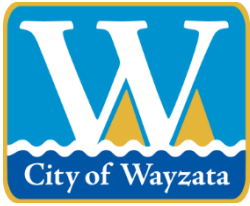




**Wayzata City Council Workshop Meeting Agenda  
Wayzata City Hall Community Room, 600 Rice Street  
TUESDAY, FEBRUARY 8, 2022**

**WORKSHOP TOPICS FOR DISCUSSION:**

1. Boards and Commission Interview (5:05-5:15 p.m.)
2. Discussion of Muni Operations Strategic Review Process (5:15-5:30 p.m.)
3. Review of Draft Community Survey Questions (5:30-6:30 p.m.)



## City Council Workshop City Council Agenda Report

<b>MEETING DATE:</b> February 8, 2022	<b>WORKSHOP AGENDA ITEM:</b> 1
<b>TITLE:</b> Boards and Commission Interview (5:05-5:15 p.m.)	
<b>PREPARED BY:</b> Kathy Leervig, City Clerk	
<b>REVIEWED BY:</b> Jeffrey Dahl, City Manager	

### **DISCUSSION OBJECTIVE:**

To listen and ask questions of the interested community member.

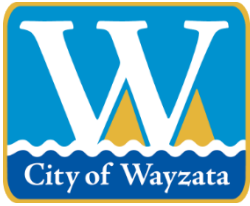
### **BACKGROUND:**

The City solicited applications for vacancies on all the Boards and Commissions in the fall of 2021. The City currently has three open seats on the Heritage Preservation Board. After a recent publication promoting serving on this board, an application was received from Kirsten Bentlage. This portion of the workshop will be dedicated to interview the interested applicant. The interview will be held in person in the council chambers.

Then, at the regular meeting, the City Council will consider an appointment to fill one of the vacancies by resolution.

### **ATTACHMENTS:**

None



## City Council Workshop City Council Agenda Report

<b>MEETING DATE:</b> February 8, 2022	<b>WORKSHOP AGENDA ITEM:</b> 2
<b>TITLE:</b> Discussion of Muni Operations Strategic Review Process (5:15-5:30 p.m.)	
<b>PREPARED BY:</b> Jeffrey Dahl, City Manager	
<b>REVIEWED BY:</b> N/A	

### **DISCUSSION OBJECTIVE:**

To discuss strategic review options and provide direction to staff on preferred process.

### **BACKGROUND:**

An added initiative of the Council's recent update to the 2019-2023 Strategic Plan was to conduct a comprehensive review of the liquor enterprise operations, Bar & Grill and Wine & Spirits, in 2022. This initiative ties back to the overall Strategic Priority of Increased Operational Effectiveness.

The City could take several approaches with this kind of assessment in terms of its scale and scope. Prior to moving forward with any kind of process, staff wants to ensure its process is aligned with Council expectations in terms of scope, timeline, and those who are involved. Attached is a proposed process which will be discussed at the meeting.

### **ATTACHMENTS:**

1. Enterprise Operation Review - Potential Process and Timeline

# Enterprise Operation Review – Proposed Process and Timeline

Date	Who's Involved	Estimated Cost
<b>March 22 Workshop</b>		
<ul style="list-style-type: none"> <li>Review history of Wayzata's muni operations, Key Performance Indicators, and preliminary discussion of alternatives</li> </ul>	Council/Staff/Abdo	\$5,000
<ul style="list-style-type: none"> <li>Determine next steps - options could include:               <ul style="list-style-type: none"> <li><b>Option 1</b>-Bring Strategic Assessment for approval at future Council Meeting for:                   <ul style="list-style-type: none"> <li>a) Bar &amp; Grill and/or</li> <li>b) Wine &amp; Spirits</li> </ul> </li> <li><b>Option 2</b>-Bring additional information related to exploring alternative future options for Bar &amp; Grill and/or Wine &amp; Spirits</li> <li><b>Option 3</b>-Request additional information/research for future workshop</li> </ul> </li> </ul>		

