

**RESOLUTION NO. 21-6826**

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 2021:

**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 2021 and will publish the results of the Performance Measures prior to December 31, 2021 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 8<sup>th</sup> day of June, 2021.



Elizabeth B. Kautz, Mayor

ATTEST:



Macheal Collins, City Clerk

# 2021 BUDGET ROADMAP

ANNUAL BUDGET

ADOPTED BY BURNSVILLE CITY  
COUNCIL DECEMBER 6, 2020



# 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 289.6 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 2020, an estimated 33,170 residents were employed in the labor force which was 2,307 less than the 35,477 in August of 2019. The unemployment rate increased over the past year, it was estimated at 9.3 percent in August 2020 compared to 3.1 in August of 2019 (Minnesota Department of Employment & Economic Development). The state-wide unemployment rate was 7.4 percent for August while the U.S. unemployment rate was 8.4 percent.

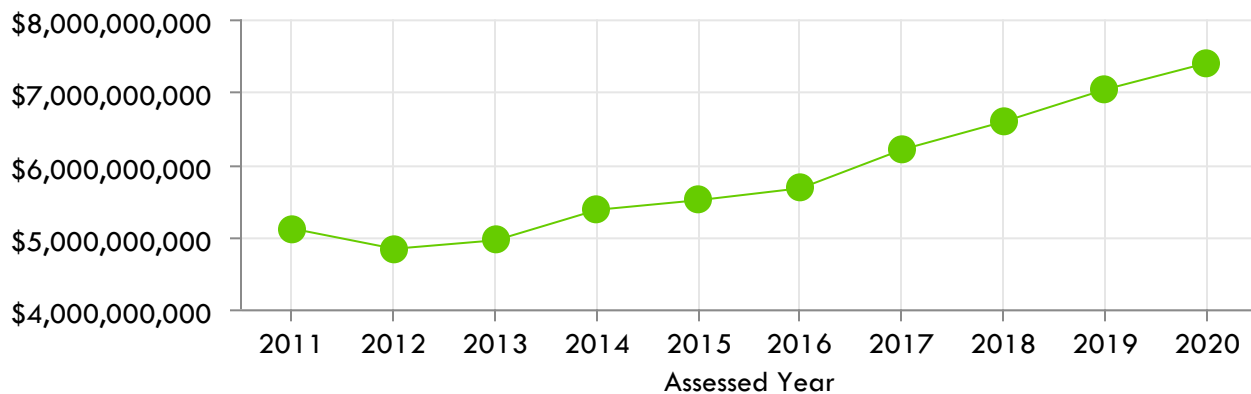
## BOND RATING

Moody's and S&P Global Ratings has assigned the City's bonds a rating of AAA. This rating is the highest rating available 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 44.7 percent over the past ten years from \$5.1 billion in 2011 to \$7.4 billion in 2020. In the six years 2014-2020, the market value growth averaged 6.0 percent per year. Burnsville continues to monitor valuation trends.

**Taxable Market Value 2011 - 2020**



Businesses contribute 24 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		2020 Budget			2021 Budget		Projected			
	2018	2019	Original	Amended	Estimate		% Chg	2022	2023	2024	2025
<b>SOURCE OF FUNDS:</b>											
Operating:											
Utility Fees - Water	6,390,979	6,346,286	6,765,000	6,765,000	6,950,000	5,247,886	(22)%	5,431,562	5,621,667	5,818,425	6,022,070
Utility Fees - Sewer	5,844,740	6,269,941	6,455,295	6,455,295	6,550,000	6,238,184	(3)%	6,550,093	6,877,598	7,221,478	7,582,552
Base Charges	1,932,257	1,940,470	1,933,560	1,933,560	1,950,000	1,939,267	—	2,036,230	2,138,042	2,244,944	2,357,191
Meter Charges	298,741	284,982	285,600	285,600	292,500	2,762,340	867 %	2,859,022	2,959,088	3,062,656	3,169,849
Sales to Other Cities	937,633	972,248	995,000	995,000	999,000	1,034,800	4 %	1,076,192	1,119,240	1,164,010	1,210,570
<b>Total Operating Sources</b>	<b>15,404,350</b>	<b>15,813,927</b>	<b>16,434,455</b>	<b>16,434,455</b>	<b>16,741,500</b>	<b>17,222,477</b>	<b>5 %</b>	<b>17,953,099</b>	<b>18,715,635</b>	<b>19,511,513</b>	<b>20,342,232</b>
Non-Operating:											
Bond proceeds *	4,172,667	6,584,515	—	2,678,197	2,678,197	3,414,000	—	3,787,500	3,274,000	3,202,000	3,577,000
Investment Income	296,023	295,142	128,141	128,141	150,131	102,955	(20)%	105,309	105,788	82,894	78,819
KMM Contract	101,406	—	—	—	—	—	—	—	—	—	—
Connection Charges	222,782	1,007,001	175,000	175,000	175,000	200,000	14 %	200,000	175,000	175,000	110,000
Other	271,352	308,514	200,000	218,000	177,296	175,000	(13)%	175,000	175,000	175,000	175,000
<b>Total Non-Op Sources</b>	<b>5,064,230</b>	<b>8,195,172</b>	<b>503,141</b>	<b>3,199,338</b>	<b>3,180,624</b>	<b>3,891,955</b>	<b>674 %</b>	<b>4,267,809</b>	<b>3,729,788</b>	<b>3,634,894</b>	<b>3,940,819</b>
<b>TOTAL SOURCE OF FUNDS</b>	<b>20,468,580</b>	<b>24,009,099</b>	<b>16,937,596</b>	<b>19,633,793</b>	<b>19,922,124</b>	<b>21,114,432</b>	<b>25 %</b>	<b>22,220,908</b>	<b>22,445,423</b>	<b>23,146,407</b>	<b>24,283,051</b>
<b>USE OF FUNDS:</b>											
Personnel Services	3,724,556	3,948,551	4,296,851	4,296,601	4,134,821	4,661,275	8 %	4,801,113	4,945,146	5,093,500	5,246,305
Current Expenses	3,587,801	3,808,966	4,111,175	4,144,425	4,109,083	4,249,580	3 %	4,407,067	4,539,279	4,675,457	4,815,721
MCES	4,557,693	4,663,378	4,906,656	4,906,656	4,906,656	4,764,504	(3)%	4,955,084	5,153,287	5,359,418	5,573,795
<b>Total Operating Uses</b>	<b>11,870,050</b>	<b>12,420,895</b>	<b>13,314,682</b>	<b>13,347,682</b>	<b>13,150,560</b>	<b>13,675,359</b>	<b>3 %</b>	<b>14,163,264</b>	<b>14,637,712</b>	<b>15,128,375</b>	<b>15,635,821</b>
Non-Operating:											
Water & Sewer System Mgmt	—	—	1,085,000	1,095,000	1,085,000	1,260,000	16 %	2,684,500	2,580,000	997,500	3,627,000
Street Projects & Rehab	—	—	790,000	790,000	790,000	2,204,000	179 %	1,153,000	3,274,000	3,202,000	1,456,000
GWTP/SWTP	—	—	570,000	570,000	570,000	50,000	(91)%	215,000	—	—	235,000
Projects from Prior Year(s) CIP	—	—	—	5,336,034	4,936,034	—	—	—	—	—	—
W&S Capital Projects	10,172,738	4,404,928	166,000	503,261	500,000	359,000	116 %	20,000	242,000	63,000	222,000
Subtotal capital improvements	10,172,738	4,404,928	2,611,000	8,294,295	7,881,034	3,873,000	48 %	4,072,500	6,096,000	4,262,500	5,540,000
Debt service pmts (existing)	2,452,665	5,838,704	2,701,480	2,701,480	2,211,429	2,947,516	9 %	2,947,700	2,938,936	2,688,482	2,414,585
Debt service pmts (new)	—	—	547,466	547,466	755,467	170,139	(69)%	431,303	742,860	1,017,112	1,285,333
Debt service pmts (meter)	—	—	—	—	—	—	—	—	—	—	—
Subtotal debt	2,452,665	5,838,704	3,248,946	3,248,946	2,966,896	3,117,655	(4)%	3,379,003	3,681,796	3,705,594	3,699,918
Transfers (non-debt)	470,485	661,018	411,833	411,833	411,833	442,413	7 %	558,263	319,252	457,503	889,163
<b>Total Non-Operating Uses</b>	<b>13,095,888</b>	<b>10,904,650</b>	<b>6,271,779</b>	<b>11,955,074</b>	<b>11,259,763</b>	<b>7,433,068</b>	<b>19 %</b>	<b>8,009,766</b>	<b>10,097,048</b>	<b>8,425,597</b>	<b>10,129,081</b>
<b>TOTAL USE OF FUNDS</b>	<b>24,965,938</b>	<b>23,325,545</b>	<b>19,586,461</b>	<b>25,302,756</b>	<b>24,410,323</b>	<b>21,108,427</b>	<b>8 %</b>	<b>22,173,030</b>	<b>24,734,760</b>	<b>23,553,972</b>	<b>25,764,902</b>
<b>Net change in accruals</b>	<b>(617,391)</b>	<b>(480,099)</b>									
<b>NET DIFFERENCE</b>	<b>(5,114,749)</b>	<b>203,455</b>	<b>(2,648,865)</b>	<b>(5,668,963)</b>	<b>(4,488,199)</b>	<b>6,005</b>	<b>(100)%</b>	<b>47,878</b>	<b>(2,289,337)</b>	<b>(407,565)</b>	<b>(1,481,851)</b>
<b>Other financial information:</b>											
Year-end Cash Balance	14,809,646	15,013,101	12,364,236	9,344,138	10,524,902	10,530,907		10,578,785	8,289,448	7,881,883	6,400,032
Three months working capital	3,698,300	4,730,154	4,243,865	4,252,115	4,132,322	4,308,857		4,525,133	4,659,690	4,822,868	5,056,226
Capital replacement balance	11,111,346	10,282,947	8,120,371	5,092,023	6,392,580	6,222,050		6,053,652	3,629,758	3,059,015	1,343,806

\* - 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.



