



2025 Community Survey Results

City Of Shorewood
5755 Country Club Road
Shorewood, MN 55331
shorewoodmn.gov

Contents

Executive Summary.....**2**

Survey Background.....**2**

Survey Results.....**3**

 Quality of Life & Community.....3

 Participation in the Community.....7

 Services Provided in Shorewood 11

 City Government & Administration Performance..... 19

 Potential Improvements & Initiatives20

 Public Information21

Appendix A: Respondent Characteristics.....**38**

Appendix B: 2025 Community Survey**41**

Executive Summary

Survey Background

The 2025 Shorewood Community Survey provided residents the opportunity to rate the quality of life in the city, as well as the service delivery and overall workings of local government. The survey also gave residents a chance to provide feedback to the City on what is working well and what is not, and share their priorities for community planning and resource allocation. The 2025 Community Survey was made available online April 14 to May 23, 2025. Print copies of the survey were also available. A total of 301 surveys were received. 295 surveys were completed online and 6 surveys in paper form were received.

This is the first general survey of Shorewood residents that the City has conducted since the *2011 Shorewood, MN Citizen Survey*, in which 613 completed surveys were received. To view and compare results of the 2011 survey, visit shorewoodmn.gov/2011survey.

It is important to note that, unlike past community surveys, the 2025 survey is not a statistical sampling of the community. Although questions were similar or identical to those used in past surveys, the 2025 survey was open and available to anyone to complete.

Survey Results

Quality of Life and Community

The 2025 Shorewood Resident Survey gauged residents’ perspectives about different aspects of quality of life in Shorewood. Respondents also were asked to evaluate a number of characteristics of the community, identify statements that best describe Shorewood and rate how safe they felt in and around the City.

Aspects of Quality of Life

The overall quality of life in the City was believed to be “excellent” or “good” by nearly all respondents (91%). Percentages shown here and throughout the report body are for those who had an opinion.

Table 1: Aspects of Quality of Life

Please rate each of the following aspects of quality of life in Shorewood.						
	Excellent	Good	Fair	Poor	Don't Know	Total
Shorewood as a place to live	50%	42%	8%	0%	0%	100%
Your neighborhood as a place to live	57%	36%	6%	1%	0%	100%
Shorewood as a place to raise children	51%	32%	4%	1%	12%	100%
Shorewood as a place to retire	27%	29%	22%	10%	12%	100%
The overall quality of life in Shorewood	45%	46%	8%	1%	0%	100%
Answered: 288 Skipped: 13						

Community Characteristics

Survey respondents were provided a list of 21 different characteristics of the community and asked to evaluate the quality of each as they related to Shorewood as a whole.

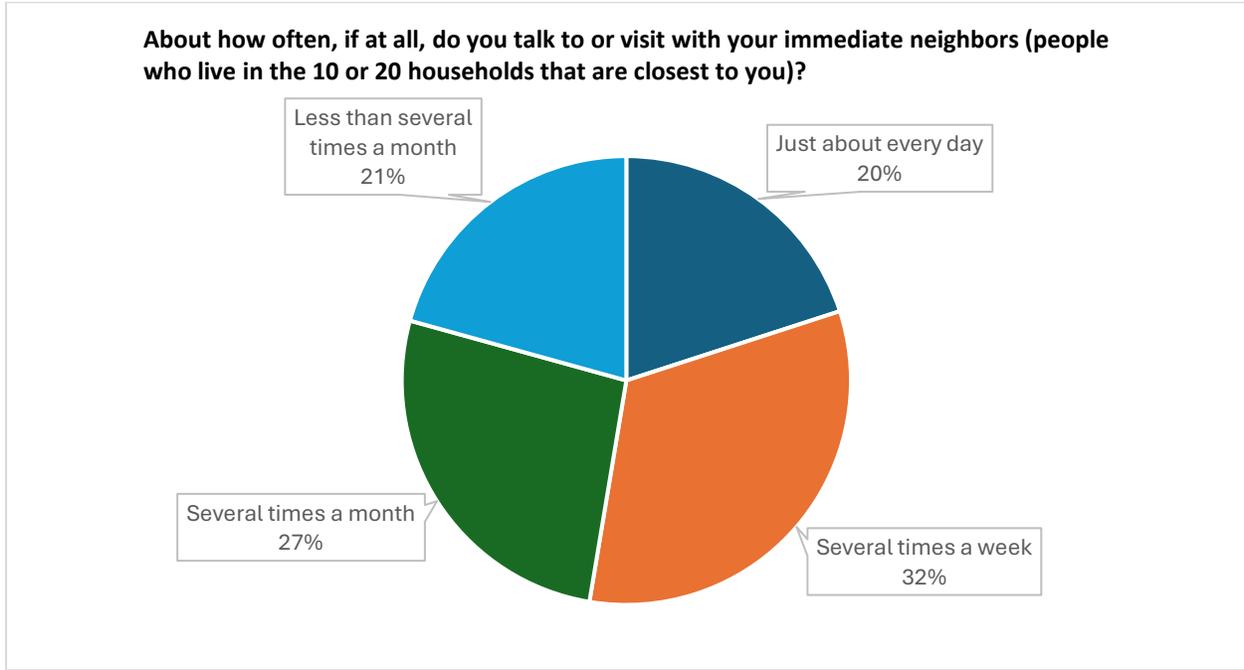
Table 2: Community Characteristics

Please rate each of the following characteristics as they relate to Shorewood as a whole.						
	Excellent	Good	Fair	Poor	Don't Know	Total
Sense of community	13%	46%	29%	10%	2%	100%
Overall appearance of Shorewood	19%	57%	20%	3%	1%	100%
Ease of access to shopping opportunities	21%	47%	23%	8%	0%	100%
Recreational opportunities	31%	46%	16%	5%	2%	100%
Educational opportunities	42%	32%	11%	3%	12%	100%
Opportunities to participate in social events and activities	13%	51%	23%	7%	7%	100%
Opportunities to attend family-oriented events/activities	18%	42%	18%	6%	16%	100%
Opportunities for senior/older adult activities	10%	29%	18%	8%	34%	100%
Opportunities to attend Shorewood Community & Event Center activities	15%	45%	19%	4%	16%	100%
Opportunities to volunteer	14%	29%	21%	4%	33%	100%
Opportunities to participate in community matters	15%	34%	25%	10%	16%	100%
Ease of car travel in Shorewood	21%	53%	21%	5%	0%	100%
Ease of walking in Shorewood	19%	31%	29%	21%	1%	100%
Availability of paths and walking trails	29%	34%	23%	13%	2%	100%
Traffic flow on major streets	12%	44%	33%	10%	2%	100%
Availability of affordable quality housing	5%	17%	25%	30%	23%	100%
Availability of affordable quality childcare	4%	8%	10%	12%	66%	100%
Availability of open space	22%	42%	23%	7%	6%	100%
Air quality	34%	53%	6%	0%	6%	100%
Quality of overall natural environment in Shorewood	34%	51%	13%	3%	0%	100%
Overall image/reputation of Shorewood	31%	43%	17%	4%	6%	100%
Answered: 290 Skipped: 11						

Neighborliness in Shorewood

When asked how frequently they talked or visited with their immediate neighbors, one-fifth of respondents said they have contact with their neighbors just about every day.

Figure 1: Contact with Neighbors



Answered: 285 Skipped: 16

Shorewood's Character

Four statements about the character of Shorewood were provided to respondents who were asked to indicate the extent to which they agreed or disagreed with each.

Table 3: Aspects of Community Character

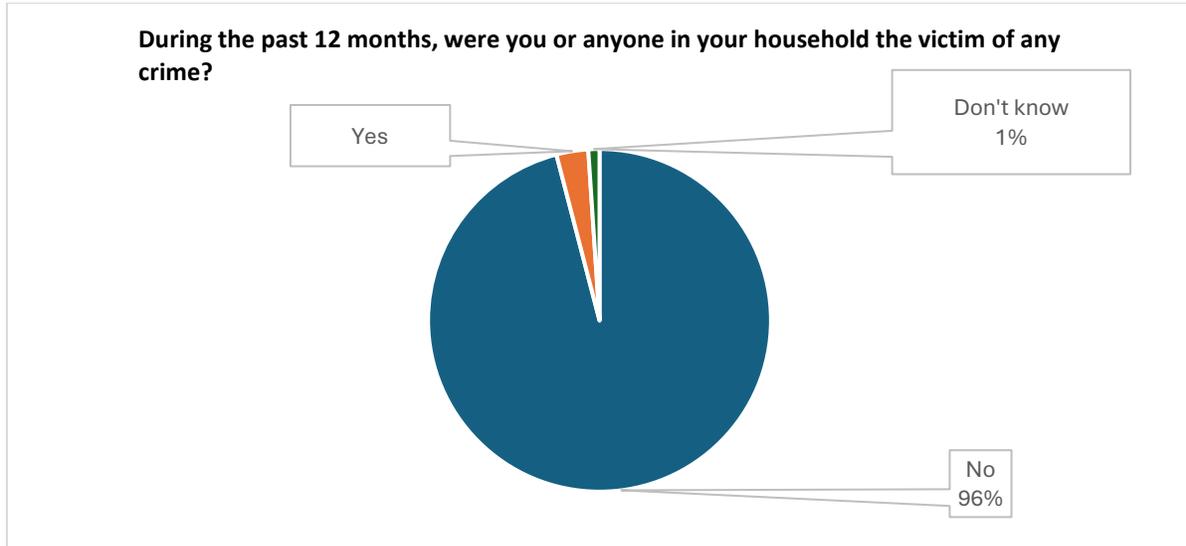
To what extent do you agree or disagree, if at all, that each statement below describes the City of Shorewood?							
	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know	Total
Shorewood is a safe community with a low crime rate	62%	31%	4%	1%	0%	1%	100%
Shorewood has tight-knit neighborhoods	19%	38%	23%	9%	5%	6%	100%
The City offers the best schools	48%	25%	9%	3%	1%	14%	100%
Shorewood provides and protects open space	27%	41%	13%	8%	6%	6%	100%

Answered: 287 Skipped: 14

Safety in Shorewood

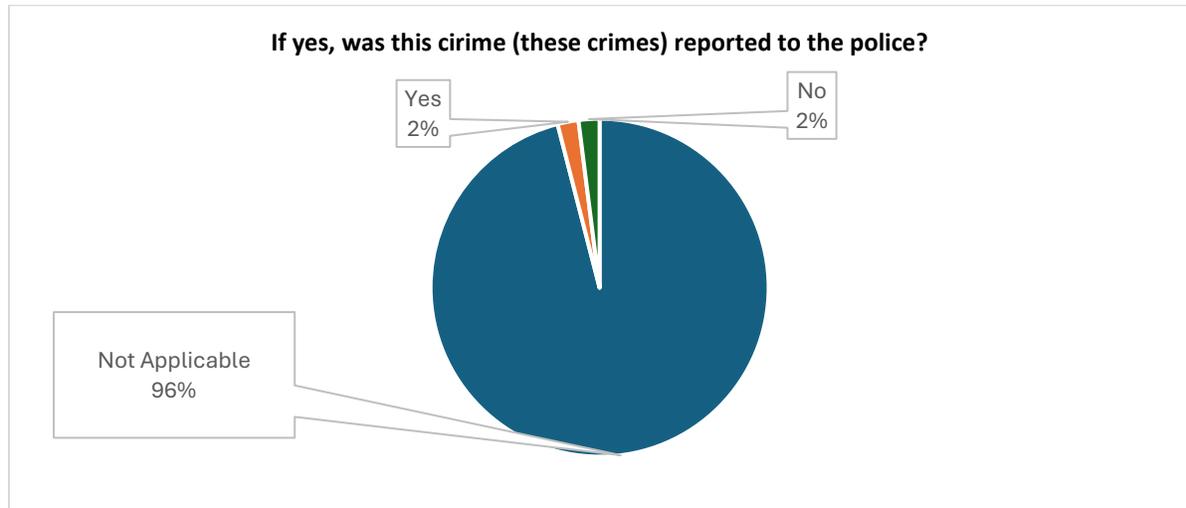
Shorewood residents assessed how safe they felt in their neighborhoods and from different types of crimes and hazards. They also were asked if they or any other household member had been a victim of a crime in the last 12 months.