## April - August Actions

*Actions dependent on direction given at March 22 workshop.*

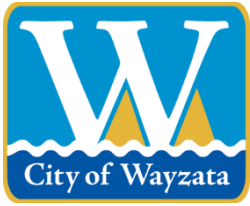
<p><b>Option 1a</b> Bar &amp; Grill contract with Consultant for Strategic Planning begins</p>	Council/Staff/Abdo/Task Force	\$20,000
<p><b>Option 1b</b> Wine &amp; Spirits contract with Consultant for Strategic Planning begins</p>	Council/Staff/Abdo/Task Force	\$20,000
<p><b>Option 2</b> Develop detailed assessment of alternative options for Bar and Grill and/or Wine &amp; Spirits operations</p>	Council/Staff/Abdo/Task Force	TBD
<p><b>Option 3</b> Review additional information and determine next steps</p>	TBD	TBD

## August - End of Year Actions

<p><b>Option 1a</b> Bar &amp; Grill implements recommendations from Strategic Plan</p>	Council/Staff/Consultant	TBD
<p><b>Option 1b</b> Wine &amp; Spirits implements recommendations from Strategic Plan</p>	Council/Staff/Consultant	TBD
<p><b>Option 2</b> Council consideration of action steps for Bar &amp; Grill and/or Wine &amp; Spirits alternatives</p>	Council/Staff/Consultant	TBD
	TBD	TBD

**Option 3**

TBD



## City Council Workshop City Council Agenda Report

<b>MEETING DATE:</b> February 8, 2022	<b>WORKSHOP AGENDA ITEM:</b> 3
<b>TITLE:</b> Review of Draft Community Survey Questions (5:30-6:30 p.m.)	
<b>PREPARED BY:</b> Aurora Yager, Administrative Services Director	
<b>REVIEWED BY:</b> Jeffrey Dahl, City Manager	

### **DISCUSSION OBJECTIVE:**

To review and provide feedback on the draft community survey questions.

### **BACKGROUND:**

In September 2021, the Council approved a Professional Services Agreement with Morris Leatherman Company for community survey research services for Wayzata's first Community Survey. Community surveys are useful and important tools for local governments because they:

- ensure we are engaging residents from all across the city on a multitude of topics to inform decision-making
- evaluate what city services are performing well and where there may be opportunities for improvement
- help us track if we are meeting targets in the Strategic Plan
- measure changes in resident perspectives or satisfaction levels over time

Since the agreement was approved, the Leadership Team has been working with Morris Leatherman Company to develop a draft list of questions to ask the community in early 2022. Especially since this will be Wayzata's first community survey, Council review and input on these questions is essential to ensure we are asking the right questions to get useful feedback.

Peter Leatherman, Managing Partner with Morris Leatherman Company, will be present at the meeting to walk through the survey methodology and the draft of the survey questions which are included in the packet below.

### **Next Steps**

Once consensus is reached on the survey questions, we can move forward with official approval and start surveying the community. A tentative timeline is provided below.

- Survey Questions Approved by Council – February 22
- Residential Survey Begins (2-3 weeks) – Early March
- Final Report and Presentation to Council (6 weeks) – Mid April

### **ATTACHMENTS:**

1. 2022 Draft City of Wayzata Community Survey

Hello, I'm \_\_\_\_\_ of the Morris Leatherman Company, a polling firm located in Minneapolis. We have been retained by the City of Wayzata to speak with a random sample of residents about the community. This survey is being conducted because the City Council and City Staff are interested in your opinions and suggestions about current and future city needs. I want to assure you that all individual responses will be held strictly confidential; only summaries of the entire sample will be reported.

- 1. Approximately how many years have you lived in Wayzata?
  - LESS THAN TWO YEARS.....01
  - TWO TO FIVE YEARS.....02
  - FIVE TO TEN YEARS.....03
  - TEN TO TWENTY YEARS.....04
  - 20 TO 30 YEARS.....05
  - OVER THIRTY YEARS.....06
  - DON'T KNOW/REFUSED.....07

2. What do you like most about living in Wayzata?

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3. What do you think is the most serious issue facing Wayzata today?

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- 4. How would you rate the quality of life in Wayzata - excellent, good, only fair, or poor?
  - EXCELLENT.....1
  - GOOD.....2
  - ONLY FAIR.....3
  - POOR.....4
  - DON'T KNOW/REFUSED.....5

5. What is currently missing from the City of Wayzata which, if present, would greatly improve the quality of life for residents?