# City of Burnsville 2021 Budget

## Division and Department Budget Information

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### **Leadership & Leadership Development**

City Council and City Manager

### **Organizational Services**

Human Resources

City Clerk / Elections

Finance

Communications

Information Technology (I.T.)

### **Community Development**

Economic Development

Planning

Protective Inspections

Licensing & Code Enforcement

### **Public Safety**

Police

Fire & Emergency Services

### **Recreation & Facilities**

Recreation

Facilities

Golf Course

Ice Center

### **Public Works**

Engineering

Streets and Drainage

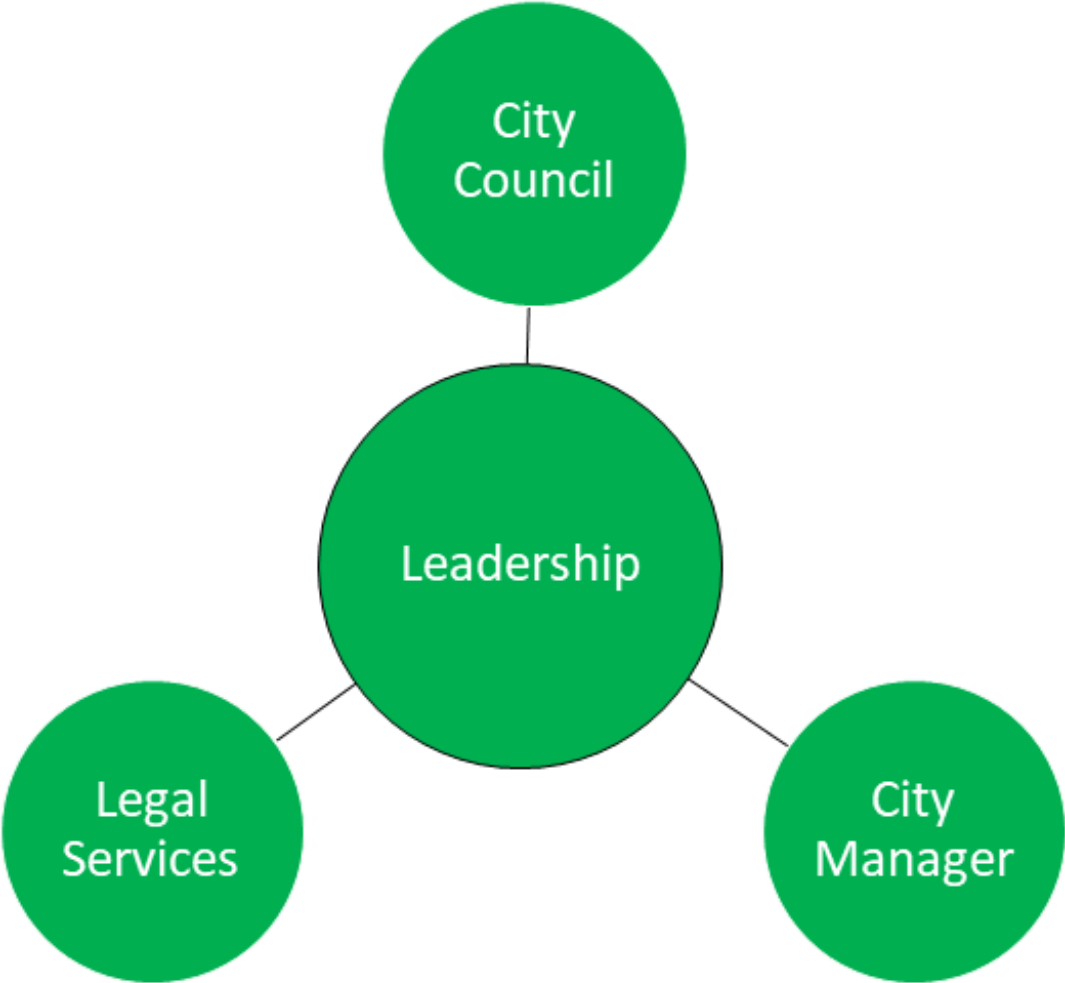
Sewer and Water Utilities

Fleet

Park Maintenance

Natural Resources

# LEADERSHIP



**Primary Services**

The city council along with the city manager set the overall tone, attitude, vision, and strategic direction for the organization. Responsibilities of the city council and manager include providing overall financial management stability, public relations, communication, and compliance with all legal requirements. They also serve as "ombudsman" to help address constituent complaints and problems. Support, enhancement, compliance and implementation of all city council policies are also provided by the council and manager.

**2021 Budget Highlights:**

- Continue work to become a strengths-based organization
- Create a workplace where people feel they belong and can be their best
- Develop our cultural competence to promote workplace inclusion
- Build our reputation as an employer of choice

	2020 Budget	2021 Budget
Staffing FTEs	2.0	2.0
Personnel Services	\$333,275	\$357,283
Current Expenses	133,461	137,048
Department Total	<u>\$466,736</u>	<u>\$494,331</u>

**Strategic Priorities**

ORGANIZATIONAL SERVICES | Burnsville is committed to high-quality public service with respect for resources. City services provide a positive community value.

- We are an organization of choice that invests in employee development and engagement.
- We value simple proactive communication and the use of technology to enhance service.
- We maintain the highest standards of resource management services to enhance the community.

**Performance Measurement Data**

	Approve/Right Direction	Disapprove/Wrong Direction	Unsure
Mayor and Council Approval by Residents	82 %	14 %	4 %
City Staff Approval by Residents	93 %	6 %	1 %
Direction of the City - Residents Survey	86 %	12 %	2 %
Direction of the City - Business Survey	92 %	5 %	3 %

\*Data Source - 2016 Residential and Business Surveys



# Organizational Services



**Primary Services**

Under the leadership of the deputy city manager and the human resources director, the human resource department (HR) provides information, support, and consultation to internal customers to assist them in delivering quality, cost effective city services. City services directed through HR include recruitment, administration of all compensation and benefit plans, training and professional development, and organizational development. The HR department also oversees the delivery and framework for several key employee related programs including safety, wellness, employee recognition, and performance evaluations.

**2021 Budget Highlights:**

- Striving to be an Employer of Choice:
  - Full implementation of Organizational Development plan
  - Completed the implementation of the compensation plan
  - Enhancement to the Employee Handbook policies to coincide with organizational values of Collaboration, Innovation and Excellence with the intent of being an employer of choice
  - Continuous evaluation of employee total rewards package

	<b>2020 Budget</b>	<b>2021 Budget</b>
Staffing FTEs	5.0	4.0
Personnel Services	419,911	461,454
Current Expenses	203,042	261,253
<b>Department Total</b>	<b>\$622,953</b>	<b>\$722,707</b>

**Strategic Priorities**

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**Performance Measurement Data**

	<b>2018</b>	<b>2019</b>	<b>2020</b>
Population	61,849	61,849	62,657
Number of employees	279	283	293
Number of recruitments	55	82	41
Number of applications received	776	1348	752
Turnover rate	3.23 %	6.71 %	4.44 %
Rate turnover due to retirement	2.15 %	2.12 %	3.76 %
Rate of attrition	5.38 %	8.83 %	8.20 %

**Primary Services**

Under the leadership of the deputy city manager and the city clerk, the city clerk's office coordinates all city council actions and communications, as well as administers the election process on behalf of the city. This office serves as the city's Designated Data Practices Compliance Official and responsible authority. Services provided include coordination of all posting and publication of official notices, preparation of council agenda packets, meeting minutes, ordinances, resolutions, publication of ordinances and codification of city code, and recruitment and appointment of advisory commissions. The city clerk's office also ensures compliance with laws governing elections. Administration of the election process includes managing voter registration and absentee voting, preparation of election notices and materials, training election judges, arranging polling precincts and equipment, and supervises the tabulations of results.