Figure 2: Crime Victimization



Answered: 286 Skipped:15

Figure 3: Crime(s) Reported



Answered: 291 Skipped: 10

Participation in the Community

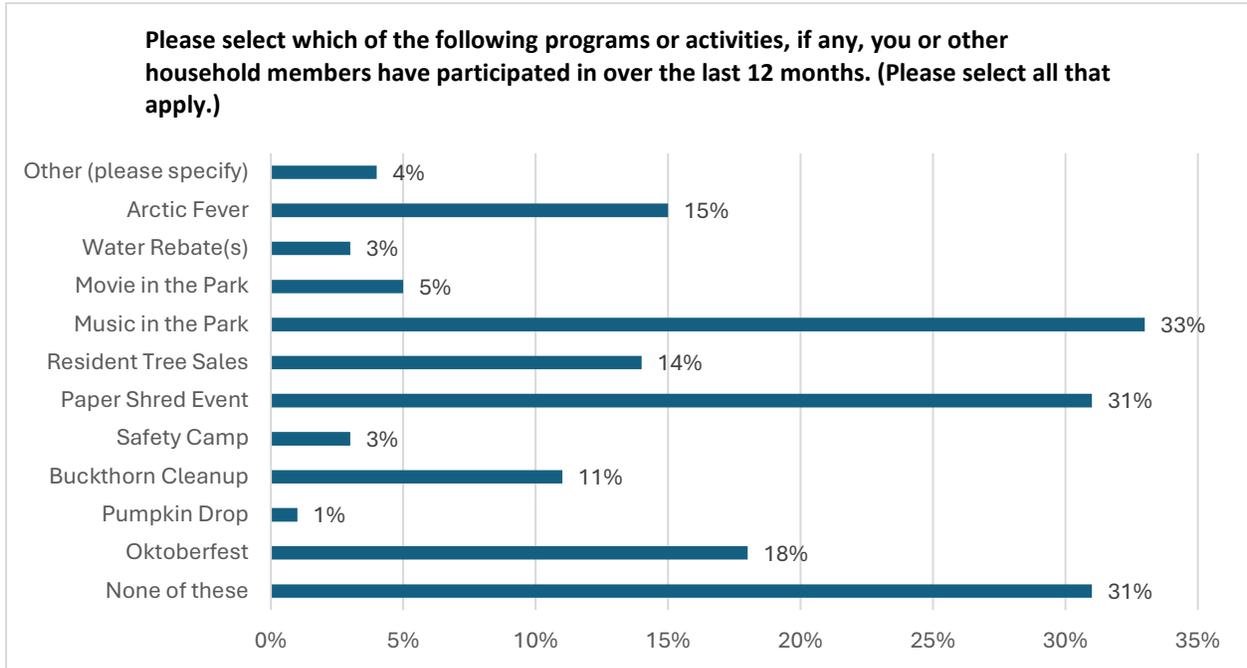
Several questions on the survey measured respondents' level of participation in a number of events and activities in Shorewood.

Table 4: Community Participation

In the past 12 months, about how many times, if ever, have you or other household members participated in the following activities in Shorewood?						
	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used Shorewood Community & Event Center	49%	39%	7%	2%	2%	100%
Participated in a recreation program or activity	63%	27%	7%	2%	2%	100%
Visited a park in Shorewood	10%	18%	32%	19%	21%	100%
Attended a meeting of local elected officials or other local public meeting	56%	29%	13%	2%	0%	100%
Watched a meeting of local elected officials or other Shorewood-sponsored public meeting on cable television, the Internet or other media	60%	28%	8%	3%	0%	100%
Read the ShoreReport – the city newsletter	5%	9%	65%	12%	10%	100%
Visited the Shorewood Web site (at www.shorewoodmn.gov)	9%	24%	51%	11%	4%	100%
Recycled paper, cans, bottles or cardboard from your home	2%	3%	3%	26%	66%	100%
Recycled compostable waste at an organics drop off bin	73%	4%	4%	4%	14%	100%
Volunteered your time to some group or activity in Shorewood	70%	15%	8%	3%	4%	100%
Participated in religious or spiritual activities in Shorewood	72%	9%	7%	3%	8%	100%
Participated in a club or civic group in Shorewood	79%	10%	6%	2%	4%	100%
Provided help to a friend or neighbor	3%	18%	51%	18%	10%	288
Answered: 290 Skipped: 11						

Participation in Community Programs & Events

Figure 4: Frequency of Participation in Community Activities



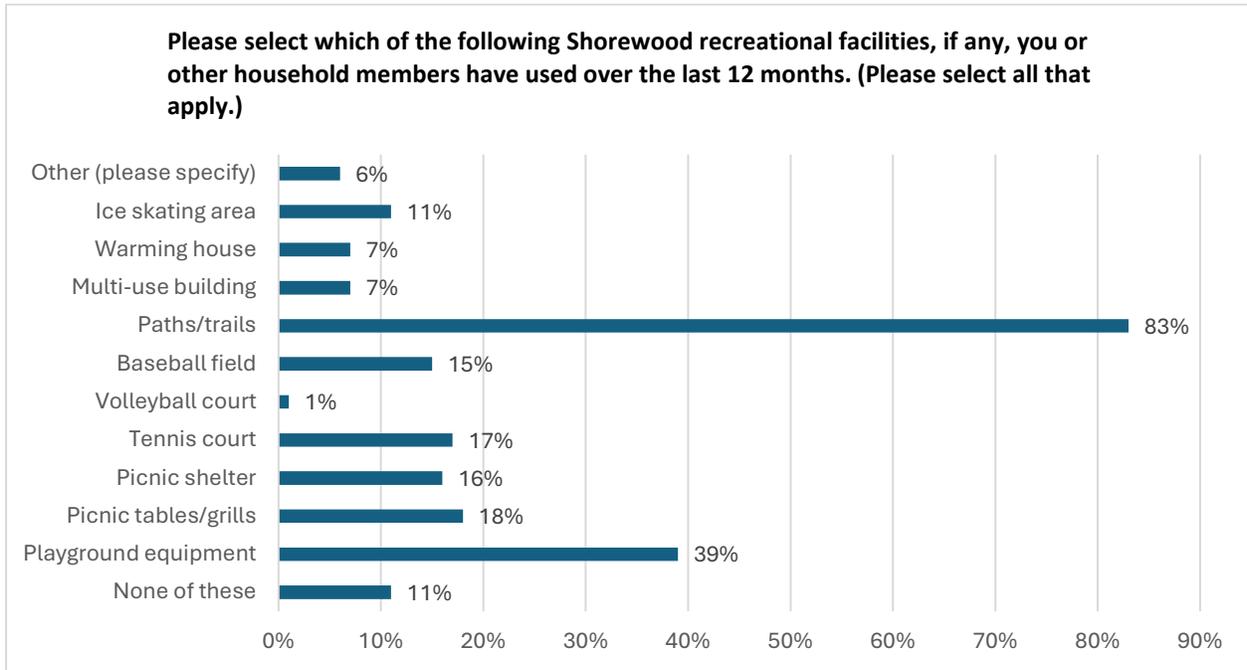
Other (please specify)

Senior Center
Dog Sled Races Attendees
National Night Out
Apple Days
Spring Cleanup
Park shelter rental
Half-price Bakery; Greeting Card Sales; Shorewood Center
didnt know about many of these.
Curbside composting
Spring Cleanup Disposal
Music in the park in Excelsior - but not Shorewood
Community Garden

Answered: 284 Skipped: 17

Totals may exceed 100% as respondents could select more than one response.

Figure 5: Use of City Recreation Facilities



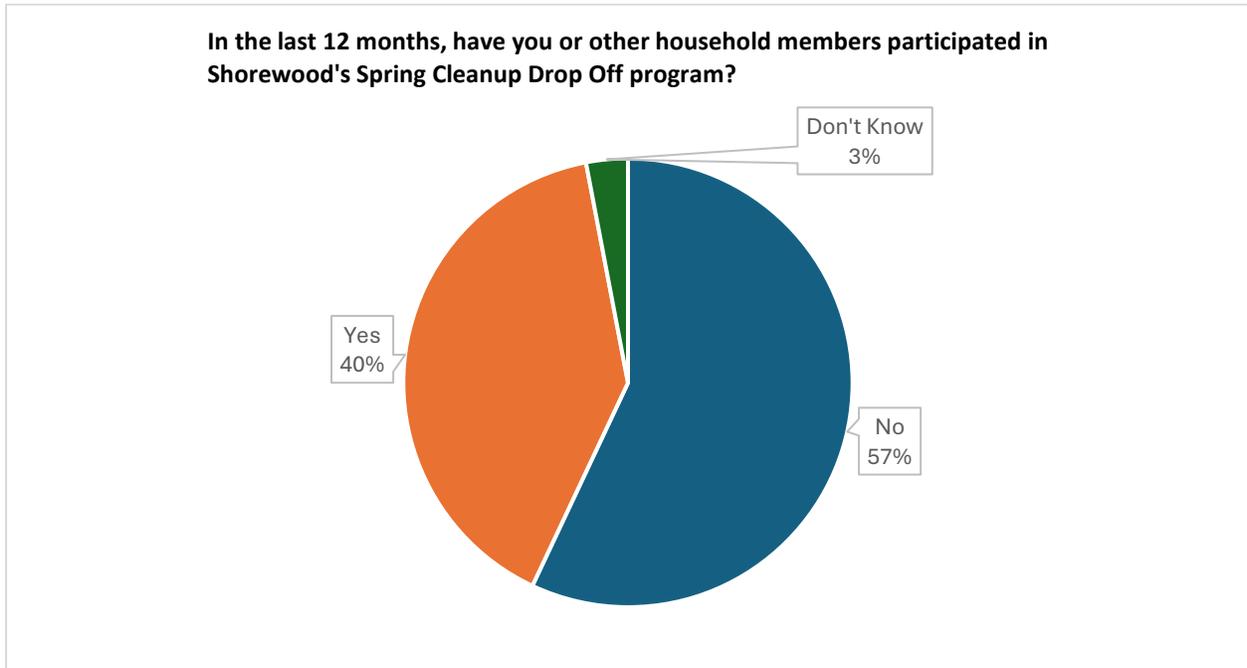
Other (please specify)

Benches at parks
Pickle Ball alot.. need courts
Freeman Park walking trails
Softball field, Soccer fields
None
Pickleball court
basketball court, open fields for touch football
soccer fields
Soccer Fields
Porta potties
Library
dog walking
I visit parks to fly drones
You need to get on the ball with Pickleball facilities. Who even play tennis any more
Badger Park turf field
soccer fields
Pickleball courts
Parks: SoHi and Silverwood

Answered: 288 Skipped: 13

Totals may exceed 100% as respondents could select more than one response.