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6. How would you rate the strength of community identity in Wayzata -- excellent, good, only fair or poor?

EXCELLENT.....	1
GOOD.....	2
ONLY FAIR.....	3
POOR.....	4
DON'T KNOW/REFUSED.....	5

For each of the following statements, please tell me if you think the City of Wayzata is doing an excellent job, good job, only fair job or poor job.

	EXC	GOO	FAI	POO	DKR					
7. Making all residents feel welcome and that they belong?	1	2	3	4	5					
8. Openness and acceptance of the community toward people of diverse backgrounds?	1	2	3	4	5					
9. Should it be high priority, moderate priority, low priority or not a priority at all for the City of Wayzata to create a diverse, inclusive and fair community?	HIGH PRIORITY.....	1	MODERATE PRIORITY.....	2	LOW PRIORITY.....	3	NOT A PRIORITY AT ALL....	4	DON'T KNOW/REFUSED.....	5
10. Would you recommend living in the City of Wayzata to others?	YES.....	1	NO.....	2	DON'T KNOW/REFUSED.....	3				
11. All in all, do you think things in Wayzata are generally headed in the right direction or are things off on the wrong track?	RIGHT DIRECTION.....	1	WRONG TRACK.....	2	DON'T KNOW/REFUSED.....	3				



12. If you were to describe the City of Wayzata in one or two words to a friend or relative, how would you describe the city?

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Thinking about economic development and redevelopment....

13. Are there any types of development or redevelopment you would like to see in the City of Wayzata? (IF "YES," ASK:) What would that be?

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

	MANY /MCH	FEW/ LITT	ABT RGHT	DK/ REFD
14. Affordable rental units?	1	2	3	4
15. Luxury rental units?	1	2	3	4
16. Condominiums?	1	2	3	4
17. Townhouses?	1	2	3	4
18. Starter homes for young families?	1	2	3	4
19. Single family homes costing less than \$300,000?	1	2	3	4
20. "Move up" housing?	1	2	3	4
21. Higher cost housing?	1	2	3	4
22. Assisted living for seniors?	1	2	3	4
23. Nursing or memory-assistance homes?	1	2	3	4
24. One-level housing for seniors maintained by an association?	1	2	3	4
25. Parks and open spaces?	1	2	3	4
26. Trails and sidewalks?	1	2	3	4
27. Service and retail establishments?	1	2	3	4
28. Entertainment opportunities?	1	2	3	4
29. Dining establishments?	1	2	3	4

Let's specifically discuss the first phase of Panoway which includes Plaza Park on Lake Street....

- 30. How would you rate development - EXCELLENT.....1  
excellent, good, only fair or GOOD.....2  
poor? ONLY FAIR.....3  
POOR.....4  
DON'T KNOW/REFUSED.....5

31. What do you like most about it?

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32. What do you like least about it?

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- 33. Would you support or oppose closing off parts of Lake Street for pedestrians only on certain days and times? SUPPORT.....1  
OPPOSE.....2  
UNSURE.....3

- 34. Prior to this survey, were you aware of the future phase of Panoway improvements, including construction of a boardwalk and improvements to the downtown waterfront? YES.....1  
NO.....2  
DON'T KNOW/REFUSED.....3

IF "YES," ASK:

35. What do you like most about it?

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36. Do you have any concerns about the future phase?

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Moving on....

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? (ROTATE)

	EXCL	GOOD	FAIR	POOR	DK/R
37. Police services?	1	2	3	4	5
38. Fire services?	1	2	3	4	5
39. Water and sewer?	1	2	3	4	5
40. City planning?	1	2	3	4	5
41. Building inspections and permits?	1	2	3	4	5
42. City recreation programs?	1	2	3	4	5
43. Motor Vehicle services?	1	2	3	4	5

Now, for the next six city services, please consider only their job on city-maintained streets and roads. That means excluding county roads that are taken care of by other levels of government. Hence, County Roads 12, 15 and 101 should not be considered. How would you rate ....