**2021 Budget Highlights:**

- Election year is every other year, requiring fluctuations in personnel services for election staffing.
- 2020 was a Presidential Election year; there are no elections planned for 2021.

	2020 Budget	2021 Budget
Staffing FTEs	2.0	2.0
Personnel Services	\$314,489	\$164,808
Current Expenses	68,736	34,567
Department Total	<u>\$383,225</u>	<u>\$199,375</u>

**Strategic Priorities**

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**Performance Measurement Data**

Ordinances published within two weeks of adoption by the City Council	98 %
Minutes of City Council meetings are prepared for approval at next regular meeting	98 %
Council agenda packets out four days prior to the meeting	95 %
City Clerk's office response to constituent inquiries within one day	90 %
Response to City Council inquiries/complaints within seven days	95 %
Primary Election - Total Voters	85 %
Primary Election - Absentee Ballots	63 %

**Primary Services**

Under the leadership of the deputy city manager and the finance director, the finance department provides financial management and oversight of the city's financial resources. Financial management activities include budget development, long range financial planning, financial accounting and analysis, treasury services, debt service, accounts payable, accounts receivable, utility billing and rate analysis. The finance department also ensures adequate internal controls are designed and implemented to ensure that proper use of city resources is achieved.

**2021 Budget Highlights:**

- Payroll position was moved to Human Resources department.
- Travel budget was reduced to reflect budget pressures and a reduction in in-person training opportunities. There has been an increase in online training opportunities.
- Audit services agreement was renewed for 2021-2025.

	2020 Budget	2021 Budget
Staffing FTEs	7.9	6.9
Personnel Services	\$642,507	\$617,201
Current Expenses	68,501	71,128
Capital	—	—
<b>Department Total</b>	<b>\$711,008</b>	<b>\$688,329</b>

**Strategic Priorities**

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**Performance Measurement Data**

- Utility Billing generates more than 16,200 utility bills each month for the City's utility services, including water, sanitary sewer, storm water, street lighting, major roadway lighting, private hydrant maintenance and sidewalk snowplowing
- Utility Rate study was completed in 2020
- Standard & Poor's reaffirmed the AAA bond rating, the highest possible rating
- Administered over \$4 million of CARES funding
- City issued G.O. Bonds for \$18,600,000 to include financing for Fire Station #1
- City issued a Refunding Bonds for the 2010D Improvement Bonds, saving the City \$408,000 over the next four years
- Successfully completed the RFP for audit services

**Primary Services**

Under the leadership of the deputy city manager and the communications director the communications department ensures that timely information is provided regarding city programs, facilities, services, and activities. The department's services include management and coordination of several forms of digital and print communications to provide information to both internal and external audiences. Coordination of media relations, press releases, crisis communication, public access television, and the city's cable franchises are also all managed through the city's communications department.

**2021 Budget Highlights:**

- Reorganization sees the Public Experience and Engagement functions with three personnel join the Communications department.
- Capital plans for 2021 include an HD Studio camera, video archival equipment, and studio lighting replacement.

	2020 Budget	2021 Budget
Staffing FTEs	5.6	8.6
Personnel Services	\$712,527	\$1,023,999
Current Expenses	318,835	468,646
Capital	106,000	139,000
Department Total	<u>\$1,137,362</u>	<u>\$1,631,645</u>

**Strategic Priorities**

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**Performance Measurement Data Performance Measurement Data**

**Communication Outlets**

Burnsville homepage website views	68,065
Facebook followers	4,570
YouTube views	802,355
Twitter followers	3,930
Email Subscribers	14,347

**Primary Services**

Under the leadership of the deputy city manager and the information technology director, the information technology department (IT) provides the planning, design, and management of the city's IT infrastructure and services. Services include enterprise software applications, cloud hosted services, "helpdesk" support, training, GIS coordination, facility and telecommunications asset leasing, facility security and security for all IT systems. The department's service delivery expands beyond the city to many partner organization utilizing city facilities. All city IT policies, standards, and procedures are developed within this department. City participation and leadership in several local, regional, and statewide technology initiatives is also provided through the department.

**2021 Budget Highlights:**

- Community Development Software platform replacement -
  - Modern integrated suite of products with workflow automation to enhance and improve on-line service delivery, provide mobile applications and transparency of data for the public and internal departments
- 311 Customer Relationship Management (CRM) system implementation - on-line and mobile tools for customer contacts and requests to resolution automation
- Fiber I-NET expansion continued to additional Parks, Nicollet Commons, Neil, Sue Fischer, Red Oak - for security, facility management, staff access and Public WiFi
- Security improvements to City facilities - Ice Center Parking area, old Maintenance Garage (Youth Center)

- IT infrastructure scheduled replacements items for multiple departments and Data Center infrastructure
- Fire Station #2 technology improvements to coincide with the construction of Fire Station #1
- IT systems security assessment and audit process
- Continued improvements and enhancements for remote workers.

	<b>2020 Budget</b>	<b>2021 Budget</b>
Staffing FTEs	9.0	9.0
Personnel Services	\$820,221	\$857,380
Current Expenses	1,205,084	1,424,006
Capital	547,925	424,725
<b>Department Total</b>	<b>\$2,573,230</b>	<b>\$2,706,111</b>

**Strategic Priorities**

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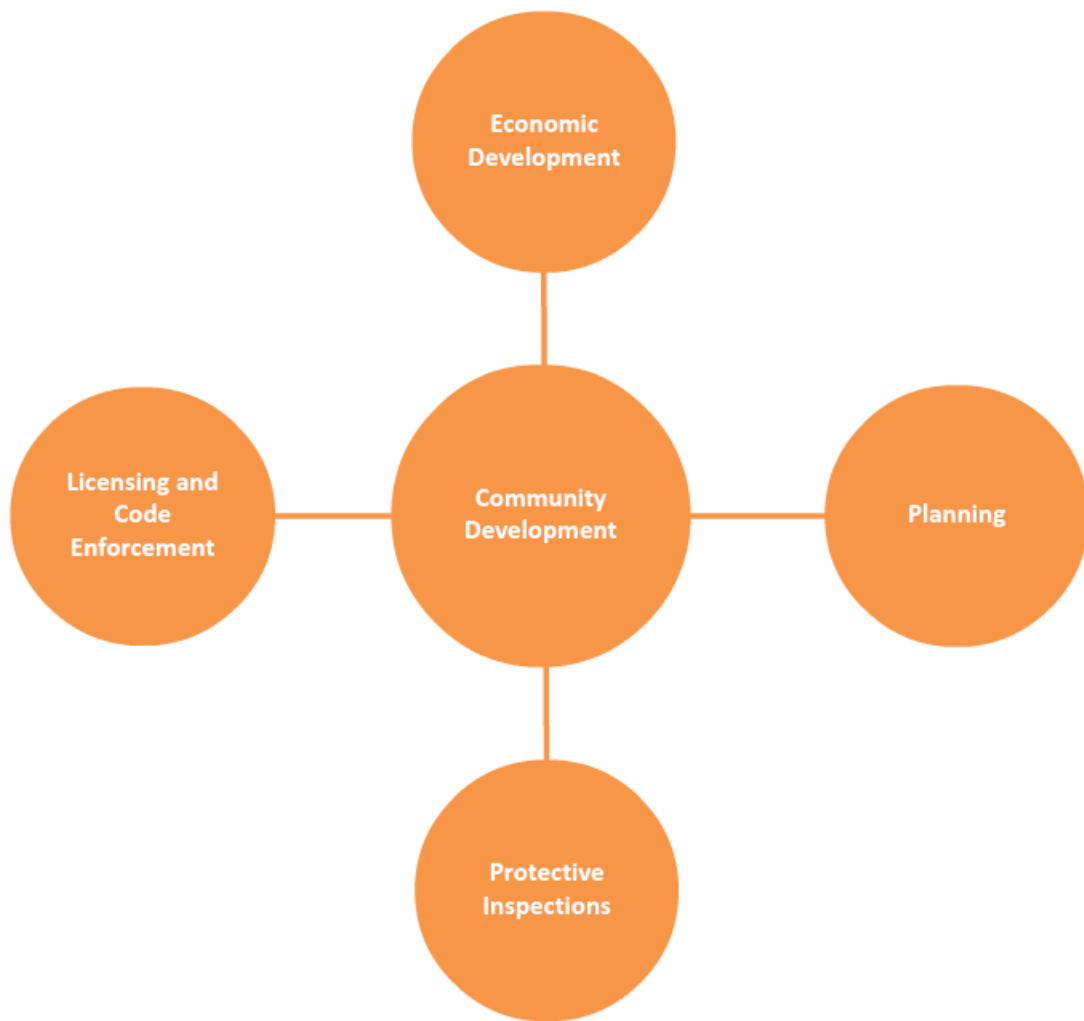
- We are an organization of choice that invests in employee development and engagement.
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**Performance Measurement Data**

**IT Systems and Devices**

	<b>2018</b>	<b>2019</b>	<b>2020</b>
PCs/Laptops/mobile items	715	725	785
Network and Internet of Things (IoT) Devices	1110	1115	1278
Applications/Virtual/misc Devices	325	330	391

# Community Development



**Primary Services**

Under the direction of the community development director, the economic development division primary purpose is to guide, facilitate, regulate development and redevelopment, maintain the quality of business within the city, oversee and implement housing assistance programs, and foster new growth through economic development. Services provided include; coordination and implement of the city's economic development strategic plan, support to both the Burnsville Economic Development Authority and Commission, encourage business development through financial incentives and initiatives, administration of the city's tax increment financing (TIF) districts, and support of workforce readiness and development.