Figure 6: Participation in City’s Spring Cleanup Drop Off Program



Answered: 289 Skipped: 12

Table 4: Aspects of Spring Cleanup Drop Off Program

If you HAVE used the Spring Cleanup Drop Off program, please rate each of the following aspects.						
	Excellent	Good	Fair	Poor	Don't know	Total
Ease of use	38%	23%	5%	2%	32%	100%
Cost of disposing items	15%	26%	17%	10%	32%	100%
Convenience of drop-off site location	37%	23%	7%	2%	31%	100%

Answered: 217 Skipped: 84

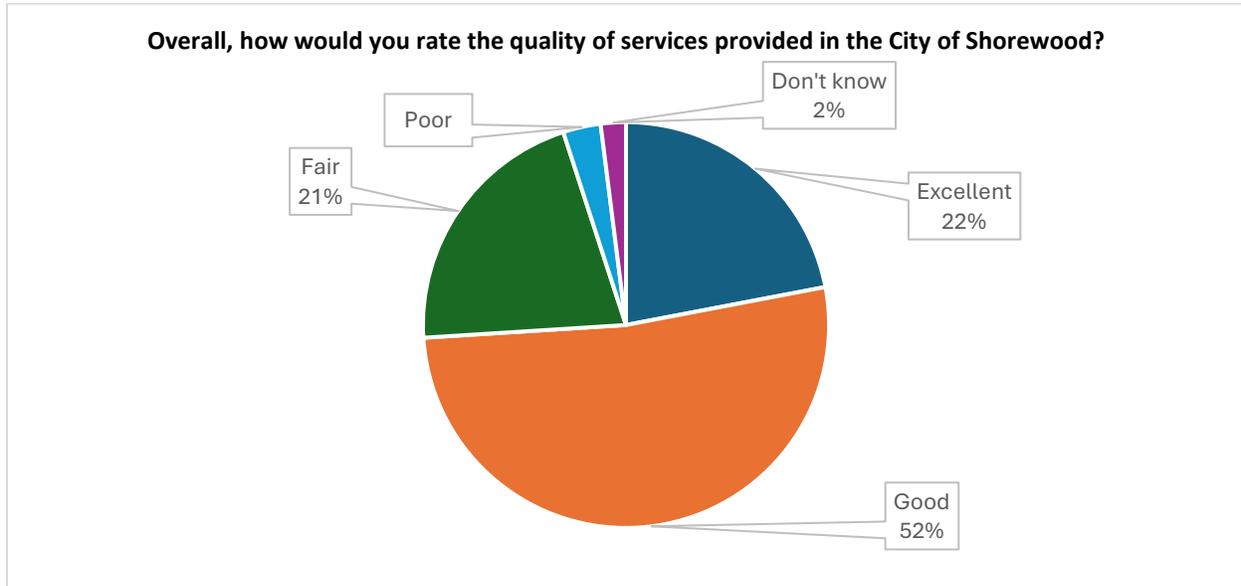
Asked only of those who reported having participated in the City’s Spring Cleanup Drop Off program in the last 12 months.

Services Provided in Shorewood

Respondents were asked to rate the overall quality of services provided in Shorewood, including the quality of individual services provided by the City and special districts and the quality of their most recent contact with City employees.

Overall Quality of Services

Figure 7: Overall Quality of City Services



Answered: 289 Skipped: 12

City and Special District Services

Table 5: Police & Fire Services

Please rate the quality of each of the following public safety services in Shorewood.						
	Excellent	Good	Fair	Poor	Don't know	Total
Fire district's response to calls	36%	12%	1%	0%	51%	100%
Fire district's education and prevention	33%	23%	2%	0%	40%	100%
Fire district's visibility in the community	36%	32%	8%	2%	22%	100%
Fire district services overall	37%	23%	2%	0%	38%	100%
Police response to calls	36%	18%	3%	1%	42%	100%
Police education and crime prevention	22%	23%	6%	2%	46%	100%
Police visibility in the community	33%	37%	13%	8%	9%	100%
Police services overall	36%	29%	5%	2%	28%	100%
Ambulance or emergency medical services	28%	17%	2%	0%	54%	100%
Animal control services	9%	10%	5%	4%	72%	100%
Traffic enforcement	17%	34%	15%	11%	23%	100%

Answered: 291 Skipped: 10

Table 6: Streets & Trails Services

Please rate the quality of each of the following street and trail services in Shorewood.						
	Excellent	Good	Fair	Poor	Don't know	Total
Street maintenance/repair (i.e., filling potholes)	7%	39%	35%	18%	1%	100%
Street cleaning/sweeping	18%	56%	20%	6%	1%	100%
Street resurfacing	5%	40%	30%	21%	4%	100%
Street lighting	10%	42%	27%	17%	4%	100%
Street signage and street markings	21%	60%	14%	5%	1%	100%
Snowplowing on city streets	35%	47%	12%	5%	1%	100%
Applying materials on icy streets	25%	52%	13%	4%	5%	100%
Road condition	8%	48%	31%	13%	0%	100%
Sidewalk/trail maintenance	23%	43%	14%	11%	9%	100%
Answered: 291 Skipped: 10						

Table 7: Public Utility Services

Please rate the quality of each of the following utility services in Shorewood.						
	Excellent	Good	Fair	Poor	Don't know	Total
Storm drainage	20%	47%	16%	4%	13%	100%
Sanitary sewer services	30%	45%	9%	1%	14%	100%
Recycling services	40%	45%	9%	2%	3%	100%
Answered: 288 Skipped: 13						

Table 8: Parks & Recreation Services

Please rate the quality of each of the following Parks and Recreation services in Shorewood.						
	Excellent	Good	Fair	Poor	Don't know	Total
Shorewood parks	39%	44%	7%	1%	9%	100%
Parks and recreation programs or classes	11%	21%	8%	1%	58%	100%
Shorewood Community & Event Center programs or classes	10%	22%	8%	3%	58%	100%
Shorewood Community & Event Center overall	15%	31%	8%	2%	45%	100%
Answered: 289 Skipped: 12						

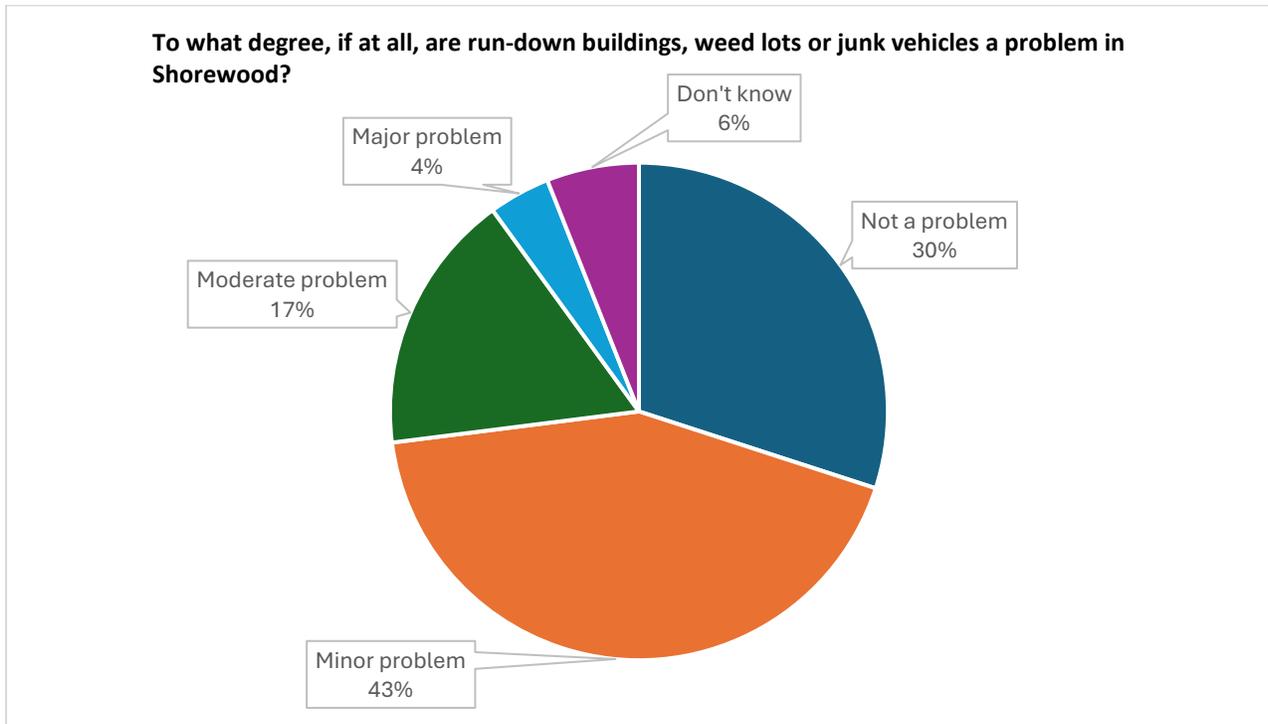
Table 9: Planning & Zoning Services

Please rate the quality of each of the following planning and zoning services in Shorewood.						
	Excellent	Good	Fair	Poor	Don't know	Total
Building inspections	10%	31%	11%	3%	45%	100%
Land use, planning and zoning	4%	21%	18%	15%	41%	100%
Code enforcement (weeds, abandoned buildings, etc.)	5%	17%	17%	12%	49%	100%
Answered: 285 Skipped: 16						

Code Enforcement

In addition to rating the quality of code enforcement, respondents were given the opportunity to rate how much of a problem, if at all, run down buildings, weed lots or junk vehicles were in Shorewood.

