

CITY OF INVER GROVE HEIGHTS

A G E N D A

CITY COUNCIL WORK SESSION

NOVEMBER 5, 2018 6:00PM

**INVER GROVE HEIGHTS
COUNCIL CHAMBER**

A. CALL TO ORDER – MAYOR TOURVILLE

- 1. 2019 BUDGET**
- 2. NORTH/SOUTH VALLEY PARK MASTER PLAN**
- 3. SURVEY RESULTS REVIEW AND CUSTOMER SERVICE**

B. ADJOURN

CITY OF INVER GROVE HEIGHTS

REQUEST FOR COUNCIL ACTION

2019 Budget

Meeting Date: November 5, 2018
 Item Type: Work Session
 Contact: Kristi Smith 651-450-2521
 Prepared by: Kristi Smith, Finance Director
 Reviewed by: N/A

Fiscal/FTE Impact:

☐	None
☐	Amount included in current budget
☐	Budget amendment requested
☐	FTE included in current complement
☐	New FTE requested – N/A
☒	Other – 2019 Budget

PURPOSE/ACTION REQUESTED

Overview of November 5, 2018 Work Session Budget Items

SUMMARY

Work session agenda items were to include the following:

1. Central Equipment Replacement, information will be provided separately, as soon as available
2. Utilities
 - a. Water
 - b. Sewer
 - c. Storm Water
3. Internal Service Funds, see Descriptions, Basis for Allocations and Significant Changes
 - a. Risk Management
 - b. Central Equipment
 - c. Central Stores
 - d. City Facilities
 - e. Technology
4. General Fund Additions, see Revised List
5. 2019-2023 Capital Improvement Plan (CIP), delayed until December work session

Internal Service Fund Descriptions, Basis for Allocations and Significant Changes

Risk Management, Fund 602 – accounts for all city insurances excluding health, life, dental and long-term disability. Insurance is allocated based on several factors, primarily related to users. LMCIT changed their methodology for charging municipal liability with the renewal for 2014/2015. Previously this was based on water payroll, water gallons, miles of streets, golf course receipts, golf carts, pools, boats, etc. The new methodology is based on land use, sewer backups, employment, police and expenditures and is more reflective of the types of claims LMCIT is receiving. For the 2017/2018 renewal property, mobile and liability coverages only included replacement cost or valuation, not actual premium charged. Estimated premium changes are as follows:

Property 0%	Liability - Expenditures 5%
Mobile 0%	Liability - Land Use -10%
Auto 0%	Liability - Sewer -10%
Bond -5%	Liability - Employee 5%
Worker's Compensation 2%	Liability - Police 5%

Central Equipment, Fund 603 – accounts for vehicle maintenance and replacement, except for the Golf Course. Two allocations are included, one based on replacement schedules, the other for operations. The operations allocation is based on a three year average of fuel usage and repair parts and hours. Beginning in 2015, allocations between internal service funds were removed. \$600,000 will be included in 40040-Repair and Maintenance-Buildings for roof repairs on the Public Works Maintenance Facility. Net position will be used to cover the repair.

Central Stores, Fund 604 – accounts for general office supplies and copy machine use. The allocations are based on copier use. Beginning in 2015, allocations between internal service funds were removed.

City Facilities, Fund 605 – accounts for costs related to the operation of City Hall. The allocations are based on FTEs and square footage. In 2015 the allocation previously allotted to Mayor and City Council was shifted to Administration. **Currently no funds are being allocated for replacement or for large ticket repair/replacement costs.** Beginning in 2015, allocations between internal service funds were removed. The 2019 Budget includes an additional \$50,000 in 30700-Other Professional Services for hiring of a facilities management company and \$75,000 in 80500-Furniture and Fixtures (\$15,000 for space need changes and \$60,000 for fire department space need changes). The \$60,000 for fire department space need changes will be reduced to \$30,000.

Technology, Fund 606 – accounts for costs related to technology operations and replacement. Two allocations are included, one based on replacement schedules which were updated for the 2016 budget process but exclude software, the other for operations. Previously the operations allocation was based on PCs, users, dedicated printers/fax/scanners, servers, data storage, SQL servers and VOIP phones. Beginning in 2016 the operations allocation is based on personnel costs and cost of equipment replacement. The 2019 budget includes 1.0 FTE Network Specialist.

2019 General Fund Department Requested Budget Additions - Revised

10/17/2018

	Fire	Police	Admin	Public Works	Finance	Parks	Comm Dev
Personnel and Related Costs							
Planning-Recording Secretary							-
Police-.53 FTE Property Evidence Tech		-					
Police-Cadet Program (3 of 5)		51,900					
Police-Community Outreach OT							
Fire FF Wage Increase \$.50/hr							
Fire Recruit Wage Increase \$1/hr							
Fire-3 FT Captains (2 of 3)	151,400						
Fire-Fire Inspector	-						
Engineering Intern OT							
Streets-Street Helper				11,900			
Total Personnel and Related Costs	151,400	51,900	-	11,900	-	-	-
Subtotal Personnel and Related Costs							215,200
Professional/Technical Services							
Admin-Wellness Committee			-				
Admin-Org Review/Succession Plan			40,000				
Admin-Personnel Policy Update			-				
Elections-Outsource Worksession Minutes			-				
Finance-Financial Mgmt Plan					30,000		
Police-Outsource Background Investigations		-					
*Police-Code Compliance Abatement		10,000					
Fire-Fire Service/Staffing Analysis	-						
Fire-4 Radios, Ladder Test, Animal Rescue- Tool Inspection, Blue Card Officer- Certification	-						
Total Professional/Technical Services	-	10,000	40,000	-	30,000	-	-
Subtotal Professional/Technical Services							80,000
Purchased Services and Supplies							
Finance-Battles CPFO Certification			-				
Finance-Blackbird Education Reimbursement			-				
Police-6 Memberships		-					
Police-2 Attendees at Conference- Leadership Development		-					
Police-Public Education		-					
Police-Cook Education Reimbursement		-					
Police-Rifle Suppressors		-					
Police-Handgun Optics		-					
Police-Officer Replacement Contingency		-					
Police-Fleet Telematics		-					
Fire-Annual Gear Cleaning, Posi-check SCBA- Mask	-						
Fire-Concrete & Grate Repairs	-						
*Fire-Training	30,000						
Fire-Portable Lighting, Blitz Fire Nozzle, Float- Pumps	-						
Fire-Brush Fire Gear, Duty Crew Uniforms,- Winter Jackets	-						
Fire-4 Mustang Water Rescue Suits, 4 Rehab- Cooling Chairs, 4 RIT Bags, 2 RAD57 CO- Monitors, Porta-Count for Testing SCBA- Masks, 4 Radios	-						
Engineering-Intern Phone Stipends				-			
Engineering-Confined Space Entry Equipment				-			
Streets-Outsource Street Sweeping				18,000			
Parks-Contracted Mowing						20,000	
Total Purchased Services and Supplies	30,000	-	-	18,000	-	20,000	-
Subtotal Purchased Services and Supplies							68,000
Total by Department	181,400	61,900	40,000	29,900	30,000	20,000	-

* Expenditure is offset by revenue increase

Above New Requests	363,200
Recreation	-
Additional PMP	-
Additional Park Mntc	-
Total New Requests	363,200
Current Services-Personnel	1,185,900
Current Services-Allocations	395,000
Current Services-Other	203,000
Total Base Increase	1,783,900
Total General Fund Expenditure Increase	2,147,100

CITY OF INVER GROVE HEIGHTS

REQUEST FOR COUNCIL ACTION

Discuss North/South Valley Park Master Plan

Meeting Date: November 5, 2018
 Item Type: Work Study Session
 Contact: Eric Carlson – 651.450.2587
 Prepared by: Eric Carlson
 Reviewed by:

☐	Fiscal/FTE Impact:
☐	None
☐	Amount included in current budget
☐	Budget amendment requested
☐	FTE included in current complement
☐	New FTE requested – N/A
☒	Other

PURPOSE/ACTION REQUESTED

The Council is asked to review and discuss the attached North/South Valley Master Plan and provide comments as necessary.

SUMMARY

Many of the amenities in North and South Valley Park are past their useful life and will be in need of replacement in the near future. The Park and Recreation Commission has been working on updating the North/South Valley Master Plan with the assistance of HKGI over the last year to help gain community feedback about the future of North and South Valley Parks. Our community engagement efforts included:

- In August of 2017 we hosted a “pop up park”
- Met with schools, library, and community groups
- Hosted a social pinpoint site on-line
- Public park meeting this past September to review proposed plans.

Generally, the Master Plan lays out the following concepts:

North Valley Park

- Repurpose the four (4) existing tennis courts into six (6) new pickleball courts
- Increase parking near the new pickleball courts providing approximately 20 stalls
- Relocate four (4) disc golf holes from South Valley Park to North Valley Park

South Valley Park

- Relocate four (4) disc golf holes from South Valley Park to North Valley Park
- Add approximately 20 community garden plots on top of hill off Borman Ave.
- Consider the addition of a lookout tower near community gardens to provide sweeping views of the valley
- Increase parking at the end of the existing parking lot towards the well house providing approximately 60 stalls
- Remove the baseball field and create an open green area for recreation/fitness programming
- Replace the playground equipment with both traditional and nature-based playground facility
- Replace the building and shelter with a new larger shelter that would include a restroom core
- Add a natural surface trail around the pond
- Add a small archery range
- Identify the natural trails in the park that will be maintained by the City

The Park and Recreation Commission reviewed this plan at their October meeting and is recommending approval by the Council. If the City Council is comfortable with the plan we will ask for your formal adoption at the Tuesday, November 13, 2018 meeting.

As with many of the park project we have worked on, future improvements to North and South Valley Park(s) will need to be phased in over multiple years. Phasing of improvements may look like the following:

2019

- Work with disc golf community to relocate four disc golf holes from South Valley to North Valley
- Begin to prepare the archery area
- Construct additional parking and pickleball courts in North Valley Park

2020

- Complete the archery area
- Replace the playground equipment
- Replace the picnic shelter

2021

- Construct additional parking in South Valley Park
- Remove the baseball field
- Construct community garden

North/South Valley Master Plan (Text)



INVER GROVE HEIGHTS

**NORTH AND SOUTH
VALLEY PARKS
ACTIVE LIVING
MASTER PLAN**

DRAFT JANUARY 2018

ACKNOWLEDGEMENTS

PROJECT TEAM

Eric Carlson, Director of Parks and Recreation
Brian Swoboda, Park Superintendent
Tracy Petersen, Recreation Superintendent
Hoisington Koegler Group, Inc. (HKGi), Project Consultants



PARKS AND RECREATION ADVISORY COMMISSION (PRAC)

Kevin Sethre, Chair
Kathryn Bauer, Vice Chair
Joseph Boehmer
Albert Eiden
Wilfred Krech
Patrick Farley
Deb Tix
Mark Freer
Mary Gerhardt

This project was supported by the Statewide Health Improvement Partnership (SHIP), Minnesota Department of Health, and Dakota County Public Health Department, in partnership with the City of Inver Grove Heights.



THIS PLAN WAS ADOPTED ON _____ BY THE INVER GROVE HEIGHTS CITY COUNCIL

CONTENTS

1. PLAN + PROCESS	1-2
PURPOSE OF PLAN	1-3
ACTIVE LIVING	1-4
COMMUNITY ENGAGEMENT	1-5
LESSONS LEARNED	1-8
2. EXISTING CONDITIONS	2-2
ACTIVE LIVING IN INVER GROVE HEIGHTS	2-2
COMPREHENSIVE PLAN SURVEY	2-4
ISSUES AND OPPORTUNITIES	2-4
3. MASTER PLAN	3-2
GUIDING PRINCIPLES	3-2
MASTER PLAN CONCEPT	3-4
ACCESSIBILITY + WAYFINDING	3-6
ACCESSIBILITY, COMFORT & SAFETY WITHIN THE PARKS	3-10
MAINTENANCE + ENFORCEMENT	3-12
FACILITIES + STRUCTURES	3-14
PROGRAMMING	3-18



Chapter 1

PLAN + PROCESS

Centrally located within the City of Inver Grove Heights, North and South Valley Parks are known for scenic views, winding trails, abundant wildlife, and a world-class disc golf course. Along with ball fields, picnic facilities, and tennis courts, these two parks are connected via a pedestrian tunnel for a combined area of 151 acres.

These parks have been essential to providing recreation and access to natural areas for Inver Grove Heights residents for many years. As development has grown in adjacent areas, North and South Valley Parks remain a beautiful and well-loved asset for the community.

This plan and planning process acknowledges that while these parks are successful today, there are future upgrades, improvements, or modifications that can help the parks to meet some of the changing needs and desires of the community.

PURPOSE OF PLAN

This Master Plan is intended to guide future decisions and investments for North and South Valley Parks, with the expressed interest in expanding the role of the parks to include an Active Living component. The City of Inver Grove Heights Parks and Recreation Department, in partnership with Dakota County, State Health Improvement Partnership (SHIP) and the Minnesota Department of Health (MDH), has developed this master plan through a pilot design process intended to inform future master plans for other parks within Inver Grove Heights.

Near-term actions have been identified and prioritized, in combination with long-term considerations. Together, these recommendations provide a road-map for the City and partners to continue to work together to meet the changing needs of the community.

The following are specific project outcomes that were identified by the supporting agencies and the City of Inver Grove Heights:

- » Address park design and program to improve active living opportunities and healthy food access
- » Address walking and bicycling connectivity between North and South Valley Parks and nearby community destinations such as:
 - Inver Grove Heights Middle School
 - Simley Senior High School
 - Inver Glen Library,
 - Inver Hills Community College,
 - Highway 52 Trail and the Mississippi Regional Trail
 - Grocery stores along Cahill Avenue
 - CDA housing
 - Nearby residential neighborhoods
- » Address walking and bicycling connectivity along and across county roads such as 70th Street and 80th Street.
- » Create goals and/or policies that support Active Living and healthy food access in parks, to be included in the Inver Grove Heights 2040 Comprehensive Plan

ACTIVE LIVING

Today, there is little debate about the benefits to increasing physical activity and promoting healthy eating for people of all ages in our communities. Parks play a significant role in providing opportunities for people to enjoyably engage in healthier lifestyles.

Active Living is a way of life that integrates physical activity and healthy eating into daily routines. Depending on one's age or abilities, there are a variety of amounts of daily exercise recommended in order to lead a healthy lifestyle. There are many ways to engage in daily exercise, such as biking, walking or gardening. Daily physical exercise can be achieved without expensive gym memberships or rigorous workout routines designed for athletes. Active Living can be achieved through small changes in our lifestyles, and can contribute to increasing social interactions and our connections to nature.

Our ability to integrate Active Living into our daily lives and into our communities is heavily influenced by the following environmental factors:

- » A varied mix of land uses
 - Locating places where we live, work, study, shop, eat, and play near each other make walking and biking more convenient
- » Functional, inviting, and attractive parks
 - Providing places that are engaging and inviting encourages us to get outdoors and enjoy physical activity
- » Safe and comfortable access to parks and the outdoors
 - Providing places where people of all ages, abilities can safely and comfortably access parks is one of the most influential factors to Active Living in the community. This includes providing visible signage and safe road crossings for pedestrians.
- » Access to healthy foods
 - Providing places where people can access healthy, fresh, and affordable food is a serious consideration for Active Living. There are a number of ways that parks can provide access to healthy foods, such as serving as a drop-off point for CSAs (Community Supported Agriculture), and providing community garden plots



Biking, community markets and festivals, dog walking and walking to school are all examples of Active Living principles in action

COMMUNITY ENGAGEMENT

The master plan process was developed to engage residents in how parks can be better designed to encourage Active Living. Community engagement was approached to reach a broad demographic within the community, particularly seeking input from SHIP priority populations:

- » Residents who are aged 60 or older
- » Children
- » People with low incomes
- » People experiencing health disparities

In order to reach as many people as possible, community engagement was performed over the course of a three month process, integrating information gathered from a variety of events and interactions. Ideas and comments were gathered, documented, and analyzed (see Chapter 2: Existing Conditions), and used to directly inform the goals, actions and considerations for the master plan (see Chapter 3: Master Plan).

The following community engagement activities were performed during the planning process:



Project team site visit

PROJECT TEAM SITE VISIT

The project team, consisting of Parks and Recreation Staff and the consultant team, gathered and toured South and North Valley Parks together early on in the planning process. This tour provided the consultant team with a foundational understanding of the existing inventory and condition of facilities and amenities, as well as an understanding of current maintenance and programming.

POP-UP MEETING

The purpose of a pop-up meeting is to gather input from park users while they are actively engaged in park activities. The project team hosted a pop-up meeting in South Valley Park early on in the planning process, and gathered input from nearby residents, parents and children at the playground, disc golfers, dog walkers, trail walkers, and people interested in contributing to the future of the parks.

