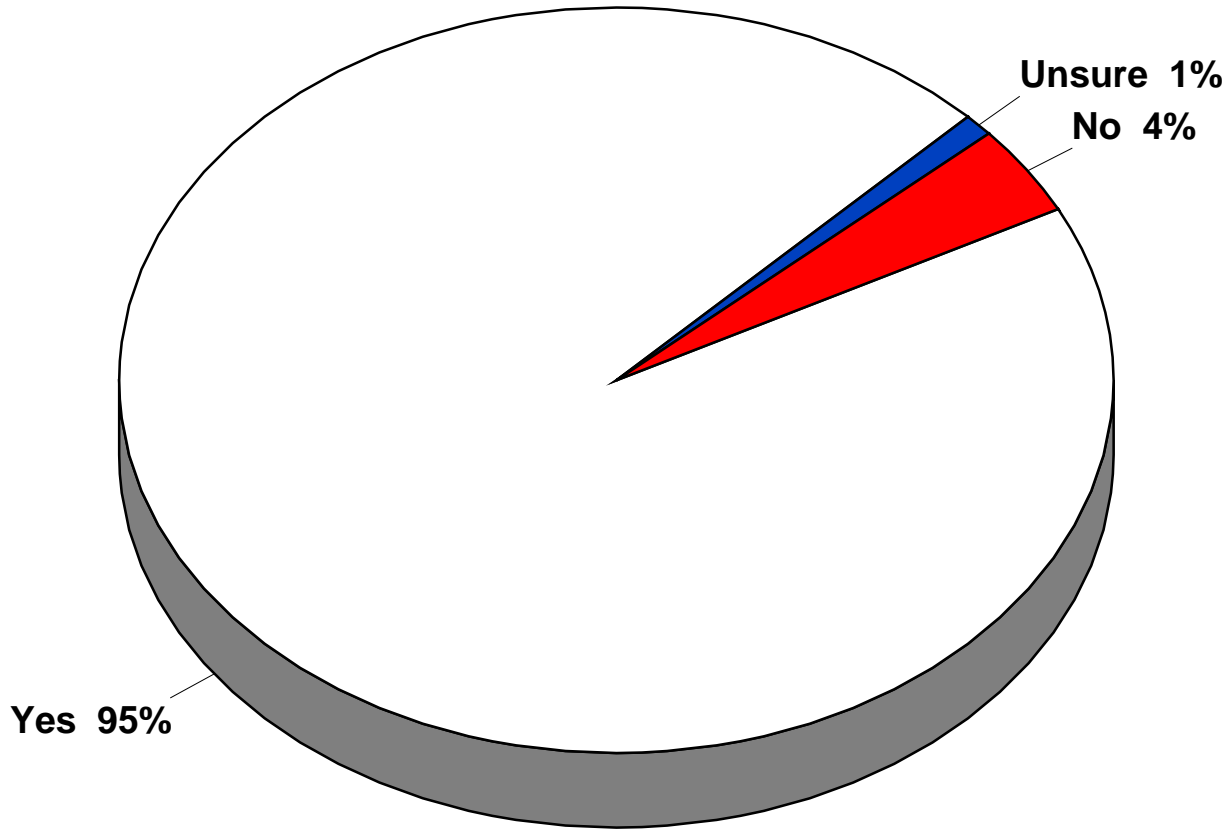
## 2016 Burnsville Residential Study





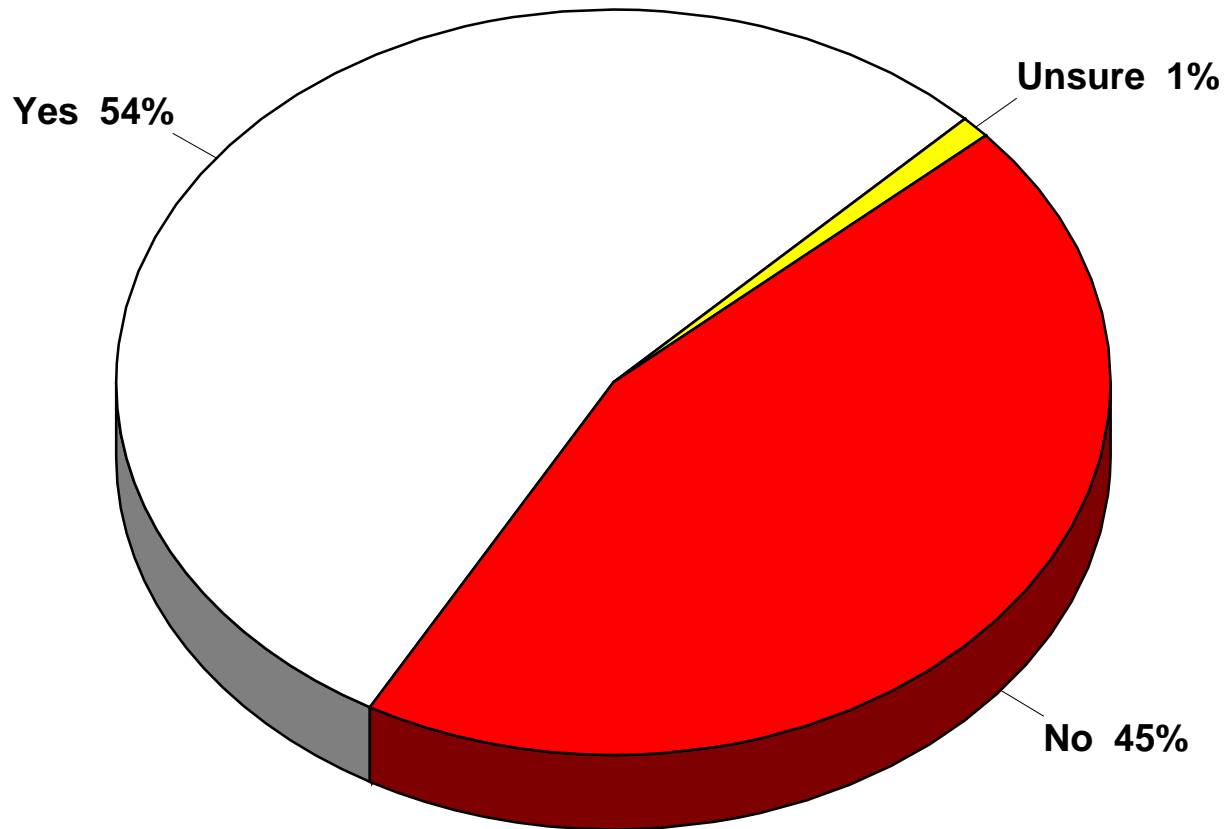
# Facilities Meet Needs of Household

2016 Burnsville Residential Study



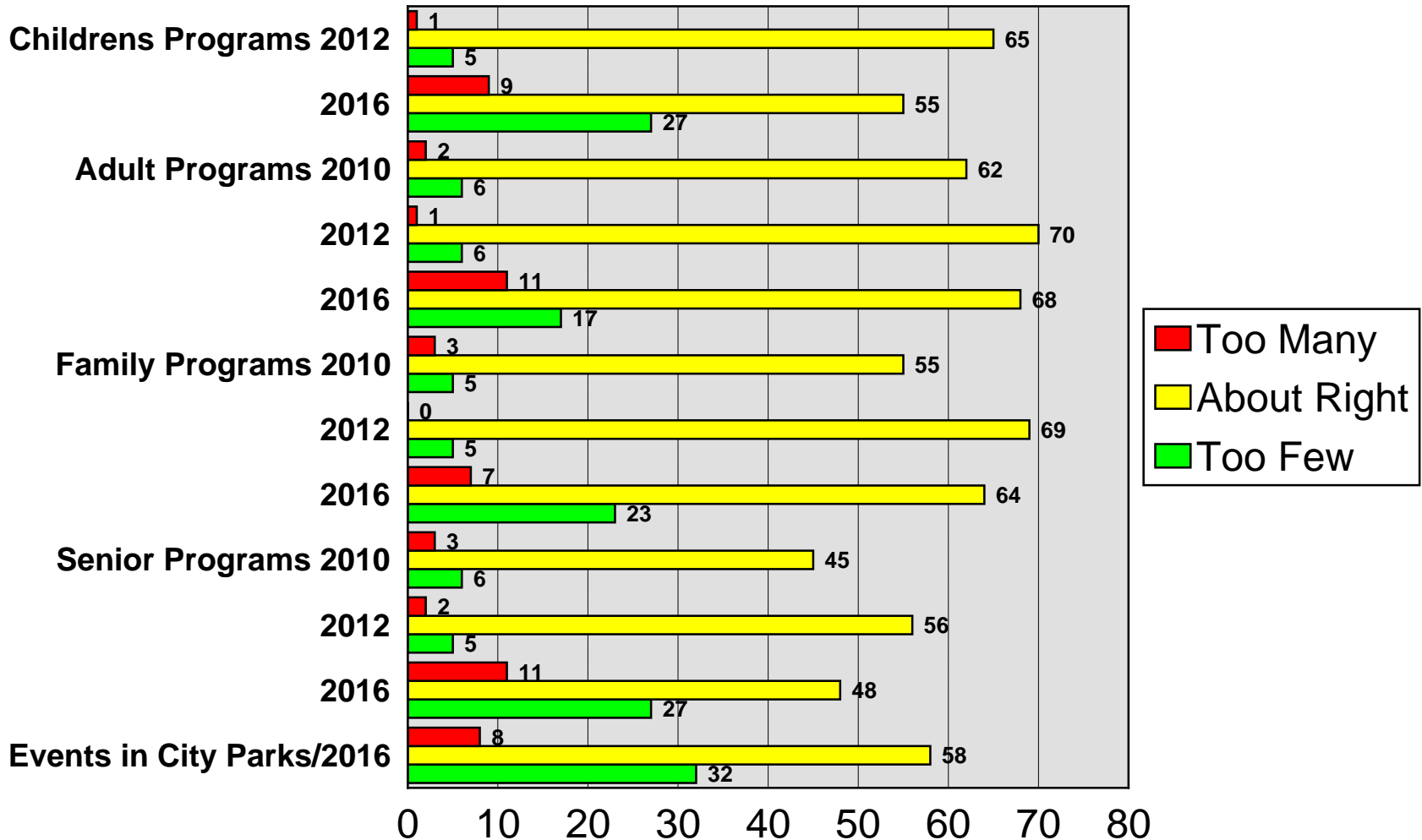
# Participate in a Recreation Program

2016 Burnsville Residential Study



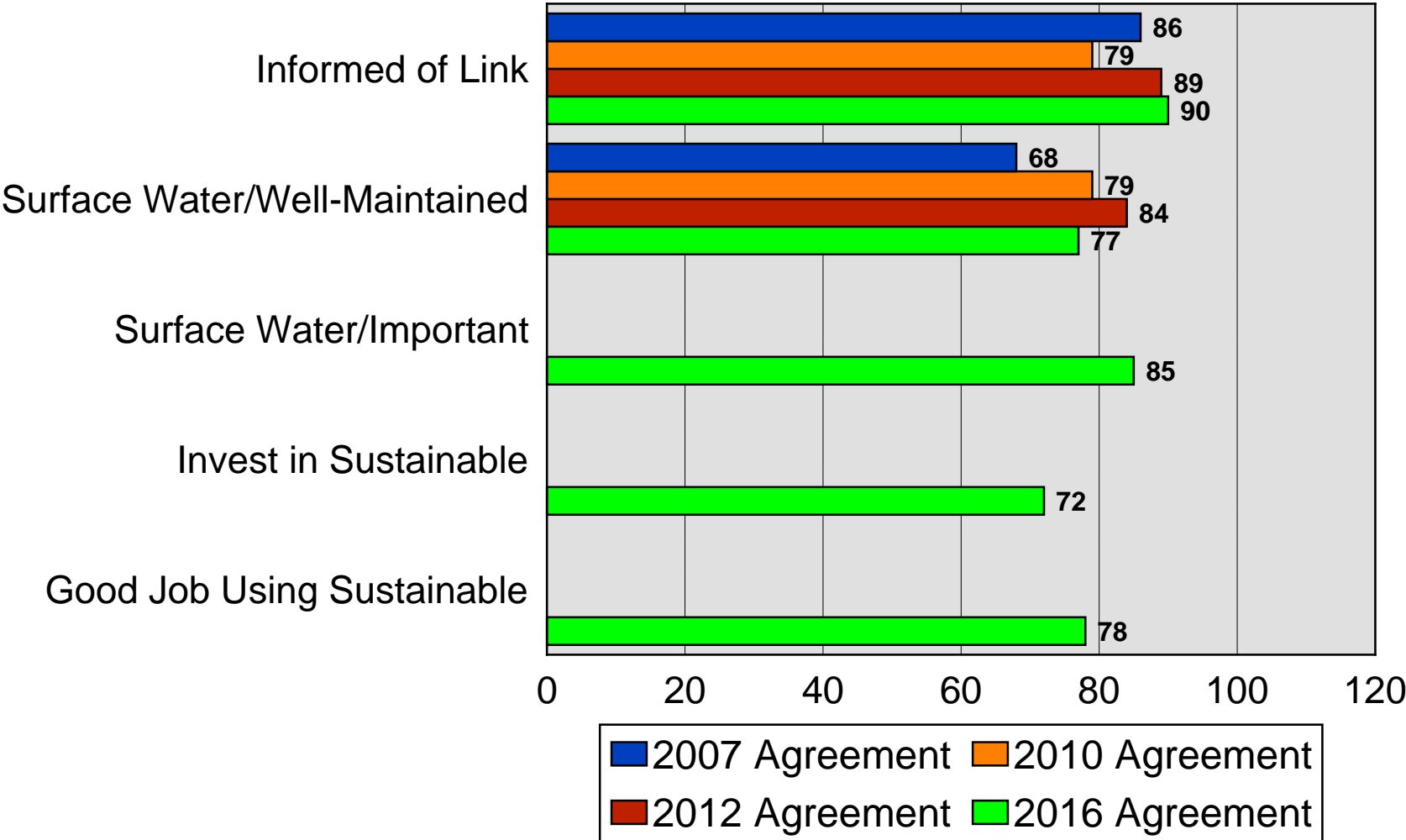
# Number of Recreation Programs

## 2016 Burnsville Residential Study



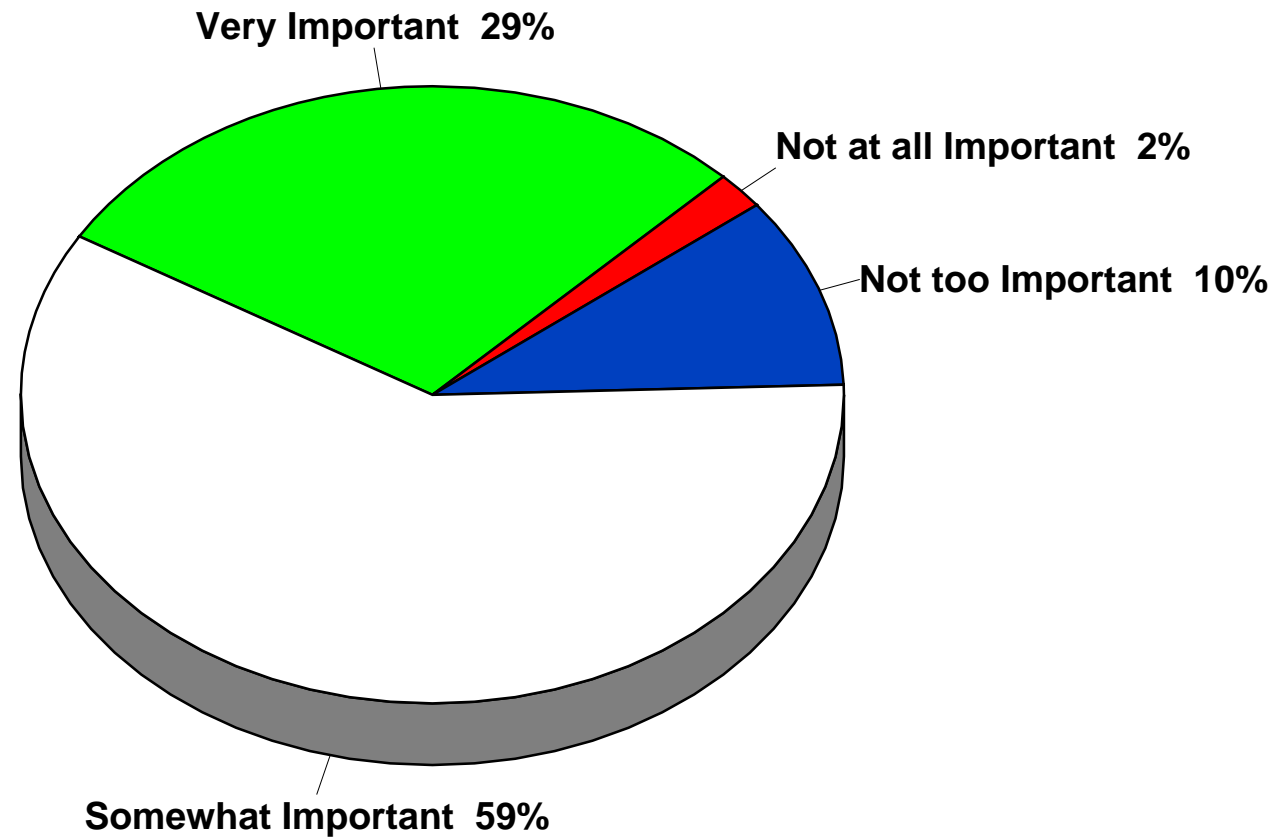
# Natural Environment

## 2016 Burnsville Residential Study



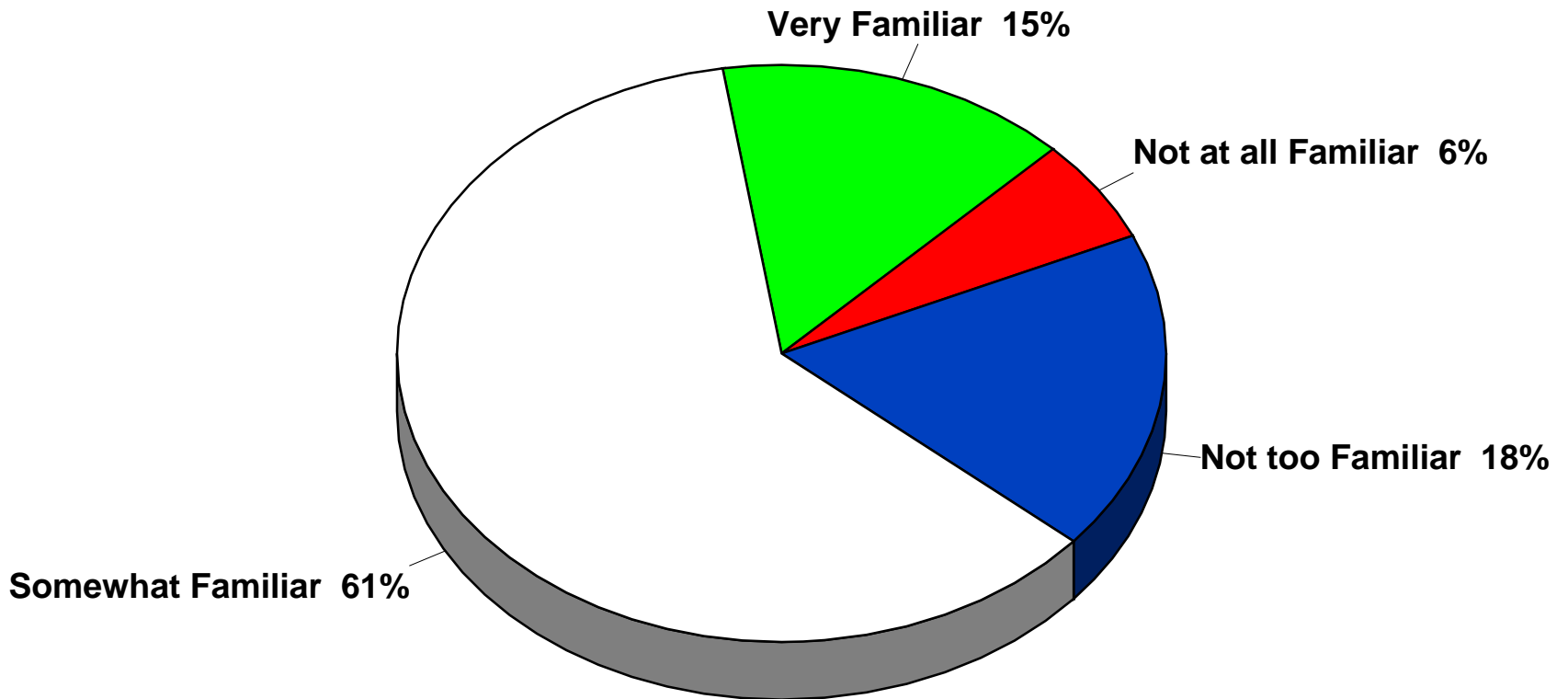