Figure 8: Code Enforcement Issues

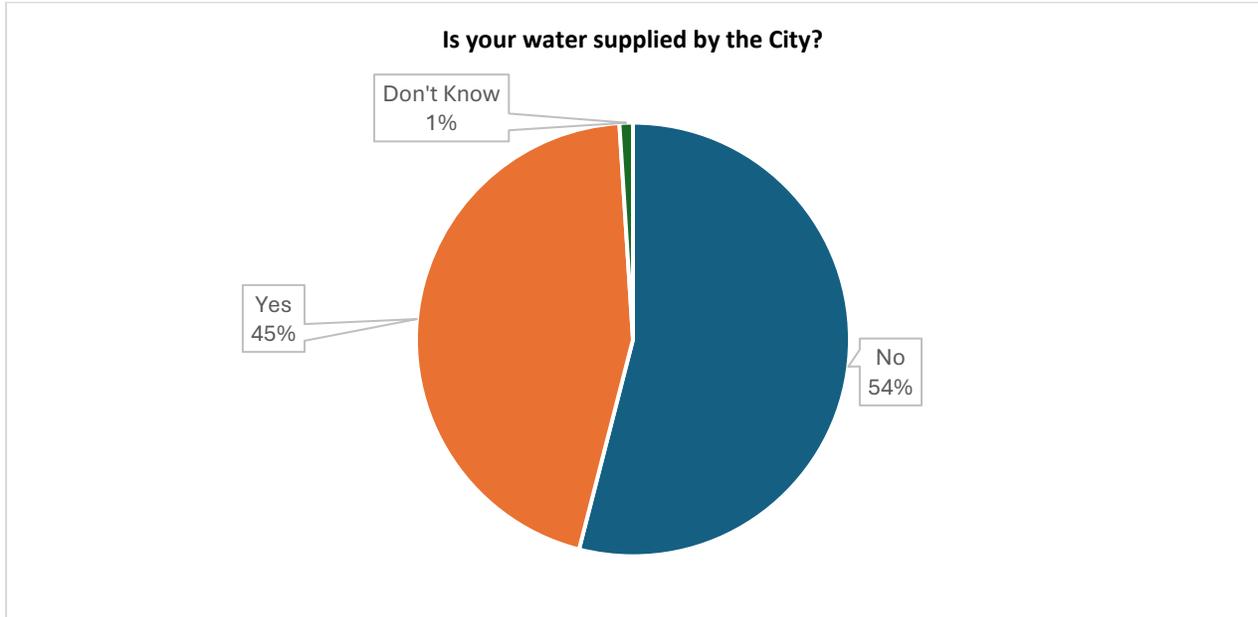


Answered: 288 Skipped: 13

City Water

Ninety-seven percent of total survey respondents reported on whether or not their water is supplied by the City. Forty-four percent of these respondents reported their water is supplied by the City.

Figure 9: Water is Supplied by the City



Answered: 291 Skipped: 10

Those who reported having municipal water service were asked to rate several aspects of the service. Nearly half (48%) believe the quality or taste of water is “excellent” or “good.” Over half (61%) feel the dependability of the service is “excellent” or “good.” A little over one-third (35%) said the cost of City water is “fair” or “poor.”

Table 10: Aspects of City Water

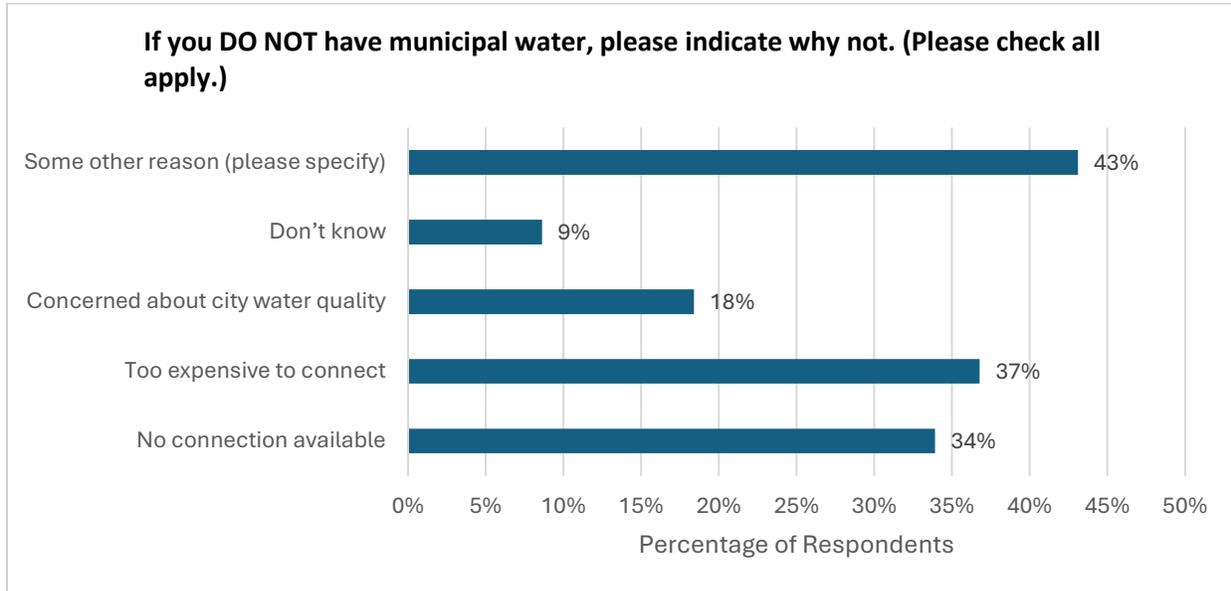
If you HAVE municipal water, please rate each of the following aspects.						
	Excellent	Good	Fair	Poor	Don't know	Total
Quality (e.g., taste of water)	17%	31%	14%	6%	32%	100%
Dependability of service	34%	27%	4%	2%	34%	100%
Cost	6%	23%	23%	12%	35%	100%

Answered: 198 Skipped: 103

Asked only of those who reported that their water is supplied by the City.

Those who reported not having City water service were asked to indicate the reasons they did subscribe to the service. Respondents were prompted to indicate multiple choices, if applicable. Most reported “some other reason.” Of those responses, most were related to having a well.

Figure 10: Reasons for Not Having Water



Answered:174 Skipped: 127

Asked only of those who reported that their water was not supplied by the City. Totals may exceed 100% as respondents could select more than one response.

Some other reason (please specify)

No connection available "and that is fine!"
Own well
We have connection
We have a well, it's good!
Well water has always served me, well
Have a well
Have a well and water quality is very good
No good reason to connect. My well is deep and good and I test water regularly The bias and inconsistency of the implementation of the water infrastructure has been grossly unfair, inconsistent and biased. Many older neighborhoods have been assessed thousands of dollars whereas some of the newer areas with newer or more expensive have not been assessed anything for the water hook-up availability. Against city policy, And now the city is under water with its water finances.
House has well water when we bought it and municipal water has not been offered.
We have Excelsior water
When we moved here, the well was here so we are using our own well for water. Don't know anything more about a change in the future
Well installed when we moved in
Well
Never thought otherwise, always had a well.
Well water

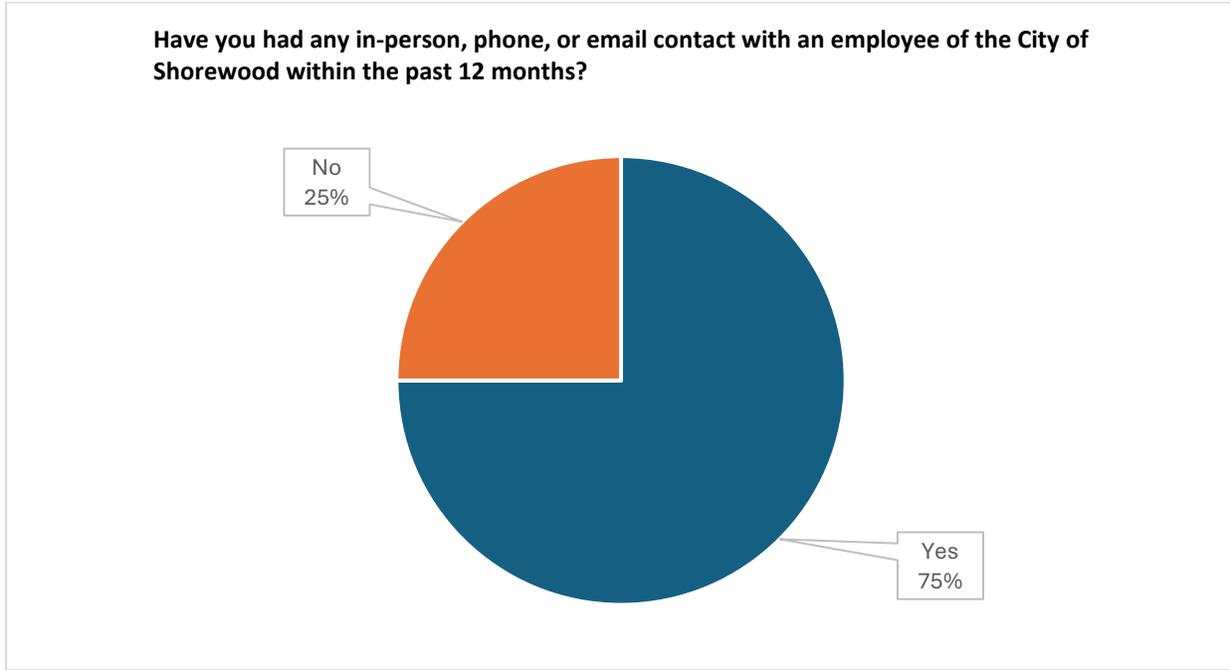
prefer to maintain my well
Well
We have a well and a water purification system.
Don't want. Love having a well
To my knowledge the only way to connect is by directional drilling for an impractical distance. We would love to opportunity to connect to city water, but have not seen a practical option to do so. We're on Mill street, and we're hoping for an opportunity related to the bike path project
Well is working just fine
have well
Already invested \$\$\$ in own well and happy with it
Get water from Tonka bay
Well
Like our well water
On a well
We don't want water poisoned with chemicals like chlorine and fluoride
Don't want another bill for a mediocre product
I prefer having my own well.
We didnt know it was an option.
Have a well
Rent and have a well
N/A
Well water
I have municipal water
do not want to connect to city water
I have a well and want to keep a well. The water is safer and healthier (I have my water tested). The city should not mandate a city water hookup.
Have well. Do not know cost to connect
Satisfied with well water (though must treat for iron and hardness).
City water wasn't available when street developed; no reason to change from well now.
Well
Not needed at this time
I'm on well.
We've been using the well that was here when we moved in 50 yrs ago.
well water with lots of iron
I like my freedom and independence. Can you possibly understand that?
After the poisoning of city residents in Flint, Michigan; exactly how many civil servants went to jail? How can that be? Prove to us that it cannot happen here.
My well is paid for and provides good water. No need to pay extra for city water.
Prefer my well water
Chanhassen provides our water
we like our well water and don't want to be restricted as to when we can water
Invested in a well that is sufficient.
No quality benefits, expensive and just one more bill every month
City won't extend water line to our neighborhood

Happy with our well water. Do not want to add to our expense. Already pay \$142.25 for sewer and \$43.49 for storm water and \$18 for recycling
prefer well
cost and quality
Own Well
We have a well so don't need it.
my well still is fine.
We've never been approached to connect.
My water quality is better than what city will provide
Our last experience with city water was Wedgewood Drive. Billed \$10,000 and still no city water. Stick to the well.
We know that we would have to continue to maintain our in-house water treatment system, in addition to paying any assessments and hook up charges, and then pay for water on top of it. We cannot afford it frankly.
Cost of water versus our well. City sewer already too much.
Have well
Home has a private well
Well. Don't want city water
Well water
expensive to connect into our area and to our home then pay for what is now free
I am already on a well. Offer to connect happened before we moved in.
well
Well water
would like it since our water has arsenic and the city has not responded to offer to help with this in the past

City Employees

Three-quarters of survey respondents said they had in-person, phone or email contact with a City employee in the 12 months prior to the survey.