**2021 Budget Highlights:**

- Continued implementation of the adopted Economic Development Strategic Plan
  - Center Village
  - Heart of the City
  - Housing and Commercial programs
  - Partnership + image of school district
  - Regional Destination- Implementation of Strategic Marketing Plan (You Belong Here)
  - Continue to create and implement placemaking

	2020 Budget	2021 Budget
Staffing FTEs	3.0	3.0
Personnel Services	\$424,953	\$443,336
Current Expenses	17,000	16,475
Capital	—	—
<b>Department Total</b>	<b>\$441,953</b>	<b>\$459,811</b>

**Strategic Priorities**

COMMUNITY DEVELOPMENT | Burnsville is committed to residential and commercial activities that will enhance the community.

- Strategic growth and redevelopment are balanced.
- Support a housing stock that is both relevant and diverse of housing types, high amenities, properly maintained and enhanced whenever possible.
- Create development or redevelopment assistance strategies and programs for community resilience.

**Performance Measurement Data**

- The data below shows the taxable market values of 2020 and payable 2021. There are increases in the city's land and building value across all sectors. The strongest increase is in multi-family apartments. This is primarily due to market demand of existing units and recent apartment sales as new construction values will be more fully values next year.

	Pay 2021 Taxable Market Value	Pay 2021 Taxable Market Value	2021 Increase	
Apartments	1,030,466,000	942,232,600	88,233,400	9.4 %
Commercial/Industrial	1,753,847,400	1,658,618,500	95,228,900	5.7 %
Residential	4,619,406,518	4,433,507,759	185,898,759	4.2 %
<b>Total</b>	<b>7,403,719,918</b>	<b>7,034,358,859</b>	<b>369,361,059</b>	<b>5.3 %</b>



- New tax value added or coming on line from Maven, Havenwood, Rize on Grand, and Gallery on the Parkway market rate multifamily developments combined (655n units) is estimated to be \$78.6 million. This creates additional tax capacity estimated in 2020 to be \$32,000; 2021 to be \$383,000 and 2022 to be \$703,000 when all buildings are fully assessed.
- According to data provided by St. Paul Area Association of Realtors, the median sales price so far in 2020 is up 7% from last year at \$293,000. There are fewer homes on the market and slightly more closed sales than last year at this time. Price per square foot is also rising slightly at 4%.
- 77 Interactions with potential developers or business owners interested in new construction, redevelopment, remodeling, or business expansion.
- 42 Proactive interactions with businesses related to new business visits, ribbon cuttings, COVID-19 support, and general business support.
- Creation and administration of \$2.3M CARES Business grant program, including 161 Direct interactions with CARES grant applicants, and thousands touch through our digital and direct mail marketing.
- EDC has begun work on preparing a Housing Strategy. A draft is coming together to be done in early 2021.

**Primary Services**

The primary purposes of the planning division is to guide the development review process. This responsibility includes monitoring the quality of all development, promoting balanced growth, redevelopment and sustained viability of housing and commercial/industrial property and participating in redevelopment initiatives. Under the direction of the community development director, the planning division is responsible for short-term and long-range planning regarding land uses within the city. Services provide include support for the planning commission, coordination and development project review, environmental review coordination, building permit review for land use and zoning clearance, and zoning permit coordination and administration.

**2021 Budget Highlights:**

- Updating of Title 10 and Title 11 of the City Code
- Complete scanning of all paper files into electronic files
- Implementing TOD and MIX zoning districts
- Continue to create and implement placemaking

	2020 Budget	2021 Budget
Staffing FTEs	3.0	3.0
Personnel Services	\$305,496	\$308,043
Current Expenses	146,435	262,435
Capital	—	—
<b>Department Total</b>	<b>\$451,931</b>	<b>\$570,478</b>

**Strategic Priorities**

COMMUNITY DEVELOPMENT | Burnsville is committed to residential and commercial activities that will enhance the community.

- Strategic growth and redevelopment are balanced.
- Support a housing stock that is both relevant and diverse of housing types, high amenities, properly maintained and enhanced whenever possible.
- Create development or redevelopment assistance strategies and programs for community resilience.

**Performance Measurement Data**

	2019	2020 to date
Planned Unit Developments (PUD)	11	9
Conditional Use Permits (CUP)	10	11
Plats	10	9
Ordinance Amendments	5	6
Rezoning/Comp Plan Amendments	8	3
Variances	7	4
Interim Use Permits (IUP)	3	1
Zoning Permits	52	32
Zoning Letters	44	27
Sign permits	126	84

**Primary Services**

Under the direction of the community development director and the building official this division works to safeguard life, health, property and public welfare through a common sense approach to code enforcement. This approach is based on a tradition of strong customer service. Building inspections provides plan review for residential, commercial, and state licensed properties. Additional services include enforcement of codes (building, mechanical, electrical, mechanical), field inspections, contractor licensing, clearinghouse for the issuance of permits, and administers the online permitting and licensing software utilized by many departments.

**2021 Budget Highlights:**

- Plan review and inspections for several new multi-family projects (655 units recently completed or under construction and another 506 in the pipeline for permitting).
- Implementing systems for customer service improvements such as feedback to make future operational changes and educational videos.
- Implement new CD Software Suite- including offering on-line permitting for all applicants and on-line scheduling.

	<b>2020 Budget</b>	<b>2021 Budget</b>
Staffing FTEs	9.0	9.0
Personnel Services	\$814,625	\$857,256
Current Expenses	53,333	64,667
<b>Department Total</b>	<b>\$867,958</b>	<b>\$921,923</b>

**Strategic Priorities**

COMMUNITY DEVELOPMENT | Burnsville is committed to residential and commercial activities that will enhance the community.

- Strategic growth and redevelopment are balanced.
- Support a housing stock that is both relevant and diverse of housing types, high amenities, properly maintained and enhanced whenever possible.
- Create development or redevelopment assistance strategies and programs for community resilience.

**Performance Measurement Data**

	<b>2018</b>	<b>2019</b>	<b>YTD Aug. 2020</b>
Plans reviewed	672	596	378
Permits issued	7,177	8854	6759
New residential construction permits	21	17	4
Residential remodeling permits	753	613	183
Field Inspections	7,052	8828	6426

**Primary Services**

The rental licensing & code enforcement division, under the direction of the community development director, provides for review, issuance, and enforcement of rental licenses and code enforcement related to business licensing, zoning, health nuisance, and property maintenance. Issuance of temporary permits are also managed within the department.

**2021 Budget Highlights:**

- Filling 12 month vacant and budgeted for inspector position
- Implementing new CD software suite to improve on-line services including the scheduling of inspections
- Assist with implementation of economic development housing programs
- Continuing to keep up with rental inspections amid COVID
- Add 655 new apartment rental units to the licensing roster in 2020/2021.

	2020 Budget	2021 Budget
Staffing FTEs	5.0	5.0
Personnel Services	\$563,632	\$596,057
Current Expenses	120,875	127,358
Department Total	<u>\$684,507</u>	<u>\$723,415</u>

**Strategic Priorities**

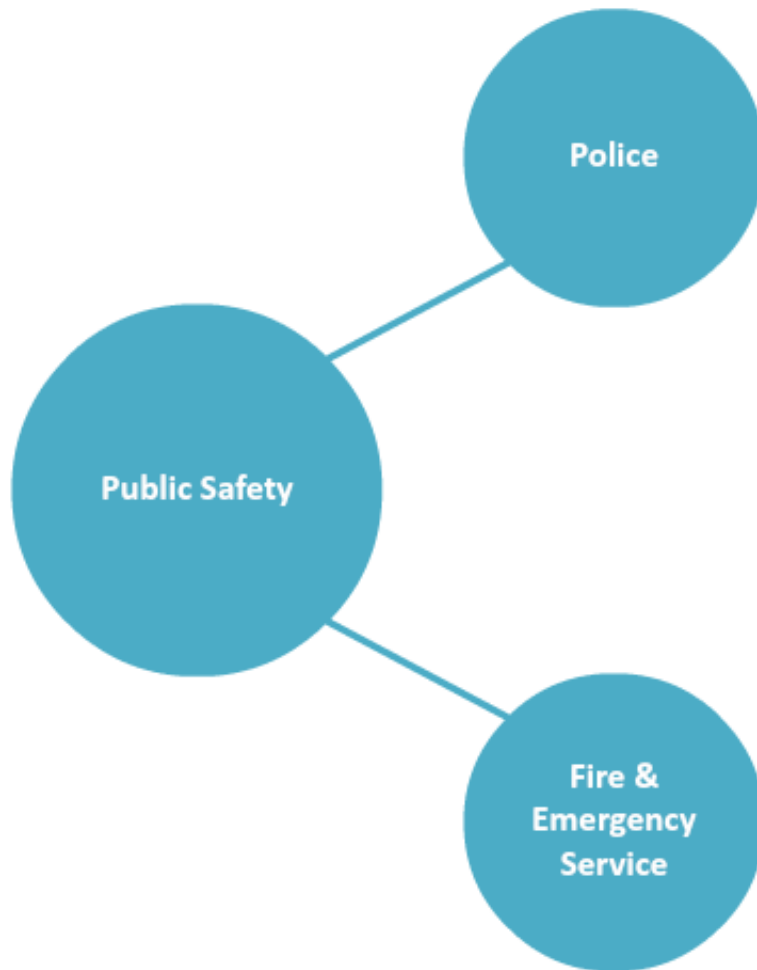
SAFETY | Burnsville is committed to community safety.