	EXCL	GOOD	FAIR	POOR	DK/R
44. City street repair and maintenance?	1	2	3	4	5
45. Sidewalk and trail repair and maintenance?	1	2	3	4	5
46. Snow plowing of city streets?	1	2	3	4	5
47. Snow plowing of sidewalks and trails?	1	2	3	4	5
48. Street sweeping of city streets?	1	2	3	4	5
49. Street lighting?	1	2	3	4	5

As you may know, the City of Wayzata owns and operates Wayzata Wine and Spirits and the Wayzata Bar and Grill.

50. Prior to this survey, were you aware the City owned and operated these businesses?	YES.....1
	NO.....2
	DON'T KNOW/REFUSED.....3
51. Do you favor or oppose the City continuing to operate the liquor stores and bar and grill?	FAVOR.....1
	OPPOSE.....2
	DON'T KNOW/REFUSED.....3

IF "OPPOSE," ASK:

52. Do you still oppose the continued operation of the municipal liquor stores if closing of the liquor stores would result in \$200,000 loss of revenue for the city? YES.....1  
 NO.....2  
 DON'T KNOW/REFUSED.....3

53. During the past year, have you visited Wayzata Wine and Spirits? (WAIT FOR RESPONSE) Have you visited Wayzata Bar and Grill? WINE AND SPIRITS ONLY.....1  
 BAR AND GRILL ONLY.....2  
 BOTH.....3  
 NEITHER.....4  
 DON'T KNOW/REFUSED.....5

IF VISITED WINE AND SPIRITS, ASK:

54. What is the primary reason you visited Wayzata Wine and Spirits?

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Please rate Wayzata Wine and Spirits on each of the following criteria. For each one, please tell me if you would rate it as excellent, good, only fair, or poor. If you have no opinion, just say so....

	EXC	GOO	FAI	POO	DKR
55. Product selection?	1	2	3	4	5
56. Prices of products?	1	2	3	4	5
57. Courtesy and friendliness of staff?	1	2	3	4	5

IF VISITED BAR AND GRILL, ASK:

58. What is the primary reason you visited Wayzata Bar and Grill?

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Please rate Wayzata Bar and Grill on each of the following criteria. For each one, please tell me if you would rate it as excellent, good, only fair, or poor. If you have no opinion, just say so....

	EXC	GOO	FAI	POO	DKR
59. Menu selection?	1	2	3	4	5
60. Prices?	1	2	3	4	5
61. Courtesy and friendliness of staff?	1	2	3	4	5

As you may know, property tax revenues are divided among the City of Wayzata, Hennepin County, and your local public school district.

62. Do you consider the city portion of your property taxes to be very high, somewhat high, about average, somewhat low, or very low in comparison with neighboring cities?
- VERY HIGH.....1  
SOMEWHAT HIGH.....2  
ABOUT AVERAGE.....3  
SOMEWHAT LOW.....4  
VERY LOW.....5  
DON'T KNOW/REFUSED.....6
63. 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.....1  
GOOD.....2  
ONLY FAIR.....3  
POOR.....4  
DON'T KNOW/REFUSED.....5
64. Would you favor or oppose an increase in YOUR city property taxes if it were needed to maintain city services at their current level?
- FAVOR.....1  
OPPOSE.....2  
DON'T KNOW/REFUSED.....3
65. And, would you favor or oppose an increase in YOUR city property taxes if it were used to improve and enhance current city services?
- FAVOR.....1  
OPPOSE.....2  
DON'T KNOW/REFUSED.....3

IF "FAVOR," ASK:

66. Which services would you like to see improved or enhanced?

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Instead of increasing property taxes to provide city services, the City is exploring the options of asking voters to approve a referendum for a new local sales tax increase for up to twenty years. For your information, ½ of a cent sales tax increase would

be 50 cents on every \$100 of taxable purchases in the City of Wayzata.