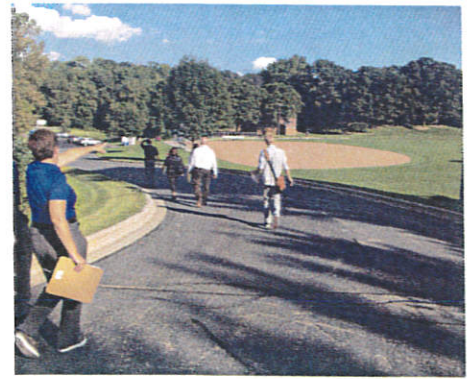


Pop-Up Meeting in South Valley Park

WALK-AUDIT / SURVEY

A Walk-Audit is a way to host a focused conversation with a small group of stakeholders, on-site, to gather detailed information about accessibility, comfort, and safety within and around the parks. The project team hosted a Walk-Audit early on in the planning process. A number of Parks and Recreation Advisory Commission members attended, as well as the City Administrator and Parks and Recreation Staff. The audit consisted of a 1-mile walk through North and South Valley Parks, including the intersection of Cahill Avenue and 70th Street.

Participants were asked to complete a written walk-audit survey at the completion of the walk. These written surveys were also distributed at the Pop-Up meeting for residents to complete.



Walk Audit

EMAIL COMMENTS

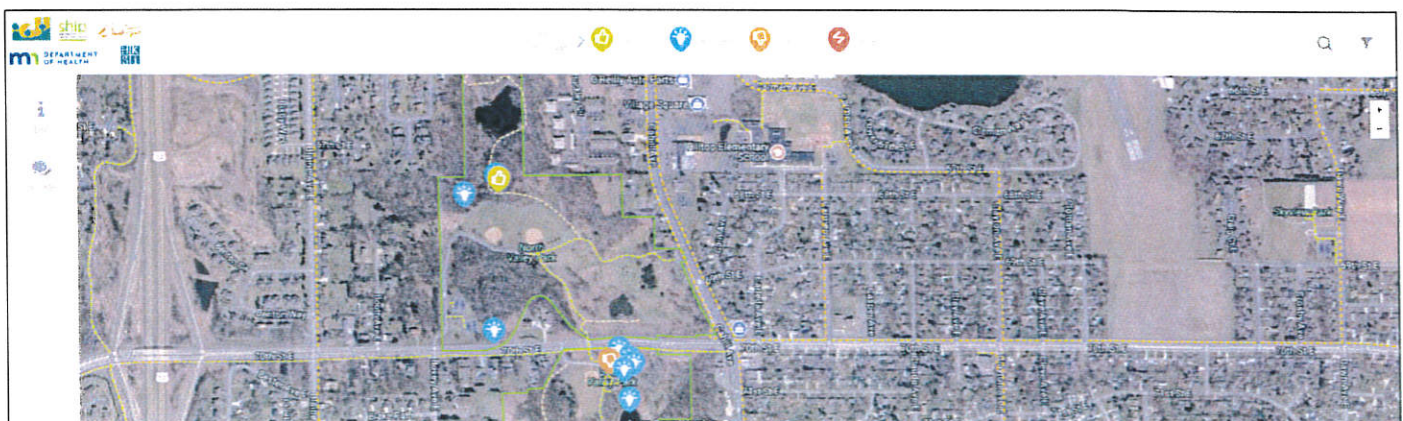
Over the course of the planning process, residents were encouraged to send any thoughts, ideas, or feedback regarding the future of North and South Valley Parks to the Director of Parks and Recreation. These email comments were gathered, processed, and taken into account for future recommendations.

SOCIAL PINPOINT

Social Pinpoint is an interactive online mapping tool that is used to broadly gather input from the community. Residents were encouraged to visit the North and South Valley Parks Social Pinpoint site. Here, participants were invited to share their thoughts on ideas for improvements, as well as places where there are barriers to accessing the parks, and places where the parks are successful. Social Pinpoint participants can also view comments posted by other users and mark if they agree or disagree.

This tool was advertised by the Parks and Recreation Department through social media, as well as advertised at all other community engagement events. Over 100 people visited and provided comments on the social pinpoint site.

Survey Form



Social Pinpoint Web Tool

WORKSHOP WITH PARKS AND RECREATION COMMITTEE

After collecting a broad range of comments from the community, the Project Team hosted an evening workshop with the Parks and Recreation Committee along with Parks and Recreation Staff to review ideas and develop goals and future actions.

STAKEHOLDER CONVERSATIONS

While participation and engagement was robust at events and through online and survey for this project, an extra effort was put forth to ensure that the priority populations identified by SHIP were reached for community engagement. The Project Team contacted individuals at the following organizations and agencies and conducted in-person or phone interviews. These conversations contributed greatly to understanding the barriers and programmatic needs of older residents, people with disabilities, children, and residents with low incomes.

- » Physical Education instructors at Inver Grove Middle School and Simley High School
- » Program directors and coordinators at TriDistrict Community Education, specifically for Adults with Disabilities programming
- » Seniors involved at Veterans Memorial Community Center
- » Directors of Community Outreach and Programming at Neighbors, Inc., the primary food shelf serving Inver Grove Heights

LESSONS LEARNED

Evaluating the planning process is an important step in any project, especially when the intent is to re-create the process for future park planning in Inver Grove Heights. The following list details aspects of the planning process that worked well and proved successful, as well as what could be modified or improved for future park master plans in Inver Grove Heights.

WHAT WORKED WELL:

- » One-on-one stakeholder conversations served to provide qualitative insight for the barriers and challenges that vulnerable populations in Inver Grove Heights face regarding park usage, accessibility, food security, and overall programming
- » Social Pinpoint was successful in gathering and locating ideas from community members. This effort can be easily repeated or combined with a more in-depth web-based survey for future plans
- » On-site meetings, such as the Walk-Audit, Pop-Up meeting and initial site visit were essential to providing contextual information to the project team. Future planning efforts can build upon this by hosting more community meetings and events on-site during the planning process.

IDEAS FOR FUTURE PLANNING:

- » The timeline for completing community engagement was compressed to just a few months for information gathering. Future planning processes will benefit from having a longer information gathering period to allow for more events, as well as allowing the Project Team time to adapt to input received. An increased project timeline will also allow for hosting events and web-based efforts to get plan and recommendation feedback on a broader scale.
- » North and South Valley Parks are just two of 28 parks within the City Inver Grove Heights Parks and Recreation system. Goals, priorities, and actions within North and South Valley Parks effect investments for other parks and vice-versa. The process for creating future park-specific master plans would benefit from creating a system-wide master plan that examines existing and future facilities, programs, and structures for all parks within the city.
- » At the time of the planning process for North and South Valley Parks master plan, the community was experiencing slight survey-fatigue, as a result of other concurrent planning efforts, such as the 2040 Comprehensive Plan. The project team was encouraged to find other methods of information gathering to avoid a city-wide survey. However, future park planning efforts could benefit from creating a concise and specific web-based park survey to gather ideas and information.



Chapter 2

EXISTING CONDITIONS

ACTIVE LIVING IN INVER GROVE HEIGHTS

To begin addressing Active Living for North and South Valley Parks in Inver Grove Heights, it was necessary to look at existing contributing assets and influential factors for Active Living. Figure 2-1 shows the following features in Inver Grove Heights today:

- » Trails and sidewalk locations
- » Bikeways and regional trails
- » Parks
- » Recreation and community centers
- » Schools
- » Grocery stores
- » Other community destinations

Most of the community destinations that contribute to a community's level of Active Living in Inver Grove Heights exist within a half mile, (generally a 10-minute walk) of North and South Valley Parks, with the parks serving as a potential pedestrian and bicycle connection between a number of important destinations.

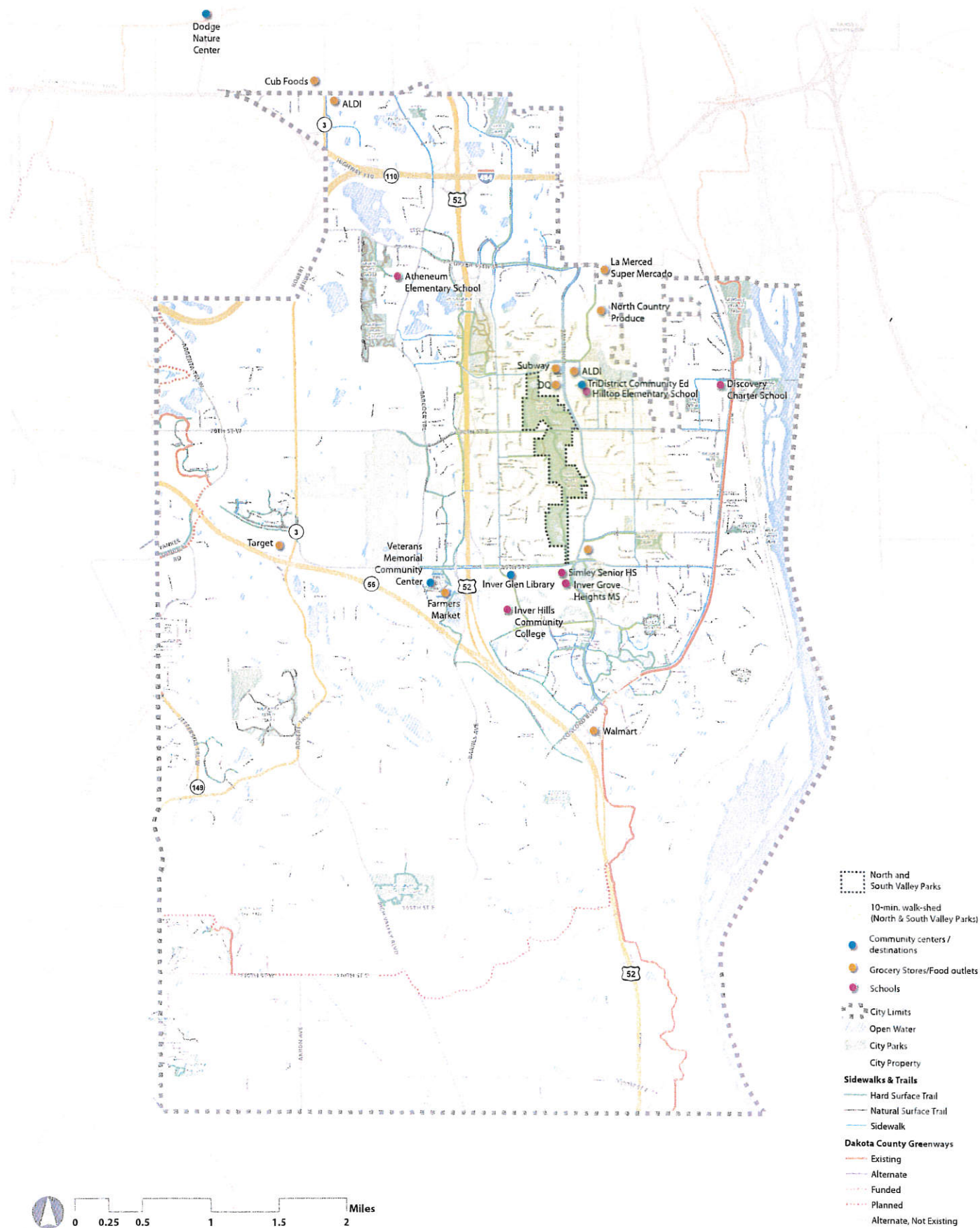


Figure 2-1 Active Living in Inver Grove Heights

COMPREHENSIVE PLAN SURVEY

This master plan was created in coordination with the Inver Grove Heights Comprehensive Plan 2040 Update. Early in the comprehensive plan process, a community-wide survey was distributed through a web-based platform as well as through a paper survey. Over 600 people participated in this survey, which laid the groundwork for understanding how people use and view the parks in Inver Grove Heights today, as well as some insight into how residents would like to see parks function in the future.



Figure 2-2. This word cloud was created from comments taken from the Comprehensive Plan Survey. Words that are found most often in comments appear largest in this diagram. Parks are one of the most often discussed issues in Inver Grove Heights today.

ISSUES AND OPPORTUNITIES

The following pages outline the issues and opportunities identified through site analysis and community input of North and South Valley Parks. During the initial site analysis and information gathering phase of the project, community input and ideas were categorized into five areas of focus:

- » Accessibility and Wayfinding to the Parks
- » Comfort and Safety within the Parks
- » Maintenance and Enforcement
- » Structures and Facilities
- » Programming

Within each area of focus, the following sections were created to help us understand where we are today:

- » Issues + Opportunities Analysis Map
 - A map that locates ideas and comments that were gathered during community engagement, as well as relevant site analysis
- » Overview of Existing Conditions
- » What We've Heard (and where we heard it from)
 - A log of comments, ideas, and observations related to issues and opportunities for North and South Valley Parks. This table helps us to understand what common ideas have been expressed during the planning process
- » Photos
 - Images that help us to understand the existing conditions related to the area of focus

WHAT WE HEARD

Below there are results from the Comprehensive Plan survey that either relate to the master plan effort for North and South Valley Parks, or relate to Active Living in Inver Grove Heights:

- » 35% of participants think that improving recreation, parks, and trails will have the greatest impact for improving the quality of life in Inver Grove Heights
- » 61.7% of participants feel that the existing parks and recreational facilities offered by the City meet their needs; 67.6% feel that park and recreation programming meets their needs
- » The top three park amenities that participants would like to see more of are: trails, water facilities (pools or splash pads), and social gathering spaces (concert or picnic amenities)
- » 41.1% of participants regularly leave the city to visit parks and trails elsewhere; 19.3% of participants leave the city to use health clubs
- » 43.7% of participants do not believe that there are enough places to gather and socialize in the city; 46.6% of participants prefer to gather and socialize in parks
- » 46.7% of participants believe that the sidewalk and trail system should be expanded and improved

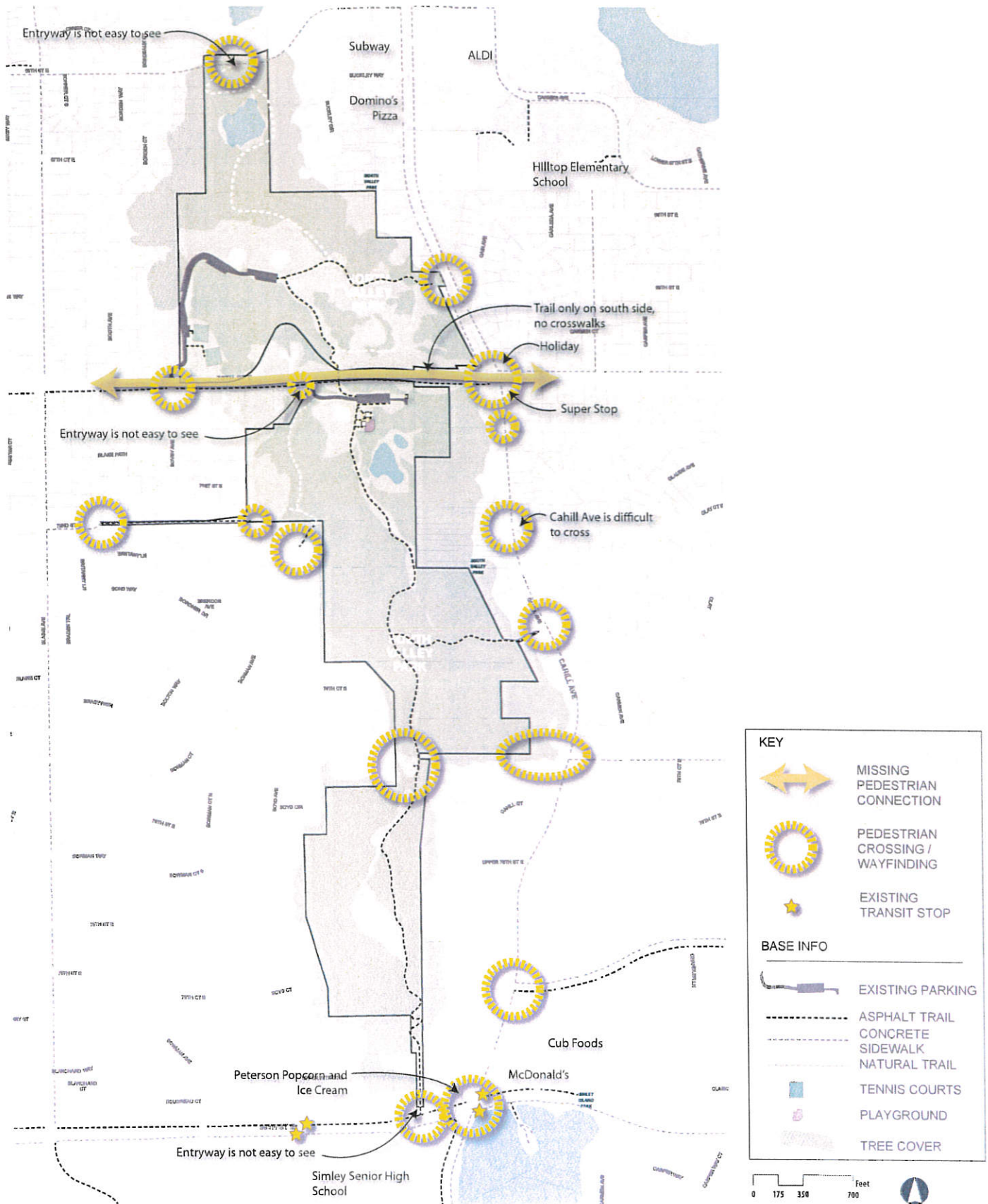


Figure 2-3 Issues and Opportunities for Access and Wayfinding

ACCESSIBILITY + WAYFINDING TO THE PARKS

EXISTING CONDITIONS

Accessibility and Wayfinding addresses the challenges and barriers that exist today that make it difficult for residents of Inver Grove Heights to reach North and South Valley Parks. For many people, the biggest barrier is not understanding where the park is located, and how one can enter the park. The steep topography of North and South Valley Parks is reflected in the namesake. People who pass by the parks on a regular basis may not be totally aware of the existence of the parks, as the grade drops significantly from the bordering streets and the heavily wooded areas along the edge of the park block views down into the valley.