Figure 11: Contact with City Employees



Answered: 294 Skipped: 7

Table 11: Employee Interactions

What was your impression of the employee(s) of the City of Shorewood in your most recent contact? (Rate each characteristic below.)						
	Excellent	Good	Fair	Poor	Don't know	Total
Knowledge	43%	32%	8%	4%	13%	100%
Responsiveness	49%	25%	7%	6%	11%	100%
Follow-up	37%	20%	9%	8%	26%	100%
Courtesy	61%	20%	4%	4%	11%	100%
Timeliness	48%	24%	8%	6%	14%	100%
Overall impression	48%	26%	10%	5%	10%	100%

Answered: 271 Skipped: 30

Asked only of those who reported having had contact with a City employee in the last 12 months.

City Government & Administration Performance

The 2025 survey asked respondents to rate different aspects of City government and City Administration performance.

Table 12: Government Performance

Please rate the following categories of Shorewood government performance.						
	Excellent	Good	Fair	Poor	Don't know	Total
The value of services for the taxes paid to Shorewood	6%	38%	31%	19%	6%	100%
Opportunities to participate in City government decisions	8%	30%	26%	20%	16%	100%
Shorewood's elected officials' consideration of what people like me think	9%	27%	21%	27%	16%	100%
Running Shorewood's local government in the best interest of residents	11%	30%	23%	22%	14%	100%
Shorewood's government as an example of how best to provide services	7%	29%	23%	21%	19%	100%
The overall direction Shorewood is taking	9%	37%	25%	18%	12%	100%
Answered: 293 Skipped: 8						

Table 13: City Administration Performance

Please rate the following categories of performance of the City of Shorewood Administration.						
	Excellent	Good	Fair	Poor	Don't know	Total
Response to resident complaints and concerns	10%	24%	18%	16%	32%	100%
Public meetings about City plans	13%	33%	19%	12%	24%	100%
Transparency and accountability	8%	27%	18%	24%	22%	100%
Information about City plans and programs	14%	34%	23%	15%	13%	100%
Quality of the City's Web site (www.shorewoodmn.gov)	13%	46%	26%	4%	10%	100%
Online services available on the City's Web site	12%	39%	22%	4%	22%	100%
Answered: 292 Skipped: 9						

Potential Improvements & Initiatives

A number of survey questions were devoted to assessing resident perspectives about the importance of potential projects and improvements in Shorewood, as well as their level of support for a variety of initiatives.

Table 14: Importance of Potential Improvements

Thinking about the next 5 years, please indicate how important, if at all, each of the following potential improvements are for Shorewood.						
	Essential	Very important	Somewhat important	Not at all important	Don't know	Total
Park improvements (i.e., updated play structures, additional shelters, lighting for tennis courts)	13%	25%	45%	14%	4%	100%
Expand trails and walkways	27%	35%	25%	12%	0%	100%
Expand recreational and social programs for all ages	10%	21%	45%	17%	8%	100%
Environmental improvements (i.e., diseased trees, lake water quality)	38%	39%	18%	3%	2%	100%
Road improvements (i.e., reconstruction, resurfacing)	36%	42%	19%	3%	0%	100%
Municipal drinking water system improvements (i.e., expansion, additional treatment)	22%	23%	23%	16%	16%	100%
Answered: 296 Skipped: 5						

Respondent support for, or opposition to, five different initiatives in Shorewood was gauged.

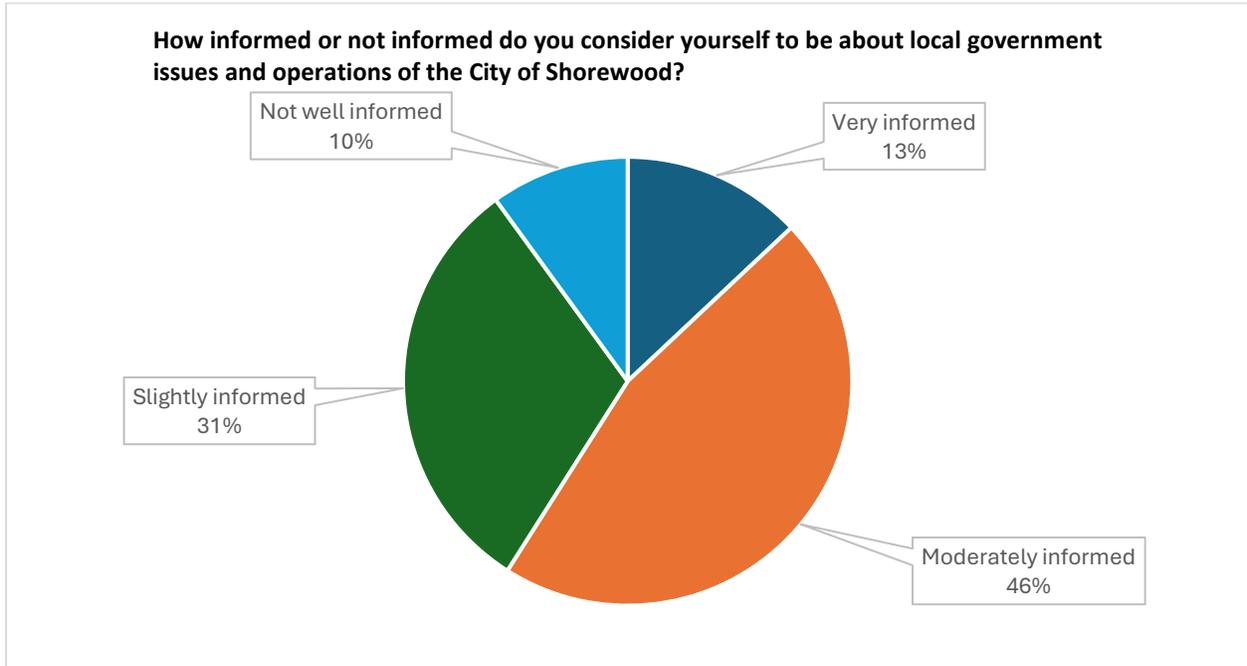
Table 15: Support for or Opposition to City Initiatives

To what extent do you support or oppose each of the following in Shorewood?						
	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know	Total
Having a single trash hauler contracted by the City, rather than multiple haulers	32%	23%	16%	20%	9%	100%
Providing curbside organic materials collection (food waste)	28%	32%	12%	15%	13%	100%
Increasing recycling options for residents	39%	33%	10%	8%	10%	100%
Encouraging more community gardening (i.e., growing, harvesting and distributing produce, flowers, etc.)	27%	47%	8%	4%	15%	100%
Increasing environmental education and public awareness programs	35%	39%	8%	5%	13%	100%
Answered: 294 Skipped: 7						

Public Information

About 6 in 10 respondents said that they felt “very” or “moderately” informed about local government issues and operations in the City. About one-third said they were “slightly” informed and 1 in 10 feel that they are “not well informed.”

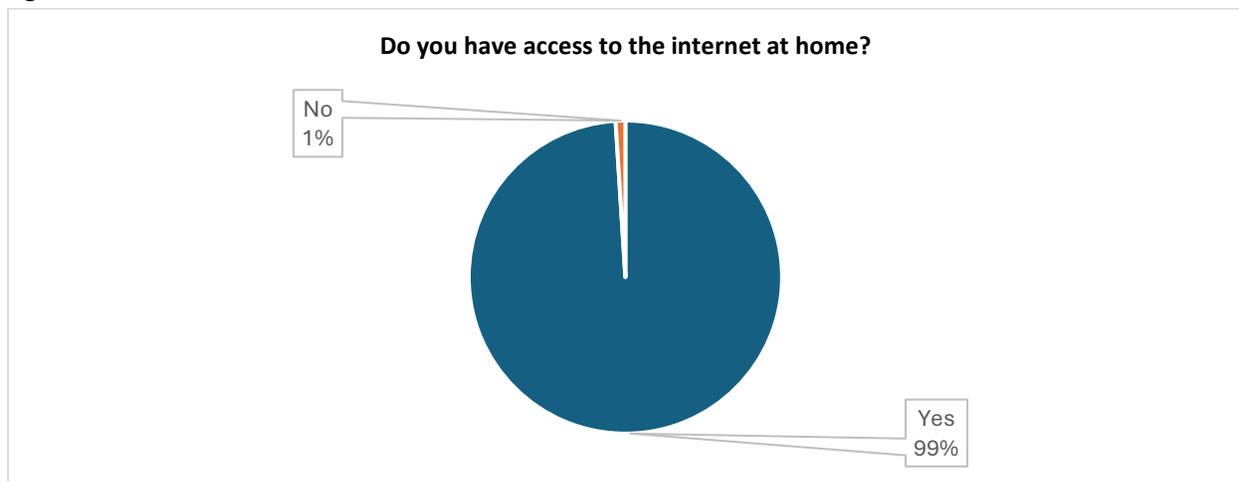
Figure 12: Level of Awareness about City Issues & Operations



Answered: 291 Skipped: 10

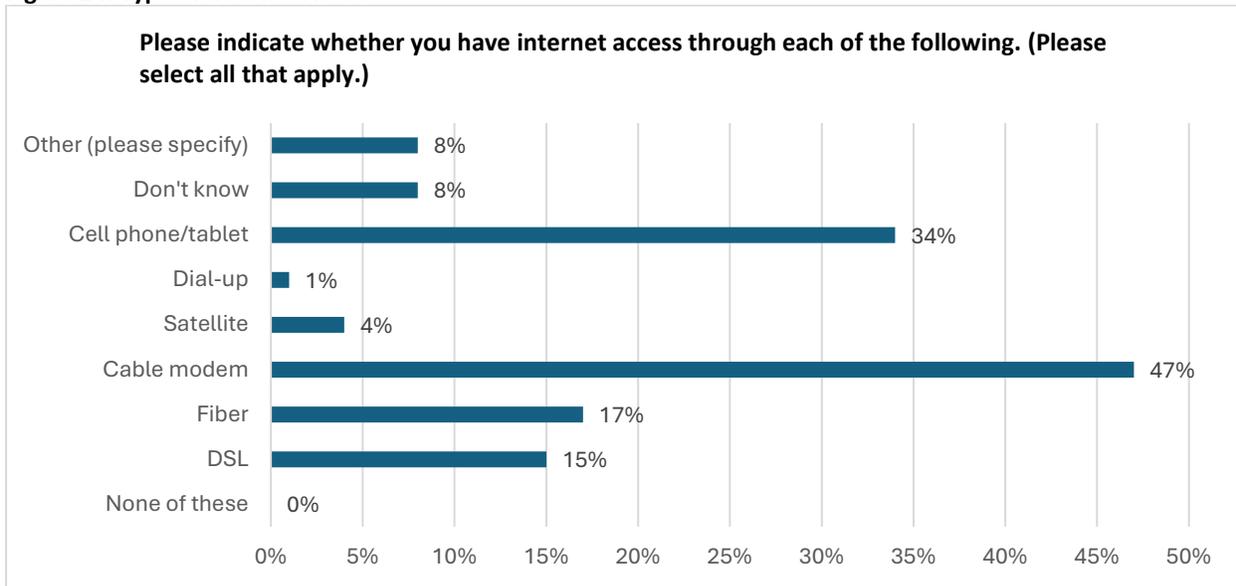
Almost all respondents reported having access to the Internet at home. Those who have internet access at home were asked to identify all of the types of access they have. About half reported using a cable modem, and one-third through their cell phone or PDA.