- There is confidence in the public safety services provided.
- The community is involved in safety initiatives.
- People have a feeling of safety throughout the community.

**Performance Measurement Data**

	2018	2019	YTD Aug. 2020
Code (Property Maintenance) Enforcement	1,613	956	364
License Enforcement	103	80	47
Massage Enforcement	23	7	0
Rental Enforcement	549	469	315
Zoning Enforcement	9	14	1
Total Cases	2,297	1512	908

# Public Safety



**Primary Services**

Under the direction of the police chief, the police department's organizational strategy of proactive policing allows officers to work closely with other city departments and community members to solve neighborhood problems. The following public safety services using proactive policing initiatives to achieve its mission include but are not limited to; patrol services, traffic education and enforcement, community resource and engagement, electronic crimes task force, crisis intervention/mental health initiatives, predatory offender registration, drug task force, criminal prosecution, alcohol/tobacco compliance, and animal control.

**2021 Budget Highlights:**

- Community Engagement and Mental Health Unit kick-off
- Continue policy review and ensure Police Accountability Legislation Compliance
- Continue Department Strategic planning
- Officer Mental Health and Wellness Training

	2020 Budget	2021 Budget
Staffing FTEs	91.1	91.1
Personnel Services	12,586,296	\$13,038,257
Current Expenses	2,781,804	2,699,935
Department Total	<u>\$15,368,100</u>	<u>\$15,738,192</u>

**Strategic Priorities**

- SAFETY | Burnsville is committed to community safety
- There is confidence in the public safety services provided.
  - The community is involved in safety initiatives.
  - People have a feeling of safety throughout the community.

**Performance Measurement Data**

Burnsville Police Department’s dedication to serving our community is grounded in our mission of working together to make a difference through excellence in policing. We strive to live our core values of Honor, Integrity, Courage, Knowledge, and Excellence each day.

Leveraging partnerships we will continue to adapt and work together with our community in balanced and responsible ways to meet the changing expectations within the policing profession. We will continue to invest in on-going, modern, and specialized public safety training in order to provide the highest level of service to our residents and visitors.

We are dedicated to creating a culture of support through investment in mental health and wellness initiatives for our officers. As dedicated professionals, we remain focused on community and officer safety while protecting the dignity and sanctity of all human life and rights.

	2018	2019	YTD July 2020
Total Police Calls for Service	49,482	49,482	28,313
Part I Criminal Offenses-Violent Crimes Report	1,763	1,772	962
Part II Criminal Offenses-All Other Offenses	2,776	2,411	1,437
Crisis/Mental Health Calls	545	562	424
Total Traffic Citations	5,547	4,286	1,558

**Primary Services**

Under the direction of the fire chief, the fire department's primary purpose is to provide efficient and effective fire and emergency medical response. The department provides the community with fire prevention and life safety education, that will help citizens live safer lives. The department also provides disaster preparedness in collaboration with other departments. The following public safety services provided include but are not limited to; fire services (prevention, suppression, investigation, code enforcement/inspections), emergency medical service, advanced life support, rescue, and disaster prevention and preparedness.

**2021 Budget Highlights:**

- Fire Station 1 Replacement - designed to be both functional for today's needs but forward thinking enough for future expansion. Use of Green Standards on sustainability, water efficiency, energy use and material selection.
- Emergency Medical Service Call Volume continues to increase - more potential billable revenue
- Continue to seek partnerships, opportunities for collaboration, and local and national grants.

	<b>2020 Budget</b>	<b>2021 Budget</b>
Staffing FTEs	45.0	45.0
Personnel Services	\$6,929,090	\$7,335,593
Current Expenses	1,136,929	1,161,828
<b>Department Total</b>	<b>\$8,066,019</b>	<b>\$8,497,421</b>

**Strategic Priorities**

SAFETY | Burnsville is committed to community safety

- There is confidence in the public safety services provided.
- The community is involved in safety initiatives.
- People have a feeling of safety throughout the community.

**Performance Measurement Data**

	<b>2018</b>	<b>2019</b>	<b>2020</b>
Actual Fires calls	115	107	147
EMS calls	5,399	5,627	5,733
*EMS patient transports	4,327	4,740	5,041
Fire Calls	1,607	1,578	1,502
*Percent of property saved from fire	99 %	98 %	99 %

\*Data October thru September

# Parks, Recreation, & Facilities





**Primary Services**

Under the direction of the Parks, Recreation and Facilities Director, this division is dedicated to providing the oversight and management for biking and hiking trail development, management for the Ames Center; volunteer and senior services and building and strengthening our community by applying for grant funds and seeking additional partnerships. The staff is dedicated to providing exceptional programs and services that foster social, intellectual, physical and emotional development, promotes health and wellness, increases cultural unity, provides a safe environment, supports economic development and programs facilities that meet the needs of our customers which all contribute to making Burnsville a leading community in which to live, work and thrive. Responsibilities include; coordination year around recreation programs, meeting space rental, reservation of park buildings and shelters, scheduling athletic fields, planning special events, trail development, and promoting parks and recreation services.

**2021 Budget Highlights:**

- Proposed decrease revenue of \$9,000
  - Reduced adult softball teams
  - Fewer Room Reservations
  - Decreased rental revenue at Maintenance Facility
- Reassigned a portion of expense budget and two personnel to Communications, Experience and Engagement Department
- Reduction in expenses by \$31,800
  - Reduced seasonal staffing
  - Use of partnerships and contracted services to offer programs

	2020 Budget	2021 Budget
Staffing FTEs	8.0	6.0
Personnel Services	938,833	783,722
Current Expenses	409,848	370,014
Department Total	<u>\$1,348,681</u>	<u>\$1,153,736</u>

**Strategic Priorities**

COMMUNITY ENGAGEMENT | Burnsville is committed to be welcoming to all through community engagement.

- People are actively engaged in community life to enhance livability.
- We are a preferred community with a great quality of life.
- The community is served through broad range of programs, services, and facilities built on partnerships.

**Performance Measurement Data**

Due to COVID Youth and Family Programming looked very different in 2020. Some programs were done virtually or independently like some of the Rockin Lunch Hour shows and the 5K run. While other Youth and Family programs were done with COVID Precautions in place like the Drive in Movies and in person concerts at Civic Center Park.

Participation:

- 5K any way - 85 participants
- The four Virtual Rockin Lunch Hours had 470, 482, 403, and 218 views for a total of 1,573 views.
- The three in-person Rockin Lunch Hours had 70, 8- and 105 people in attendance.
- The three drive in movies had 105, 135, 120 vehicles with an estimated 3/vehicle a total of 1,080 people.
- Drive thru for a difference - 90 vehicles - 270 people

**Primary Services**

Under the direction of the Parks, Recreation & Facilities Director the division is responsible for the facility maintenance and management of the City’s major public buildings. Staff are dedicated to providing clean, well-maintained and comfortable facilities for the building users in the most cost-effective and energy efficient manner at the following locations: City Hall, Parks and Public Works Maintenance Center, The GARAGE/Civic Center Maintenance Facility, Fire Stations No. 1 & 2, Water Treatment Plant, Ames Center, HOC Parking Ramp and Parking Deck.

**2021 Budget Highlights:**

- 2021 Facilities Budget was lowered by \$14,497 from 2020
- CIP Projects for 2021 include:
  - Replacement of chairs and carpet in Council Chambers
  - Facility Space Study of City Hall, Maintenance Center, and Fire Station 2

	2020 Budget	2021 Budget
Staffing FTEs	6.0	6.0
Personnel Services	418,339	425,660
Current Expenses	269,332	254,835
Capital	—	—
<b>Department Total</b>	<b>\$687,671</b>	<b>\$680,495</b>

**Strategic Priorities**

ORGANIZATIONAL SERVICES | Burnsville is committed to high-quality public service with respect for resources. City services provide a positive community value.