For pedestrians and bicyclists, there are a number of existing trail entrances, most located along the east from Cahill Ave. There are few opportunities for pedestrians to cross Cahill Ave from the eastern neighborhoods. From the west side of North and South Valley Parks, there are a few more entrances for pedestrians and bicyclists. However, many of these entrances are inconspicuous and nearly hidden from sight.



Existing conditions at the intersections of 70th Street and Cahill Ave (Top), and 70th Street at North and South Valley Parks

EXISTING CONDITIONS

WHAT WE'VE HEARD

Comment		Where did we hear this?							
What is Present?	What is missing? What could be improved?	Survey Forms	Social Pinpoint	Email Comments	Walk-audit	Pop-Up Park Meeting	Project Team Observations/ Staff Site Visit	Targeted Stakeholder Conversation	
1. Access to the Park / Wayfinding	Trail along 70th Street is only on one side of the road (no access along north side of road) and could use upgrade/maintenance	x		x	x		x		
	Cahill Ave is difficult to cross; there are no pedestrian crossings between 70th and 80th Streets	x	x		x				
	Intersection at 70th Street and Cahill feels dangerous for pedestrians	x			x		x		
	It is difficult to see park entrances from 70th Street	x			x			x	
	There are no crosswalks to North Valley Park (along 70th St.)	x			x				
	Public transit connections could be improved (currently the closest public transit stops are at Cahill Ave and 80th Street, and 80th Street and Boyd Ave at the south entrance to South Valley Park)	x						x	
	More wayfinding signage is needed to direct people to the park; difficult to tell there is a park because of topography	x			x			x	
	Access to the park for walkers/joggers could be improved	x							
	Access to the park for people with disabilities could be improved	x		x				x	
	Access to the park for bicyclists could be improved	x							
	The entryways are not visible or welcoming for people looking for the park	x							

Table 2-1 Community Comments on Access and Wayfinding

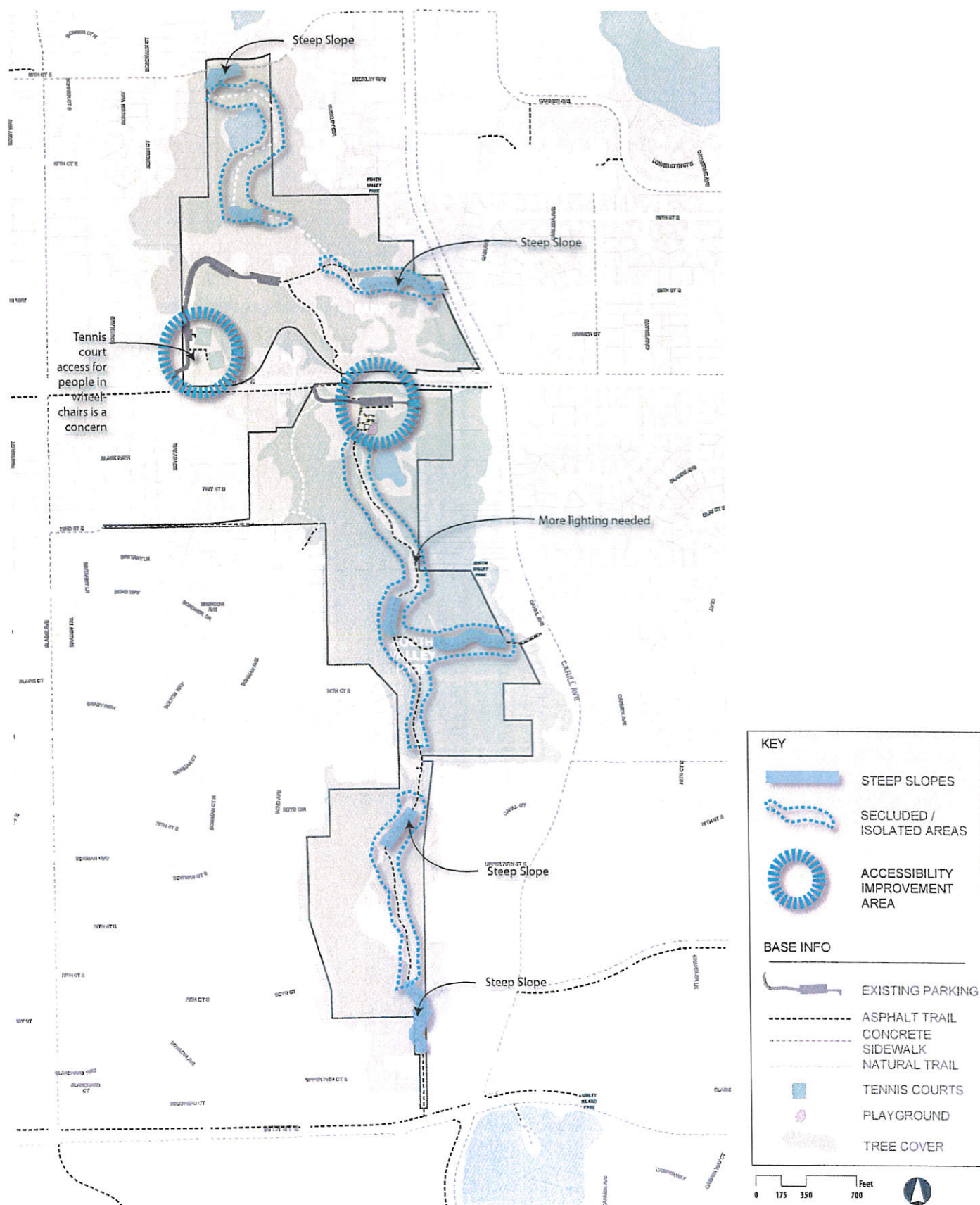


Figure 2-4 Issues and Opportunities for Accessibility, Comfort and Safety Within the Parks

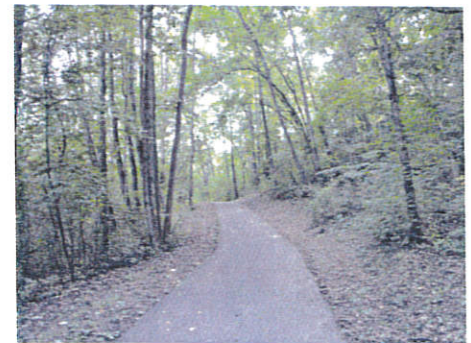
COMFORT & SAFETY WITHIN THE PARKS

EXISTING CONDITIONS

Accessibility, Comfort, & Safety Within the Parks addresses the challenges and barriers that park users may experience within the bounds of North and South Valley Parks. Accessibility looks at the availability of parking, steepness of slopes of trails and walkways, and the ability for people of all ages and abilities to engage with the park facilities and enjoyment. Comfort is important for users of North and South Valley Parks, and is directly related to safety or the perception of safety within the parks. In North and South Valley Parks, there are a number of areas with steep slopes, due to the topography of the park areas. In general, most park users appreciate the natural beauty of the park and the serene, scenic views. However, these same characteristics can also contribute to a feeling of isolation for park users. Currently, there are only a few lights throughout the parks, and most people do not go to the parks after dark.



Trail in North Valley Park with a steep slope



Secluded area on the main paved trail in South Valley Park

EXISTING CONDITIONS

WHAT WE'VE HEARD

Comment		Where did we hear this?							
What is Present?	What is missing? What could be improved?	Survey Forms	Social Pinpoint	Email Comments	Walk-audit	Pop-Up Park Meeting	Project Team Observations/ Staff Site Visit	Targeted Stakeholder Conversation	
2. Accessibility/Comfort/Safety within the Park	Paved trails in North Valley Park, and South Valley Park have steep grades (SVP towards 80th Street, NVP connection to east/Cahill Ave)	x		x	x	x	x	x	
	Walking paths for people with disabilities could be improved	x		x		x	x	x	
	Portions of South Valley Park feel very secluded or isolated	x							
	More lighting along the trails is needed	x	x			x			
	More drinking fountains throughout the park would be preferable, especially, on south end trails and at the playground/parking lot in SVP	x	x	x					
	Need more benches throughout the park, more places to sit in the shade	x							
	Request to keep N/S Valley Parks as natural as possible			x					
	New ADA accessible path near hole 16 is well-received				x				
	Soft or natural trails are popular	x							
	Tennis courts are popular			x					
Tennis courts in NVP need to have locks/barriers removed to be ADA accessible				x					

Table 2.2 Community Comments on Accessibility, Comfort, & Safety within the Parks

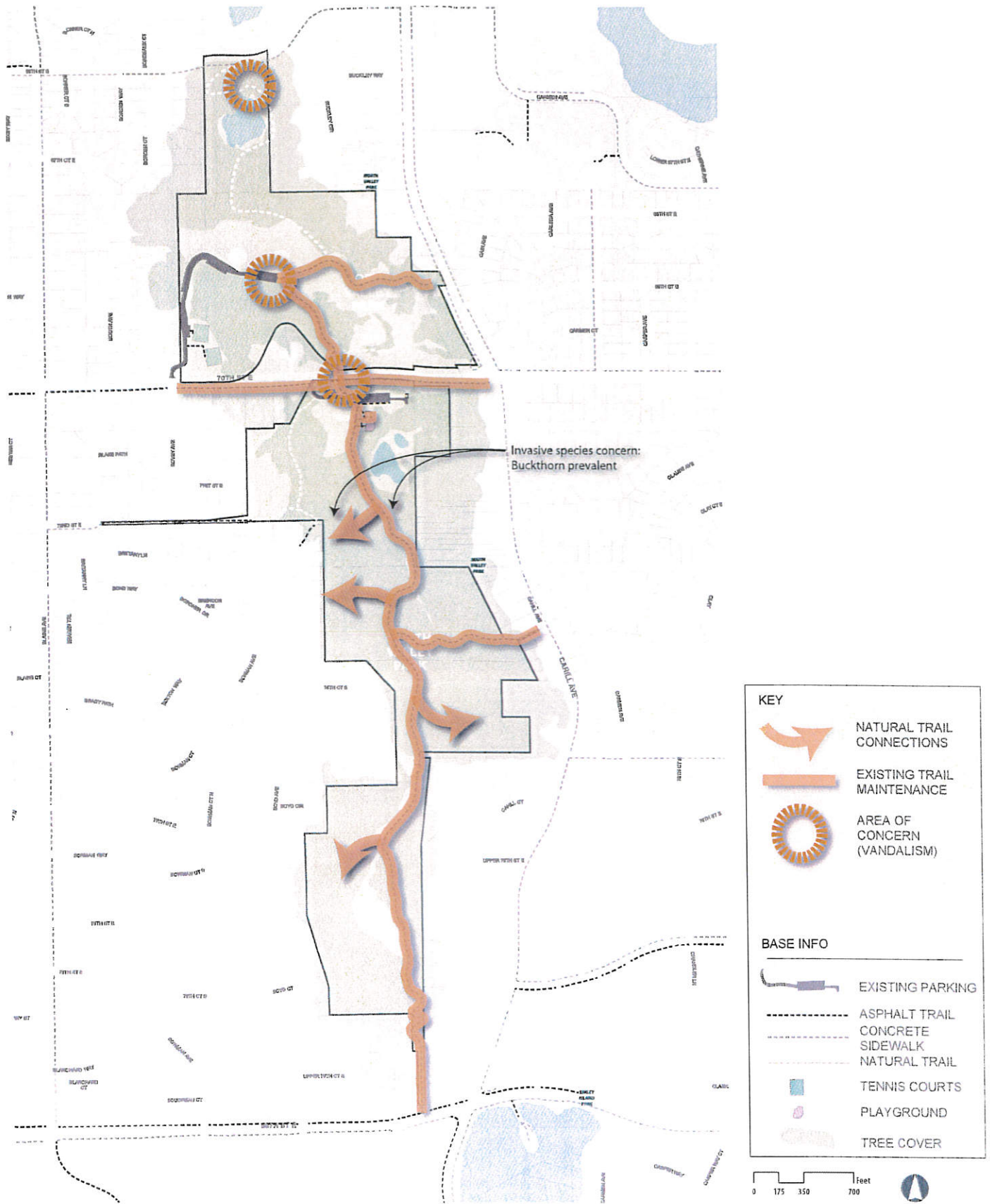


Figure 2.5 Issues and Opportunities for Maintenance and Enforcement

MAINTENANCE & ENFORCEMENT

EXISTING CONDITIONS

Regular maintenance is performed by the Parks and Recreation Department and includes dragging of ball field surfaces (1x/week in the summer), mowing turf lawn sections throughout, including along trails (1x/week), trash removal (3x/week). Additionally, an Adopt-A-Park program connects volunteers with North and South Valley Parks to assist with trash removal and light park maintenance. Additional maintenance throughout the park, such as repainting of the tunnel and tree or storm debris removal occurs on an as-needed basis. 'Natural' trails (unpaved) throughout South Valley Park have been created by neighbors and have been kept up informally.

Police presence in North and South Valley Parks is intermittent and is more frequent during events. Some areas within the parks, such as the pedestrian tunnel between North and South Valley Parks at 70th Street, are occasionally vandalized with graffiti.