# City Plan for Climate Change

2016 Burnsville Residential Study



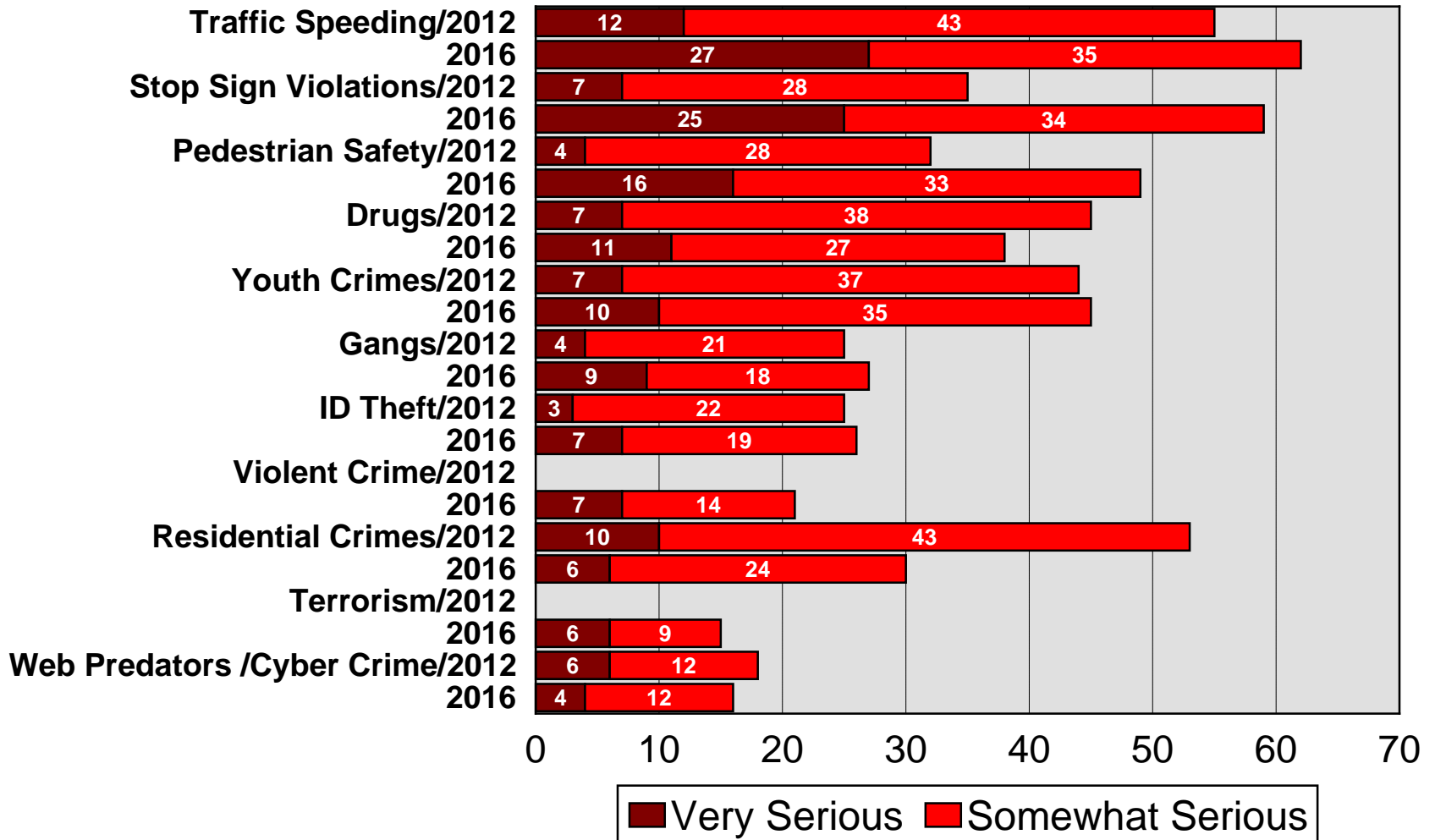
# Emerald Ash Borer

2016 Burnsville Residential Study



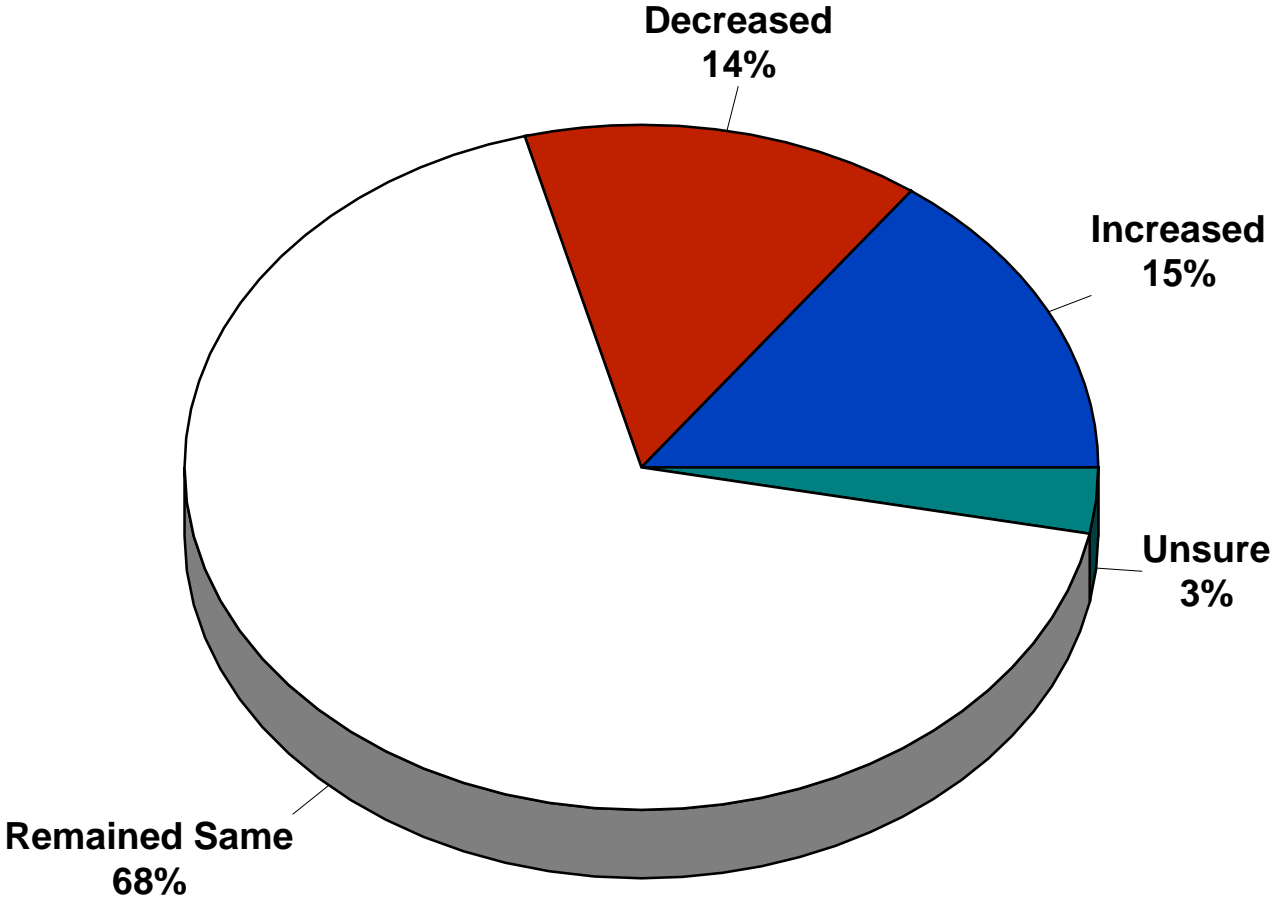
# Public Safety Problems

## 2016 Burnsville Residential Study



# Crime During Past Few Years

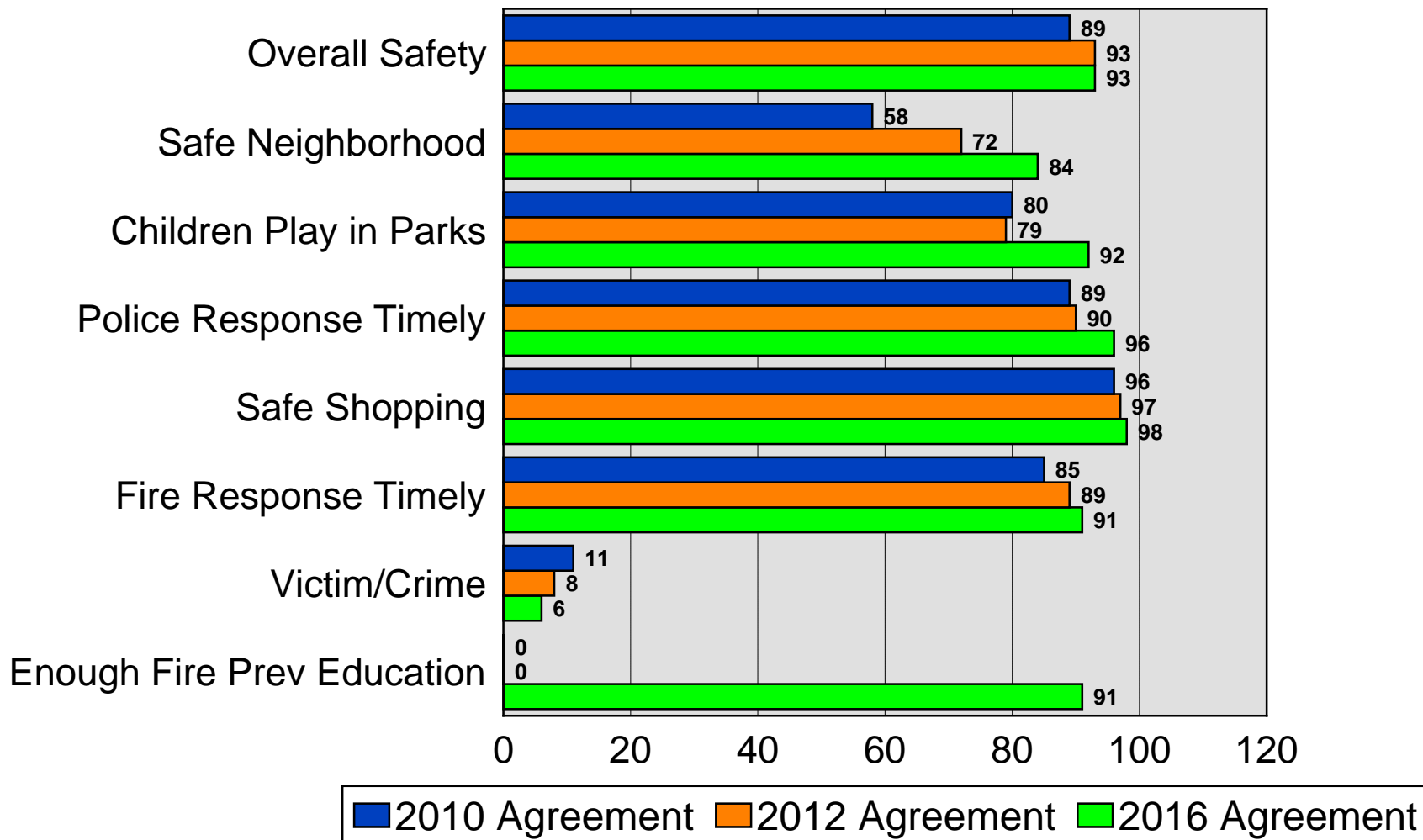
2016 Burnsville Residential Study





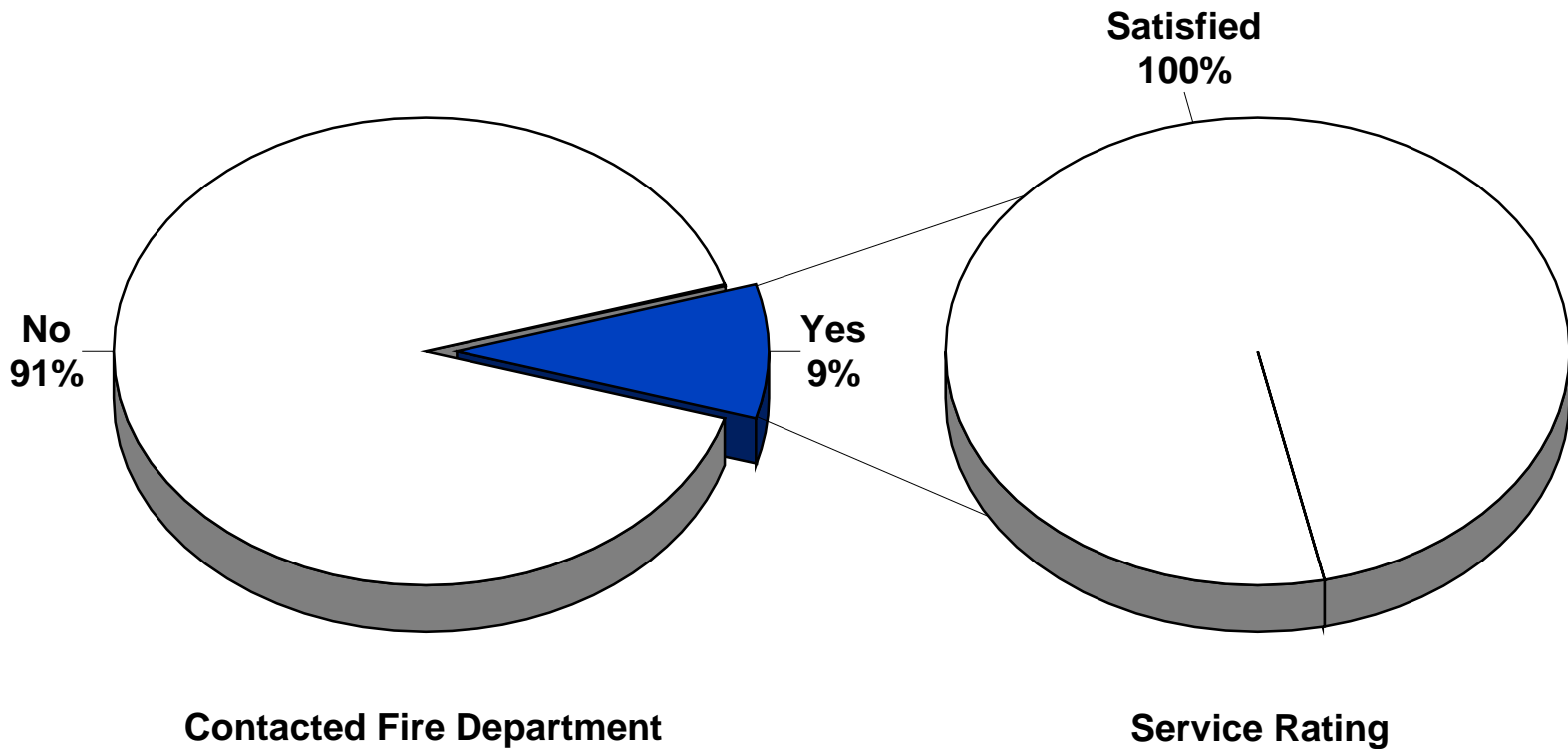
# Public Safety

## 2016 Burnsville Residential Study



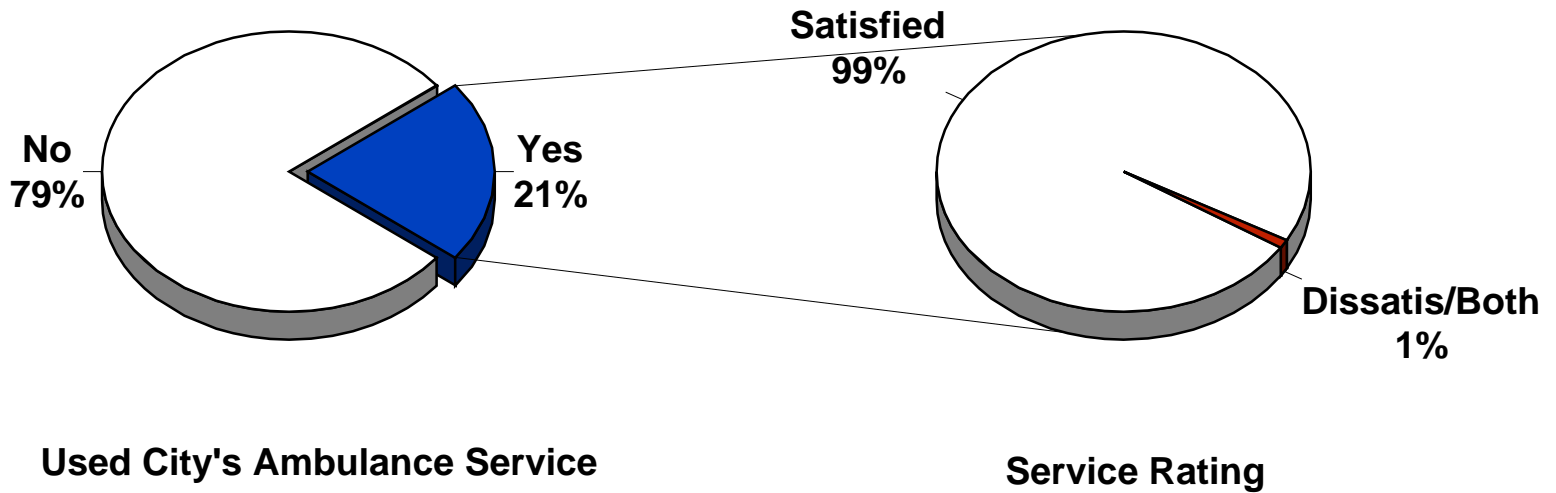