67. Would you support or oppose a sales tax increase in the City of Wayzata? (WAIT FOR RESPONSE) Do you feel strongly that way? STRONGLY SUPPORT.....1  
SUPPORT.....2  
OPPOSE.....3  
STRONGLY OPPOSE.....4  
DON'T KNOW/REFUSED.....5

68. Does it make you much more likely to support a sales tax increase because it not only captures sales tax from city residents, but also from people outside the city who make purchases in Wayzata, somewhat more likely or does it make no difference? MUCH MORE LIKELY.....1  
SOMEWHAT MORE LIKELY.....2  
NO DIFFERENCE.....3  
DON'T KNOW/REFUSED.....4

Thinking about another topic....

69. Overall, how safe do you feel in Wayzata - very safe, somewhat safe, somewhat unsafe or very unsafe? VERY SAFE.....1  
SOMEWHAT SAFE.....2  
SOMEWHAT UNSAFE.....3  
VERY UNSAFE.....4  
DON'T KNOW/REFUSED.....5

IF "SOMEWHAT UNSAFE, OR "VERY UNSAFE," ASK:

70. In which areas do you not feel safe?

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71. What would make you feel more safe?

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72. Do you feel safe using city parks? YES/YES.....1  
(WAIT FOR RESPONSE) Do you feel YES/NO.....2  
safe using city trails? NO/YES.....3  
NO/NO.....4  
DON'T KNOW/REFUSED.....5

IF "YES/NO," "NO/YES," OR "NO/NO," ASK:

73. In which (parks/trails) do you not feel safe?

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74. What would make you feel more safe?

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75. How would you rate the amount of police patrolling - too much, about the right amount or not enough?

TOO MUCH.....	1
ABOUT RIGHT AMOUNT.....	2
NOT ENOUGH.....	3
DON'T KNOW/REFUSED.....	4

76. How would you rate the amount of traffic enforcement by the police -- too much, about right amount or or not enough?

TOO MUCH.....	1
ABOUT RIGHT AMOUNT.....	2
NOT ENOUGH.....	3
DON'T KNOW/REFUSED.....	4

77. Please tell me which one you consider to be the greatest public safety concern in Wayzata? If you feel that none of these problems are serious in Wayzata, just say so. (ROTATE AND READ LIST)

78. Now, tell me which one you consider to be the second greatest public safety concern in Wayzata? (ROTATE AND RE-READ LIST; OMITTING FIRST CHOICE IF NECESSARY)

	MST	SEC
Violent crime.....	.01	.01
Traffic speeding.....	.02	.02
Drugs.....	.03	.03
Youth crimes.....	.04	.04
Vandalism.....	.05	.05
Identity theft.....	.06	.06
Business crimes, such as shoplifting and credit card fraud.....	.07	.07
Residential crimes, such as burglary, and theft.....	.08	.08
Stop sign violations.....	.09	.09
Distract driving.....	.10	.10
Phone scams.....	.11	.11
Domestic abuse.....	.12	.12
Digital and cyber scams.....	.13	.13
ALL EQUALLY.....	.14	.14
NONE OF THE ABOVE.....	.15	.15
DON'T KNOW/REFUSED.....	.16	.16

79. Have you or anyone in your house- YES.....1  
hold contacted the Police Depart- NO.....2  
ment in the past three years? DON'T KNOW/REFUSED.....3

IF "YES," ASK:

80. What was the reason of the contact?

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81. How would you rate your con- EXCELLENT.....1  
tact - excellent, good, only GOOD.....2  
fair or poor? ONLY FAIR.....3  
POOR.....4  
DON'T KNOW/REFUSED.....5

IF "ONLY FAIR" OR "POOR," ASK:



82. Why did you rate the contact as (only fair/poor)?

\_\_\_\_\_  
\_\_\_\_\_

83. Have you or anyone in your household contacted the Wayzata Fire Department in the past three years? YES.....1  
NO.....2  
DON'T KNOW/REFUSED.....3

IF "YES," ASK:

84. What was the reason for the contact?

\_\_\_\_\_  
\_\_\_\_\_

85. How would you rate the service you received - excellent, good, only fair or poor? EXCELLENT.....1  
GOOD.....2  
ONLY FAIR.....3  
POOR.....4  
DON'T KNOW/REFUSED.....5

IF "ONLY FAIR" OR "POOR," ASK:

86. Why did you rate the service as (only fair/poor)?

\_\_\_\_\_  
\_\_\_\_\_

As I read the following descriptions about Wayzata Public Safety, including both Police and Fire, please tell me if it is very accurate, somewhat accurate, not too accurate or not at all accurate. (ROTATE AND READ LIST)

	VRA	SMA	NTA	NAA	DKR
87. Respectful to residents of all backgrounds?	1	2	3	4	5
88. Fair to residents of all backgrounds?	1	2	3	4	5
89. Trustworthy to residents of all backgrounds?	1	2	3	4	5

IF "NOT TOO ACCURATE" OR "NOT AT ALL ACCURATE," ASK:

90. Why do you feel that way?

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Moving on....