- We are an organization of choice that invests in employee development and engagement.
- We value simple proactive communication and the use of technology to enhance service.
- We maintain the highest standards of resource management services to enhance the community.

**Performance Measurement Data**

The Facilities Department spent much of 2020 developing plans and procedures to keep employees and customers safe from COVID-19 in City facilities. This included:

- Purchasing chemicals and cleaning equipment that will kill the virus.
- Setting up rooms and offices for social distancing
- installing hands free equipment
- Installing social distancing markers and informational signage

**Facilities Projects:**

- In 2020 the Facilities Department focused on improving the customer experience in City Hall. Projects included a new front counter reception area, a Community Development reception area, and purchased new conference room furniture for Conference Rooms A, C, D, and E
- Developed and implemented a Facilities Department Covid-19 Guideline and Procedure Policy to ensure a safe reopening of City Hall
- Completed a facilities site assessment at 7 City buildings. This study will evaluate the life expectancy and replacement costs of HVAC, plumbing, and electrical equipment
- Ordered Negative Ion Generators to be installed on the air handler units at City Hall, Ice Center, Ames Center, Maintenance Center, and Fire Station 2, to protect against the COVID-19 virus.

**Primary Services**

Under the direction of the Parks, Recreation and Facilities Director and the Recreation and Facilities Superintendent. Birnamwood Golf Course is a nine hole, par 27, course. Services include; organization of golf leagues, special events, and tournaments that serve youth, families and adults of various abilities.

**2021 Budget Highlights:**

- With the pandemic in 2020, the number of rounds increased significantly. 2021 rounds may be up from average, but are not expected to see the numbers of 2020.
- Parking lot replacement project continues into 2021, funded by the Facilities fund.
- Mower replacement is planned for 2021.

	<b>2020 Budget</b>	<b>2021 Budget</b>
Staffing FTEs	1.5	1.5
Personnel Services	\$214,450	\$227,140
Current Expenses	71,604	71,844
Capital	—	35,000
<b>Department Total</b>	<b>\$286,054</b>	<b>\$333,984</b>

**Strategic Priorities**

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- The community is served through broad range of programs, services, and facilities built on partnerships.

**Performance Measurement Data**

- With the pandemic in 2020, the number of rounds increased significantly. 2021 rounds may be up from average, but are not expected to see the numbers of 2020.

	<b>2018</b>	<b>2019</b>	<b>2020 Est.</b>
Income	\$230,975	\$238,221	\$320,000
Rounds	17,107	18,676	25,000

- Pandemic response measures by City Staff included increase in online tee time scheduling and online payments.

**Golf at Birnamwood**



**Primary Services**

Under the direction of the Parks, Recreation and Facilities Director and the Recreation and Facilities Superintendent, staff at the ice center provide the following services; promotion, scheduling, and maintenance of the ice center (two sheets of ice), provides opportunities for indoor hockey, figure and pleasure skating, curling, and other related ice activities for youth, families, and adults. Staff of the ice center also oversee the promotion, scheduling of the city's outside skate park.

**2021 Budget Highlights:**

- Increased Ice Rental line item by \$50,000.
- Concession Line item is anticipated to see losses up to \$56,000 due to lack of staff and spectators in the facility are very limited.
- Reduced PT labor costs by \$4,318 from 2020.
- Budgeted \$18,000 for an full Electrical testing program on all of our breakers, outlets, mechanical systems for the entire Ice Center.

	<b>2020 Budget</b>	<b>2021 Budget</b>
Staffing FTEs	6.5	6.5
Personnel Services	690,230	737,911
Current Expenses	394,840	397,240
Capital	62,000	113,000
<b>Department Total</b>	<b>\$1,147,070</b>	<b>\$1,248,151</b>

**Strategic Priorities**

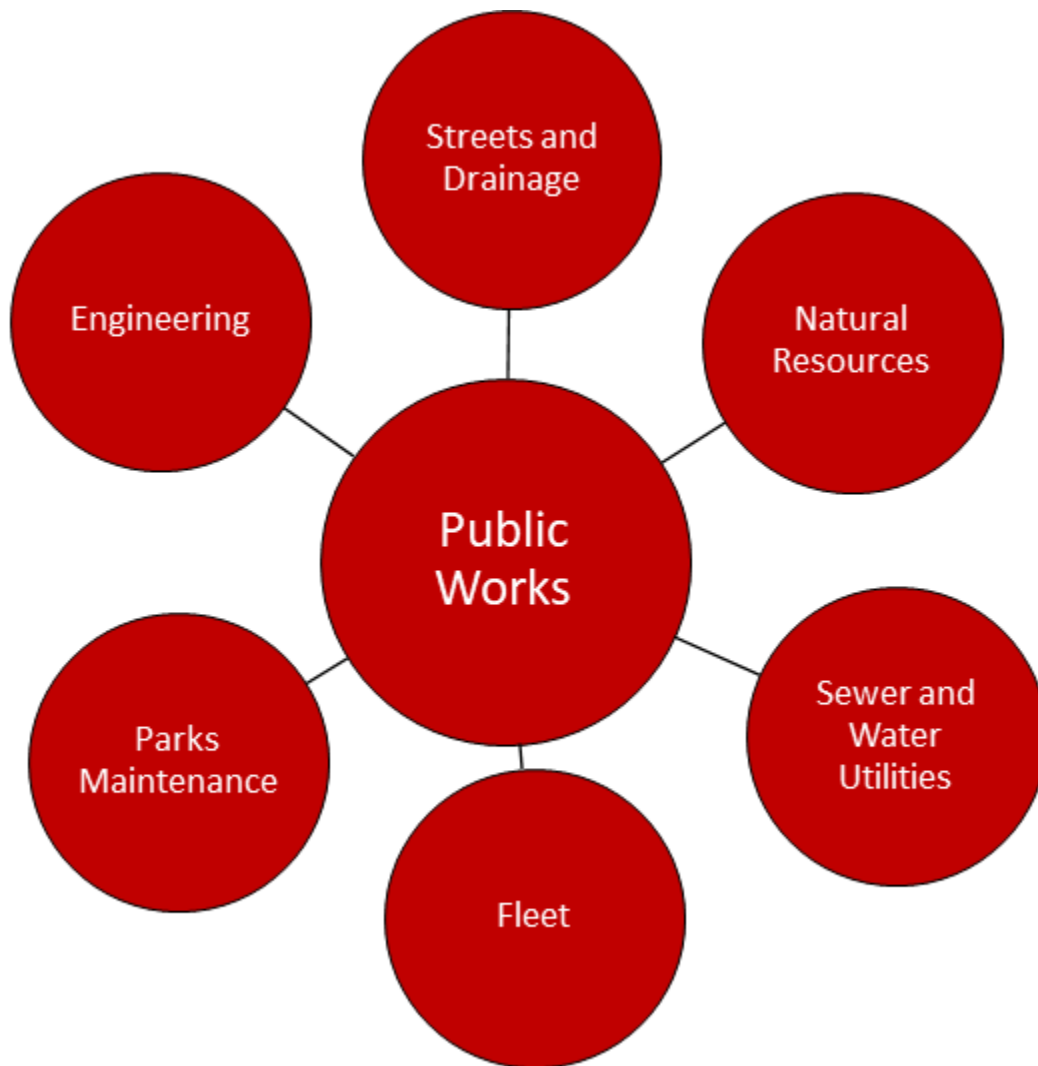
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- People are actively engaged in community life to enhance livability.
- We are a preferred community with a great quality of life.
- The community is served through broad range of programs, services, and facilities built on partnerships.

**Performance Measurement Data**

- The Ice Center staff spent much of 2020 developing plans and procedures to keep employees and customers safe from COVID-19 in the Ice Center. This included:
  - Purchasing chemicals and cleaning equipment that will kill the virus.
  - Setting up locker rooms, bleachers and office spaces for social distancing
  - Installing social distancing markers and informational signage
- Added Credit Card processors and included American Express as an option.
- Forms new relationships with surrounding hockey associations for ice time, including more favorable weekday ice time.

# Public Works



**Primary Services**

Under the leadership of the public works director and city engineer, the engineering division's primary purpose is to design and deliver public infrastructure projects. This division develops the capital improvement plan (CIP), collects special assessments associated with improvements and code enforcement, administers the city's right-of-ways, provides design and project support for park and facility projects, enforces city's erosion control ordinances, maintains the City's asset management system, and acts as a liaison with other agencies on infrastructure-related improvements that affect the City.