Figure 13: Internet Access at Home



Answered: 292 Skipped: 9

Figure 24: Type of Internet Access



Other (please specify)

Xxxx
Media com
Verizon 5G
The City is missing the opportunity to install Fiber when upgrading City provided facilities, i.e. sewer, water, etc. put Fiber in the ground while the trench is open
5G service through cell phone provider
Quantum
Fixed Wireless
T-Mobile
cellular - for TV & internet
T-Mobile antenna
I don't know how my computer works. It's old, but no updates needed.
cell tower modem
5G Home Internet
T Mobile 5G home internet Cell Modem
Century Link
Wireless (Verizon)
Comcast Xfinity
century link
Carrier - T-Mobile.
5G wireless
Mediacom
wireless

Answered: 290 Skipped: 11

Asked only of those who reported that they have internet access at home. Totals may exceed 100% as respondents could select more than one response.

Residents were asked how frequently they used a list of 9 different information resources to get information about the City.

Table 16: Information Sources

How frequently, if ever, do you use the following sources to gain information about the City of Shorewood?					
	Always	Frequently	Sometimes	Never	Total
The City's Web site (www.shorewoodmn.gov)	13%	32%	49%	6%	100%
ShoreReport newsletter	32%	31%	27%	10%	100%
Sun Sailor newspaper	5%	11%	19%	64%	100%
The Laker Pioneer newspaper	0%	1%	3%	95%	100%
Local Cable Government Access Stations	0%	1%	14%	85%	100%
Lake Minnetonka Communications Commission Web site (www.lmcc-tv.org)	1%	3%	11%	85%	100%
Word of mouth	3%	36%	51%	10%	100%
Email messages	9%	27%	46%	18%	100%
Social networking sites (i.e., Facebook, Instagram, X, Nextdoor, etc.)	2%	22%	35%	40%	100%
Answered: 295 Skipped: 6					

Respondents were prompted to include any additional comments or suggestions in an open-ended format.

<p>Do you have any additional comments or suggestions that you would like to make regarding the City of Shorewood and/or the City government's services and performance?</p>
<ul style="list-style-type: none"> • Quality of Street lighting: rated excellent "because we keep our neighborhoods dark so we can see the stars!" • Quality of taste of water: rated don't know "we have RO filter" • Having single trash hauler: somewhat support "if cost can be kept reasonable without competition"
<p>Yes. The City needs to figure out a better way to manage the bludgeoning(?) deer population. It's gotten way out of hand. They also need to do a better job of enforcing the regulation prohibiting renting of docks on private, residential property.</p>
<ul style="list-style-type: none"> • Under Shorewood as a place to live: "Except too expensive now" • Under availability of open space: "You are filling spaces with giant houses" • Under quality of overall natural environment: "Too many houses!" • Under City offers the best schools: strongly agree for advantages BUT somewhat disagree for actual education • Re participation in Spring Cleanup: Marked "no" for participating because too congested, long lines, and can't haul items. I really appreciated property pick-up. • Re ShoreReport: "it usually arrives late FYI" • Re storm drainage: If this is part of quarterly utility bill-it's unfairly charged. Should be dependent on size of house and number of residences. I pay as much as large homes with lots of usage - not fair" • Under overall, how would you rate the quality of services provided in the City of Shorewood? "Too expensive for senior and non-wealthy residences" • Under is your water supplied by the City?: no, and we don't need it supplied • Under thinking about the next 5 years...municipal drinking water system improvements: "the only people who would want this are those who overuse, and then everyone has to pay - not fair" • Under impression of Shorewood employees: "I did have interaction with road maintenance-they were great" • Under please rate the following categories of shorewood gov't performance...running Shorewood's local gov't in the best interest of residents: "You are catering to the wealthy - not fair...how about some help/support for us "regular" people who have been in Shorewood for years." <p>Additional Comments:</p> <p>I have been in Shorewood for 72 years and as you can tell from my comments, I don't appreciate all of the changes. You are bringing the city here. If I wanted to live in the city, I would have moved there.</p> <p>Regular people (especially seniors) are being squeezed out by the wealthy who want everything and can afford it, but force everyone to pay their price. Not fair.</p> <p>People drive like our neighborhood streets are the freeway.</p> <p>I will do everything I can to stay here, but you don't make it easy.</p>
<ul style="list-style-type: none"> • Sight lines on city streets and at intersection are not to code! • Lack of inspections on permits issued has been problematic • Boats and campers have no right to be parked on city streets. See code • Bring back click-fix • Videos of the two commissions meetings needed • Staff should be reporting more facts, and photos not opinions in presentations • No enforcement of the new sign ordinance. 100's of signs in the ROW and public works drives by with blinders on and does not pull them.
<ul style="list-style-type: none"> • Shorewood as a place to retire is concerning. Property tax for fixed income residence.

- Shorewood becoming more snobby/unfriendly.
- Spring Cleanup: want extended hours!!
- Water is not supplied by the city, but we still pay for it!
- Under Environmental Improvements: Must protect and monitor!; Maintain protections of Lake Minnetonka and other local waters/ponds, etc.; Monitor for harmful chemicals-PFAS!; Educate Residents! eg. friends of orono.org has a series on Lake Minnetonka - orig. May 11, 2025!; Keep our waters safe!
- Under Social Networking sites: Too many ads and politics

Additional Comments:

1. Property taxes for fixed-income residents should be frozen! Concerning!
2. If you want Shorewood to keep long-time residents-keep property taxes low! Our property taxes was higher than our mortgage was!!
3. Clean-up street signs - and improve visibility! (by replacing old or damaged signs); Add more signs-eg. slow traffic!; Add signs to protect turtles and other species in roadways-near water areas!
4. ShoreReport Newsletter-deliver earlier so residence don't miss event dates!
5. What happens to Spring Cleanup items? Are they...recycled, reusable items donated, all to dump? Please provide more info for residents to learn more responsible practices!
6. More transparency and accountability on city spending
 - Under how many years lived in shorewood: 51 years
 - Under HH income: "really?"

Tax increases are not aligned with the overall improvements (i.e. road conditions, road safety, traffic flow)

Wasteful spending on road projects (Birch Bluff, Strawberry Lane) that could have been done on a smaller scale and improved more of the roads in our community. Also the tree removal seemed excess and detrimental to the environment.

The option to bury powerlines during some of these major road projects felt like a miss to improve power outages and astatic.

Weed growth along the roads and trails is a bit mismanaged in the recent years

No

Government officials should be more transparent and work for what the people want

Stop overspend on road improvements that most residents do not want. Stop cutting down trees that are not diseased to widen roads. The natural character of Shorewood is one of its best attributes. Consider the size lots are allowed to be subdivided into. The lots are getting subdivided only to benefit builders not the community. The city is here to serve residents not builders. Please stop unnecessary legal battles with residents. The city should consider buying property to increase park space vs spend money on sidewalks.

Communication is always key and is actually in most ways very good. Mayor's Facebook, showing and notibg different places and people she is attending.. is great -- for one example. Shows connection to many residents and reaching out to get feedback. Webpage looks good, but ease of use, links to go to/from, and how to get banck to a page could use big improvements. Adult activities vould use a boost, for 35-50yr.. even Seniors.. even if social events. There are a few ideas...

1. I live on Waterford Court and have 2 to 3 days of very rusty water 3 or 4 times a year, despite putting rust control salt in my softener.
2. Recommend lowering taxes by not being so immaculate about cleaning and improving (seems like every 5 years) city parks.

Elon is a bad president

I find it extremely upsetting that they distribute poison pellets by helicopter over the marsh each spring to "kill the mosquitoes"...

I don't know if any other residents have even bothered to pay attention, but there are hardly ANY dragonflies, birds, or other insects left! I'm not even trying to compare this drop off to 20 or 30 years ago! Even as of 5 or 8 years ago!

The pellets don't just kill mosquitoes, they kill every single other thing in the food chain!

When POISON pellets go into the water, EVERY other thing that lives in the water is also GREATLY negatively affected! I would even be willing to postulate that it hurts the fish and the frogs too! Every other being that will eat that mosquito, is eating all of the poison it received. We've had a sharp decline in birds! A bird that eats that mosquito has less eggs, which shells are thinner, and then less babies are hatched each year. Instead of 3 pairs of blue herons nesting in our marsh, as of 10 to 15 years ago, I have only seen 1 adult heron, not even A PAIR this year!

I am afraid that our human race is just too selfish, so that they can have less mosquitoes that bother them at their bar-b-que, to be willing to give up their poison marsh pellets!! **

I don't agree with rewriting the yard set backs, approving over building, making lots smaller to build more housing, allowing business to building larger and larger buildings allowing more business and parking lots on Smithtown Rd, increasing crowding and more traffic as Tonka Bay did, taking away from the quite safe neighborhood by allowing more subdivisions, taxes are increasing and so is the constructions, subdivisions, loss of greenways, and what about Ash disease, that is going to greatly change the landscape, what's your plan,

Overall, we've been here 29 years and have lowd living here.We are disappointed in the treatment of Silver lake, and the residents on ridge road carving out their yards. The water tastes really bad and smells bad also.