# Fire Department

## 2016 Burnsville Residential Study



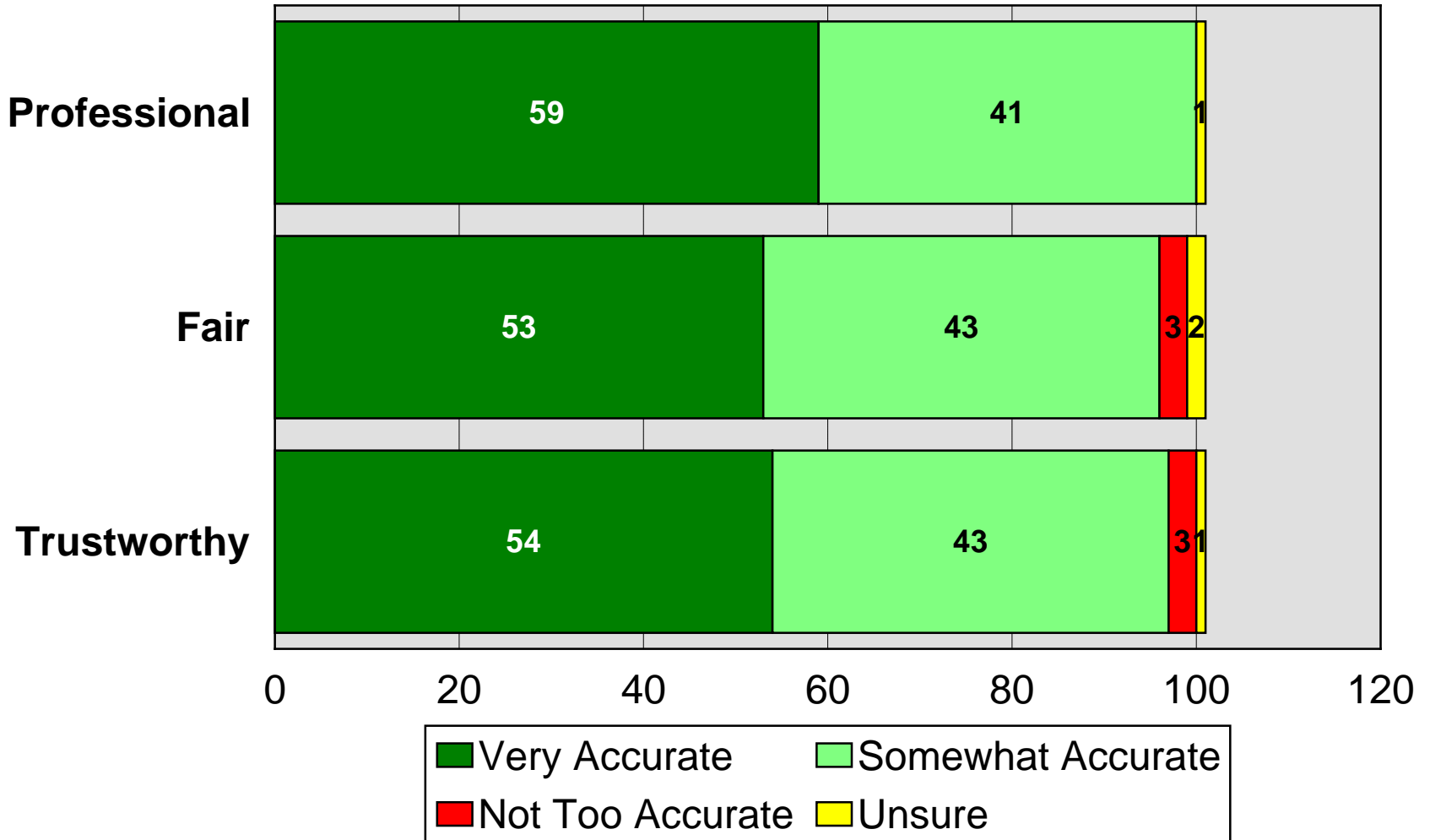
# Ambulance Service

2016 Burnsville Residential Study



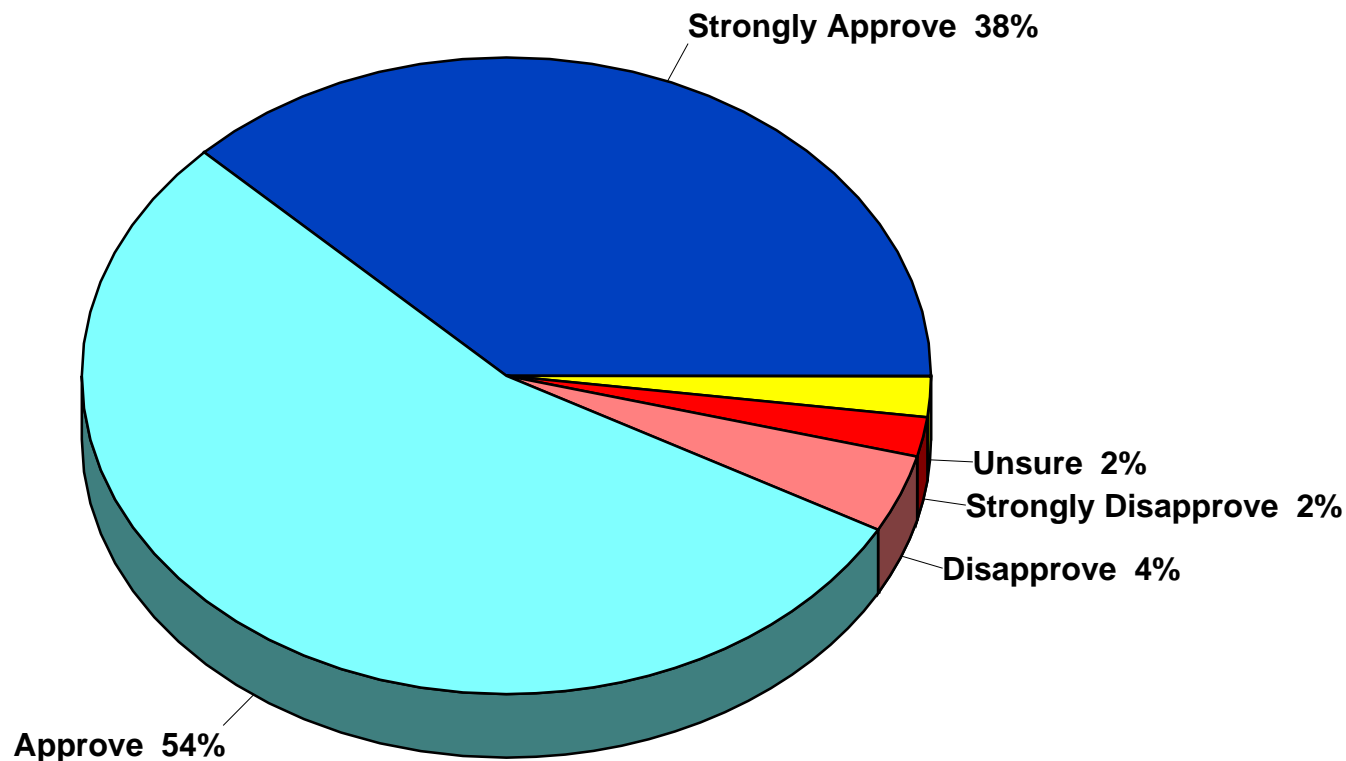
# Descriptions of Police Department

2016 Burnsville Residential Study



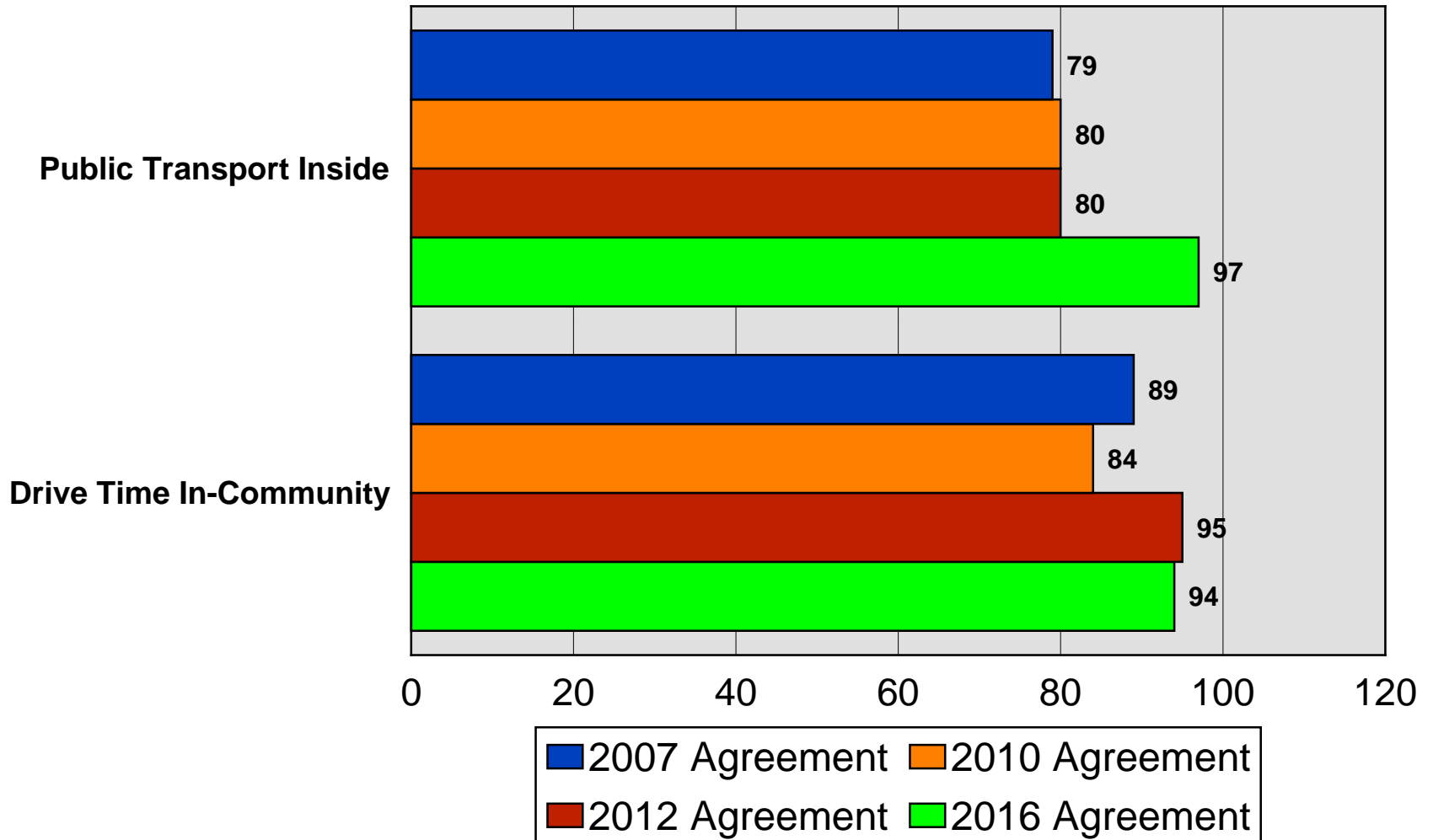
# Police Officers Wearing Body Cameras

2016 Burnsville Residential Study



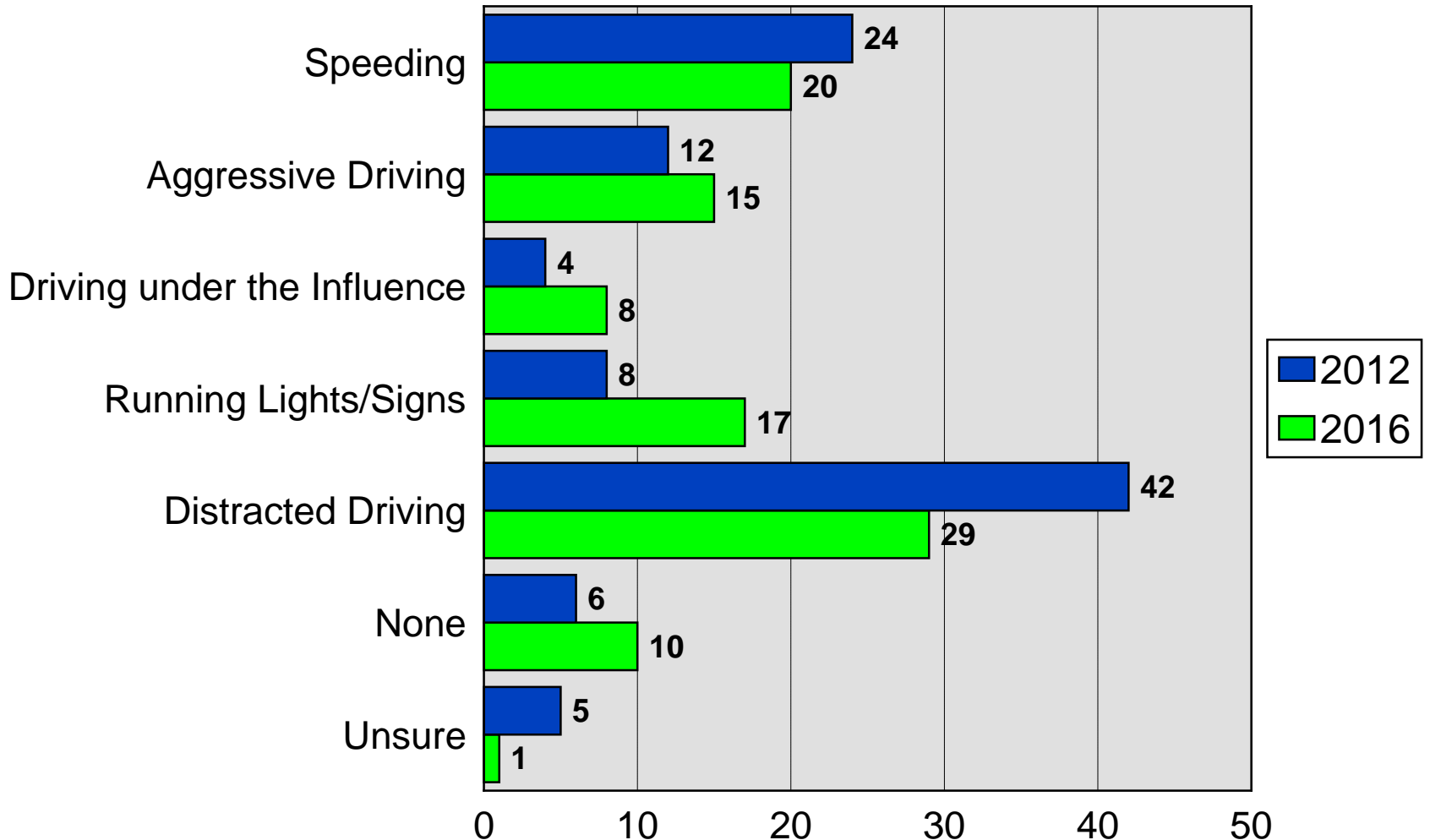
# Transportation Issues

2016 Burnsville Residential Study