**2021 Budget Highlights:**

- City Street Improvement Program - \$6,350,000 in Street Reconstruction, Reclamation, Rehabilitation and Maintenance Overlays
- Trail Improvements -
  - Complete Lake Marion Regional Trail - Total Cost, \$5,000,000
  - Start Construction of Cliff Road Trail from TH 13 to Eagan Border - Total Cost - \$4,700,000
- Crystal Lake/Twin Lakes Drainage Water Level Improvements - \$1,300,000
- Multi-Modal/Complete Streets Policy Proposed in 2021

	2020 Budget	2021 Budget
Staffing FTEs	14.0	14.0
Personnel Services	\$973,498	\$1,019,834
Current Expenses	68,749	69,009
<b>Department Total</b>	<b>\$1,042,247</b>	<b>\$1,088,843</b>

**Strategic Priorities**

TRANSPORTATION & INFRASTRUCTURE | Burnsville is committed to an effective, multi-modal transportation system that safely connects people and goods.

- The City partners with federal, state, and county entities to meet mobility needs.
- We balance transportation options including vehicle, bike, and pedestrians in a safe manner.
- Infrastructure improvements are planned, maintained and preserved in a strategic and intentional manner.

**Performance Measurement Data**

- Completed the every 3rd year analysis of all city owned street pavements. The overall score in 2020 is 76, the overall score in 2017 was 74
- Modified City Street Improvements Assessment Policy for 2021 Projects
- Completed Several Large Development Contracts
- Completed On-street Bike Lanes on 2.5 miles city streets



**Primary Services**

Under the leadership of the Public Works Director and direction of the Assistant Public Works Director, the streets and drainage division provides the following services: snowplowing and street sweeping; repair and maintenance of street and storm water system, street lighting and signage.

**2021 Budget Highlights:**

- Kept Deicing Chemical Budget Equal to 2020 Budget after 2 years of large increases
- Utilizes all three new trainee positions during winter months for trail maintenance
- Replacement of Front End Loader and Tandem Dump Truck
- Continues with advanced in-house curb to curb fall paving program
- Continues with enhanced water body drainage maintenance program

	2020 Budget	2021 Budget
Staffing FTEs	14.5	14.0
Personnel Services	\$1,843,578	\$1,770,301
Current Expenses	2,392,813	2,399,286
Capital	3,042,000	3,105,000
<b>Department Total</b>	<b>\$7,278,391</b>	<b>\$7,274,587</b>

**Strategic Priorities**

TRANSPORTATION & INFRASTRUCTURE | Burnsville is committed to an effective, multi-modal transportation system that safely connects people and goods.

- The City partners with federal, state, and county entities to meet mobility needs.
- We balance transportation options including vehicle, bike, and pedestrians in a safe manner.
- Infrastructure improvements are planned, maintained and preserved in a strategic and intentional manner.

**Performance Measurement Data**

- Pavement Management Score of 76, 2017 score of 74
- Promoted a FTE to Crew Leader designation to manage trail and water body maintenance
- Paved streets in Chowen/Hamilton area
- Oversaw Response to 23 Snow and Ice Control Events
- Swept up 655 tons of debris during spring cleaning sweeping



**Primary Services**

Under the leadership of the Public Works Director and direction of the Assistant Public Works Director, the sewer and water utilities division provides for the production and distribution of the potable water system and collection of sanitary sewage and delivery to the Metropolitan Council Environmental Services interceptor pipe system.

**2021 Budget Highlights:**

- Implementation of revised utility rate structure including splitting of funds into a separate Sewer Utility and Water Utility
- Kept operational budget very close to 0% increases other than personnel services
- Construction of Electrical Upgrades at the Groundwater Treatment Plant - \$500,000

	2020 Budget	2021 Budget
Staffing FTEs	16.0	17.0
Personnel Services*	\$4,296,851	\$4,661,275
Current Expenses	9,017,831	9,014,084
Capital	2,611,000	3,873,000
<b>Department Total</b>	<b>\$15,925,682</b>	<b>\$17,548,359</b>

\* Personnel Services includes allocation expenses from other funds

**Strategic Priorities**

TRANSPORTATION & INFRASTRUCTURE | Burnsville is committed to an effective, multi-modal transportation system that safely connects people and goods.

- The City partners with federal, state, and county entities to meet mobility needs.
- We balance transportation options including vehicle, bike, and pedestrians in a safe manner.
- Infrastructure improvements are planned, maintained and preserved in a strategic and intentional manner.

**Performance Measurement Data**

- Promoted a FTE to Crew Leader designation to supervise Water Treatment Plant operations and facility
- Completed rehabilitation of Heather Hills Water Tower
- Pumped, treated and supplied 3 Billion gallons of water including a majority of Savage's drinking water
- Collected 2 Billion gallons of waste water
- Entered into Public Improvements Agreement with Kraemer Mining and Materials to improve surface water intake





**Primary Services**

Under the leadership of the public works director and direction of assistant public works director, the fleet division provides the following services: repair and maintenance of city’s vehicle fleet and wide variety of equipment; planning responsibility for vehicle and equipment replacement schedule; procurement of many vehicles, equipment and fuel, and facility maintenance including operations, maintenance and repair.

**2021 Budget Highlights:**

- The City's first ever fleet analysis and optimization study is budgeted
- Replacement of an ambulance is scheduled
- Replacement of two plow trucks and a front end loader is scheduled.
- A total of \$2,000,000 in vehicle replacements is planned.

	2020 Budget	2021 Budget
Staffing FTEs	9.0	9.0
Personnel Services	\$903,503	\$963,940
Current Expenses	585,680	600,400
<b>Department Total</b>	<b>\$1,489,183</b>	<b>\$1,564,340</b>

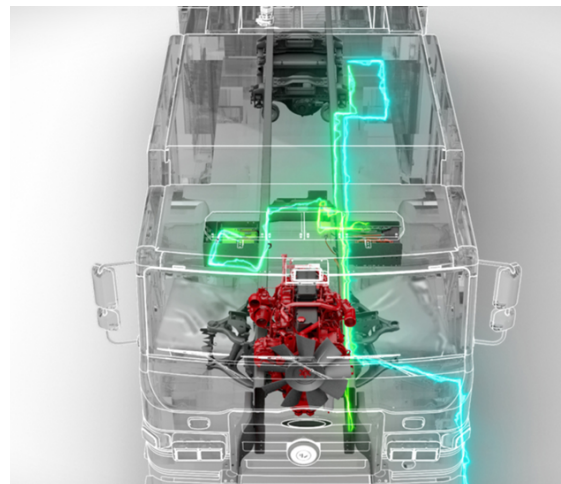
**Strategic Priorities**

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- The City partners with federal, state, and county entities to meet mobility needs.
- We balance transportation options including vehicle, bike, and pedestrians in a safe manner.
- Infrastructure improvements are planned, maintained and preserved in a strategic and intentional manner.

**Performance Measurement Data**

- Completed approximately 1,800 vehicle maintenance work orders; continued partnership with other agencies on Asset Works which is the City's fleet maintenance management system
- Completed replacement of the City's fuel management system
- Completed procurement of the City's first battery powered equipment/idling reduction fire truck



**Primary Services**

Under the leadership of the public works director and direction of assistant public works director the park maintenance department maintains the infrastructure, landscaping, turf, waste collection, and amenities of the City's 1,750 acre park system. Park facilities such as athletic fields, outdoor skating rinks, park shelters and buildings are maintained and prepared for park users. Other maintenance activities include; turf management of public boulevards and medians throughout the city, maintenance and plowing of the parks trail system, grooming cross-country ski trails, and maintaining Heart of the City amenities.

**2021 Budget Highlights:**

- The water feature at Nicollet Commons Park is expected to be rehabilitated and improved.
- Replacement of the play equipment at Crystal Beach is scheduled.
- Almost \$1,000,000 in park system asphalt features (parking lots, trails, tennis courts) rehabilitation is planned.
- The Lake Marion Trail, Sunset Pond to Kelleher Park Segment, is expected to be completed in 2021
- Complete Park Sign Replacement project

	2020 Budget	2021 Budget
Staffing FTEs	18.0	18.0
Personnel Services	\$2,875,596	\$3,048,137
Current Expenses	1,196,934	1,172,523
Department Total	<u>\$4,072,530</u>	<u>\$4,220,660</u>

**Strategic Priorities**

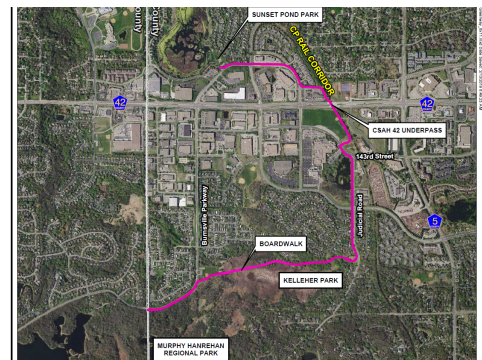
TRANSPORTATION & INFRASTRUCTURE | Burnsville is committed to an effective, multi-modal transportation system that safely connects people and goods.

- The City partners with federal, state, and county entities to meet mobility needs.
- We balance transportation options including vehicle, bike, and pedestrians in a safe manner.
- Infrastructure improvements are planned, maintained and preserved in a strategic and intentional manner.