Yes. I appreciate that our city has a system where EVERYONE who is a Council Member gets an equal vote (including the Mayor). The only "power" of the Mayor is in setting the meeting agenda and running the meeting. That is the way it was set up, as I understand it. To change that it would require the entire five members of the council to bring it up for discussion and vote, and I assume that would happen only AFTER there was public input. I am grateful to all Shorewood citizens who step up to be of "service" by becoming council members. I appreciate every council member who asks questions and clarification so as to foster meaningful discussion that will enable wise decisions for our city by our entire 5 member council. I am saddened by what I've seen and/or heard about members of the public being disrespected at some city council meetings. I wish the "tone" of the City Council was more professional and respectful to the public and to each other. Please work to LISTEN to each other with an open heart of respect so that your time on the council is truly one of SERVICE to your constituents, the citizens of Shorewood. At this time in history we NEED our cities to rise to the occasion to help ALL of their citizens as the foundations of our nation and global institutions are going through monumental change. May each of you rise to the occasion to meet the challenge of working TOGETHER, listening to your citizens, and creating positive solutions to current and coming changes and needs.

No

As new residents to Shorewood, it has been a very solitary act to get acquainted with the city and difficult to understand the issues and needs in the community.

We had to vote for local officials 1 month after moving here and it was surprising to see how much the websites the of candidates were full of party line info and not as much info about the community needs. It has been difficult to get a feel for the culture and community of Shorewood being that it is spread out and not centrally connected. (We're on the very Eastern edge). I understand that we are interconnected to surrounding communities, too, especially in regards to transportation corridors. How do we get more informed about that?

It is interesting that with the amount of green space, water ways and wildlife in the community that there are not more restrictions or guidelines regularly spoken about and posted about regarding the impact of what residents put on their lawns or how recycling, organics and conservation can benefit the area. I recently watched a neighbor spray Roundup on weeds at the waters edge of one of the ponds!

Is there a "get acquainted with Shorewood" event for new residents? It would be helpful.

Open house events to meet & engage with city government leaders.
Feel like the counsel doesn't appreciate or recognize public input and does what the counsel wants to do.
If moving to a single trash pickup, Waste Management should be the choice, they are the only company to provide weekly grass pickup. Fiber in the ground while utilities are being upgraded needs to be a top consideration. It cost the City zero and Fiber providers will provide the fiber at no charge.
This survey is too long
My husband and myself recently moved to Shorewood from Greenwood, so we have not gotten too involved in Shorewood activities yet**
I LOVE the potential for having ONE waste management provider -- I DO NOT like 3 to 4 trucks coming down the small, in places hollow, road. Thank you for considering that and all these other matters! Managing a city cannot be easy. I think for the most part City of Shorewood management is doing well. Thank you!
City officials way are too eager to spend large sums of money to change Shorewood into a cookie cutter city like every other Minnesota suburb. When all the residents want is to preserve the quaint little lake town we currently have.
Love our parks and trails and trees. Please protect or trees and natural spaces. Curb development of open spaces. Use ash bore treatment instead of just clear cutting trees. Maintain streets better not just the ones with the expensive lakeside homes.
Strawberry and Birch Bluff improvements were classic over-reach/over-spend projects that majority of residents even in those streets did not want. Now I hear of talk of forcing residents not connected to city water to pay for such connections after so many never had to pay for this.....inconsistency. I am on city water but can see the problems here. I understand that there have been major problems maintaining and funding city water infrastructure but I also believe that there are better solutions that could be developed with involvement from community including engineering, construction, and finance expertise of our residents
Keep poison out of Shorewood parks! Thank you!
Love the new tree plantings in Freeman
We really need sidewalks on Mill street between Chanhassen and Excelsior. We could also really use side walks on Apple road as well as speed bumps.
The designated Trail crossings need more to alert drivers to stop when people are walking or riding bike after pushing the flashing button! The flashers should be brighter and bigger to make sure the drivers see us!!!!
More sidewalks on busy streets would be appropriated as many people walk around the community.
No
AM radio in car is full of static and noise at and near intersection of Eureka and Smithtown. Expert told me it is due to something Mediacom is doing on the overhead wires. ---
People on bikes need to be better educated about sidewalk and trail etiquette. —
Please restrict door to door solicitors. ---
Stop killing deer. ---
We need more wild open spaces for wildlife habitat. ---
Drivers on residential streets speed!
Moderate spending appreciated by fixed income
need to do a much better job of tree trimming around phone lines on Yellowstone. There will be power outages at some point from that issue. Storm drainage pond should be paid more attention to.
1)Eureka Rd is extremely dangerous pedestrians, bicyclists, and motorists. 2)One of us would like to see the regional trail paved.

Bring back Click-Fix! Click-Fix was a tool for judging the true character of how city professionals interact with their constituents. And set it up as an informational tool to keep the council and citizens up to date on concerns and how they are being resolved, including the code that was violated.

Better training of public works and staff on city code and standards. Implement a process of documenting and reporting noncompliant issues, such as implementing the new sign ordinance in right of ways.

The appearance of professionalism starts in being a professional!

Stop treating your council/commissions as a rubber stamp club.

Transparent reporting and accounting should be on a regular schedule from the police department. What are we getting for our 50%? The council expect this when they approve the budget-of which Shorewood pays one-half of the combined the four communities. That is not asking too much.

When a city vehicle drives down the streets and sees signs in city-owned right of way that violates the ordinance, those signs should be pulled on the spot, as was promised by city staff at the meeting when the sign ordinance was approved.

No

how about doing more to break the internet provider monopoly of Mediacom in our community. Also, how about a moratorium on cutting down trees along the trail and approving more residential construction along and adjacent to public parks and watershed areas.

When roads are dug up, they are either poorly repaired or left un fixed for weeks. Fix the roads correctly!

Get the motorized minibikes off the bike trails and increase enforcement when they are riding on the street. Also the sign on Excelsior Blvd by Maynard's where the trail crosses should say stop for pedestrians AND bikes. It currently only says pedestrians and it's a dangerous crossing.

Shouldn't have to pay for recycling

I want to highlight my negative responses above in regard to Shorewood Government and administration. This is a huge problem that many people talk about in this city. The vision of the recent past administration and officials absolutely do not align with the majority of Shorewood's citizens. The offerings of Shorewood do not correlate accurately with the city tax residents are required to pay. It is a classic Lorax story. You are raping the town of its charm and natural beauty, and the citizens of their voice for short term gain. I have faith that there are a few on the council that could steer the city in the right direction, however, they have an uphill battle. Wishing the best for the city.

Eureka/Highway 7 Safer access to HWY 7

The sidewalks along Vine Hill are atrocious. You can barely even ride a bicycle there and walking is hazardous. They need to be redone. Also, the McKinley Circle and Court are often forgotten with plowing and other city services.

I would suggest for Apple Road to be made safer. A lot of people live off of the street. I think the road could be refinished and a sidewalk put in for safety, especially being that the speed limit is rarely enforced on this road. So I would say put up speed bumps, speed tracker, more patrol OR sidewalks to encourage safety.

-Community garbage collection is only valuable to communities if the cost is better than an individual would pay on the open market. Paying more simply to reduce truck traffic as a collective group makes zero sense and is not fiscally responsible to any community member.

-25 years ago spring clean up was dropping your stuff at the end of your driveway, city picks it up, yeah my house is cleaner. 10 years ago it was bring your stuff to drop off and the city takes care of it, yeah my house is cleaner. Today, there is no value to a spring cleanup when anything dropped of costs me money, I might as well just hoard it or bring it to the dump myself. \$5 to drop off electronics when I can drive down to chaska and drop it for free is not a valuable benefit.

Bolton Menk did not properly grade the trail just off Shorewood Oaks Dr that leads to Shorewood Ponds. Every time it rains, the water just pools and doesn't drain until it evaporates. There are also tire ruts that are a tripping hazard.
I have an unresolved issue with our sewer bill. I've called, along with stopping at the city hall to address the issue. It's been at least two years of attempting to get an answer.
We must prioritize the integrity of our neighborhoods and resist the pressures from developers to divide our community. Adding low-income housing negatively impacts Shorewood's appeal and ultimately drives down real estate values. Let's protect our community's character and uphold property values for the benefit of all residents.
Within the city limits of Excelsior there has been terrific road improvements the past few years. adding curbs where there were none specifically stands out. This has not happened in Shorewood to anywhere near that extent. This is probably the most glaring issue i see.
The sidewalks down vine hill (south of 7) are hazardous and embarrassing. Unsafe for bikers and walkers alike.
We need better sidewalk updates, re paving of sidewalks, example vine hill
Great job
I think the city does a great job for parts of Shorewood. We live off Galpin Lake Road, and it appears all investments benefit residents who live North of Hwy 7. The only way for us to utilize Shorewood services is to drive to them. There is no safe travel to the services and amenities of Shorewood from our house (even in a car). We need safe pedestrian and bike paths/sidewalks to connect with Shorewood, Excelsior, and Chanhassen.
All in all I think the City does a great job and Shorewood is a wonderful place to live! Keep up the good work!
Emerald ash borer map and infection information would have been extremely helpful and proactive for keeping our trees alive
No additional comments, but would like to emphasize the importance of access to city water
Really need to have less traffic and more pedestrian access on Galpin Lake Road
Please prioritize additional sidewalks, safe smooth sidewalks so kids and families can bike, walk, run etc.
Preserve natural areas. No new nature is being made. If working with Tonka Bay, maybe have them work with Three Rivers Parks to possibly move Native American burial materials to Lk Mtkka Regional Park instead of chopping down some of the last closed-canopy forest left along the lake/wetland shoreline.....
The sidewalks in Shorewood are in very poor condition. Especially in comparison to adjacent cities. The existing side walk on Vinehill is unusable with scooters, small bikes etc. for being a family community, it does not support family use. Also, there should be a sidewalk going all the way down Vinehill to the hwy 7 frontage road - for safe commuting around Shorewood and access to the businesses and high school.
The sidewalks near Townline/Vinehill/McKinley need to be re-done!! Very unsafe for walkers, bikers, wheel-chairs, strollers, etc. Extremely bumpy which is a fall hazard.
You should be able to build a lakeside boathouse in Shorewood like you can in Wayzata.
The lack of parks for children would be my main complaint.
Repave the sidewalks on vine hill. Can't take my kids on walks on some streets because the sidewalks are so bad.
Please preserve the trees! I thought we had a policy of any trees removed needed to be replaced, but I'm not so sure that policy is enforced very well.
Lower taxes!!! Lower the budget !!! Protect and promote property rights!!
Get sidewalks on Yellowstone Trail
In the last year we have had to fiber optic companies come through and dig up our yards. We still do not have an option for fiber-optic connection to the Internet, it's sort of ridiculous.
City council goes out of their way to not respond to public concerns, they are going to do what their going to do because the believe they know best, awful system they have going.
I see an improved approach in the past two years. I think there is some baggage in the past with the city government but there have been changes and in my view, citizen frustrations are being heard. Please keep it going!