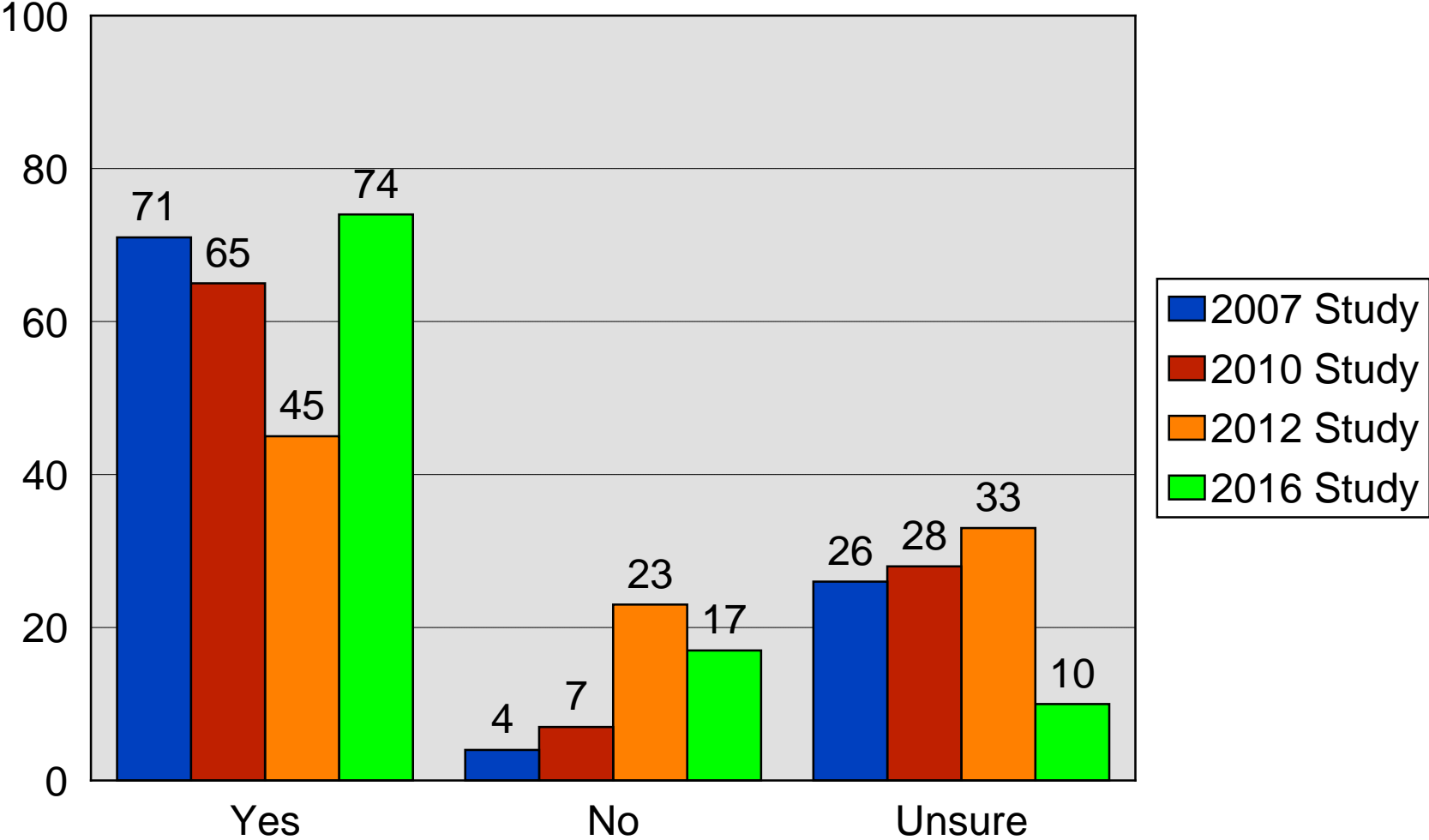
# Greatest Traffic Safety Concerns

2016 Burnsville Residential Study



# Youth/Teens Listened To/Valued

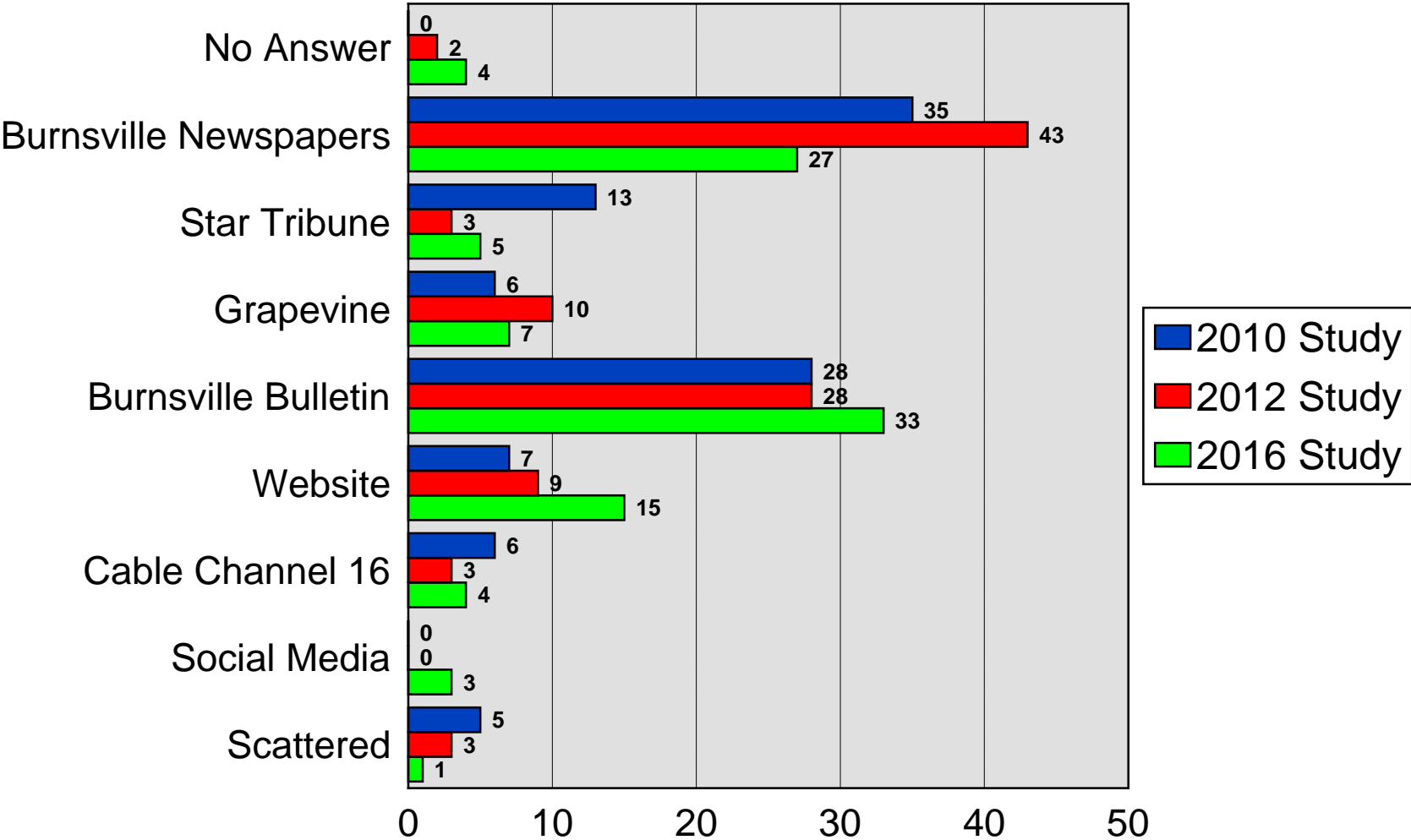
2016 Burnsville Residential Study





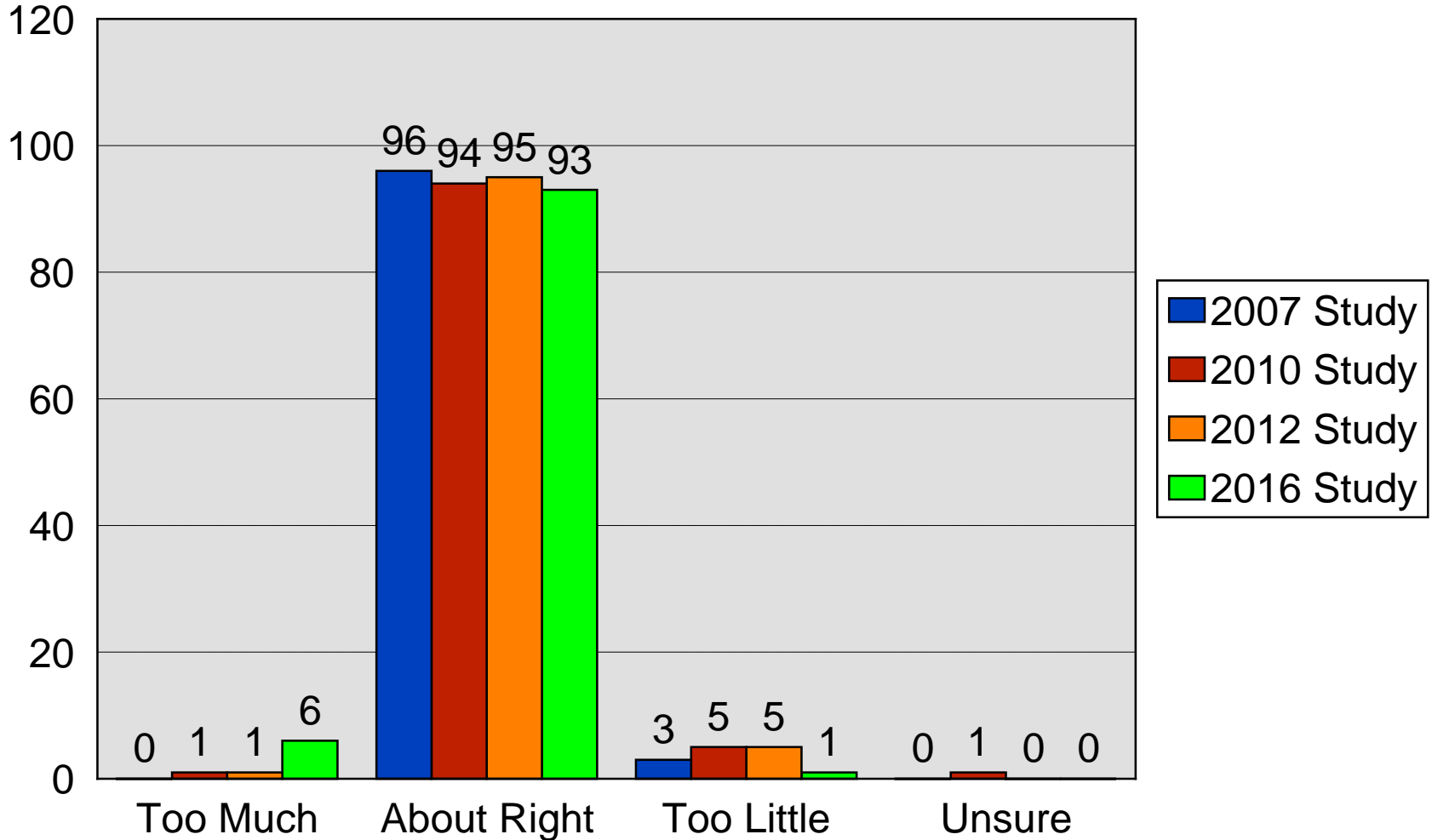
# Main Source of Information

## 2016 Burnsville Residential Study



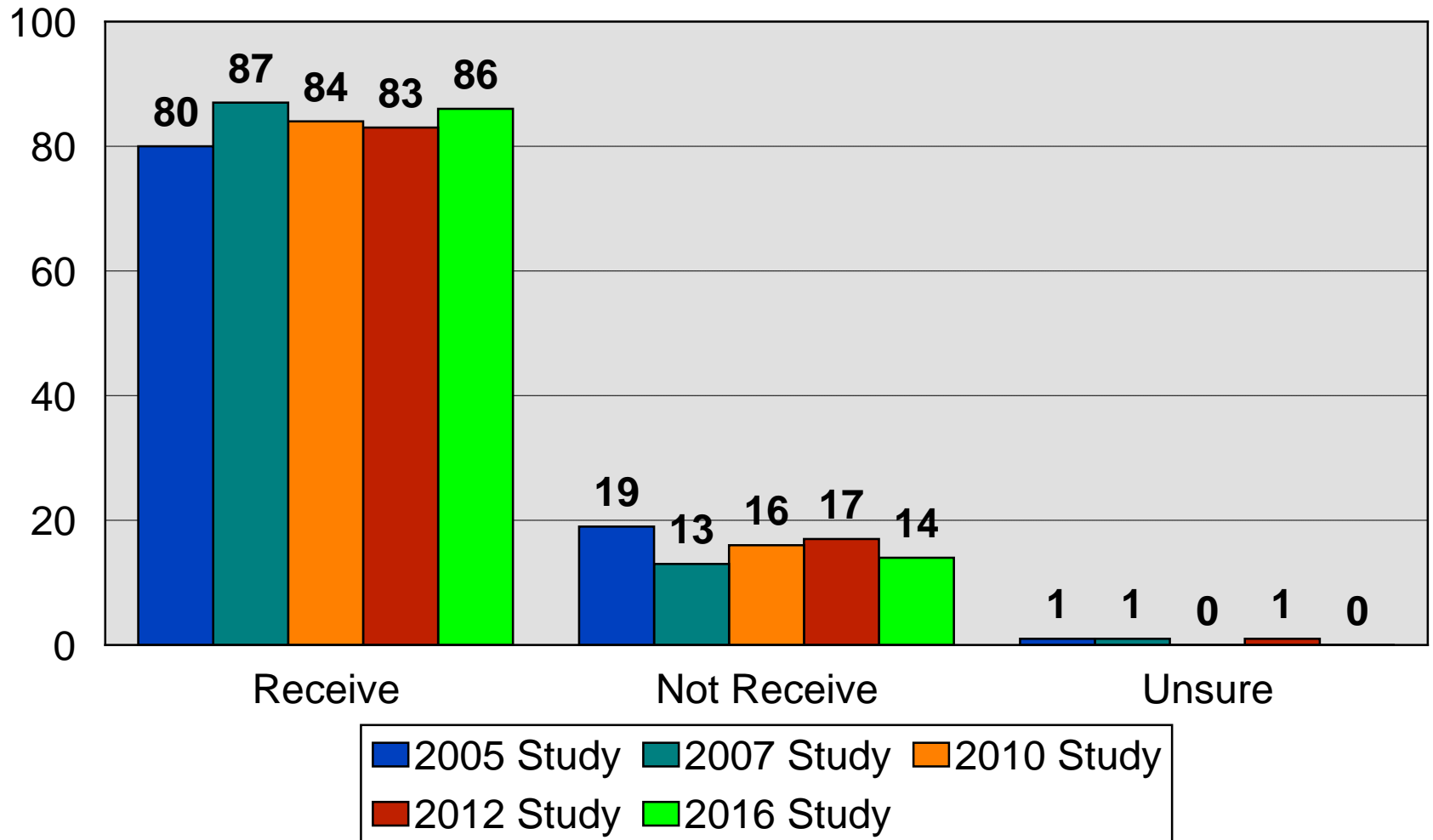
# Information Level

## 2016 Burnsville Residential Study



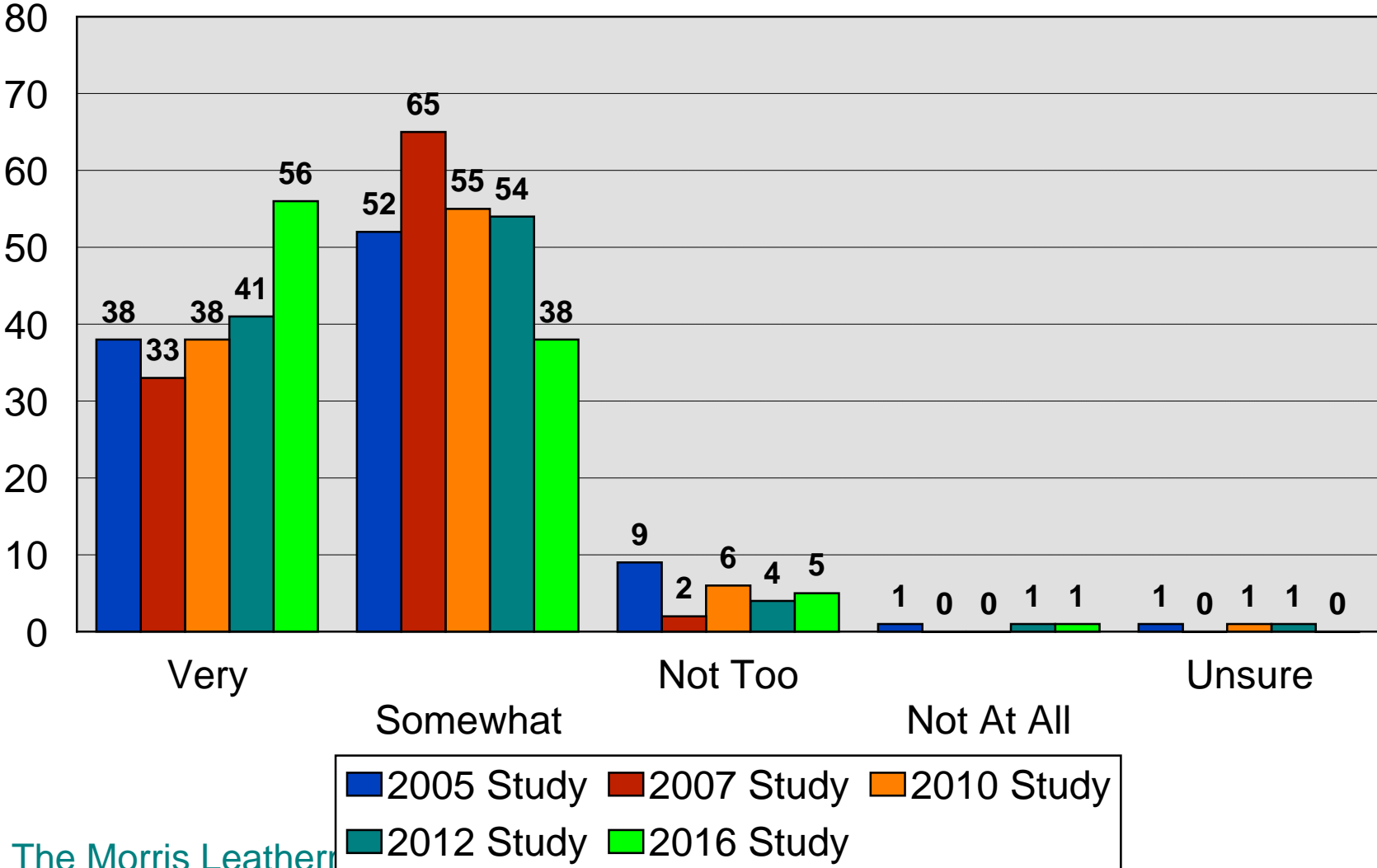
# "The Burnsville Bulletin"