The pedestrian tunnel under 70th Street between North and South Valley Parks after a fresh coat of paint

WHAT WE'VE HEARD

Comment		Where did we hear this?						
What is Present?	What is missing? What could be improved?	Survey Forms	Social Pinpoint	Email Comments	Walk-audit	Pop-Up Park Meeting	Project Team Observations/ Staff Site Visit	Targeted Stakeholder Conversation
3. Park Maintenance / Enforcement	Trails are not currently plowed in the wintertime; this would be great	x		x	x			
	More police presence is needed throughout the park	x				x		
	Graffiti/vandalism is a problem	x				x		
	Natural trails are created and maintained by individuals rather than Parks and Rec Dept.; natural trails should be maintained more frequently	x	x	x			x	
	Deer / animal management could be better					x		
	More open "natural" space is desired	x						
	Separate trash and recycling bins needed	x						
	Request for more invasive species removal, such as removing buckthorn			x				
	Native seeding / native planting areas / direct hardwood seeding is supported					x	x	
	Some ash trees have been removed, no signs of Emerald Ash Borer yet						x	
	More trash cans needed throughout the park, along trails	x	x					
	Some clarity needed regarding dog policy within NVP/SVP; too many off-leash dogs			x			x	
3. Park Maintenance / Enforcement	In general, the parks are really well-maintained "IGH does a great job!"	x		x	x	x		
	All of the sports fields, courses, and courts are in great condition	x		x	x			

Table 2-6: Community Comments on Maintenance and Enforcement

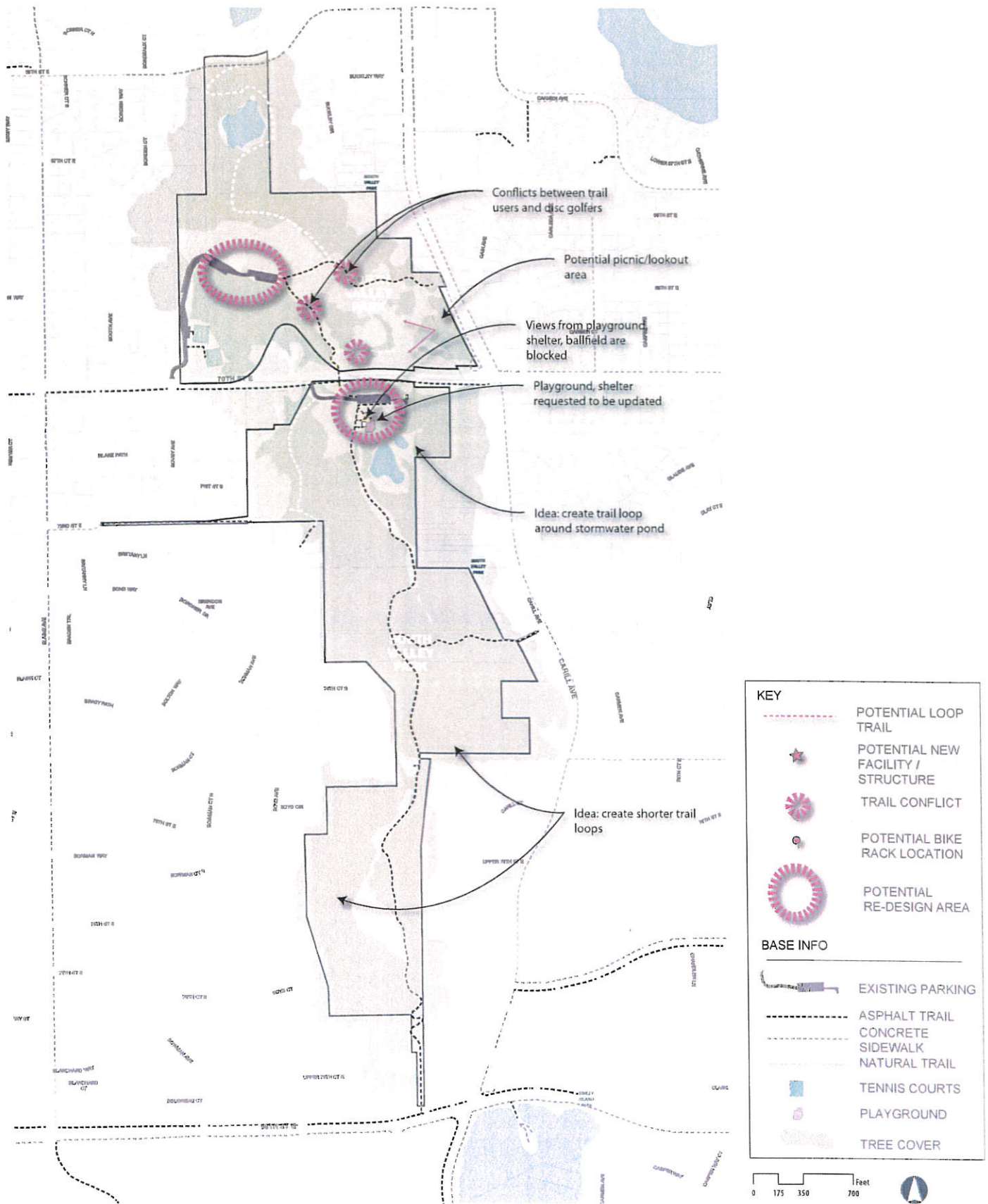


Figure 2-5: Issues and Opportunities for Facilities and Structures

FACILITIES + STRUCTURES

EXISTING CONDITIONS

Existing structures and facilities at South Valley Park include:

- » Playground
 - Playground is 20 years old; the current Playground Replacement Plan calls for replacement every 20 years
 - Playground placement makes it difficult for parents to watch children who may be in multiple places throughout the park
 - The current playground has mulch surfacing and has a retaining wall with a chain link fence separating the play area from a nearby stormwater pond
- » Picnic shelter / pavilion and storage building
 - Buildings are over 40 years old and are dated
 - Shelter is rented out for events such as family picnics nearly every weekend in the year
 - Restroom facilities are included in the storage building and are opened only during shelter rentals
- » Parking lot
 - South Valley Park has a parking lot, accessed from 70th Street
 - (2) Portable toilets are placed in the parking area to service the park
- » Ball field
 - Not currently programmed for sports events
- » Sledding hill
 - Located to the southwest of the ball field
 - Very popular
- » Trails
 - Nearly 1.5 miles of paved trail connecting the parking area to 80th Street, with a connection to Cahill Ave at the midpoint
 - Unpaved, cleared trails (natural trails) connecting the northwest area of South Valley Park to the ballfield area
 - More unpaved, cleared trails exist through the park and are maintained informally by neighbors

Existing structures and facilities in North Valley Park include:

- » 18-hole disc golf course
 - A third-party vendor rents discs from the central parking area in North Valley Park
- » Ball fields (2)
 - These fields are used as soccer fields as well and are steadily programmed through recreation and club leagues
- » Tennis courts (4)
- » Trails
 - Approximately 75 miles of paved trails connecting to South Valley Park through a tunnel under 70th Street and a trail to Cahill Ave
 - Unpaved, cleared (natural) trails connect to 65th Street in the north



Existing playground



Existing picnic shelter



Parking lot and beginning of trail



Ball field at South Valley Park



(Clockwise from top right) Wetland area in North Valley Park, Well house at Cahill Ave in North Valley Park, Disc golf rental trailer, portable toilet in South Valley Park, natural trail and a paved trail in South Valley Park.

WHAT WE'VE HEARD

Comment		Where did we hear this?						
What is Present?	What is missing? What could be improved?	Survey Forms	Social Pinpoint	Email Comments	Walk-audit	Pop-Up Park Meeting	Project Team Observations/ Staff Site Visit	Targeted Stakeholder Conversation
4. Park Facilities / Structures	Views from picnic shelter, playground, ball field are blocked	x				x	x	
	Picnic shelter is in need of replacing or updating	x	x			x	x	
	Picnic shelter with accessible kitchen facilities would be welcomed							x
	Tables and chairs to accommodate people with disabilities is needed							x
	Need for larger picnic facilities, more space for larger families, bigger events/gatherings	x				x	x	
	Multi-purpose accessible areas for yoga/dance/zumba would be welcomed							x
	Playground is inaccessible; adaptive playground equipment would be great for those with disabilities							x
	Playground is in need of update	x	x			x	x	
	Playground is in a poor location	x				x	x	
	Another picnic area at NVP along Cahill Ave / overlook could be a possibility				x			
	Need for bike racks	x				x		
	Need for more parking during large events	x	x				x	
	Sledding hill is very popular	x				x	x	
	Snowshoeing is popular					x		
	Idea for a warming hut to increase winter use	x				x		
	Support for archery range	x	x					
	Great tennis courts					x		
	Support for amphitheater					x	x	
	Disc Golf Course is really popular	x		x	x		x	
	Public garden or community garden space	x						x
	Ball fields are under-used in South Valley Park	x					x	
	Request for dedicated pickle-ball courts (separate from tennis) and supply of pickleballs	x		x		x		x
	Trails are linear and require users to head in one direction, turn around and return	x			x	x	x	
	Trails could have better connection to stormwater pond						x	
	Paved trails are popular, well-loved, good wildlife viewing	x		x			x	
	More trails wanted in North Valley Park							
	Natural trails are popular, well-loved; good wildlife viewing	x	x	x		x	x	
	Natural trails need signage, wayfinding, mapping							
	Splash pad / water feature is supported					x	x	
	Concern for cost of any new or renovated structures or improvements	x				x		
	Having some trails with steep inclines is nice for exercise (even though some might not be able to use them)	x						

Table 2-4 Community Comments on Facilities and Structures

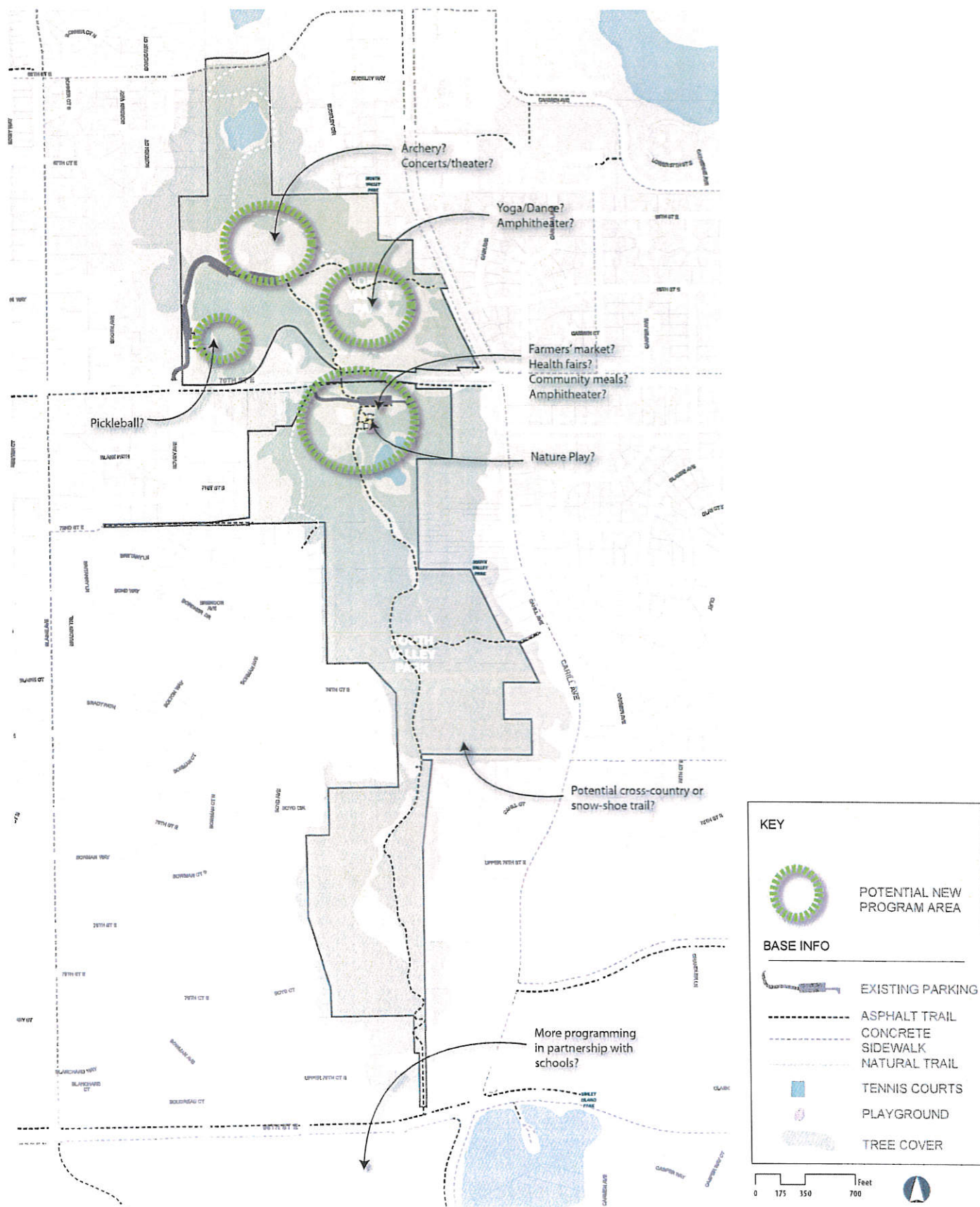


Figure 2-7 Issues and Opportunities for Programming

PROGRAMMING

EXISTING CONDITIONS

Current programming in North and South Valley Parks consists of scheduling ball field use for baseball and soccer, as well as tournaments hosted on the disc golf course. These events are organized through the Parks and Recreation Department. Informally, there is a group of walkers organized through Veteran's Memorial Community Center who take advantage of the trail system. Other informal programming that occurs in North and South Valley Parks include picnic shelter rental for family gatherings.

Programming for the parks is advertised through a seasonal brochure posted by the Parks and Recreation Department, as well as through social media (Facebook, Twitter, and Instagram).

WHAT WE'VE HEARD



2017 Fall Parks and Recreation Brochure

EXISTING CONDITIONS

Comment		Where did we hear this?						
What is Present?	What is missing? What could be improved?	Survey Forms	Social Pinpoint	Email Comments	Walk-audit	Pop-Up Park Meeting	Project Team Observations/ Staff Site Visit	Targeted Stakeholder Conversation
5. Park Programming	Farmers market location in the future	x				x	x	
	Allow community members to assist with gardening, flowers, landscaping	x				x		x
	Health fairs could be held in the parks	x						x
	Community meals/similar events could be held in the parks	x						x
	Healthy food trucks at park events	x				x		
	Some question whether healthy food/eating/active living should be programmed into parks	x						
	Support for theater/music/concert series in the parks (Shakespeare in the Park, IGH Concert Band, for example)					x	x	
	North Valley Park focus on active recreation / South Valley Park focus on passive recreation						x	
	Ballfield in SVP is under-programmed, could be re-purposed						x	
	Geo-caching is popular at NVP and SVP						x	
	Cross-country skiing					x	x	
	Yoga and Dance					x		x
	Nature Play					x		x
	Archery					x		
	SVP is very family-friendly							
	Pickleball	x	x	x	x		x	x
	Rideshare / transportation network for those with transportation needs							x
	More programming connected to local partnerships (ISD 199, TriDistrict CE, Neighbors Inc., etc.)							x
	Snowsports with grandkids is great							

Table 2-4 Community Comments on Programming



Chapter 3

MASTER PLAN

GUIDING PRINCIPLES

To following principles guided the creation of the Master Plan Concept:

- » Build off of what assets exists today.
- » Work incrementally with near-term actions, keeping in mind long-term considerations.
- » Understand that park investments are not just about buildings and sports facilities. Programs play a large role in how the parks function.
- » Creating strong partnerships with local organizations will increase likelihood of plan implementation
- » Create ways to gather community input and evaluate progress on a regular basis

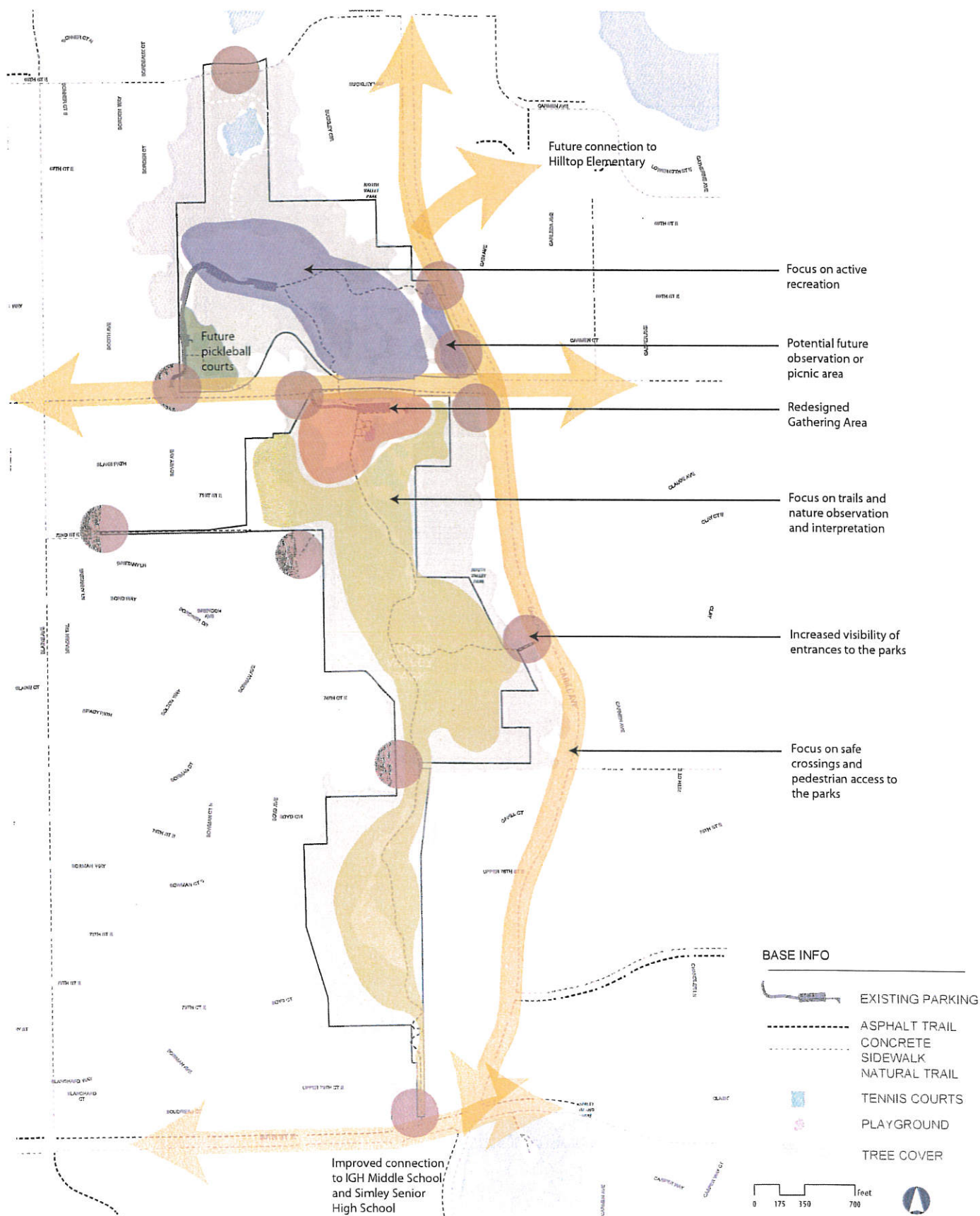


Figure 3 Master Plan Concept for North and South Valley Parks

MASTER PLAN CONCEPT

The Master Plan Concept for North and South Valley Parks was developed to include the following elements:

- » North Valley Park is to remain focused on active recreation, with disc golf, racquet sports (tennis and pickleball), and the ball fields to serve as the main activities, with trails serving as secondary connections between activity spaces
- » South Valley Park is more focused on passive recreation, with trails and nature observation or interpretation as the main activity
- » The open area of the north side of South Valley Park is to be dedicated to community gathering and multi-purpose spaces, such as picnicking, playground use, and events
- » Along the eastern side of the parks at Cahill Ave and nearby intersections, the focus is on creating safe and convenient ways for pedestrians to access trails and park entrances, as well as increasing visibility of the parks
- » Along the western boundaries of the park, the focus is to enhance visibility of existing park entrances
- » Overall, the future of North and South Valley Parks will include considerations for creating more accessibility for people of all ages and abilities, as well as finding ways for more people in the community to become stewards of the parks

COMPREHENSIVE PLAN ELEMENTS

This Master Plan was created in coordination with the 2040 Comprehensive Plan Update for Inver Grove Heights. The following are development concepts that work in tandem with the 2040 Comprehensive Plan:

- » Focus on Cahill Ave streetscape improvements to improve the conditions for pedestrian connections
- » Create better connections to Hilltop Elementary School and future development sites near the intersection of 65th Street and Cahill Ave.
- » Focus on programming in the park to address a desire from the community for more food-related options and destinations

ORGANIZATION OF PLAN

Master Plan elements were formed in coordination with each area of focus identified during the analysis of issues and opportunities (see Chapter 2: Existing Conditions). The following materials were then created to help us understand where future investments and projects have been identified:

- » Future Improvements Map
 - The physical placement and location of future improvements are shown on a Future Improvements Map
- » Goals
 - Goals were developed to help drive future actions, as well as to help understand the context of future actions
- » Near-Term Considerations
 - Near-term considerations were identified that support each goal. These are actions or considerations that are prioritized and will be implemented over the next 0-5 years.
- » Long-Term Considerations
 - Long-term considerations were identified, which also support each goal. These considerations may not be a priority in the first few years of implementation of this master plan, but may play a more important role as short-term actions are completed or as conditions change in the future.
- » Precedent Imagery
 - Images that help us to understand what future improvements may look like in the future

Figure 3.2 Future improvements for Accessibility and Wayfinding

ACCESSIBILITY + WAYFINDING

GOAL 1: IMPROVE THE VISIBILITY OF NORTH AND SOUTH VALLEY PARKS

NEAR-TERM CONSIDERATIONS:

- » Currently there are boulder-style signs at the 70th Street entrances for North and South Valley Parks. A near-term action recommendation is to install consistent and visible signage at all park entrances, including trails, to be visible by vehicle. These signs could be constructed with less expensive materials or construction than the existing boulder signs used at the park entrances, and serve as intermediary signage to communicate the park boundaries and point to main entrances and trail entrances. The following are suggested locations for intermediary signs:
 - 80th Street at trail entrance
 - 75th Street east side with new trail entrance
 - 75th Street at well house on west side of South Valley Park
 - 74th Street East on west side of South Valley Park
 - 73rd Street East at trail entrance
 - 70th Street and Cahill Ave. (North Valley Park on north side)
 - 70th Street South Valley Park entrance

LONG-TERM CONSIDERATIONS:

- » Consider expanding the existing park system-wide branding and wayfinding sign plan to include a sign master plan for all parks in Inver Grove Heights
- » Add park signage at any added future park entrances



The top image shows the existing boulder-style entrance sign for South Valley Park.

The location makes it difficult to see the sign from the road. The middle and lower image show entrance signs as examples for potential intermediary signage for North and South Valley Parks.



The top images show examples of high-visibility crosswalks with zebra stripe markings. Crossings with striped markings oriented perpendicular to the path of travel for oncoming vehicles are more visible to drivers. The top right image also shows a forward stop bar, a pavement marking located ahead of the crosswalk oriented parallel to the path of travel for oncoming vehicles. Forward stop bars help drivers to stop ahead of the crossing and give a buffer to pedestrians crossing.

The bottom image shows a pedestrian at a mid-block crossing using a HAWK beacon. Prior to crossing, a pedestrian activates the signal with a button at the curb. High-intensity lights flash, alerting drivers that a pedestrian is in the crosswalk.

GOAL 2: IMPROVE ACCESSIBILITY, SAFETY AND COMFORT TO NORTH AND SOUTH VALLEY PARKS FOR PEDESTRIANS, BICYCLISTS, AND PEOPLE OF ALL AGES AND ABILITIES

NEAR-TERM CONSIDERATIONS:

- » Consider installation of high visibility crosswalks (zebra stripes + forward stop bars) at the following intersections:
 - 80th Street and Cahill Ave.
 - 75th Street and Cahill Ave.
 - 70th Street and Cahill Ave (all ways)
 - 70th Street and Blaine Ave. E
 - 65th Street and Cahill Ave

LONG-TERM CONSIDERATIONS:

- » Perform a traffic study to determine the feasibility of future HAWK (High-Intensity Activated crossWalk) beacons at potential mid-block crossings, such as:
 - 80th Street and Simley High School
 - 73rd St. E and Cahill Ave (trail entrance)
 - 70th Street and the entrance to North and South Valley Parks
- » Consider creation of a pedestrian connection between Hilltop Elementary School and North Valley Park
- » Consider additional trail entrances along the west side of South Valley Park
- » Consider adding a trail connection at 75th Street on east side of South Valley Park

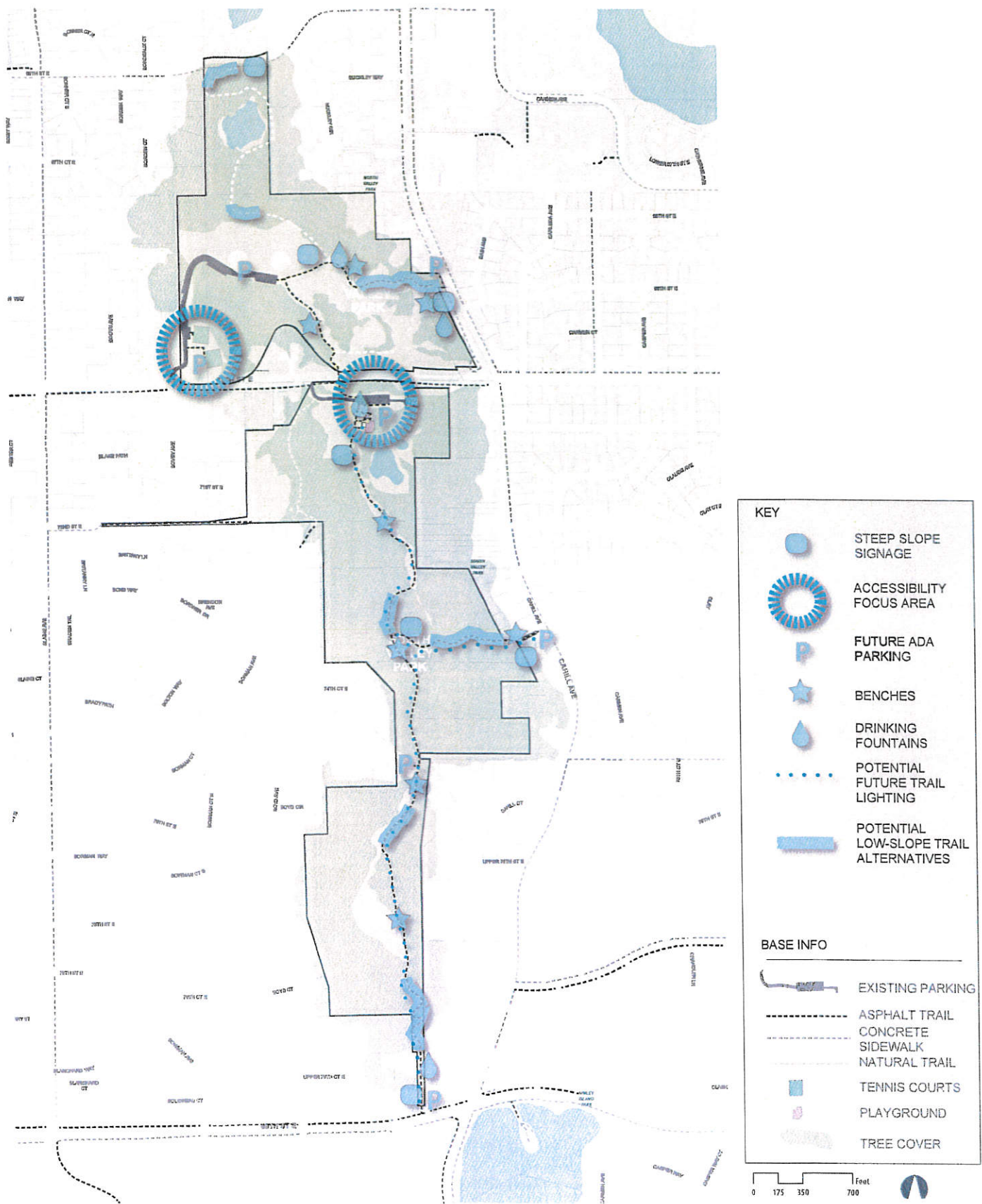


Figure 3.3 Future Improvements to Accessibility, Comfort and Safety Within the Parks

ACCESSIBILITY, COMFORT & SAFETY WITHIN THE PARKS

GOAL 1: INCREASE THE OPPORTUNITIES FOR PEOPLE OF A VARIETY OF AGES AND ABILITIES TO ENJOY NORTH AND SOUTH VALLEY PARKS

NEAR-TERM CONSIDERATIONS:

- » Install wayfinding and signs within the parks to indicate which trails have steep slopes (greater than 5%).
- » Remove any barriers, such as gates or bollards that prohibit users with mobility aids from entering or using park facilities

LONG-TERM CONSIDERATIONS:

- » Upgrade all future trails to be ADA accessible
- » Install low-slope paved path alternatives at steep areas, such as south entrance at South Valley Park
- » Install additional ADA accessible parking at trail entrances as necessary to meet ADA guidelines

GOAL 2: ENHANCE AMENITIES WITHIN THE PARKS TO INCREASE SAFETY AND COMFORT FOR ALL USERS

NEAR-TERM CONSIDERATIONS:

- » Install drinking fountains at the playground/gathering area at South Valley Park, near the south trail entrance at South Valley Park, and at the tennis courts and ball fields at North Valley Park
- » Provide modest educational signs or trail markers at existing stone benches in South Valley Park to increase their visibility and use

LONG-TERM CONSIDERATIONS:

- » Consider path lighting or intermittent lighting along the main paved trail through South Valley Park, with sensitivity to surrounding wildlife
- » Work with Inver Grove Heights Police Department to increase police presence as needed
- » Install benches in South and North Valley Parks for any new paved trails



Examples of trail markers indicating trail distance and difficulty



ADA accessible trails can be constructed with compacted gravel or asphalt surfaces, and maintain a low-slope



Example of trail bench



Example of pedestrian-scaled path lighting designed to illuminate the path only

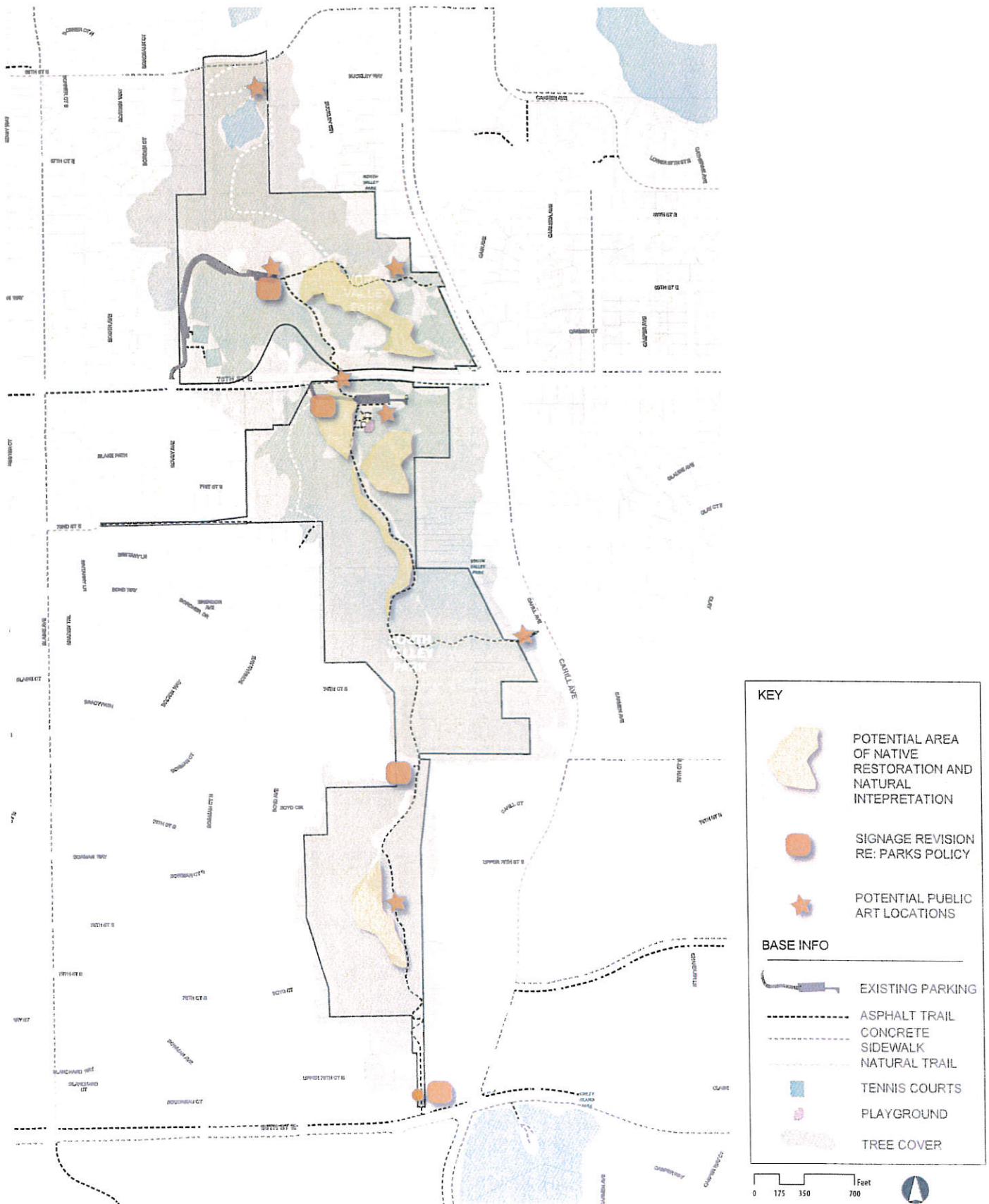


Figure 3-4 Future Improvements for Maintenance and Entry near

MAINTENANCE + ENFORCEMENT

GOAL 1: CONTINUE TO PROVIDE HIGH-QUALITY MAINTENANCE TO NORTH AND SOUTH VALLEY PARKS

NEAR-TERM CONSIDERATIONS:

- » Clarify and communicate (through signs, media) the dog policy for North and South Valley Parks
 - Pets on leashes are allowed throughout North and South Valley Parks, with the exception of the disc golf course
 - Owners must pick-up after their pets
- » Continue to maintain park with regular mowing, ball field raking, trash removal, and portable toilet maintenance
- » Using GPS, conduct an accurate inventory of existing paved trails and natural trails. Use this information to determine which natural trails to actively maintain and integrate updated trail locations with future wayfinding and signage efforts throughout the parks

LONG-TERM CONSIDERATIONS:

- » Review and adjust maintenance plan with the addition of any new facilities
- » Consider converting turf/lawn sections of North and South Valley Park to restored short-grass prairie or other native species in the future



Existing amenities for pet waste clean-up in South Valley Park



Existing trash cans are placed throughout North and South Valley Parks



Inventory of existing natural trails will inform future maintenance of the trail system