91. What do you think is the most important environmental issue?

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

	VRI	SMI	NTI	NAA	DKR
92. Adding solar panels on City buildings and facilities?	1	2	3	4	5
93. Expanding recycling and organics collection?	1	2	3	4	5
94. Improving water quality in city lakes, rivers and streams?	1	2	3	4	5
95. Switching to electric city vehicles?	1	2	3	4	5
96. Tree preservation?	1	2	3	4	5

Continuing....

97. How would you rate park and recreational facilities and amenities in Wayzata -- excellent, good, only fair or poor?	EXCELLENT.....	1
	GOOD.....	2
	ONLY FAIR.....	3
	POOR.....	4
	DON'T KNOW/REFUSED.....	5
98. How would you rate the upkeep and maintenance of park and recreational facilities and amenities in the city - excellent, good, only fair or poor?	EXCELLENT.....	1
	GOOD.....	2
	ONLY FAIR.....	3
	POOR.....	4
	DON'T KNOW/REFUSED.....	5

IF "ONLY FAIR" OR "POOR," ASK:

99. Why did you rate it as (only fair/poor)?

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I will now read you a list of park and recreational facilities and amenities within the City of Wayzata. First, for each one, please tell me if you or members of your household have used it during the past two years. Then, for those you have used, please rate it as excellent, good, only fair, or poor....

	NOT	EXC	GOO	FAI	POR	DKR
100. Klapprich Park and Bell Courts?	1	2	3	4	5	6
101. Wayzata Beach and Shaver Park?	1	2	3	4	5	6
102. Margaret Circle Park?	1	2	3	4	5	6
103. City Hall Park and Children's Garden?	1	2	3	4	5	6
104. Big Woods Preserve?	1	2	3	4	5	6
105. Heritage Park?	1	2	3	4	5	6
106. Post Office Pocket Park?	1	2	3	4	5	6
107. Great Lawn Park and Play Area?	1	2	3	4	5	6
108. Wayzata Depot Park?	1	2	3	4	5	6
109. Panoway Plaza Park?	1	2	3	4	5	6
110. Trails?	1	2	3	4	5	6
111. In general, do you feel existing recreational facilities and amenities offered by the City meet the needs of you and members of your household?	YES.....	NO.....	DON'T KNOW/REFUSED.....	1	2	3

IF "NO," ASK:

112. What additional recreational facilities and amenities would you like to see in city parks?

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113. Would you support or oppose the use of city funding to build a community garden? (WAIT FOR RESPONSE) Do you feel strongly that way? STRONGLY SUPPORT.....1  
 SUPPORT.....2  
 OPPOSE.....3  
 STRONGLY OPPOSE.....4  
 DON'T KNOW/REFUSED.....5

Moving on....

114. Do you think you have adequate opportunities to provide input and feedback about issues to the City of Wayzata? YES.....1  
 NO.....2  
 DON'T KNOW/REFUSED.....3

IF "NO," ASK:

115. Why do you feel that way?

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116. During the past year, have you visited or contacted Wayzata City Hall in person, on-line or on the telephone? IN-PERSON.....1  
 ON-LINE.....2  
 TELEPHONE.....3  
 NO.....4  
 DON'T KNOW/REFUSED.....5

IF "YES," ASK:

117. On your last contact with the City, which department did you contact -- the Police Department, Fire Department, Water and Sewer, Utility Billing, Planning/Zoning, Park Maintenance, Street Street Maintenance, Building Inspections, Engineering, Service Desk, Elections or Administration or City Council? POLICE DEPARTMENT.....01  
 FIRE DEPARTMENT.....02  
 WATER AND SEWER.....03  
 UTILITY BILLING.....04  
 PLANNING/ZONING.....05  
 PARK MAINTENANCE.....06  
 STREET MAINTENANCE.....07  
 BUILDING INSPECTIONS...08  
 ENGINEERING.....09  
 SERVICE DESK.....10  
 ELECTIONS.....11  
 ADMIN/CITY COUNCIL.....12  
 DON'T KNOW/REFUSED.....13

Thinking about your last interaction 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					
118. Knowledge of staff?	1	2	3	4	5					
119. Courtesy and friendliness of staff?	1	2	3	4	5					
120. Responsiveness of staff?	1	2	3	4	5					
121. Respectfulness of the staff?	1	2	3	4	5					
122. Ease of obtaining the service you needed?	1	2	3	4	5					
123. How would you prefer to interact with city staff - in-person, email or telephone?	IN-PERSON.....	1	EMAIL.....	2	TELEPHONE.....	3	NO PREFERENCE (VOL.).....	4	DON'T KNOW/REFUSED.....	5
124. From what you have experienced, how would you rate the job per- formance of the Wayzata City staff -- excellent, good, only fair, or poor?	EXCELLENT.....	1	GOOD.....	2	ONLY FAIR.....	3	POOR.....	4	DON'T KNOW/REFUSED.....	5
125. 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.....	1	A FAIR AMOUNT.....	2	VERY LITTLE.....	3	NONE AT ALL.....	4	DON'T KNOW/REFUSED.....	5
126. 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.....	1	APPROVE.....	2	DISAPPROVE.....	3	STRONGLY DISAPPROVE.....	4	DON'T KNOW/REFUSED.....	5

Turning to communications.....

127. What is your primary source of information about Wayzata City Government and its activities?

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128. How would you prefer to receive information about Wayzata City Government and its activities?

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For each of the following, please tell me whether you consider it to be a major source of information for news about the city, a minor source, or not a source at all. (ROTATE)

	MAJ	MIN	NOT	DKR
129. The City's printed newsletter, the "The Portal?"	1	2	3	4
130. "The Sun Sailor," the local newspaper?	1	2	3	4
131. The City's website, Wayzata.org?	1	2	3	4
132. City email or text notifications?	1	2	3	4
133. WCTV?	1	2	3	4
134. Mayor Minutes podcast and videos?	1	2	3	4
135. The City of Wayzata's official social media sites, such as Facebook, Twitter and Instagram?	1	2	3	4
136. Community and other groups' social media sites?	1	2	3	4
137. Friends and family?	1	2	3	4

138. During the past year, did you receive "The Portal," the City's monthly newsletter mailed with utility bills?  
 YES.....1  
 NO .....2  
 DON'T KNOW/REFUSED.....3

IF "YES," ASK:

139. Do you or any members of your household regularly read it?  
 YES.....1  
 NO .....2  
 DON'T KNOW/REFUSED.....3

IF "YES," ASK:

140. How would you rate the content of the newsletter -- excellent, good, only fair, or poor?  
 EXCELLENT.....1  
 GOOD.....2  
 ONLY FAIR.....3  
 POOR.....4  
 DON'T KNOW/REFUSED.....5

IF "ONLY FAIR" OR "POOR," ASK:

141. What content would you like to see in the newsletter?

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142. How would you prefer to receive the city's newsletter - only electronically, only in print or both?
- |                         |   |
|-------------------------|---|
| ELECTRONICALLY.....     | 1 |
| PRINT.....              | 2 |
| BOTH.....               | 3 |
| DON'T KNOW/REFUSED..... | 4 |
143. Does your household currently subscribe to cable television, satellite television, or an internet streaming service?
- |                         |   |
|-------------------------|---|
| NONE.....               | 1 |
| CABLE.....              | 2 |
| SATELLITE.....          | 3 |
| INTERNET STREAMING..... | 4 |
| MORE THAN ONE.....      | 5 |
| DON'T KNOW/REFUSED..... | 6 |
144. Have you accessed the City's website?
- |                         |   |
|-------------------------|---|
| YES.....                | 1 |
| NO.....                 | 2 |
| DON'T KNOW/REFUSED..... | 3 |