## 2016 Burnsville Residential Study



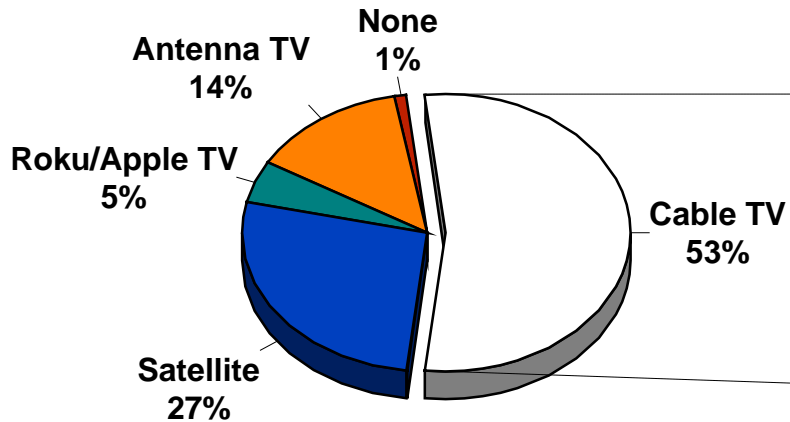
# Effectiveness of Newsletter

2016 Burnsville Residential Study

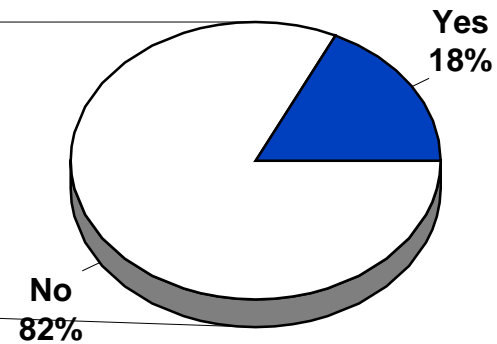


# Cable Television

## 2016 Burnsville Residential Study



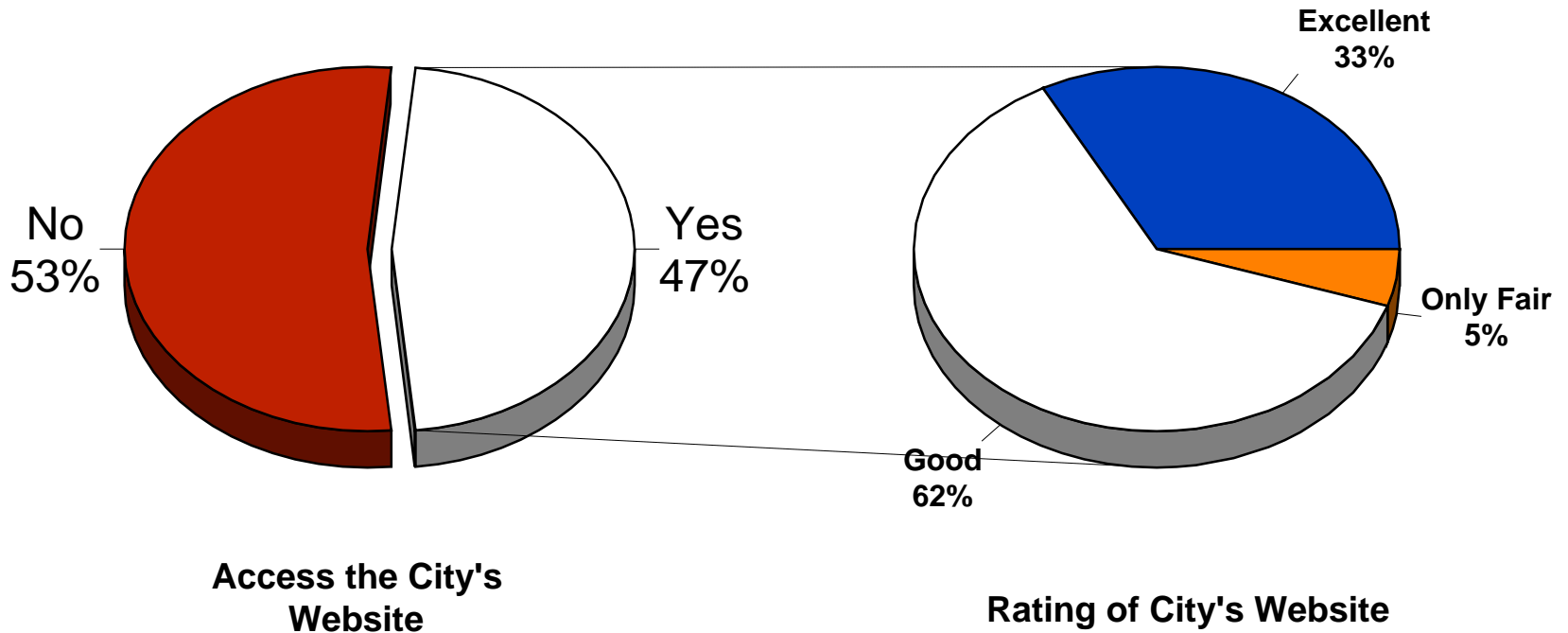
Television Service



Watched Channels 14 or 16 during Past Six Months

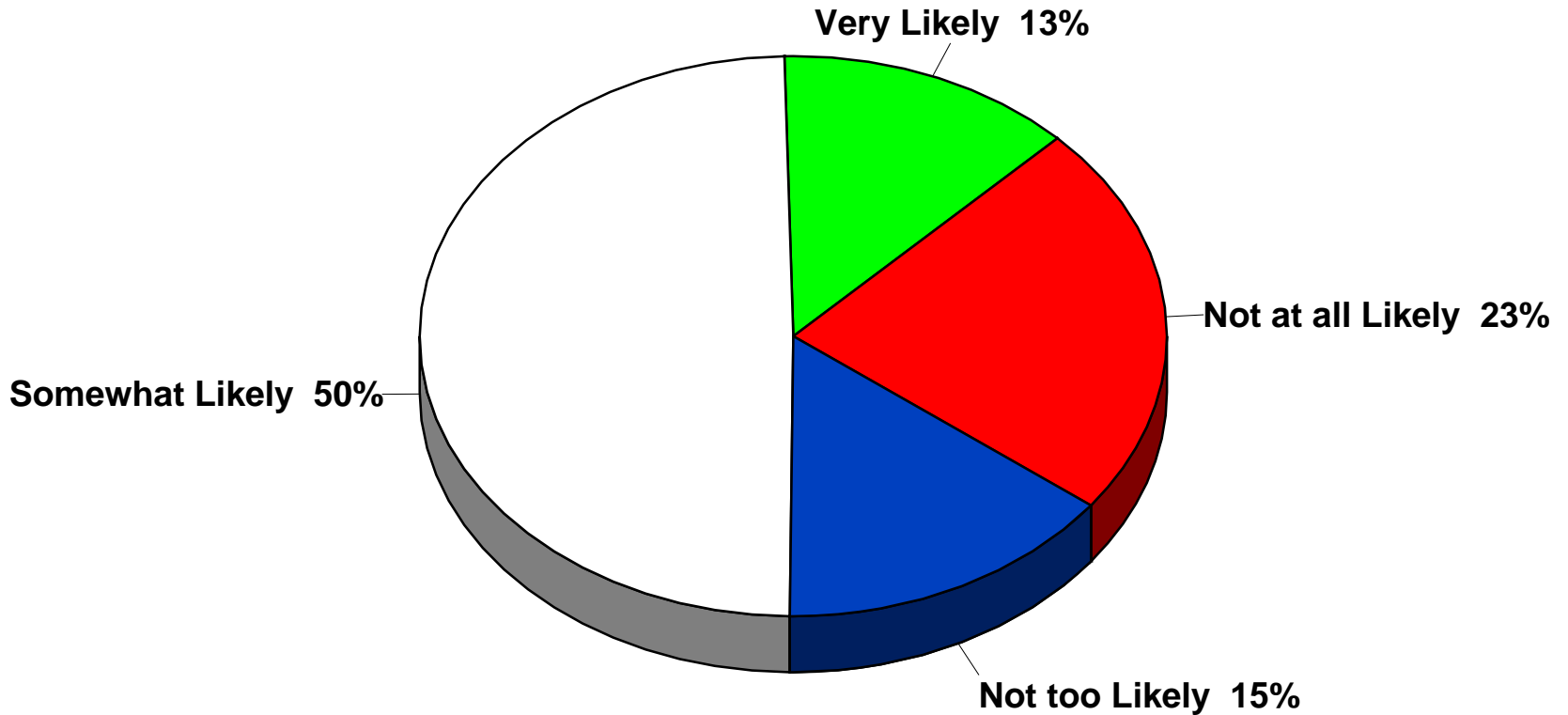
# Internet Access

## 2016 Burnsville Residential Study



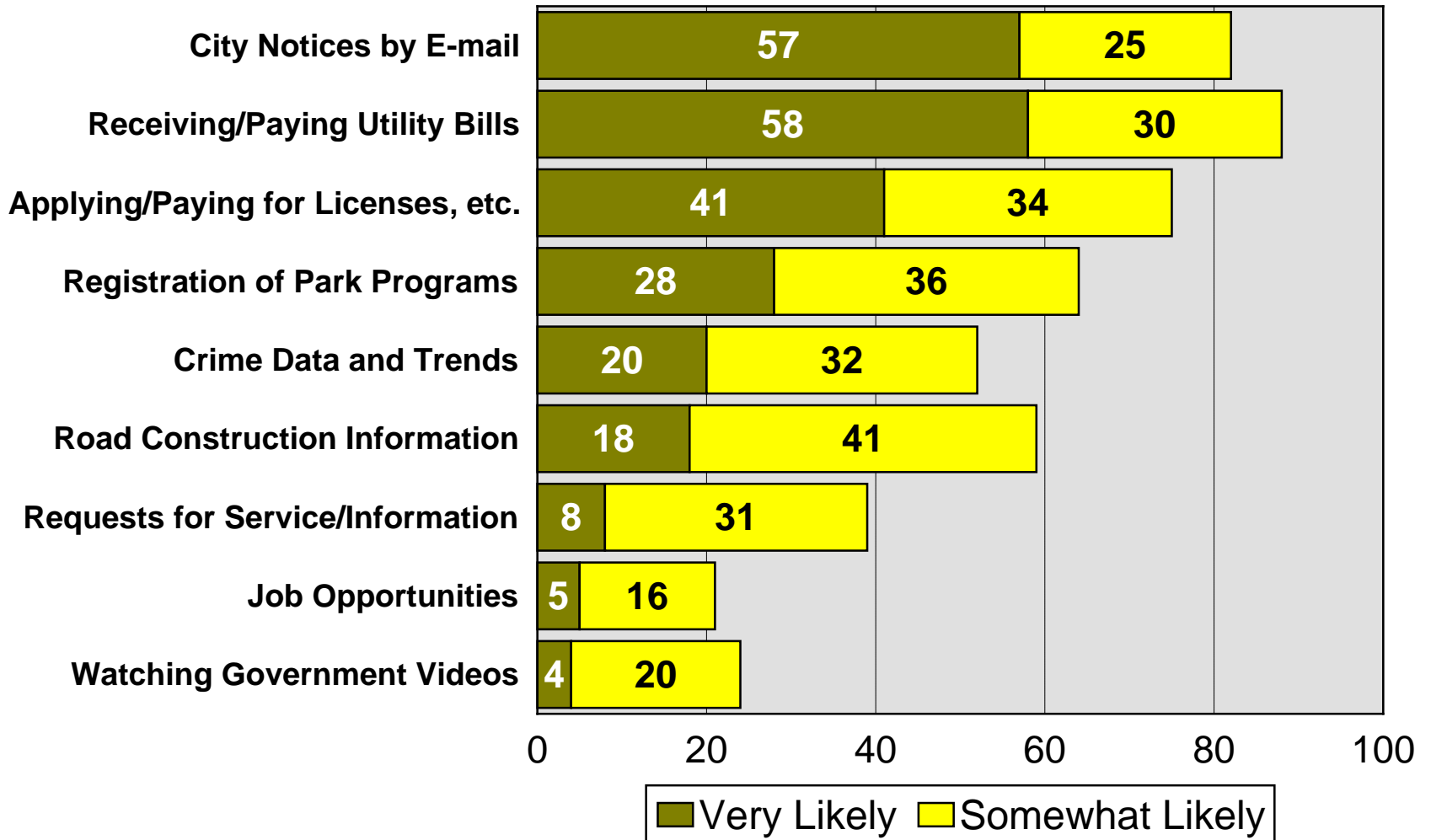
# Use Social Media to Receive Info

2016 Burnsville Residential Study



# E-Commerce

## 2016 Burnsville Residential Study

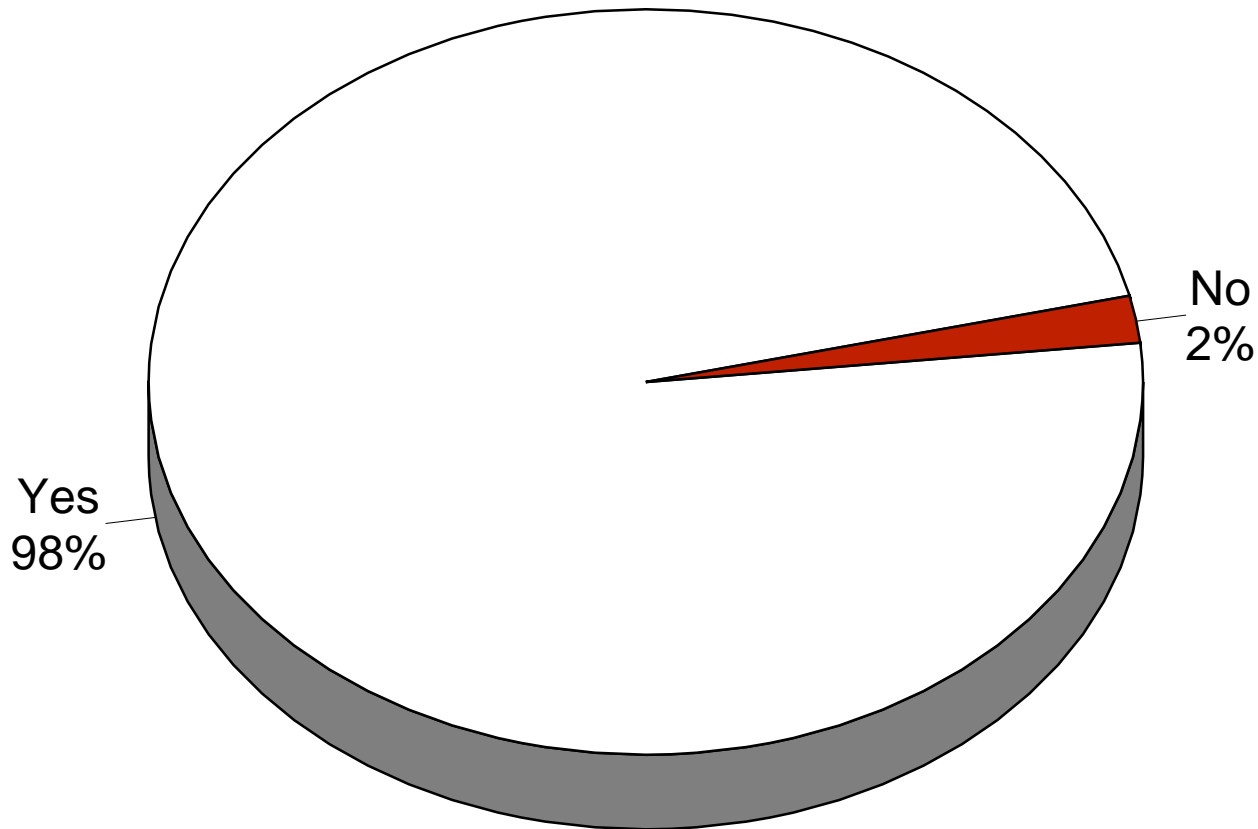




# Welcomed in Burnsville

(30% Diverse Populations)

2016 Burnsville Residential Study



THE MORRIS LEATHERMAN COMPANY  
3128 Dean Court  
Minneapolis, Minnesota 55416

BURNSVILLE RESIDENTIAL SURVEY  
2016 Residential Study  
FINAL APRIL 2016

Hello, I'm \_\_\_\_\_ of the Morris Leatherman Company, a nationwide polling firm located in Minneapolis. We've been retained to speak with a random sample of Burnsville residents about issues facing the community. This survey is being taken because the City Council and City Staff are interested in your opinions and suggestions about life in the community. 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 Burnsville?                       | LESS THAN TWO YEARS...10% |
|   | TWO TO FIVE YEARS.....15% |
|   | SIX TO TEN YEARS.....28%  |
|   | 11 TO 20 YEARS.....27%    |
|   | OVER TWENTY YEARS.....20% |
|   | DON'T KNOW/REFUSED.....0% |
| 2. As things now stand, how long in the future do you expect to live in Burnsville? | LESS THAN TWO YEARS....2% |
|   | TWO TO FIVE YEARS.....1%  |
|   | SIX TO TEN YEARS.....18%  |
|   | 11 TO 20 YEARS.....30%    |
|   | TWENTY TO THIRTY YRS..21% |
|   | OVER THIRTY YEARS.....21% |
|   | DON'T KNOW/REFUSED.....7% |

IF "FIVE YEARS OR LESS," ASK: (n=15)

3. Why do you plan to leave Burnsville?

RETIREMENT, 7%; JOB RELATED, 13%; CLOSER TO FAMILY  
40%; BUY A NEW HOME, 13%; NEED ASSISTED LIVING, 13%;  
RISING CRIME, 13%.