Modest interpretive signage could provide an educational compendium to the existing trail network in the parks

GOAL 2: INCREASE OPPORTUNITIES FOR COMMUNITY MEMBERS TO ASSIST WITH MAINTENANCE, SAFETY, AND STEWARDSHIP

NEAR-TERM CONSIDERATIONS:

- » Expand communication of the Adopt-a-Park program and memorial tree and bench program through social media and through signs at North Valley Park disc golf entrance and South Valley Park picnic shelter
- » Work with local garden club, environmental learning center, or IGH Middle School or Simley High School to increase volunteer opportunities for managing invasive species and increasing native planting throughout North and South Valley Parks
- » Coordinate with residents who have been informally creating and maintaining natural paths to participate in the Adopt-a-Park program

LONG-TERM CONSIDERATIONS:

- » Look for ways to decrease vandalism through public art installations in the parks

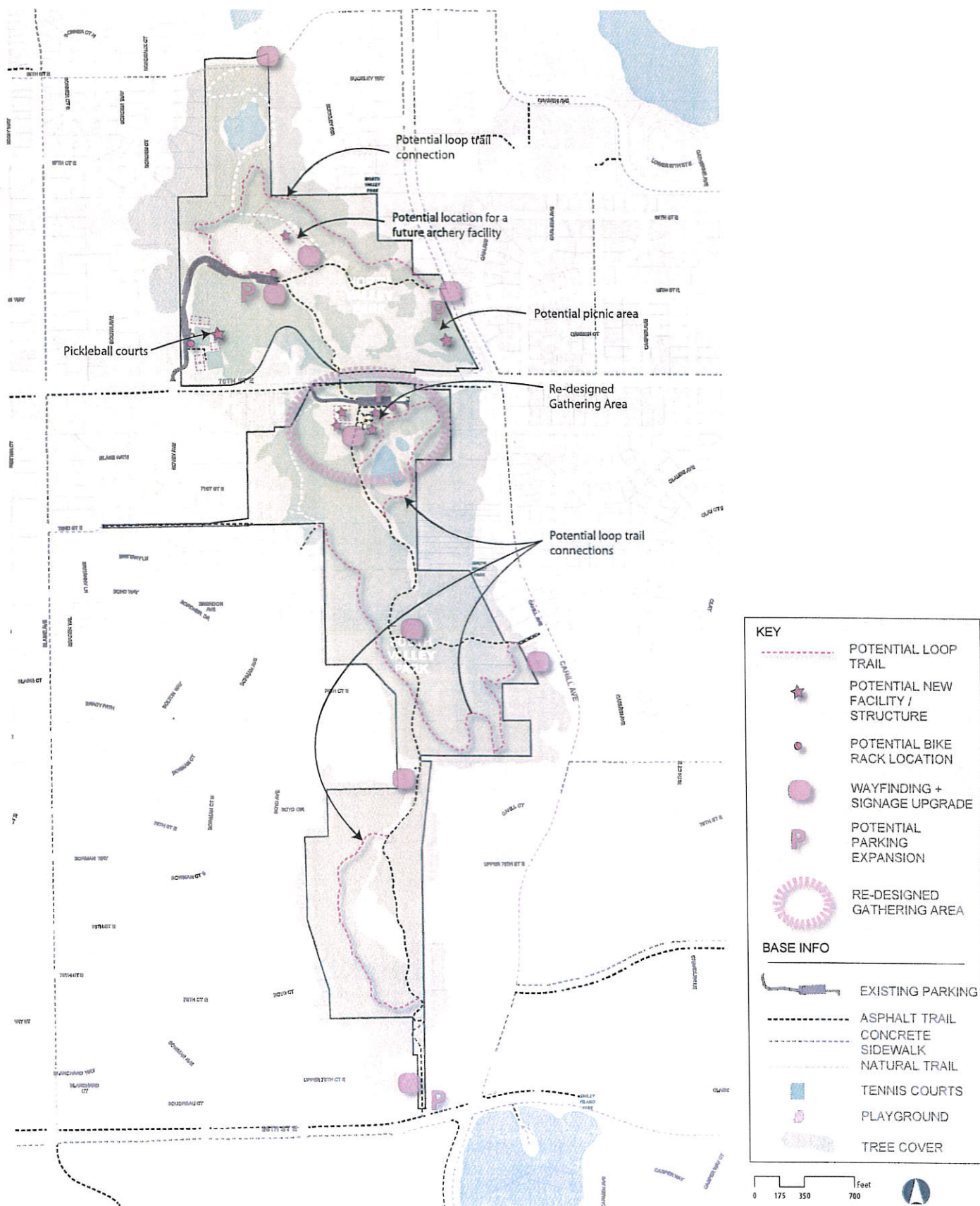


Figure 3-5 Future Improvements for Facilities and Structures

FACILITIES + STRUCTURES

GOAL 1: BUILD NEW FACILITIES THAT ARE SUPPORTED BY THE COMMUNITY AND ENHANCE ACTIVE LIVING AT NORTH AND SOUTH VALLEY PARKS

NEAR-TERM CONSIDERATIONS:

- » Install bike racks at the following locations:
 - South Valley Park shelter area
 - The parking area at the disc golf course
 - The tennis/pickleball courts
- » Invest in design and construction of 4-6 regulation-sized pickleball courts converted from the existing tennis courts in North Valley Park, with the following considerations:
 - Pickleball courts should be ADA compliant
 - Size and design should have minimal impact on existing grading and drainage, and design and materials should be modest, and not detract from the surrounding beauty of the park
- » Invest in site design for the Gathering Area in South Valley Park, with the priority of re-design and construction of a new picnic shelter and playground
 - New picnic shelter should accommodate more people than the existing picnic shelter, and include electricity and wi-fi for events and gatherings
 - All new furniture and the future playground to be ADA accessible
 - Future playground could be a nature play area
 - Playground and shelter to be designed and sited to provide 360 degree views throughout the entire gathering area
 - Size and design should have minimal impact on existing grading and drainage, and design and materials should be modest and not detract from the surrounding natural beauty of the park
 - The site design should consider potential re-purpose of the ball field at South Valley Park as a future multifunctional, ADA open space to be used for dance, yoga, or informal gatherings
 - Future space for community or public gardens should be integrated into the site design as future facilities
 - The site design should consider existing and future parking needs to appropriately accommodate uses



Bike racks can encourage people to bike to North and South Valley Parks. This example shows a U-rack, which allows users to lock their bike in two places



Pickleball has grown in popularity in Inver Grove Heights, especially with seniors. A pickleball court is roughly half the size of a regulation-size tennis court



A re-designed picnic shelter should accommodate larger gatherings than the existing and open views to the surrounding playground and open areas



Nature-based playgrounds encourage children to create their own spaces



An archery range, performance space, and community gardens are all considerations for future facilities at North and South Valley Park.

LONG-TERM CONSIDERATIONS:

- » Determine the best location in Inver Grove Heights for future archery facilities, with the following considerations:
 - Archery range to be ADA compliant, as well as the path to facilities and an adequate amount of ADA compliant parking nearby
 - Archery range should be screened with vegetation or berms and should not conflict with any other uses
 - North Valley Park is preferable over South Valley Park, due to open space requirements and distances from playgrounds
 - Approximate dimensions of an archery range are 500' x 130'
- » Future construction and design of an amphitheater, community or public gardens in South Valley Park, as part of the gathering area site design will need committed stewardship and programming in coordination with community organizations
- » Consider design and installation of picnic facilities and/or an overlook on Cahill Avenue on the southeast corner of North Valley Park
- » Consider future signage and wayfinding upgrades with all future trail expansion
- » Prioritize future investments that will benefit the most users over time



The image above is taken from the southeast corner of North Valley Park, off of Cahill Avenue. This is a potential future picnic or overlook area.

GOAL 2: UPDATE AND SUPPORT EXISTING STRUCTURES AND FACILITIES TO MEET THE NEEDS OF THE COMMUNITY

NEAR-TERM CONSIDERATIONS:

- » Perform a parking study in coordination with design efforts for the Gathering Area in South Valley Park to determine how much parking is needed to accommodate future expansion of facilities
- » Install wayfinding and signage at trail entrances and crossings to communicate trail length, difficulty of slope, and interpretive elements
- » Expand the trail network to create circuitous routes around the stormwater pond in South Valley Park, as well as connector trails (see Figure 3-5 for trail concepts)
- » Consider a trail-naming contest with community involvement for new and existing trails
- » Expand signage and messaging to disc golfers about avoiding throws while pedestrians are on nearby trails.
 - Consider further clearing of trees from lines of sight at disc golf tees to increase visibility of people walking along trails

LONG-TERM CONSIDERATIONS:

- » Evaluate use and need of existing structures and facilities regularly through community input gathered through social media and round-table discussions



During peak event times, parking is in high demand at North and South Valley Parks. A parking study will help determine how much new parking is needed to accommodate future facilities. Scheduling of events and promoting bicycle and pedestrian access at the parks will alleviate some parking needs during peak times.



An example of trail signage with an interpretive map component.



Dog walking is popular at North and South Valley Parks. Creating routes that are circuitous will allow users to embark on shorter, more leisurely routes.

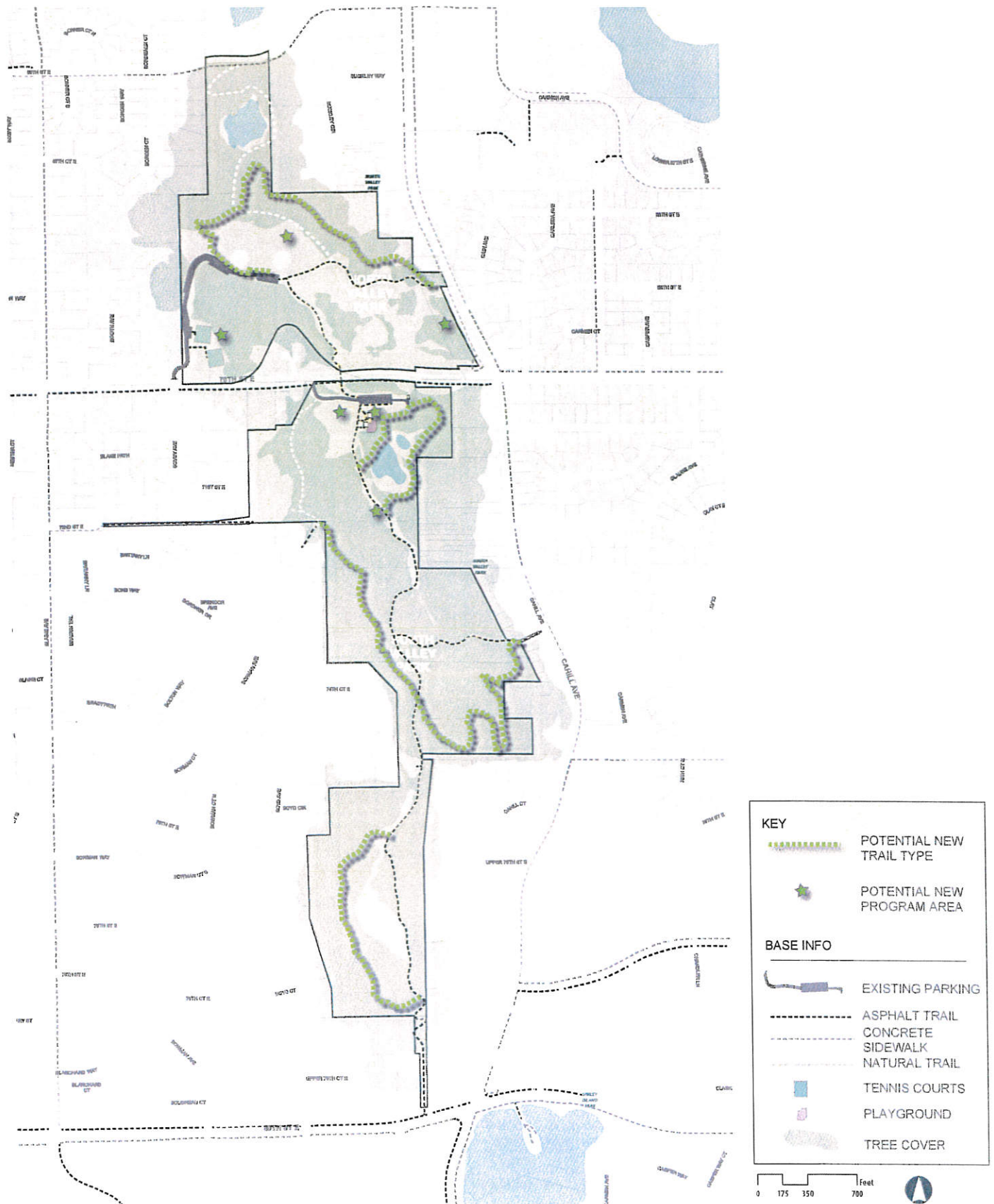


Figure 3-6 Future Improvement Locations for Programming

PROGRAMMING

GOAL 1: EXPAND OR MODIFY PROGRAMMING AT NORTH AND SOUTH VALLEY PARKS TO SUPPORT THE WISHES OF THE COMMUNITY

NEAR-TERM CONSIDERATIONS:

- » Partner with community organizations to include art, music, dance, fitness, healthy eating, and environmental education at North and South Valley Parks. Examples include:
 - Partnership with IGH Middle or High School to expand physical education activities within the park
 - Expand programming from Veteran's Community Center to include outdoor dance or fitness classes at South Valley Park
 - Partner with an environmental group to produce educational trail signage with plant and wildlife information
- » Involve interested community groups in the design of future facilities through community advisory committees or community engagement
- » Solicit ideas regularly from the community about the types of programs they'd like to see in North and South Valley Parks
 - Conduct informal surveys through social media or email communication
 - Host regular (annual, seasonal) community meals at the existing and future picnic shelter to gather future program ideas
- » Use existing facilities and infrastructure to pilot new ideas at North and South Valley Parks. This tactical approach will allow the Parks and Recreation Department to gauge the feasibility and community support for new programs or facilities before making a large investment
- » Promote and encourage winter uses, such as hiking, snow-shoeing, and sledding through social media

LONG-TERM CONSIDERATIONS:

- » Consider partnerships with local CSAs to organize drop-off locations at South Valley Park
- » Future community gardening could be focused on providing produce for local food shelves
- » Regularly evaluate existing programming at North and South Valley Parks to meet the needs and wishes of the community



Tactical approaches to new facilities can be low-cost and temporary. The example above demonstrates how a temporary crosswalk bump out is being tested for future improvements



Snowshoeing is a popular activity at North and South Valley Parks



INVER GROVE HEIGHTS
NORTH AND SOUTH VALLEY PARKS
ACTIVE LIVING
MASTER PLAN



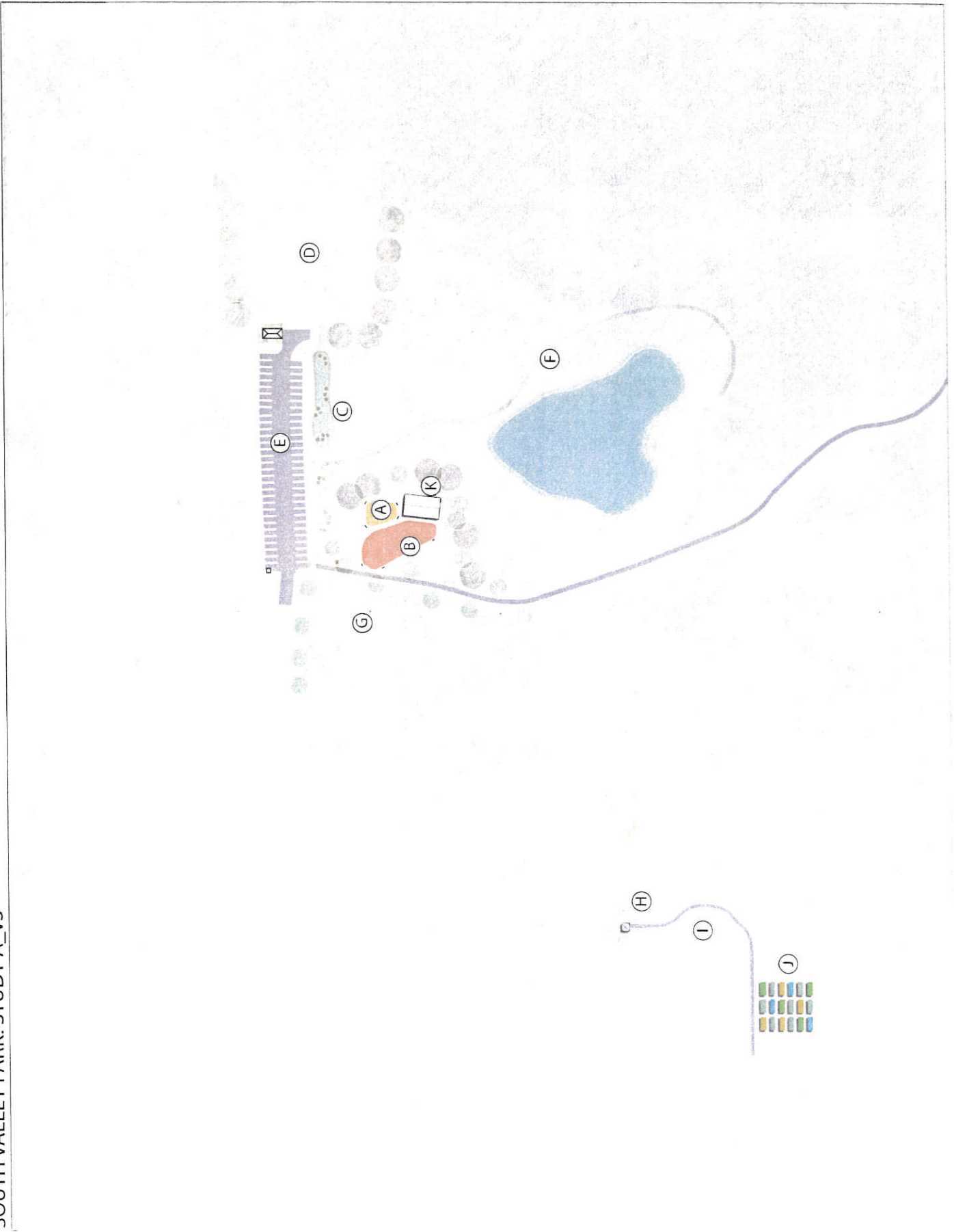
North/South Valley Master Plan (Maps)