IF "YES," ASK:

145. How would you rate the city's website - excellent, good, only fair or poor?
- |                         |   |
|-------------------------|---|
| EXCELLENT.....          | 1 |
| GOOD.....               | 2 |
| ONLY FAIR.....          | 3 |
| POOR.....               | 4 |
| DON'T KNOW/REFUSED..... | 5 |
146. Were you able to find what you were looking for?
- |                         |   |
|-------------------------|---|
| YES.....                | 1 |
| NO.....                 | 2 |
| DON'T KNOW/REFUSED..... | 3 |

IF "NO," ASK:

147. What information were you looking for?

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Finally, just a few more questions for demographic purposes.

Please keep in mind that all of your answers are strictly confidential.

Could you please tell me how many people in each of the following age groups live in your household.

148. Persons 65 or over?	NONE.....0
	ONE.....1
	TWO OR MORE.....2
	REFUSED.....3
149. Adults under 65?	NONE.....0
	ONE.....1
	TWO.....2
	THREE OR MORE.....3
	REFUSED.....4
150. School-aged children and pre-schoolers?	NONE.....0
	ONE.....1
	TWO.....2
	THREE OR MORE.....3
	REFUSED.....4
151. Do you reside in an apartment, townhouse or condominium, manufactured home or a detached single family home?	APARTMENT.....1
	TOWNHOUSE/CONDO.....2
	MANUFACTURED HOME.....3
	SINGLE-FAMILY HOME.....4
	SOMETHING ELSE.....5
	DON'T KNOW/REFUSED.....6
152. Do you own or rent your residence?	OWN.....1
	RENT.....2
	DON'T KNOW/REFUSED.....3
153. Are you of Hispanic, Latino or Spanish origin?	YES.....1
	NO.....2
	DON'T KNOW/REFUSED.....3
154. What is your race? The U.S. Census categories are American Indian or Alaska Native, Asian, Black or African American, or Native Hawaiian or other Pacific Islander or White?	AMER INDIAN/ALASKA NAT...1
	ASIAN.....2
	BLACK/AFRICAN AMERICAN...3
	NAT HAWAII/PAC ISLAND...4
	WHITE.....5
	HISPANIC (VOL.).....6
	SOME OTHER RACE (VOL)...7
	DON'T KNOW/REFUSED.....8
155. Is a language other than English spoken in your home?	



156. What is your age, please? (READ CATEGORIES, IF NEEDED)	18-24.....1 25-34.....2 35-44.....3 45-54.....4 55-64.....5 65 AND OVER.....6 REFUSED.....7
157. What is the last grade of formal education you completed?	HS GRAD/LESS HS GRAD.....1 VO-TECH/TECH COLLEGE.....2 SOME COLLEGE.....3 COLLEGE GRADUATE.....4 POSTGRADUATE.....5 REFUSED.....6
158. Are you currently employed, not working or retired? (IF EMPLOYED, ASK:) Do you work full-time or part-time? (IF NOT WORKING, ASK:) Are you looking for work?	EMPLOYED/FULL-TIME.....1 EMPLOYED/PART-TIME.....2 NOT WORKING/LOOKING.....3 NOT WORKING/NOT LOOKING..4 RETIRED.....5 DON'T KNOW/REFUSED.....6
IF "EMPLOYED," ASK:	
159. What city do you work in?	
<hr/>	
160. Finally, thinking about your household finances, how would you describe your financial situation, would you say that -- A) Your monthly expenses are ex- ceeding 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.....1 STATEMENT B.....2 STATEMENT C.....3 STATEMENT D.....4 DON'T KNOW/REFUSED.....5
161. Do you live in Wayzata year-round or do you live elsewhere for part of the year?	YEAR-ROUND.....1 ELSEWHERE.....2 DON'T KNOW/REFUSED.....3

162. What is your gender identity?

- MALE.....1
- FEMALE.....2
- NON-BINARY.....3

Thank you for your time. Good-bye!

163. AREA OF CITY

LIST: \_\_\_\_\_

DATE: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

PHONER: \_\_\_\_\_

DRAFT