- |   |                           |
|---|---------------------------|
| 4. How would you rate the quality of life in this community -- excellent, good, only fair, or poor? | EXCELLENT.....30%         |
|   | GOOD.....66%              |
|   | ONLY FAIR.....4%          |
|   | POOR.....0%               |
|   | DON'T KNOW/REFUSED.....0% |

5. What do you like most about living in Burnsville?

DON'T KNOW/REFUSED.....	1%
NOTHING.....	2%
CONVENIENT LOCATION....	2%
SAFE.....	17%
NEIGHBORHOOD/HOUSING..	21%
SHOPPING.....	8%
CLOSE TO JOB.....	16%
CLOSE FAMILY/FRIENDS..	19%
OPEN SPACES.....	5%
PARKS/TRAILS.....	8%
SCATTERED.....	2%

6. What do you think is the most serious issue facing the city?

UNSURE.....	3%
NOTHING.....	37%
HIGH TAXES.....	10%
TOO MUCH GROWTH.....	9%
POOR CITY SPENDING....	4%
DRINKING WATER.....	5%
SCHOOL FUNDING.....	5%
RISING CRIME.....	9%
TRAFFIC CONGESTION....	6%
LOW-INCOME HOUSING....	4%
ROAD CONSTRUCTION....	3%
AGING AREA.....	2%
SCATTERED.....	4%

Let's talk about the future....

7. All in all, do you think things in Burnsville are generally headed in the right direction, or do you feel things are off on the wrong track?

RIGHT DIRECTION.....	86%
WRONG TRACK.....	12%
DON'T KNOW/REFUSED....	2%

Now, let's discuss your neighborhood in more detail.

8. Thinking about the neighborhood where you live, how satisfied are you with that area as a place to live and raise a family -- very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

VERY SATISFIED.....	47%
SOMEWHAT SATISFIED....	47%
SOMEWHAT DISSATISFIED..	5%
VERY DISSATISFIED.....	1%
DON'T KNOW/REFUSED....	0%

As I read the following statements about your neighborhood, please answer "yes" or "no."

	YES	NO	DKR
9. I feel people know and care about their neighbors and participate in solving problems.	88%	12%	1%
10. I participate in neighborhood or community events and celebrations?	78%	22%	1%
11. How would you rate the overall appearance and upkeep of homes and yards in your neighborhood -- excellent, good, only fair or poor?	EXCELLENT.....	30%	
	GOOD.....	64%	
	ONLY FAIR.....	6%	
	POOR.....	1%	
	DON'T KNOW/REFUSED.....	0%	

IF "ONLY FAIR" OR "POOR," ASK: (n=25)

12. Why did you rate it as (only fair/poor)?	MESSY YARDS.....	40%
	POOR MAINTENANCE.....	52%
	JUNK CARS.....	8%
13. Has the overall appearance and upkeep of homes in your neighborhood improved, declined or stayed about the same over the last three years?	IMPROVED.....	26%
	DECLINED.....	9%
	STAYED ABOUT SAME.....	65%
	DON'T KNOW/REFUSED.....	1%

Moving on....

14. In comparison with nearby areas, do you feel that the property taxes in Burnsville are very high, somewhat high, about average, somewhat low, or very low?	VERY HIGH.....	8%
	SOMEWHAT HIGH.....	42%
	ABOUT AVERAGE.....	41%
	SOMEWHAT LOW.....	3%
	VERY LOW.....	1%
	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?

	EXCL	GOOD	FAIR	POOR	DK/R
15. Traffic safety?	23%	62%	14%	1%	0%
16. Police protection?	52%	43%	4%	0%	1%
17. Animal Control?	29%	55%	11%	0%	6%
18. Fire response?	54%	40%	3%	0%	3%
19. Ambulance response?	56%	39%	2%	0%	4%
20. Maintenance and upkeep of parks?	32%	54%	11%	2%	1%

	EXCL	GOOD	FAIR	POOR	DK/R
21. Water and sewer utility services?	28%	58%	8%	5%	2%
22. Recreation programming?	30%	60%	5%	1%	4%
23. Economic development and city planning?	27%	54%	13%	2%	4%
24. Community Cable television programming?	24%	53%	18%	2%	4%
25. Communications?	29%	58%	11%	1%	2%
26. Recycling?	35%	54%	7%	2%	2%
27. Burnsville Ice Center?	18%	47%	14%	8%	14%
28. The Ames Performing Arts Center?	19%	48%	14%	7%	13%
29. Birnamwood Golf course?	24%	41%	16%	5%	14%
30. Volunteer services?	22%	49%	11%	3%	15%
31. Utility billing?	26%	59%	10%	1%	4%
32. Forestry program?	20%	54%	11%	2%	14%
33. Building code permitting?	23%	57%	11%	0%	9%
34. Property maintenance enforcement?	28%	58%	10%	1%	3%
35. Rental licensing enforcement?	20%	62%	6%	1%	12%

For the next four services, please consider only city streets, not county roads, state highways, nor freeways.

	EXCL	GOOD	FAIR	POOR	DK/R
36. City street repair and maintenance?	27%	59%	12%	2%	1%
37. Street snow plowing?	38%	55%	7%	0%	0%
38. Mowing and upkeep of boulevards and medians?	35%	57%	8%	0%	1%
39. Snow plowing of sidewalks?	32%	53%	10%	1%	4%

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
40. Traffic safety?	53%	44%	4%	0%	0%
41. Police protection?	74%	22%	4%	0%	0%
42. Animal Control?	31%	44%	25%	1%	0%
43. Fire response?	73%	21%	5%	0%	0%
44. Ambulance response?	72%	25%	4%	0%	0%
45. Maintenance and upkeep of parks?	34%	54%	13%	0%	0%

	ESS	VRI	SMI	NVI	DKR
46. Water and sewer utility services?	50%	46%	3%	1%	0%
47. Recreation programming?	29%	46%	24%	2%	0%
48. Economic development and city planning?	33%	44%	21%	2%	0%
49. Community Cable television programming?	19%	40%	32%	9%	0%
50. Communications?	34%	48%	14%	4%	1%
51. Recycling?	39%	39%	16%	5%	1%
52. Burnsville Ice Center?	11%	39%	30%	19%	2%
53. The Ames Performing Arts Center?	10%	40%	31%	19%	1%
54. Birnamwood Golf course?	12%	40%	31%	17%	0%
55. Volunteer services?	23%	44%	23%	10%	1%
56. Utility billing?	31%	39%	23%	6%	2%
57. Forestry program?	20%	45%	25%	7%	3%
58. Building code permitting?	30%	48%	18%	3%	2%
59. Property maintenance enforcement?	33%	49%	16%	2%	1%
60. Rental licensing enforcement?	31%	47%	18%	3%	1%
61. City street repair and maintenance?	50%	38%	11%	1%	1%
62. Street snow plowing?	53%	37%	10%	0%	0%
63. Mowing and upkeep of boulevards and medians?	34%	49%	16%	1%	0%
64. Snow plowing of sidewalks?	38%	48%	11%	2%	2%

Thinking of these city services.....

65. Would you favor or oppose cuts in city services if they would reduce your current CITY property taxes (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY FAVOR.....	6%
	FAVOR.....	29%
	OPPOSE.....	54%
	STRONGLY OPPOSE.....	8%
66. When you consider the property taxes you pay and the quality of the city services you receive, would you rate the general value of city services as excellent, good, only fair, or poor?	DON'T KNOW/REFUSED.....	4%
	EXCELLENT.....	16%
	GOOD.....	74%
	ONLY FAIR.....	7%
	POOR.....	0%

The City of Burnsville is in the process of updating its Comprehensive Plan, which outlines the vision and goals of the City through 2040.

When you consider future development in the city....

- |   |   |
|---|---|
| 67. What types of businesses or services would you like to see offered or expanded in Burnsville?               | DON'T KNOW/REFUSED.....4%<br>NONE.....46%<br>FINE DINING.....17%<br>FAMILY RESTAURANTS....16%<br>BIG BOX RETAIL.....6%<br>BOUTIQUE SHOPS.....8%<br>SCATTERED.....3% |
| 68. What types of entertainment amenities or experiences would you like to see offered or expand in Burnsville? | DON'T KNOW/REFUSED.....2%<br>NONE.....67%<br>THEATER.....21%<br>GOLF COURSE.....6%<br>SCATTERED.....4%  |

As the City of Burnsville continues development and redevelopment....

- |   |   |
|---|---|
| 69. Do you support or oppose the City providing financial incentives to attract specific types of development? (WAIT FOR RESPONSE) Do you feel strongly that way? | STRONGLY SUPPORT.....9%<br>SUPPORT.....62%<br>OPPOSE.....18%<br>STRONGLY OPPOSE.....6%<br>DON'T KNOW/REFUSED.....5% |
|---|---|

Moving on....

- |  |   |
|--|---|
| 70. Other than voting, do you feel that if you wanted to, you could have a say about the way the City of Burnsville runs things? | YES.....86%<br>NO .....12%<br>DON'T KNOW/REFUSED.....3% |
|--|---|

IF "NO," ASK: (n=47)

- |   |   |
|---|---|
| 71. Why do you feel that way?   | DON'T LISTEN.....60%<br>NO OPPORTUNITY.....25%<br>PREFER TO VOTE.....15%  |
| 72. 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 nothing?                       | GREAT DEAL.....7%<br>FAIR AMOUNT.....56%<br>VERY LITTLE.....30%<br>NOTHING.....7%<br>DON'T KNOW/REFUSED.....0%              |
| 73. 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.....10%<br>APPROVE.....72%<br>DISAPPROVE.....13%<br>STRONGLY DISAPPROVE....1%<br>DON'T KNOW/REFUSED.....4% |

IF A JUDGMENT IS GIVEN, ASK: (n=384)

74.	Could you tell me one or two reasons why you feel that way?	UNSURE.....1% GOOD JOB.....41% NO PROBLEMS.....25% COULD IMPROVE.....2% POOR CITY SPENDING.....4% LISTEN.....11% DON'T LISTEN.....7% GOOD DEVELOPMENT.....5% LOW-INCOME HOUSING.....3% RISING CRIME.....2%
75.	From what you have seen, heard, or experienced, how would you rate the job of the Burnsville City Staff -- excellent, good, only fair, or poor?	EXCELLENT.....12% GOOD.....81% ONLY FAIR.....5% POOR.....1% DON'T KNOW/REFUSED.....1%
76.	During the past year, have you contacted any staff member at Burnsville City Hall?	YES.....24% NO.....76% DON'T KNOW/REFUSED.....1%

IF "YES," ASK: (n=94)

Thinking about that last contact, for each of the following characteristics, please rate the Burnsville City Hall facility or staff as excellent, good, only fair, or poor....

	EXCL	GOOD	FAIR	POOR	DK/R
77. Courtesy of the department staff?	33%	63%	4%	0%	0%
78. Ease of reaching a department staff member who could help you?	54%	38%	5%	2%	0%
79. Efficiency of the department staff?	35%	62%	3%	0%	0%

Let's talk about park and recreation opportunities in Burnsville....

The Burnsville Park System is composed of parks, trails, ball-fields, and other facilities. I would like to read you a list of recreation facilities in Burnsville. For each one, please tell me if you or members of your household use them -- frequently, occasionally, rarely or never?



	FRE	OCC	RAR	NEV	DKR	
80. Community parks or neighborhood parks?	39%	38%	13%	11%	0%	
81. Walking, biking and hiking trails?	42%	35%	14%	9%	0%	
82. Athletic fields?	11%	31%	25%	33%	0%	
83. Birnamwood Golf Course?	11%	27%	20%	41%	1%	
84. Burnsville Ice Center?	10%	14%	23%	53%	1%	
85. The Ames Performing Arts Center?	8%	16%	27%	49%	1%	
86. Outdoor ice skating rinks?	6%	14%	24%	56%	1%	
87. Cross-country ski trails?	6%	13%	17%	63%	1%	
88. Burnsville Skateboarding Park?	5%	17%	17%	60%	1%	
89. Basketball courts?	9%	21%	22%	48%	0%	
90. Tennis courts?	9%	17%	20%	54%	0%	
91. Crystal Lake Beach?	20%	34%	21%	26%	0%	
92. In general, do you feel that existing recreational facilities offered by the City meet the needs of you and members of your household?	YES.....	95%	NO .....	4%	DON'T KNOW/REFUSED.....	1%
93 . Did you or a member of your household participate in a recreation program, such adult sports league, youth activities, playground programs or senior activities in the last two years?	YES.....	55%	NO.....	45%	DON'T KNOW/REFUSED.....	1%

For each of the following programs offered by the city recreation department, please tell me if there are too many, too few or about the right amount.

	MAN	FEW	RAM	DKR
94. Programs for pre-school and school-aged children?	9%	27%	55%	9%
95. Adult programs?	11%	17%	68%	5%
96. Family programs?	7%	23%	64%	6%
97. Senior programs?	11%	27%	48%	14%
98. Events in city parks, such as movies and concerts?	8%	32%	58%	3%

Now, let's talk about the quality of the natural environment in Burnsville. Again, as I read the following statements, please answer "yes" or "no."

	YES	NO	DKR
99. I feel informed about sustainable practices and the things I can do to help conserve energy and protect the natural environment.	90%	10%	1%
100. The City of Burnsville should invest in sustainable practices.	72%	24%	4%
101. The City of Burnsville does a good job using sustainable practices.	78%	17%	5%
102. Surface water, lakes and ponds in Burnsville are clean and well-maintained.	77%	21%	2%
103. I believe keeping surface water, lakes and ponds in Burnsville clean and well-maintained is important.	85%	15%	1%
104. What do you do with household hazardous waste such as paint, fluorescent lights, and electronics?	DON'T KNOW/REFUSED.....0%		
	RECYCLING CENTER.....69%		
	THROW IN GARBAGE.....10%		
	DON'T HAVE ANY.....22%		
105. How important is it for the City to plan for climate change effects, such as heavy precipitation, rising temperatures and increased storm activity - is it very important, somewhat important, not too important or not at all important?	VERY IMPORTANT.....29%		
	SOMEWHAT IMPORTANT....59%		
	NOT TOO IMPORTANT....10%		
	NOT AT ALL IMPORTANT...2%		
	DON'T KNOW/REFUSED.....0%		

The Emerald Ash Borer is a non-native invasive insect from Asia that kills ash trees. According the Minnesota Department of Agriculture, resistance against the emerald ash borer has not been found in any native North American ash trees. Areas where the emerald ash borer has become established, ash tree mortality rates approach 100 percent. Once the emerald ash borer infests an area, it cannot be eradicated.

106. How familiar are you with the issue of emerald ash borer and its impact on trees on your property -- are you very familiar, somewhat familiar, not too familiar or not at all familiar?	VERY FAMILIAR.....15%		
	SOMEWHAT FAMILIAR.....62%		
	NOT TOO FAMILIAR.....18%		
	NOT AT ALL FAMILIAR....6%		
	DON'T KNOW/REFUSED.....0%		

Changing topics....

I would like to read you a short list of public safety problems that may exist in any community. For each one, please rate the problem as very serious, somewhat serious, not too serious, or not

at all serious in this community. If you are unsure, just say so....

	VRS	SSR	NTS	NAA	DKR
107. Gangs?	9%	18%	37%	34%	3%
108. Terrorism?	6%	9%	32%	49%	4%
109. Youth crimes?	10%	35%	36%	18%	1%
110. Traffic speeding?	27%	35%	21%	17%	1%
111. Stop sign violations?	25%	34%	20%	21%	1%
112. Pedestrian safety?	16%	33%	26%	24%	1%
113. Drugs?	11%	27%	34%	26%	3%
114. Residential crimes, such burglary and theft?	6%	24%	37%	32%	2%
115. Identity theft?	7%	19%	35%	35%	5%
116. Web predators and cyber crime?	4%	12%	31%	44%	10%
117. Violent crime?	7%	14%	37%	41%	1%
118. Do you feel that crime in Burnsville has increased, decreased or remained about the same during the past few years?	INCREASED.....15%				
	DECREASED.....14%				
	REMAINED THE SAME.....68%				
	DON'T KNOW/REFUSED.....3%				

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

	YES	NO	DKR
119. I have an overall feeling of safety in Burnsville.	93%	4%	3%
120. I would feel safe walking in my neighborhood alone at night.	84%	16%	1%
121. Children are safe playing in our city parks.	92%	7%	2%
IF "NO," ASK: (n=26)			
122. Why do you feel that way?	NOT SAFE ANYWHERE.....39%		
	DRUG ACTIVITY.....12%		
	RISING CRIME.....46%		
	GANGS.....4%		
	YES	NO	DKR
123. The Burnsville Police Department responds to calls in a timely manner.	96%	1%	3%
124. I feel safe shopping in Burnsville.	98%	2%	1%
125. I have been a victim of a crime in Burnsville during the past year.	6%	94%	0%

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

126. Were you satisfied with the response of the Burnsville Police Department?	YES.....55%
	NO.....45%
	DON'T KNOW/REFUSED.....0%

As I read the following descriptions about the Burnsville Police Department, please tell me if it is very accurate, somewhat accurate, not too accurate or not at all accurate. (READ LIST)

	VRA	SMA	NTA	NAA	DKR
127. Professional?	59%	41%	0%	0%	1%
128. Fair?	53%	43%	3%	0%	2%
129. Trustworthy?	54%	43%	3%	0%	1%

There has been a lot of discussion in the media about police officers wearing body cameras. Burnsville police officers have been using body cameras for the last six years.