- NORTH
VALLEY PARK:
STUDY B v.2**
- (A)** 72'x240' court:
 - (8) pickleball courts
 - 16' aisles
 - benches located throughout
 - (B)** 5'-0" concrete walk with additional landscaping
 - (C)** Additional Lighting
 - Approximately (7) lights
 - (D)** (14) Additional parking stalls
 - (E)** (4) Removed trees
 - (G)** Stormwater raingardens



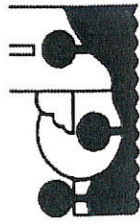
SOUTH VALLEY PARK: STUDY A_v3

- (A) Playground (2-5 y.o.)**
Similar size as existing playground in South Valley Park
- (B) Nature-based playground (5-12 y.o.)**
Approx. 10,000 SF area
- (C) Stormwater raingarden**
- (D) Community/youth archery range**
10 lanes, 60m range with 15m buffer
- (E) Parking lot extension**
(40) existing stalls + (17) added stalls = (57) stalls shown
- (F) 8' natural surface trail**
Loop trail around pond
- (G) Open green space**
Converted ball field
- (H) Observation deck**
12'x12' raised and covered platform
- (I) 8' bituminous trail**
Connection from community garden to observation deck
- (J) Community garden**
(18) plots - 8x20 beds with 6' path (potential to include some raised beds)
- (K) Picnic Shelter**
2100 SF as shown (twice the size of the existing shelter) with views towards age-separated play areas



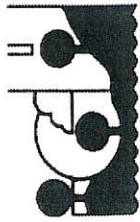


North/South Valley Open House Comments



Sign-in Sheet North/South Valley Park Meeting 9.18.18

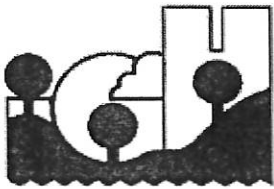
Name	Company	Phone	Email
Janette Juba	Buckley Circle		janette.juba@comcast.net
Lori Mo	7413 Boyd	651-470-4989	lorimo88@gmail.com
Gail O'Brien	7301 Cahill	651-260-8708	gail@comcast.net
Tom David	7297 Borman	651-263-9699	tdavid1@gmail.com
Kier Ludwig		651-247-9096	lindbag.kirk@gmail.com
Bert Williamson	6701 Buckley Circle	651-214-3711	bertwill@zol.com
Grace Twedt	2693 Cochin Way	651-308-8207	LWTW@comcast.net
Al Kilgus	8231 Dawson Way	651-455-3803	ALK2040@comcast.net
Ruby Westlund	2545 Upper 64th St E	651-587-0560	westlund_ruby@hotmail.com
George Tourville	8415 Cooper	651-455-4465	gtourville@comcast.net
Linda Silrum		612-280-5156	lesilrum@gmail.com
Jeff Leif	6180 Carleton	651-303-2802	leifj@outlook.com
Ray Welch	7161 Cahill	651-451-0361	raywelch2412@aol.com
Janette Lee	2740 71st E	612-803-5287	janettelee@gmail.com



Sign-in Sheet North/South Valley Park Meeting 9.18.18

Name	Company	Phone	Email
15 Pam David	retired	651-235-7003	pam david 516@gmail.com
16 Dan Sites	"	612 801 2546	dsites54@hotmail.com
17 Pam DeChary	Retired	651-457-7378	PAMELAMAE_OS@40100.com
18 Mary Thompson	"	651-450-4395	Pam741907@yahoo.com
19 Sifara Kuntson	"	657-755-5570	s2kuntso-04@bwn.com
20 Lee & Kari Miller	"	612.309.1923	kari.el.mail@yahoo.com
21 Mike Krogh	Kapasia ProShop	651 428 7475	MNKALKAY@gmail.com
22 MARC ESPERZA	RETIRED	651 433 819	
23 Judy Solary	Homemaker	651-450-5561	judyth.Solary@gmail.com
24 MARK GAUTSCHI	RETIRED	(651) 587-8441	markgautschi@yahoo.com
25 Colleen Copeland	Optum	(651) 241-1353	CC1101.111@gmail.com
26 Clyde Reynolds	retired	651-451-7139	clyrde-reynolds@yahoo.com
27 WAYNE OGOREK	RETIRED	651-341-6514	W. OGOREK@OUTLOOK.COM
28 Sue Sobaski	Retired	651-451-8057	

[illegible]



CITIZEN COMMENT FORM

NORTH/SOUTH VALLEY PARK 9.18.18

Name Nnette + John Lee
Address 2740 71 Street East
Zip 55076 Telephone 612 803 5287
Email auntiechassie@gmail.com

Comments:

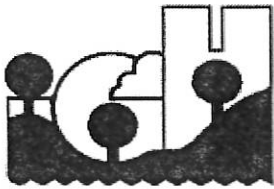
Do we know if there's a need

for more community gardens?

Please don't pave anymore paths
than ~~the~~ what we have now and
around the pond. But, it will be nice
to have someone managing the ~~the~~ trees
or grass ☺

Please consider the 90° angle from 71st
and Boyd/Borman if you want community
gardens there.

Thanks



CITIZEN COMMENT FORM

NORTH/SOUTH VALLEY PARK 9.18.18

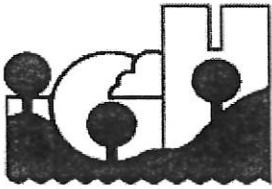
Name Lori Mo
Address 7413 Boyd
Zip 55076 Telephone 651.470.4989
Email lorimopp1@gmail

Comments:

I love valley park!

Please maintain (mow, clear downed trees, etc.)
current trails before paving more trails.
If maintenance could include making some
trails more useable in winter, that would
be wonderful (plow ~~the~~ or groom deep snowfall),

Good location for community gardens. Will there
be parking?



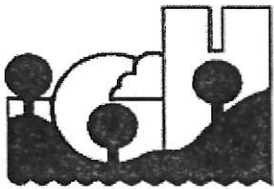
CITIZEN COMMENT FORM

NORTH/SOUTH VALLEY PARK 9.18.18

Name MARK GALTSCHI
Address 6845 BENTON WAY, IGH 55076
Zip 55076 Telephone (651) 587-8441
Email markgalttschi@yahoo.com

Comments:

DEDICATING SPECIFIC SPACE FOR PICKLEBALL COURTS WOULD
BE VERY APPRECIATED. IT IS A BOOMING SPORT AND
TENNIS SEEMS TO BE DYING A BIT. I DRIVE BY THE
PRESENT COURTS OFTEN & RARELY SEE ANYONE PLAYING
TENNIS. I'VE NEVER SEEN MORE THAN 4 PEOPLE ON THE
COURTS AT ANY ONE TIME IN THE LAST 8 YEARS.



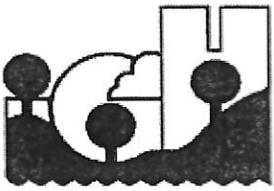
CITIZEN COMMENT FORM

NORTH/SOUTH VALLEY PARK 9.18.18

Name Robert Nevitt
Address 6324 Blaine Ave
Zip 55076 Telephone 651-503-2995
Email Nevner6324@gmail.com

Comments:

Pick ball courts would be
fantastic. Need to think about
location of benches & tables and
equipment storage. Need screens
between sets of 2 courts.



CITIZEN COMMENT FORM

NORTH/SOUTH VALLEY PARK 9.18.18

Name Clyde Reynolds
Address 7912 Barbara Ave
Zip 55077 Telephone 651-451-7129
Email Clyde-Reynolds@yahoo

Comments:

Need pickleball courts ASAP
April 2019

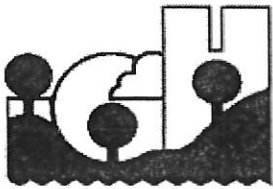
fence between courts

waiting area - table & benches

BOX for blower - squeegee

more parking

syn screen net on fence



CITIZEN COMMENT FORM

NORTH/SOUTH VALLEY PARK 9.18.18

Name WAYNE OGOREK
Address 3790 LUNEEN TRAIL
Zip 55076 Telephone 651-341-6514
Email W. OGOREK@OUTLOOK.COM

Comments:

NEED DEDICATED PICKLEBALL COURTS:

LIGHTED COURTS

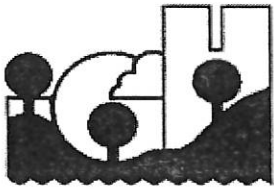
LOW DIVIDING FENCING BETWEEN COURTS

AN AREA WITH BENCHES AND TABLES

STORAGE BOX FOR SQUEEZE, BROOMS, ETC.

MASTER PLAN LOOKS PROMISING - START ASAP

WOULD BE WILLING TO BE PART OF A FOCUS GROUP
TO EXPLORE OPTIONS, VISIT OTHER COMMUNITY
OUTDOOR COURTS.



CITIZEN COMMENT FORM

NORTH/SOUTH VALLEY PARK 9.18.18

Name

Ruby Westlund

Address

2545 Upper 64th Ct. E, I.G.H. MN

Zip

55076

Telephone

651-587-0560

Email

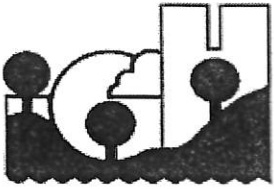
westlund-ruby@hotmail.com

Comments:

I love the idea of dedicated pickle-ball courts! I do have a couple of concerns:

- not enough parking - should be close to one spot per potential player (4 players per court.)

- scheduling of play since great ~~se~~ new courts will bring players from surrounding cities.



CITIZEN COMMENT FORM

NORTH/SOUTH VALLEY PARK 9.18.18

Name Linda Silrum
Address 96 Carmel Ave W
Zip 55118 Telephone 612-280-3126
Email lesilrum@gmail.com

Comments:

Support the concept of constructing
pickleball courts at North Valley.
Willing to help with research and building
community support.

Eric Carlson

From: Earl Johnson <earlj@comcast.net>
Sent: Tuesday, September 18, 2018 5:50 PM
To: Eric Carlson
Subject: North and South Valley Parks improvements

Eric:

These parks are one of the reasons that many of us live in Inver Grove Heights. As owners of a property that borders the park, my wife Pat and I enjoy the park and its animals every day of the year. I am happy that the intention of the master plan is to preserve the character of the park, while making it more attractive to more users.

Paving the path around the big pond is a good thing – it gets muddy on the back side. Don't mess with the rest of the non-paved trails, except perhaps to keep the fallen trees off of them. I know and use every trail in the park, as do many other folks. It is wonderful to be able to walk more than four miles in the park and never retrace one's steps. The crosswalk at 73rd street might need two lines across Cahill, but don't even think about a signal

The parks of Inver Grove Heights are a treasure. Keep them wonderful.

Regards,

Earl Johnson
7301 Cahill Ave
earlj@comcast.net

Eric Carlson

From: Matt Krumrie <mattkrum@yahoo.com>
Sent: Tuesday, September 18, 2018 2:15 PM
To: Eric Carlson
Subject: Re: North/South Valley meeting

Hi Eric,

Thanks for this info. Some thoughts/feedback. When would this all be developed or when would construction start on these projects?

1. More pickleball courts would be great. It would be nice to still have a tennis court there, but I'm guessing there was thought that there is tennis courts at other parks in the city to use. But adding more pickleball courts could be another great way to attract people to the city and parks. Leagues would likely form as well, possibly, which would be great.
 2. It's a bummer the baseball field is going to be taken away at south valley park. The number of baseball fields in the community and area continues to be eliminated. I fear that open space is going to turn into a pseudo dog park - people are going to go down there and know it's an open space and let dogs run free - even though they should be leashed, this is going to result in dogs on the loose running and chasing. Every time I am down there I see dogs running free and every owner says "don't worry he/she doesn't bite." The police can only patrol so much and dog owners feel their dogs have precedence over the rules/laws. I love dogs, but dog owners are a bit out of control these days. I just hope it's not an open space taken over by dogs and/or dog poop.
 3. The community garden and lookout tower should be good additions. The archery range would be awesome.
- These all look great, minus the ball field being removed. But, in reality that ball field isn't used as much anymore so I am sure that was taken into consideration. Kids don't go play pick up baseball much anymore either.
4. I have a screen shot below I was curious about. My house is the one circled on the left of this image. The big box is part of about 5 acres of land owned by the house on 70th. The owners tried to sell it years ago and wanted a lot of money. Would this land be something the city would ever purchase? Of course on our end, we on Booth never want to see houses go back here. I don't think it could happen but would that ever be something that would become part of the park? I am sure that is something that would take discussion if for sale, but just curious if it's been brought up before.



5. Thanks for the info and sharing the details. Looks like some great additions and I hope people of IGH feel the same and take advantage of these new additions when they are completed.

Good luck at the meeting.

Thanks!

Matt Krumrie

From: Eric Carlson <ecarlson@invergroveheights.org>
To: 'Matt Krumrie' <mattkrum@yahoo.com>
Sent: Tuesday, September 18, 2018 12:58 PM
Subject: RE: North/South Valley meeting

Matt

Thanks for the email. There is a meeting tonight from 5-7pm at the South Valley Picnic Shelter (rain or shine ☺).

Here is a link to the information:

<http://www.ci.inver-grove-heights.mn.us/708/Parks-and-Trail-ProjectsConstruction>

Please let me know if you have any questions.

Eric

From: Matt Krumrie <mattkrum@yahoo.com>
Sent: Tuesday, September 18, 2018 12:10 PM
To: Eric Carlson <ecarlson@invergroveheights.org>
Subject: North/South Valley meeting

Hi Eric,

I believe there is a meeting tonight at the South Valley about the future/comprehensive plan of north/south valley parks?

I live on Booth Avenue, on the the North Valley side of the park. If I went through my backyard I'd probably run into the tennis courts or the port-a-potty in the North Valley.

Is there any information you can pass along about what is going on with the parks or the comprehensive plan? Is there any documentation that can be shared or info? Just curious to what may be planned in the future.

Thank you!

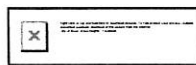
Matt Krumrie
651-238-1290

Eric Carlson | Park and Recreation Director

Tel: 651-450-2587 | Fax: 651-450.2502

City of Inver Grove Heights | Parks & Recreation | 8055 Barbara Ave | Inver Grove Heights | Minnesota | 55077

ecarlson@invergroveheights.org | www.invergroveheights.org



Eric Carlson

From: Chris Sikorowski <chrissikorowski@gmail.com>
Sent: Wednesday, September 12, 2018 3:24 PM
To: Eric Carlson
Subject: North Valley and South Valley Master Plans

Hi Eric,

I left you a voice message earlier today and I received your letter dated September 10th, 2018 and addressed to North of South Valley Park Area Property Owners. Unfortunately I have a board meeting on the 18th at the same time as your Open House.

But I did want to add my voice and input to the master plan.

My wife and I and our 3 young boys (Elias 5, Brasen 4, Jacob 8 months) live just west of North Valley Park off of Booth Avenue.

We have 12 homes on our street and there are some other young children on our street.

We would love to see a sidewalk alongside of the north side of 70th that allows us to access the parks and the intersection of 70th and Blaine without have to cross 70th and access the sidewalk on the south side of 70th street.