**Performance Measurement Data**

- City typically hires 45 seasonal employees, due to COVID-19 Virus, was able to hire 6 starting in fall of 2020
- Utilized contractors in the areas of remote facility mowing, parking lot garbage pick up and bathroom cleaning
- Implemented Parks Master Plan strategic mowing reductions of approximately 20 acres in 2020

**LAKE MARION TRAIL CONSTRUCTION**



**Primary Services**

Under the leadership of the public works director and the natural resources manager the natural resource department provides services that protect and manage the city’s water, wildlife, urban forest, and community landscape resources. The division also promotes sustainable practices within our organization, as well as, to our residents. Services provided by the Natural Resource department include commercial and residential recycling programs, waste and recycling events, licensing solid waste haulers, coordination and promotion of sustainability, plan review for environmental impacts, and support for Parks and Natural Resources Commission and Black Dog Watershed Management Organization. The department also actively manages several efforts including the wildlife program, surface water and quality management, prairie monitoring, and urban forest resources.

**2021 Budget Highlights:**

- The Natural Resources Management Plan is scheduled to be updated - It has been more than 10 years since last update
- The City's first structural stormwater re-use system is scheduled to be installed at Fire Station 1 replacement
- A shoreline restoration on Crystal Lake is planned.
- Begin Sustainability Plan Update Initiatives

	2020 Budget	2021 Budget
Staffing FTEs	3.5	3.5
Personnel Services	\$367,166	\$757,593
Current Expenses	471,211	99,651
Capital	60,000	60,000
Department Total	<u>\$898,377</u>	<u>\$917,244</u>

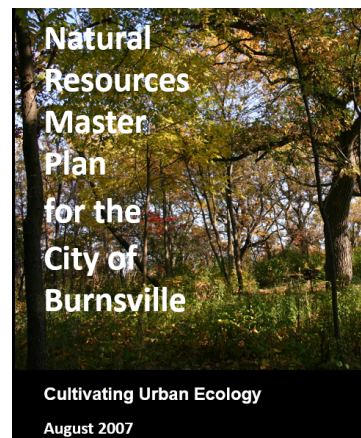
**Strategic Priorities**

SUSTAINABILITY | Burnsville is committed to environmental stewardship through creative and innovative approaches to natural resource conservation.

- People find Burnsville to be an attractive, clean city and want to preserve that.
- We value natural water bodies and green spaces and recognize the importance of preserving them.
- Development occurs in an environmentally sensitive manner, preserving and restoring natural resources.

**Performance Measurement Data**

- Provided 72 trees at Tree Sale
- Achieved 30% reduction of City's green house gases
- Treated 705 Ash Trees to protect from Emerald Ash Borer
- Completed Keller Lake Analysis, modified water clarity goals
- Started Adopt-A-Sign Planter program, had 10 planters adopted
- Dakota Valley Recycling will be focusing on increased recycling at multi-family facilities

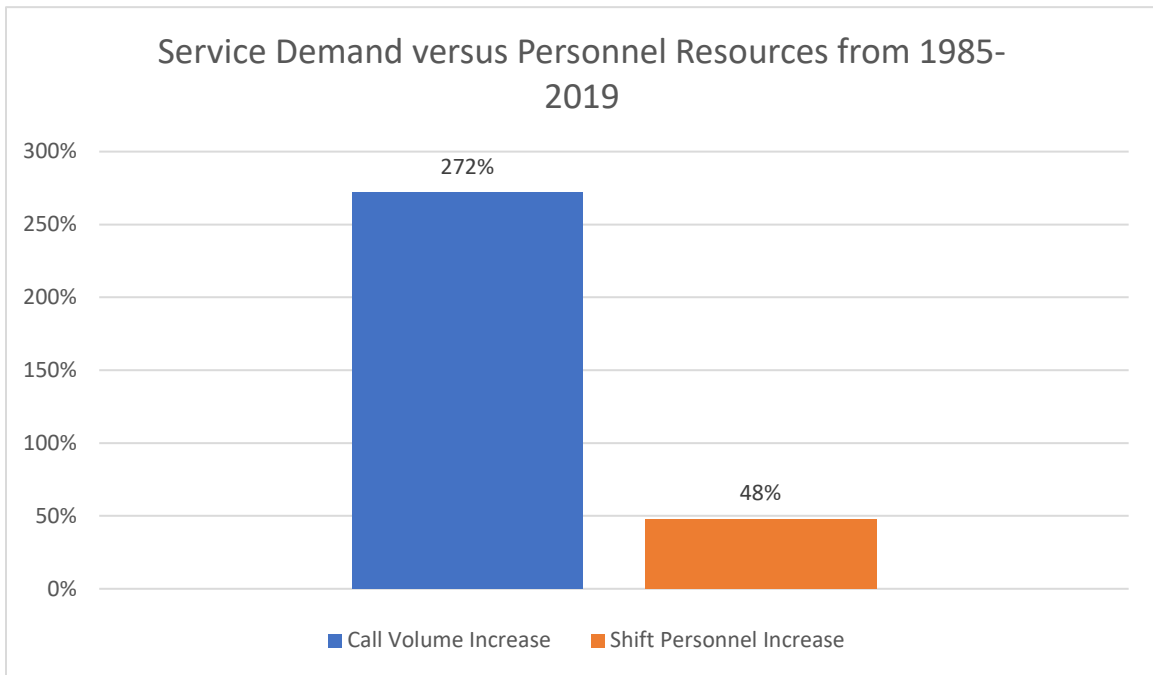




# BURNSVILLE FIRE DEPARTMENT

# STANDARDS OF RESPONSE COVERAGE

**Chart 4: Service Demand versus Personnel Resources from 1985-2019**



## Insurance Services Office (ISO) Rating and Overview

ISO provides a public protection classification (PPC) that is used by some insurance companies to set premiums for fire protection base on this rating. The rating ranges from one to ten, with one being the highest rating. A rating of ten does not meet the minimum requirements for ISO. The ratings are based on the following categories:

- Needed water fire flow
- Emergency communications
- Fire department (equipment, staffing, training, distribution of apparatus, operations and community risk reduction)
- Water supply

**Figure 3: ISO Summary**

Burnsville’s current rating is given a split classification of 3/10, as there are areas within the municipal boundaries that are greater than five road miles from a fire station. The areas that are outside the five road miles are assigned an ISO PPC rating of 10. Areas that are within the five road miles are given an ISO PPC rating of 3.

The rating criteria has been modified over the past decade, which has benefited the city. The previous rating in 2012 was a 4/10. The changes in the rating criteria since 2012 has given the department credit for its risk reduction efforts compared to previous ratings.

ISO is an independent corporation that provides information to its users, which are the insurance companies. While ISO states a higher ISO rating will correlate to a decreased insurance premium. It has been difficult to quantify the decrease the community would experience; therefore, it is difficult to use ISO as a source to identify the best investment in the fire protection within the community.

**Summary of PPC Review  
for  
Burnsville**

FSRS Item	Earned Credit	Credit Available
<b>Emergency Communications</b>		
414. Credit for Emergency Reporting	3.00	3
422. Credit for Telecommunicators	3.90	4
432. Credit for Dispatch Circuits	2.21	3
<b>440. Credit for Emergency Communications</b>	<b>9.11</b>	<b>10</b>
<b>Fire Department</b>		
513. Credit for Engine Companies	6.00	6
523. Credit for Reserve Pumpers	0.00	0.5
532. Credit for Pumper Capacity	3.00	3
549. Credit for Ladder Service	3.14	4
553. Credit for Reserve Ladder and Service Trucks	0.00	0.5
561. Credit for Deployment Analysis	4.78	10
571. Credit for Company Personnel	8.92	15
581. Credit for Training	5.01	9
730. Credit for Operational Considerations	2.00	2
<b>590. Credit for Fire Department</b>	<b>32.85</b>	<b>50</b>
<b>Water Supply</b>		
616. Credit for Supply System	27.71	30
621. Credit for Hydrants	3.00	3
631. Credit for Inspection and Flow Testing	6.20	7
<b>640. Credit for Water Supply</b>	<b>36.91</b>	<b>40</b>
<b>Divergence</b>	<b>-5.32</b>	<b>--</b>
<b>1050. Community Risk Reduction</b>	<b>3.87</b>	<b>5.50</b>
<b>Total Credit</b>	<b>77.42</b>	<b>105.5</b>

**Final Community Classification = 03/10**

**Governance**

The City Council has adopted Vision, Values and Strategic Priorities. These statements are meant to create expectations both internally and externally as well as set expectations at the policy level.

# **City of Burnsville**

## 2016 Residential Study

The Morris Leatherman Company

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%
DON'T KNOW/REFUSED.....		4%
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?	EXCELLENT.....	16%
	GOOD.....	74%
	ONLY FAIR.....	7%
	POOR.....	0%
	DON'T KNOW/REFUSED.....	

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%
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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%
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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%
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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%