130. What is your opinion - do you approve or disapprove of Burnsville police officers wearing body cameras? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY APPROVE.....38%
	APPROVE.....55%
	DISAPPROVE.....4%
	STRONGLY DISAPPROVE....2%
	DON'T KNOW/REFUSED.....2%

131. Have you or anyone in your family contacted the Fire Department?	YES.....9%
	NO.....91%
	DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (n=35)

132. Were you satisfied or dissatisfied with the Fire Department's service?	SATISFIED.....100%
	DISSATISFIED.....0%
	BOTH (VOL.).....0%
	DON'T KNOW/REFUSED.....0%

133. Have you or anyone in your family used the city's ambulance service?	YES.....21%
	NO.....79%
	DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (n=84)

134. Were you satisfied or dissatisfied with the service received?	SATISFIED.....99%
	DISSATISFIED.....1%
	BOTH (VOL.).....0%
	DON'T KNOW/REFUSED.....0%

From what you have heard or seen....

135. Does the Burnsville Fire Department and Emergency Medical Service respond to calls in a timely manner? YES.....91%  
 NO.....6%  
 DON'T KNOW/REFUSED.....3%
136. Does the Burnsville Fire Department do enough public education on fire and emergency prevention? YES.....91%  
 NO.....6%  
 DON'T KNOW/REFUSED.....3%

Now, let's discuss transportation issues in Burnsville. For each of the following statements, please answer "yes" or "no"....

- |   | YES | NO | DKR |
|---|-----|----|-----|
| 137. Whether I use them or not, I am satisfied with public transportation opportunities within the City of Burnsville.  | 97% | 3% | 1%  |
| 138. I am generally satisfied with the amount of time required to drive from one place to another place in the city.  | 94% | 7% | 0%  |
| 139. Now I would like to read you a short list of driving behaviors. Please tell me which one, if any, you consider to be the most serious traffic concern in the City of Burnsville. |     |    |     |

- Speeding.....20%
- Aggressive driving.....15%
- Driving under the influence.....8%
- Running traffic lights and stop signs.....17%
- Texting and other distracted driving.....29%
- SOMETHING ELSE.....0%
- NONE (VOL.).....10%
- DON'T KNOW/REFUSED.....1%

Moving on....

140. Do you feel youth opinions, teens in particular, are valued in the community? YES.....74%  
 NO.....17%  
 DON'T KNOW/REFUSED....10%

IF "NO," ASK: (n=67)

141. Why do you feel that way? UNSURE.....2%  
 NOT ASKED OPINIONS....25%  
 NOT TAKEN SERIOUSLY...37%  
 DON'T CARE ABOUT.....6%  
 WON'T LISTEN TO TEENS.21%  
 TEENS CAUSE TROUBLE....9%

Moving on....

142. What is your principal source of information about city government and its activities?	NOTHING.....4%
	LOCAL NEWSPAPER.....27%
	CITY NEWSLETTER.....33%
	WORD OF MOUTH.....7%
	WEBSITE.....15%
	CABLE TELEVISION.....4%
	STAR TRIBUNE.....5%
	SOCIAL MEDIA.....3%
	SCATTERED.....1%

Thinking about both the quality and the quantity of the information you receive from the City of Burnsville....

143. In general, do you receive too much information from the City of Burnsville, about the right amount, or too little information?	TOO MUCH.....6%
	ABOUT RIGHT AMOUNT....93%
	TOO LITTLE.....1%
	DON'T KNOW/REFUSED.....0%

IF "TOO LITTLE," ASK: (n=5)

144. What information do you think is missing?

BUDGET DETAILS, 60%; CITY PLANNING, 20%; CRIME STATISTICS, 20%.

145. Do you recall receiving the City newsletter, titled "The Burnsville Bulletin," during the past year? (IF "YES," ASK:) Do you or any members of your household regularly read it?	NO.....14%
	YES/YES.....51%
	YES/NO.....35%
	DON'T KNOW/REFUSED.....0%

IF "YES/YES," ASK: (n=203)

146. How effective is the city newsletter in keeping you informed about activities in the city -- very effective, somewhat effective, not too effective, or not at all effective?	VERY EFFECTIVE.....56%
	SOMEWHAT EFFECTIVE....38%
	NOT TOO EFFECTIVE.....5%
	NOT AT ALL EFFECTIVE...1%
	DON'T KNOW/REFUSED.....0%

147. And, for the most part, do you feel aware of the opportunities for involvement in decisions of the City Council and City Boards?	YES.....84%
	NO.....14%
	DON'T KNOW/REFUSED.....2%

148. Does your household currently subscribe to cable television, have a satellite dish, antenna tv, devices such as Roku or Apple TV or none of the above?	CABLE TV.....54% SATELLITE DISH.....27% ANTENNA TV.....14% ROKU/APPLE TV.....5% MULTIPLE (VOL.).....0% NONE OF ABOVE.....1% DON'T KNOW/REFUSED.....0%
---	---

IF "CABLE TV," ASK: (n=215)

149. When you consider the rate you pay for cable and the quality of the cable service you receive, would you rate the general value of cable service as excellent, good, only fair, or poor?	EXCELLENT.....21% GOOD.....67% ONLY FAIR.....9% POOR.....3% DON'T KNOW/REFUSED.....0%
---	---

150. During the past year, have you watched local programming on BCTV Channels 14, 16 or HD 859?	YES.....18% NO.....82% DON'T KNOW/REFUSED.....0%
--	--

IF "YES," ASK: (n=39)

For each of the following types of programs, please tell me if you have watched them during the past year.

	YES	NO	DKR
151. City Council or other City meetings?	82%	18%	0%
152. Local sports, concerts or events?	54%	46%	0%
153. City of Burnsville news briefs or public service announcements?	56%	44%	0%
154. Public access or resident-produced programming?	46%	54%	0%
155. Bulletin board messages?	74%	26%	0%

156. Do you currently use the Internet at home? (IF "YES," ASK:) How do you connect to the internet -- on a dial-up modem, DSL, Cable modem, wireless service, fiber or some other way? (IF "OTHER," ASK:) How?	NO.....19% YES/DIAL-UP.....8% YES/DSL.....11% YES/CABLE MODEM.....17% YES/WIRELESS.....37% YES/FIBER.....8% YES/OTHER.....0% DON'T KNOW/REFUSED.....0%
---	---

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

157. Have you accessed the City's website, www.burnsville.org?	YES.....47%
	NO.....53%
	DON'T KNOW/REFUSED.....0%

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

158. How would you rate the city's website -- excellent, good, only fair, or poor?	EXCELLENT.....33%
	GOOD.....63%
	ONLY FAIR.....5%
	POOR.....0%
	DON'T KNOW/REFUSED.....0%

159. Were you able to find what you were looking for?	YES.....100%
	NO.....0%
	DON'T KNOW/REFUSED.....0%

The City of Burnsville currently communicates with residents with social media, such as Facebook, Twitter and YouTube.

160. How likely are you to use social media to receive information and news from the City of Burnsville -- very likely, somewhat likely, not too likely or not at all likely?	VERY LIKELY.....13%
	SOMEWHAT LIKELY.....50%
	NOT TOO LIKELY.....15%
	NOT AT ALL LIKELY.....23%
	DON'T KNOW/REFUSED.....0%

Many city services and information are available through the Internet. How likely are you to use the Internet for each of the following services -- very likely, somewhat likely, not too likely, or not at all likely? If you have no opinion, just say so.

	VLK	SLK	NTL	NAA	DKR
161. Receiving city notices by e-mail?	57%	25%	9%	9%	0%
162. Receiving and paying utility bills?	58%	30%	7%	5%	0%
163. Applying and paying for licenses, permits or other applications?	41%	34%	11%	15%	0%
164. Registration for parks and recreation programs?	28%	36%	19%	18%	0%
165. Looking for job opportunities with the city?	5%	16%	36%	43%	0%
166. Receiving road construction information?	18%	41%	26%	13%	1%



	VLK	SLK	NTL	NAA	DKR	
167. Accessing information on crime data and trends?	20%	32%	33%	16%	0%	
168. Watching local government videos?	4%	20%	38%	38%	0%	
169. Submitting requests for service or information to City Departments?	8%	31%	38%	23%	0%	
170. How satisfied are you with your competitive choice of internet service providers -- very satisfied, somewhat satisfied, not too satisfied, or not at all satisfied?	VERY SATISFIED.....	34%	SOMEWHAT SATISFIED....	63%	NOT TOO SATISFIED.....	3%
	NOT AT ALL SATISFIED...	0%	DON'T KNOW/REFUSED....	0%		
171. How satisfied are you with the speed of your internet service -- very satisfied, somewhat satisfied, not too satisfied, or not at all satisfied?	VERY SATISFIED.....	47%	SOMEWHAT SATISFIED....	50%	NOT TOO SATISFIED.....	3%
	NOT AT ALL SATISFIED...	0%	DON'T KNOW/REFUSED....	0%		

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 oldest to youngest, and be sure to include yourself....

172. First, persons 62 or over?	NONE.....	79%	ONE.....	11%	TWO OR MORE.....	10%
173. Adults under 62?	NONE.....	17%	ONE.....	18%	TWO.....	61%
	THREE OR MORE.....	4%				
174. School-aged children and pre-schoolers?	NONE.....	66%	ONE.....	18%	TWO.....	13%
	THREE OR MORE.....	4%				
175. Do you own or rent your present residence?	OWN.....	67%	RENT.....	33%	REFUSED.....	0%

176. Is a language other than English spoken in your home? ("IF YES," ASK:) What is it?	REFUSED.....0% NO.....88% SPANISH.....6% SOMALI.....2% SCATTERED ASIAN.....5%
177. Which of the following categories represents your ethnicity -- White, African-American, Hispanic-Latino, Asian-Pacific Islander, Native American, or something else? (IF "SOMETHING ELSE," ASK:) What would that be?	WHITE.....70% AFRICAN-AMERICAN.....15% HISPANIC-LATINO.....8% ASIAN-PACIFIC ISLANDER.5% NATIVE AMERICAN.....2% SOMETHING ELSE.....0% MIXED/BI-RACIAL.....1% REFUSED.....0%
IF RESPONSE 2, 3, 4, 5, 6, OR 7, ASK: (n=121)	
178. Do you feel welcomed in the City of Burnsville?	YES.....98% NO.....2% DON'T KNOW/REFUSED.....0%
179. Is your pre-tax yearly household income over or under \$50,000? IF "OVER," ASK: Is it over \$75,000? (IF "YES," ASK:) Is it over \$100,000? IF "UNDER," ASK: Is it under \$25,000?	UNDER \$25,000.....6% \$25,001-\$50,000.....33% \$50,001-\$75,000.....32% \$75,001-\$100,000.....16% OVER \$100,000.....6% DON'T KNOW.....0% REFUSED.....7%
180. Gender	MALE.....49% FEMALE.....51%
181. City precinct	PRECINCT 1.....7% PRECINCT 2.....5% PRECINCT 3.....5% PRECINCT 4.....7% PRECINCT 5.....5% PRECINCT 6.....6% PRECINCT 7.....5% PRECINCT 8.....9% PRECINCT 9.....4% PRECINCT 10.....6% PRECINCT 11.....6% PRECINCT 12.....5% PRECINCT 13.....7% PRECINCT 14.....6% PRECINCT 15.....7% PRECINCT 16.....6% PRECINCT 17.....5%

## Fire Department Statistics – December 2019

The National Fire Incident Reporting System (NFIRS) data is used at all levels of government. At the local level, incident and casualty information is used for setting priorities and targeting resources. The data being collected is particularly useful for designing fire prevention and educational programs and emergency medical service (EMS) related activities.

Each and every incident/ run data that Burnsville Fire responds to is classified under one of the nine categories within NFIRS.

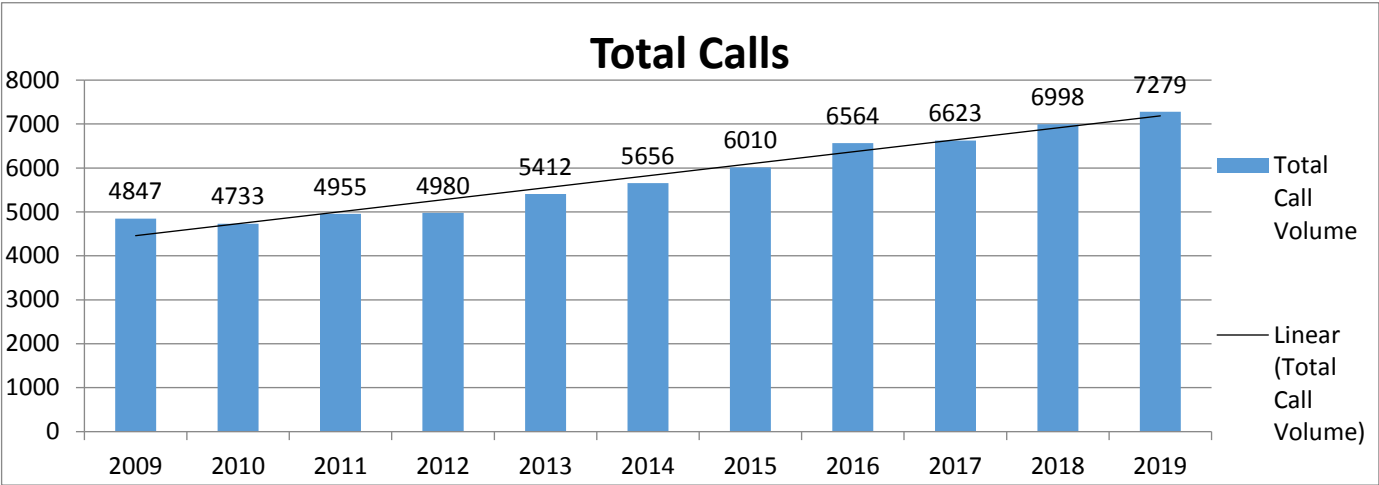
Table 1 represents the monthly and yearend comparison statistics for December 2019 to December 2018. 2019 continued to create milestones for the department; our highest number of incident responses since the department originated in 1984.

Table 1

<b>Burnsville Fire Department - December 2019 Activity Summary</b>						
<b>Type of Incident</b>	<b>December 2019</b>	<b>December 2018</b>	<b>Month % Change</b>	<b>YTD 2019</b>	<b>YTD 2018</b>	<b>YTD % Change</b>
Fire (calls involving active fire)	12	13	-7.7%	128	104	<b>23.1%</b>
Overpressure, Rupture, Explosion (no fire)	0	3	-100.0%	7	19	<b>-63.2%</b>
Emergency Medical Services (EMS)	490	491	-0.2%	5686	5427	<b>4.8%</b>
Gas Leaks/Spills	5	1	400.0%	107	128	<b>-16.4%</b>
Water Problems/Police Assist/Illegal Burns	25	28	-10.7%	321	300	<b>7.0%</b>
Unfounded Emergency	27	33	-18.2%	409	440	<b>-7.0%</b>
False Alarm	48	43	11.6%	600	567	<b>5.8%</b>
Severe Weather & Natural Disaster	0	0	0.0%	3	0	<b>100.0%</b>
Recreation Fire/Citizen Concerns	1	0	100.0%	18	13	<b>38.5%</b>
<b>TOTAL CALLS</b>	<b>608</b>	<b>612</b>	<b>-0.65%</b>	<b>7279</b>	<b>6998</b>	<b>4.0%</b>

Table 2 represents total calls from 2009 to 2019. The total calls continue to increase year to year.

Table 2



Training

December 20, firefighters attended Emergency Vehicle Operations Course (EVOC) training. The training is to enhance our firefighter’s abilities to drive safely to an emergency scene or while transporting to the hospital.