I have many fears/concerns of my boys growing up and crossing a very busy city street like 70th to access the sidewalk and make it to the parks and we would greatly support the addition of a sidewalk running alongside of the north side of 70th.

I believe it appears in section 2-6 in the Master Plan where it reads:

"Trail along 70th Street is only on one side of the road (no access along north side of road) and could use upgrade/maintenance"

Thanks so much and please contact me should you have any further questions.

Chris Sikorowski
(651)717-8339

North South Valley Demographics

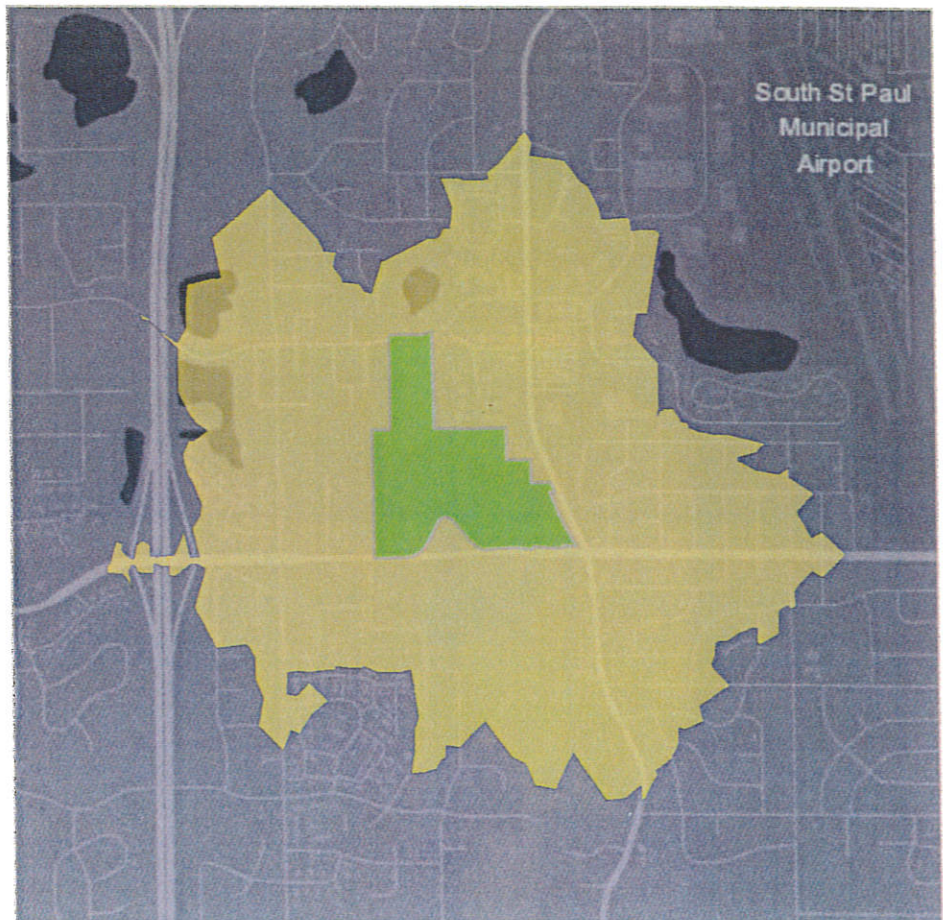
Project Areas

Inver Grove Heights, MN - North Valley Park

All statistical results are aggregated for the listed project areas and their service areas. Service areas are based on 10 minute (1/2 mile) walk times from project access points defined for each project area and based upon the walkable network.

Legend

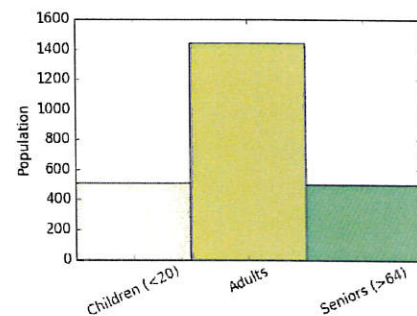
-  Project Area
-  Service Area



Population within a 10-minute walk

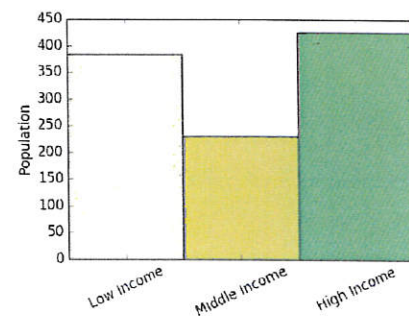
Total Population 2,451

Age	Served
Children (less than age 20)	512
Adults (age 20 to age 64)	1,440
Seniors (age 65 and up)	500



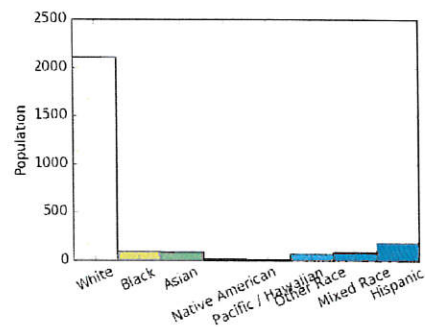
Household Income	Served
Low income	384
Middle income	230
High income	425

(Generated From Regional Median Incomes)



Race/Ethnicity	Served
White	2,107
Black	94
Asian	84
Native American	14
Pacific / Hawaiian	1
Other Race	68
Mixed Race	81
Hispanic*	185

* U.S. Census captures Hispanic Origin separate from race



Demographic information is derived from ESRI 2017 Demographic Forecast Block Groups data.

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Project Areas

Inver Grove Heights, MN - South Valley Park

All statistical results are aggregated for the listed project areas and their service areas. Service areas are based on 10 minute (1/2 mile) walk times from project access points defined for each project area and based upon the walkable network.

Legend

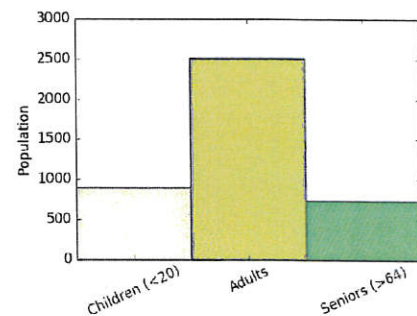
- Project Area
- Service Area



Population within a 10-minute walk

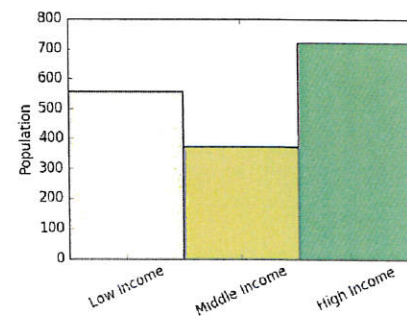
Total Population	4,128
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Age	Served
Children (less than age 20)	896
Adults (age 20 to age 64)	2,504
Seniors (age 65 and up)	731



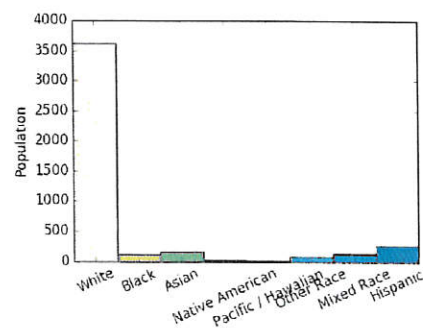
Household Income	Served
Low income	557
Middle income	372
High income	720

(Generated From Regional Median Incomes)



Race/Ethnicity	Served
White	3,615
Black	118
Asian	163
Native American	22
Pacific / Hawaiian	2
Other Race	77
Mixed Race	131
Hispanic*	271

* U.S. Census captures Hispanic Origin separate from race



Demographic information is derived from ESRI 2017 Demographic Forecast Block Groups data.

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CITY OF INVER GROVE HEIGHTS

REQUEST FOR COUNCIL ACTION

ANNUAL SURVEY OF RESIDENTS AND VISITORS

Meeting Date: November 5, 2018
 Item Type: Work Session
 Contact: Joe Lynch, City Administrator
 Prepared by: Michelle Calvert, Management Analyst
 Reviewed by: Joe Lynch

Fiscal/FTE Impact:

☒	None
☐	Amount included in current budget
☐	Budget amendment requested
☐	FTE included in current complement
☐	New FTE requested – N/A
☐	Other

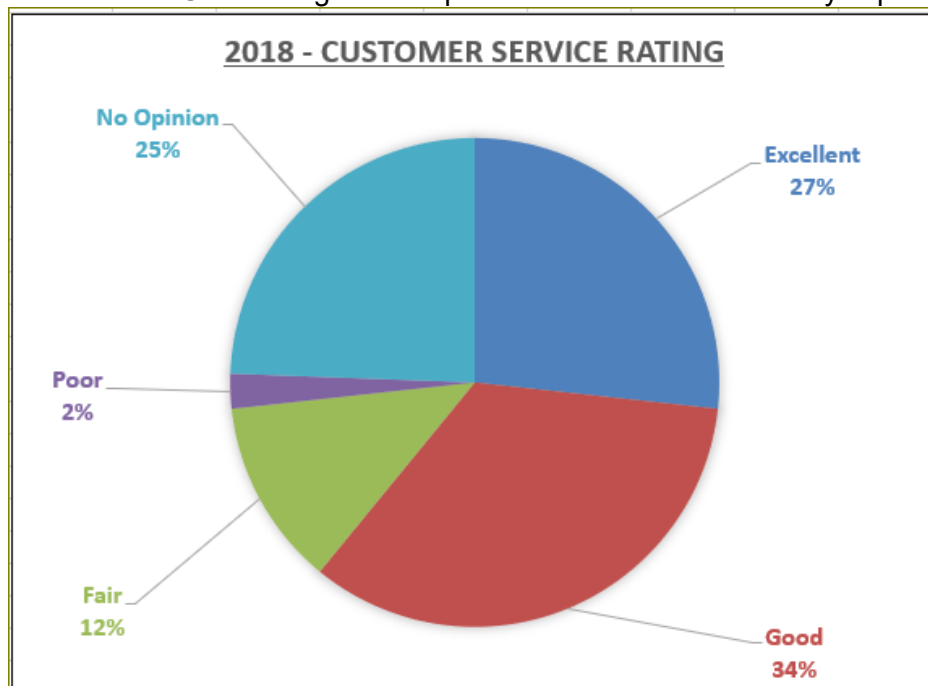
PURPOSE/ACTION REQUESTED:

City Survey Results

SUMMARY:

The City recently surveyed residents and visitors to collect feedback about the services we provide. An event leading up to the survey included the recent discussion and research into establishing a Customer Service policy, which Council adopted in April 2018. The policy created specific guidelines which allowed staff to integrate Customer Service into plans for measuring overall performance of City provided services. A first step in that process was to register to participate in the performance measurement program established by the State of Minnesota and Council on Local Results and Innovation. City Council passed Resolution 18-118 to do so, in June 2018.

This state program has established performance standards that can be reported on a regular basis and allows Inver Grove Heights to report on standards also widely reported by other cities. The program



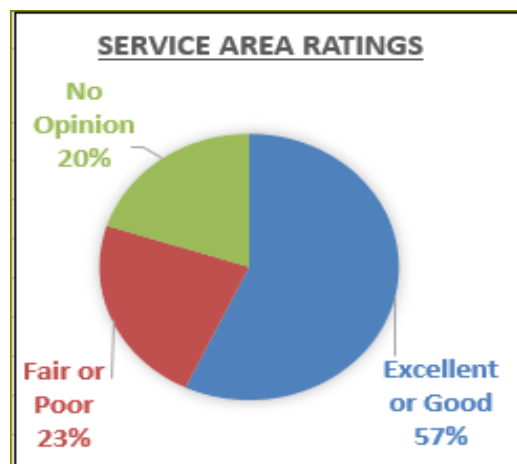
requires the City conduct a short survey of residents and visitors to obtain feedback on these measures. A summary of the full survey results is on the following two pages.

Of particular interest, as expressed by Council, was the question regarding the Customer Service being provided by staff. That specific rating is indicated in the graph to the left. All other detailed results and specific comments made by residents and visitors are available on the City's website and other social media platforms.

The staff now seeks further direction from Council in establishing priorities based on the full survey results and looks for further feedback to use for setting budget goals and in strategic planning.

Overall City Survey Results:

Service Area - Ratings Reported			
	Excellent or Good	Fair or Poor	No Opinion
Public Safety: (Police and Fire)	67%	4%	29%
Public Works: (Infrastructure)	58%	23%	19%
Parks and Recreation: (GreenSpace and Fun)	67%	17%	16%
Customer Service: (Staff Contact)	61%	14%	25%
Planned Appearance: (Mix of Land Use)	41%	45%	14%
Overall City Services: (Value for Funds Spent)	48%	34%	18%
Service Area Ratings Totals:	57%	23%	20%



Service Area Ratings:

We received a total of 348 responses, and 41 (12%) of those persons requested a follow-up phone call or e-mail. Staff have already responded to each of those individual requests. Of all respondents, **92% were Inver Grove Heights residents** and 8% were from 13 other localities.

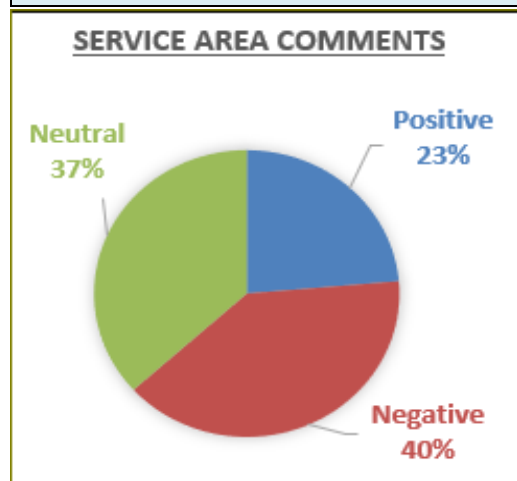
In averaging *all* Service Area ratings:

57% were **Excellent or Good**

23% were **Fair or Poor**

20% had **No Opinion**.

Service Area - Comments Provided by Respondents			
	Positive	Negative	Neutral
Public Safety: (Police and Fire)	37%	10%	53%
Public Works: (Infrastructure)	23%	35%	42%
Parks and Recreation: (GreenSpace and Fun)	21%	27%	52%
Customer Service: (Staff Contact)	28%	53%	19%
Planned Appearance: (Mix of Land Use)	8%	63%	29%
Overall City Services: (Value for Funds Spent)	20%	67%	13%
Service Area Comments Totals:	23%	40%	37%



Service Area Comments:

The survey also provided respondents an opportunity to express their viewpoint by commenting about a particular service area in more detail. There were 566 individual comments made or questions asked. The comments were broadly categorized:

23% were **Positive**

40% were **Negative**

37% were **Neutral**

Common Themes:

Many of the remarks reflected more than one individual category. Overall, several common themes emerged. In order of frequency, the **Top Ten Topics** mentioned are:

- | | |
|---|--------------------------------------|
| 1) Condition of City Streets – 13% | 6) Parks and Trails - 5% |
| 2) Commercial Development – 9% | 7) Empty Store Fronts – 5% |
| 3) Police Officers Service Delivery – 8% | 8) Have Never Used Fire Service – 4% |
| 4) Recreational Programming – 6% | 9) Staff Service Delivery – 4% |
| 5) Completeness/Quality of Snowplowing - 5% | 10) Have a private well – 4% |



This graphic indicates the **Top Ten Topics** that appeared most frequently. The picture was generated by an application that uses the words referenced in all the comments submitted by survey respondents, and sorts them to find the most commonly used phrases or words. The size of the word indicates the frequency of use. (The larger the word, the greater number of times it is used.)

The **Top Ten Topics** list is not a complete representation. Beyond the first ten, several other common themes emerged. These additional topics, in order of frequency, are: Restaurants, Housing, “Other” (under Planned Appearance), Patch & Repair of Streets, Response/Response Time of Fire Department, Timeliness of Snowplowing, Helpfulness (under Customer Service), GreenSpace/Recreation (under Planned Appearance, *not* under Parks and Recreation), City Council (under Overall Services), General Development (under Overall Services), Taste and Smell of City Water, and Parks & Recreation Facilities. The primary shared subjects throughout all the common themes appear to be related to the maintenance of streets as well as commercial (business) and/or general development.

This graphic indicates other topics that appeared frequently. It was generated also, by the same application as the one above. Here again, the size of the word indicates the frequency of use. (The larger the word, the greater number of times it is used.)

Both pictures are provided as a visual means of indicating the topics that are on residents’ and visitors’ minds. This is the kind of feedback that we were hoping to obtain. The task at hand is to respond to what we hear residents saying, and staff looks to Council to provide further direction.