**Burnsville Police Department Statistics - November 2019**

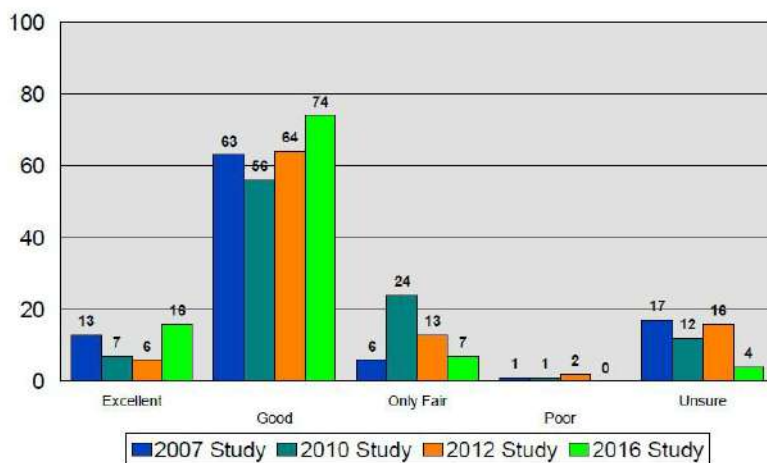
ACTIVITY SUMMARY							
Crime Statistics		NOV 2019	NOV 2018	Mo. % Change	YTD 2019	YTD 2018	YTD % Change
Part I Crimes	Homicide	0	0	0.0%	1	1	0.0%
	Rape	0	0	0.0%	10	10	0.0%
	Robbery	2	1	100.0%	26	21	23.8%
	Aggravated Assault	4	6	-33.3%	61	82	-25.6%
	Burglary-Residential	4	6	-33.3%	65	67	-3.0%
	Burglary-Commercial	7	8	-12.5%	56	107	-47.7%
	Larceny/Theft	134	95	41.1%	1,297	1,187	9.3%
	Auto Theft	6	6	0.0%	110	117	-6.0%
	Arson	0	0	0.0%	5	2	150.0%
	<b>Total Part I Crimes</b>	<b>157</b>	<b>122</b>	<b>28.7%</b>	<b>1,631</b>	<b>1,594</b>	<b>2.3%</b>
Part II Crimes	Assault	28	41	-31.7%	349	400	-12.8%
	Forgery/Counterfeiting	4	1	300.0%	31	54	-42.6%
	Fraud	46	48	-4.2%	444	458	-3.1%
	Embezzlement	0	0	0.0%	0	0	0.0%
	Possess Stolen Property	1	3	-66.7%	17	29	-41.4%
	Vandalism	23	37	-37.8%	298	439	-32.1%
	Weapons	3	0	300.0%	37	31	19.4%
	Prostitution	0	0	0.0%	1	1	0.0%
	Criminal Sexual Conduct	7	8	-12.5%	94	95	-1.1%
	Narcotics	11	14	-21.4%	153	229	-33.2%
	Gambling	0	0	0.0%	0	0	0.0%
	Crimes Against Family/Children	1	0	100.0%	6	20	-70.0%
	Driving While Impaired	8	6	33.3%	94	86	9.3%
	DWI Related	0	3	-100.0%	12	33	-63.6%
	Liquor Violations	3	2	50.0%	8	16	-50.0%
	Disorderly Conduct	22	25	-12.0%	235	239	-1.7%
	Vagrancy	0	0	0.0%	0	0	0.0%
	All Other Offenses	57	31	83.9%	400	415	-3.6%
<b>Total Part II Crimes</b>	<b>214</b>	<b>219</b>	<b>-2.3%</b>	<b>2,179</b>	<b>2,545</b>	<b>-14.4%</b>	
<b>Total Part I &amp; II Crimes</b>		<b>371</b>	<b>341</b>	<b>8.8%</b>	<b>3,810</b>	<b>4,139</b>	<b>-7.9%</b>
<b>Total Adult Arrests</b>		<b>139</b>	<b>114</b>	<b>21.9%</b>	<b>1,392</b>	<b>1,566</b>	<b>-11.1%</b>
<b>Total Juvenile Arrests</b>		<b>9</b>	<b>28</b>	<b>-67.9%</b>	<b>175</b>	<b>216</b>	<b>-19.0%</b>
Traffic	Speed Citations	61	83	-26.5%	487	1,148	-57.6%
	Other Moving Citations	58	46	26.1%	488	557	-12.4%
	Parking Citations	126	211	-40.3%	1,628	1,498	8.7%
	Other Citations	156	118	32.2%	1,270	1,814	-30.0%
	<b>Total Citations</b>	<b>401</b>	<b>458</b>	<b>-12.4%</b>	<b>3,873</b>	<b>5,017</b>	<b>-22.8%</b>
Select Calls for Service	Crisis Calls	44	43	2.3%	514	493	4.3%
	Medicals	139	123	13.0%	1,422	1,385	2.7%
	Fire Calls	21	22	-4.5%	264	269	-1.9%
	PDMVACC	170	176	-3.4%	1,621	1,534	5.7%
	PIMVACC	25	25	0.0%	226	229	-1.3%
	Fatality	0	0	0.0%	0	1	-100.0%
	Alarms	158	155	1.9%	1,490	1,424	4.6%
	Animal Complaints	46	43	7.0%	623	623	0.0%
	Domestics	95	70	35.7%	920	854	7.7%
	Public Assists	128	123	4.1%	1,470	1,386	6.1%
Assist Other Agency	64	37	73.0%	620	715	-13.3%	
<b>Total Traffic Stops</b>		<b>558</b>	<b>441</b>	<b>26.5%</b>	<b>4,780</b>	<b>6,280</b>	<b>-23.9%</b>
<b>Total Non-Traffic Calls</b>		<b>3,584</b>	<b>3,476</b>	<b>3.1%</b>	<b>38,819</b>	<b>39,358</b>	<b>-1.4%</b>
<b>TOTAL CALLS FOR SERVICE</b>		<b>4,142</b>	<b>3,917</b>	<b>5.7%</b>	<b>43,599</b>	<b>45,638</b>	<b>-4.5%</b>

## Residential and Business Surveys cont.

The percentage of residents responding “excellent” or “good” when asked how they value City services improved to 90 percent. The number of 2016 survey respondents that rated City property taxes as very high or somewhat high compared to nearby areas increased from 39 to 50 percent.

### General Value of City Services

2016 Burnsville Residential Study

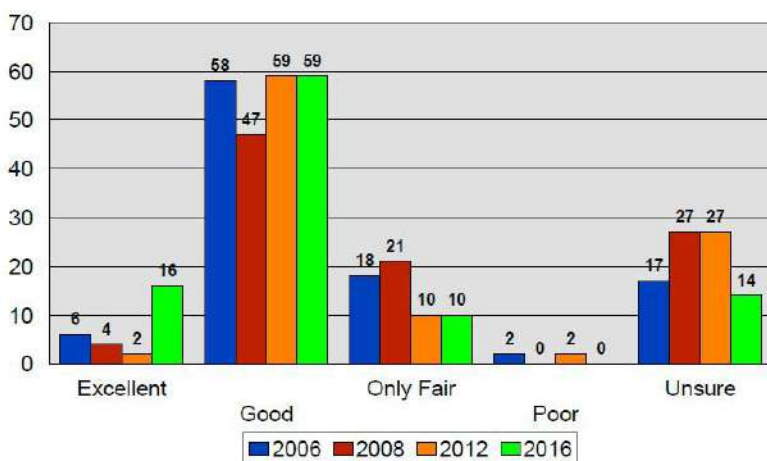


The Morris Leatherman Company

The most recent business survey (2016) also indicated a jump in the value of City services for property taxes paid. Respondents rating the value as “Good” or “Excellent” jumped from 61 percent to 75 percent in 2016.

### Value of City Services

2016 City of Burnsville Business Study



The Morris Leatherman Company

# Community Profile

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The City of Burnsville is a southern second-tier suburb in the Twin Cities metropolitan area just twenty minutes from the downtown areas of both Minneapolis and St. Paul and a short distance from the Minneapolis / St. Paul International Airport. It was incorporated in 1964 and covers 27 square miles.

The City is a Plan B Statutory City with a City Council / City Manager form of government. The City Council consists of a Mayor and four Council Members elected at-large. The City has 283.6 full-time equivalents (FTE) in full-time and regular part-time positions, as well as seasonal employees and volunteers.

With a population of approximately 62,657, Burnsville is the second largest city in Dakota County, tenth largest suburb, and the fifteenth largest city in Minnesota. In August 2019, an estimated 35,447 residents were employed in the labor force which was 594 more than the 34,853 at the end of 2018. The unemployment rate increased over the past year, it was estimated at 3.1 percent in August 2019 compared to 2.6 percent at the end of 2018 (Minnesota Department of Employment & Economic Development). The state-wide unemployment rate was 3.0 percent for August while the U.S. unemployment rate was 3.8 percent.

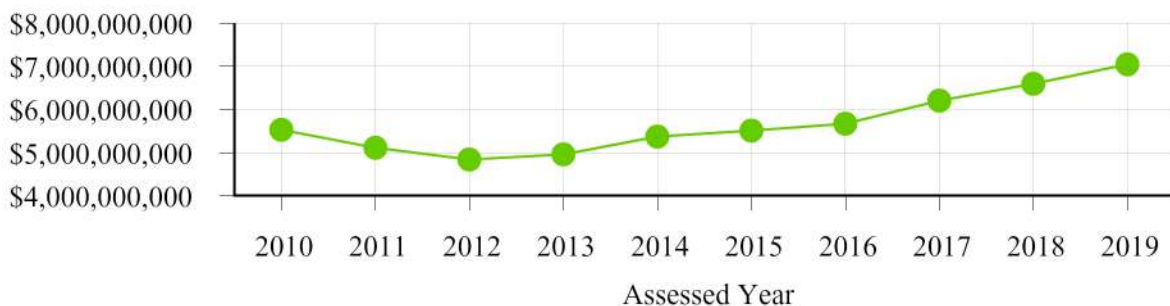
## BOND RATING

S&P Global Ratings has assigned the City's bonds a rating of AAA. The rating is the highest rating available from S&P Global Ratings and is held by less than 200 municipalities in the nation.

## TAX BASE

Burnsville's tax base is balanced between residential and commercial property. Total market value has fluctuated over the past 10 years consistent with the state-wide and nation-wide trend in the housing market. The total taxable market value has increased 27.3 percent over the past ten years from \$5.5 billion in 2010 to \$7.0 billion in 2019. In the six years 2013-2019, the market value growth averaged 6.0 percent per year. Burnsville continues to monitor valuation trends.

**Taxable Market Value 2009-2019**



Businesses contribute 35 percent of the City's total tax base. Approximately 2,500 businesses are located in Burnsville. The County Road 42 shopping corridor includes Burnsville Center, one of the largest shopping centers in the Midwest with roughly 1.4 million square feet. Burnsville Center maintains an average occupancy rate of close to 85 percent and attracts 8 million visitors per year. Other popular retailers are also located in the corridor making it a regional drawing area. While the city is known for retail shopping, ranking eighth in Minnesota, the City also ranks tenth in manufacturing and health care, ninth in information, and twelfth in scientific companies.

# Water & Sewer Fund

## Five-Year Financial Plan

	Actuals		2019 Budget			2020 Budget		Projected			
	2017	2018	Original	Amended	Estimate	% Chg	2021	2022	2023	2024	
<b>SOURCE OF FUNDS:</b>											
Operating:											
Utility Fees - Water	6,335,234	6,390,979	6,636,000	6,636,000	6,300,000	6,765,000	2 %	7,245,000	7,761,500	8,294,000	9,062,000
Utility Fees - Sewer	5,790,861	5,844,740	6,320,160	6,320,160	6,036,053	6,455,295	2 %	6,874,308	7,175,952	7,493,472	7,920,045
Base Charges	1,929,381	1,932,257	1,930,000	1,930,000	1,933,550	1,933,560	— %	1,933,560	1,933,560	1,933,560	1,933,560
Meter Charges	299,505	298,741	299,855	299,855	285,530	285,600	(5)%	285,600	285,600	285,600	285,600
Sales to Other Cities	899,789	937,633	935,600	935,600	941,825	995,000	6 %	1,034,800	1,065,844	1,097,819	1,130,754
<b>Total Operating Sources</b>	<b>15,254,770</b>	<b>15,404,350</b>	<b>16,121,615</b>	<b>16,121,615</b>	<b>15,496,958</b>	<b>16,434,455</b>	<b>2 %</b>	<b>17,373,268</b>	<b>18,222,456</b>	<b>19,104,451</b>	<b>20,331,959</b>
Non-Operating:											
Bond proceeds *	9,009,407	4,172,667	3,790,000	3,790,000	6,911,399	—	(100)%	3,505,000	1,727,000	2,490,000	3,230,000
Investment Income	132,651	296,023	138,015	138,015	222,145	128,141	(7)%	100,013	101,011	91,103	68,687
KMM Contract	398,984	101,406	—	—	—	—	— %	—	—	—	—
Connection Charges	149,434	222,782	110,000	110,000	900,000	175,000	59 %	110,000	110,000	100,000	100,000
Other	301,826	271,352	204,032	223,382	215,772	200,000	(2)%	200,000	200,000	200,000	200,000
<b>Total Non-Op Sources</b>	<b>9,992,302</b>	<b>5,064,230</b>	<b>4,242,047</b>	<b>4,261,397</b>	<b>8,249,316</b>	<b>503,141</b>	<b>(88)%</b>	<b>3,915,013</b>	<b>2,138,011</b>	<b>2,881,103</b>	<b>3,598,687</b>
<b>TOTAL SOURCE OF FUNDS</b>	<b>25,247,072</b>	<b>20,468,580</b>	<b>20,363,662</b>	<b>20,383,012</b>	<b>23,746,274</b>	<b>16,937,596</b>	<b>(17)%</b>	<b>21,288,281</b>	<b>20,360,467</b>	<b>21,985,554</b>	<b>23,930,646</b>
<b>USE OF FUNDS:</b>											
Personnel Services	3,512,225	3,724,556	3,928,274	3,928,274	3,960,598	4,296,851	9 %	4,425,757	4,558,530	4,695,286	4,836,145
Current Expenses	3,862,630	3,587,801	4,138,624	4,157,974	4,019,876	4,111,175	(1)%	4,234,510	4,361,545	4,492,391	4,627,163
MCES	4,652,246	4,557,693	4,666,200	4,666,200	4,663,378	4,906,656	5 %	5,102,922	5,307,039	5,519,321	5,740,094
<b>Total Operating Uses</b>	<b>12,027,101</b>	<b>11,870,050</b>	<b>12,733,098</b>	<b>12,752,448</b>	<b>12,643,852</b>	<b>13,314,682</b>	<b>5 %</b>	<b>13,763,189</b>	<b>14,227,114</b>	<b>14,706,998</b>	<b>15,203,402</b>
Non-Operating:											
Water & Sewer System Mgmt	—	—	4,410,000	4,410,000	4,310,000	1,085,000	(75)%	2,755,000	1,343,000	2,490,000	1,493,000
Street Projects & Rehab	—	—	3,790,000	3,790,000	3,560,000	790,000	(79)%	750,000	1,727,000	2,863,000	1,737,000
GWTP/SWTP	—	—	125,000	125,000	200,000	570,000	356 %	—	210,000	—	—
Meter Replacement	—	—	—	300,000	80,436	—	— %	—	—	—	—
Projects from Prior Year(s) CIP	—	—	—	1,398,131	1,240,469	—	— %	—	—	—	—
W&S Capital Projects	6,891,331	10,172,738	447,500	489,455	468,146	166,000	(63)%	324,000	10,000	218,000	57,500
<b>Subtotal capital improvements</b>	<b>6,891,331</b>	<b>10,172,738</b>	<b>8,772,500</b>	<b>10,512,586</b>	<b>9,859,051</b>	<b>2,611,000</b>	<b>(70)%</b>	<b>3,829,000</b>	<b>3,290,000</b>	<b>5,571,000</b>	<b>3,287,500</b>
Debt service pmts (existing)	2,211,983	2,068,256	2,089,494	2,089,494	2,090,493	2,348,286	12 %	2,331,761	2,328,836	2,318,846	2,061,826
Debt service pmts (new)	—	—	266,955	266,955	299,539	547,466	105 %	547,466	841,068	991,015	1,207,209
Debt service pmts (meter)	257,410	384,409	425,262	425,262	351,819	353,194	(17)%	353,580	353,914	353,200	353,446
<b>Subtotal debt</b>	<b>2,469,393</b>	<b>2,452,665</b>	<b>2,781,711</b>	<b>2,781,711</b>	<b>2,741,851</b>	<b>3,248,946</b>	<b>17 %</b>	<b>3,232,807</b>	<b>3,523,818</b>	<b>3,663,061</b>	<b>3,622,481</b>
Transfers (non-debt)	435,620	470,485	661,018	661,018	661,018	411,833	(38)%	363,453	310,313	286,102	422,853
<b>Total Non-Operating Uses</b>	<b>9,796,344</b>	<b>13,095,888</b>	<b>12,215,229</b>	<b>13,955,315</b>	<b>13,261,920</b>	<b>6,271,779</b>	<b>(49)%</b>	<b>7,425,260</b>	<b>7,124,131</b>	<b>9,520,163</b>	<b>7,332,834</b>
<b>TOTAL USE OF FUNDS</b>	<b>21,823,445</b>	<b>24,965,938</b>	<b>24,948,327</b>	<b>26,707,763</b>	<b>25,905,772</b>	<b>19,586,461</b>	<b>(21)%</b>	<b>21,188,449</b>	<b>21,351,245</b>	<b>24,227,161</b>	<b>22,536,236</b>
<b>Net change in accruals</b>	<b>470,777</b>	<b>(617,391)</b>									
<b>NET DIFFERENCE</b>	<b>3,894,404</b>	<b>(5,114,749)</b>	<b>(4,584,665)</b>	<b>(6,324,751)</b>	<b>(2,159,498)</b>	<b>(2,648,865)</b>	<b>(42)%</b>	<b>99,832</b>	<b>(990,778)</b>	<b>(2,241,607)</b>	<b>1,394,410</b>
<b>Other financial information:</b>											
Year-end Cash Balance	19,924,395	14,809,646	10,224,981	8,484,895	12,650,148	10,001,283		10,101,115	9,110,337	6,868,730	8,263,140
Three months working capital	3,733,028	3,698,300	4,043,957	4,048,794	4,011,680	4,243,865		4,339,862	4,515,311	4,664,040	4,812,184
Capital replacement balance	16,191,367	11,111,346	6,181,024	4,436,101	8,638,468	5,757,418		5,761,253	4,595,026	2,204,690	3,450,956

\* - The 2018 estimated column include the PFA loan proceeds issued to fund the meter replacement project. This loan was authorized in 2016, and loan proceeds will be drawn down as project expenses are incurred.