No
I deplore the over simplification of the Shore Report, most writing seems like pablum. Why were the notices dropped when a neighbor asks for a building variance? Where's the accountability for when and how Bolton & Menk proposes projects and then gets the contracts to do the work? Competitive bidding has died! That's not capitalism!!
The sidewalks are terrible on Vine Hill/Townline. There needs to be curb and gutters and better sidewalks all the at to the high school. It's an embarrassment that this is the state of that sidewalk.
we live at the edge Of Shorewood and Deephaven and our road is a terrible repair and we feel like we are not served well due to our location. We also had trouble with a junk house that Shorewood has failed to deal with for years..
<ol style="list-style-type: none"> 1. Services for seniors are lacking 2. Parks are looking better over the last few years, but worried about the impact of tree diseases on the parks 3. Hwy 7 is a disaster waiting to happen. Need better / safer connectivity to the various areas of Shorewood 4. Need better affordable senior and low income housing in the city
We had an inspector come to our house because of some improvements and he was great! The only negative comment is that some days our water is very rusty looking.
No
Walking along the streets is dangerous around Manor Road, Excelsior Boulevard, Saint Albans Bay Road because OVERGROWN WEEDS, SHRUBS, TREES, FALLEN TREES that are touching or protruding into the roadways even at intersections. ISN'T THERE A SETBACK REQUIREMENT? Driving cannot easily see cars at the intersections of Excelsior Blvd with St. Albans Bay Road and Manor Road also.
<p>Thank you for your service.</p> <p>Two considerations:</p> <ol style="list-style-type: none"> 1. Enforcement of property policies seems to be solely the property owners responsibility. Why have policies of you won't enforce them or support property owners issues? 2. We live off Apple Road. It is a small area of Shorewood that is largely ignored. Wish we had safer walking/biking for families. Mill Street and Apple Road are highly traveled and cars frequently exceed posted speed limits. 3. Increasing challenges with teens and children riding mobilized bikes and scooter. Weekly we see them texting while riding and doing very unsafe things while riding on the streets. It is dangerous for drivers of vehicles and incredibly dangerous for the rider themselves.
Improved trails, sidewalks, and pedestrian access is a top priority for me and my children.
FIRST, there should have been a COMMENT section at the end of each question for feedback. SurveyMonkey easily tabulates every response including comments.
<p>Lacking that, here goes:</p> <ol style="list-style-type: none"> 1. The consent agenda seems like a place to hide things that need approval. To the average resident it seems cryptic. 2. The police department: considering what Shorewood pays, the department is like a secret society. This survey asks about crime. How would we know? There is no public reporting, 3. There are two questions about schools in Shorewood. Where are these schools, other than Mwshta? 4. The parks are over run with sports groups who behave as though this public space is OWNED by them. Freeman Park is over used, and if you are not a sports parent, would NEVER want to be there on a summer evening, 5. It is impossible for a middle class person to find retirement housing in Shorewood. All this beautiful 55+ housing for the wealthy, and every middle class retiree I have known as long as I lived here has had to leave the city for lack of opportunities. And yet, councils have been in angst about affordability for at least 30 years with absolutely no change. Instead of having "inclusionary" housing, it has become completely "exclusionary." 6.City water is not desirable. Too many stories about brown water, people having to buy expensive filtration systems, and more expense. Who wants to add another bill into that mix for an undesirable product? TB and

Excelsior have treatment systems. Shorewood does not.

7. Organic recycling is great, but please investigate an alternative to yet another heavy, noisy, stinky vehicle on our streets? What about compost bins? What happened to that idea? Just as we keep rainwater runoff on our property, we should find a way to compost our vegetable waste.

8. The public seems shut out of council meetings, limited time talking, a timer for crying out loud. The best example of the rigidity was when two new council members were in the audience while the council talked about something that would directly affect them, and the 2 councilmembers were not allowed to speak! Imagine how the residents feel.

9. All meetings-commissions and council should be Zoom or at minimum recorded for later viewing. Unless someone actually goes to a meeting, esp. any with public hearings, there is about 3-4 week lapse before even the minutes are available. Hard for residents to figure anything out.

10. The question about staff response, etc., An issue with a permit for a fence was never inspected, the fence is in violation, took 3 visits to city hall and on the 4th someone came out. The situation remains unsolved 2 years later.

11. Regarding code violations, the complaint only "plan" sucks. Either a resident narcs on a neighbor and gets "marked" or you live with the mess. Drive around this town, the violations visible from the street are disturbing-not just on private property but on city-owned property!

12. There is a lot of wealth in the city, and a lot of older homes that appear to be just getting by. The common thread among residents is that the wealthy have preferential treatment. True or not, it is the perception.

13. Regarding city staff. Why are so many appearing to work part time? During the last snow event, while public works guys drove out of town for training while the office staff stayed home until noon and city hall was closed. Not a good look to the people who pay the bills.

13a. The staff report section at council meetings is a chance to let residents know what is going on, yet the expensive city engineer rarely has anything to report, and the public works guy will throw out a tidbit that we already know, such as street sweeping. The council should raise expectations on the staff it oversees.

14. Shorewood has been so focused on saving trees that it has not seen the forest for the trees. As a result we have a high population of ash that will all be dead by the end of next year. Freeman Park is devastated. What is the budget for removal? In addition the public property along roadways is often overgrown, impedes the safety of walkers and bikers on the road and cuts down on visibility for cars. The mayor says "none of our streets are safe." Then do something about it that doesn't always involve asphalt.

15. Your question about emergency preparedness: What is it? I just went to the website and there is no real plan. What if that straight line wind hits the city as in 1998? A simple tree fell over Smithtown Road this winter and it closed the road for hours...and BTW the detour signage was very poor. I feel like we are all on our own without knowing a specific plan--if there is one.

16. Last but not least, why does it always feel like we are being "blown off" at city hall? Intuitively it feels like there is a "wall" between staff and the public. What they say to our face is not what they say about us when we leave. After one call or visit, there is a palpable sense of "oh you again," on the next encounter. Why are residents reluctant to leave their names? Why don't they want to come to public meetings? Your survey did not ask that important question.

Please do not cut down more trees. Please leave all open spaces open. Please do not build additional homes. Please leave the wetlands alone. Please allow residents to have a choice among trash haulers. Thank-you so very much to all individuals involved in starting and keeping up the half-price bakery and the beautiful economical greeting cards at the Shorewood Center. Thank-you too to the volunteers at the desk. It is very much appreciated. Also, a suggestion would be to have a local directory of recommendations for trusted economical services such as handyman repair, yard help, snow removal, etc. That seems better than just having to pick some random anybody out of the junk mail.....Thank-you to everybody who keeps up the roads. It is spectacular how well kept the roads and walkways always are even and especially right after a snowstorm. It is appreciated so much.

Better street cleaning.

Please bring back and allow curbside organics recycling/food composting. All neighboring cities allow it and it is very odd that it was allowed and then taken away.

I have a very opinion of the Shorewood staff involved in elections and organics collection. Good people.
<ol style="list-style-type: none"> 1) have recycling pick-up once a week . 2) hire a different company to do road construction . And make the company leave peoples yards in the same or better condition if road construction is done . 3) ask residents if they want new curb and gutter for their streets . 4) hold residents accountable for their houses/yards . Too much junk and old cars in some areas . Also don't allow people to park trucks and trailers in the street .
I would like to see less green space disappear to build more million dollar homes and condos. I understand the revenue is necessary but hate to see the city get too overcrowded and to feel like I belong less and less since I don't have that kind of income.
A permanent warmong house/structure at Cathcart park with a cooling system for the ice rink should be considered. Climate change is effecting the use of the rink more and more. On a good day there are upwards of 20-50 people who use the rink and people love it! I would pay more taxes for this
I have been a resident of shorewood for 38 years. I have lived in 3 homes in Shorewood. I have given up on Shorewood doing ANYTHING to improve infrastructure and connecting shorewood to shorewood and shorewood to neighboring cities. We live off Galpin Lake Road and are treated as non-citizens by shorewood. We have no connection to any of shorewood's "amenities" unless we want to drive. Consequently, we drive to neighboring cities biking and walking trails that actually connect to other trails and destinations. Anyone trying to walk or bike around our neighborhood, risks their lives because Shorewood has done ABSOLUTELY NOTHING to our infrastructure to match the huge increase in traffic. What you can do: You can put bike/walking path along Galpin Lake road that connects with Chanhassen's path and connects with a safe path/walkway into excelsior across Hwy 7. It's disheartening to see that all the surrounding cities are able to do it, but not shorewood.
I am optimistic about the recent change in Planning Director.
Yes. The new construction is causing issues for existing homes. We need better runoff management, curbs and gutters and walking paths. Also residential street traffic at 30 mph is too fast on some of our narrow streets.
What is the Shore Report? Did not know it existed.
Overall, Shorewood is an excellent place to live. Would like to see some property tax relief for Senior Citizens.
I frequent Freeman and I am very grateful for the effort to control buckthorne there. Changed the whole vibe of the park. This issue needs to be addressed anually or we wasted the money invested to managethe buckthorne last year.
Utility bill seems to climb higher and higher. Seems uncomfortably high,
<ol style="list-style-type: none"> 1)please take action on the endemic speeding issue we have in this community. nothing is being done to slow down speeding in areas where citizens walk. Smithtown is a major issues with cars and trucks driving double the posted speed limit on a consistent basis. 2) stop rezoning for multi family housing, we moved here to be in a area that is wooded, family homesites.
I emailed Dustin Maddy about comments he may have made during a city counsel meeting. I wasn't aggressive or rude, it was an inquiry. I received no response. I have spoken to Guy Sanschagrin a few times over the past few years. I find him approachable and communicative. Taxes are too high, the city should be more careful with their budget and fiscal spending.
Keep up the good work! I love living in Shorewood!
My corner of Shorewood has been ignored for years. Streets recently repaired and resurfaced, thank you, but they needed it six years ago. Only city on the lake without a municipal dock program. Not a real town, just a collection of houses. When people ask where I live, I tell them Excelsior because few people in the metro know what / where Shorewood is and confuse it with Shoreview. Would it make sense to look at merging with Excelsior and scrapping the Shoreview concept (whatever that is)?
Our concern is about the amount of debt the city has taken on. Our concern is about the amount of money expended on so call consultants. Our concern is about the road conditions.

Let's make it a priority to maintain what we now have and be careful about adding more services - example take care of the walking paths before adding new ones.
Mitch is a fabulous employee at the community event center, which is a great asset to the city for seniors and the entire community.
Eureka Road between Smithtown Rd & Highway 7 needs to be on the cities radar. To have a major collector street this narrow is terrible.
The Fire District Budget must be looked at by someone from the outside, this will double within the next 5 year years if not addressed. The council is looking the other way or listening to the wrong people with bad information.
The public works department has changed when Larry Brown left. The plowing and mowing have went downhill. It looks like they mow the parks less and when they do they mow the grass very short. The grass in the parks used to remind me of The Blake School, now more weeds than grass.
Overall, I think the city of Shorewood is Great, or at least better than Excelsior, and a few other lake communities. I realize that you can't please 100% of the people 100% of the time.
Thanks for all you do!
Shorewood lacks a sense of community. Geographic layout is difficult given its irregular shape - long & elongated. Shorewood has little if any brand identity. I identify as living in Excelsior and when asked where I live I say Excelsior because Shorewood is little known as a town -- and difficult for people to place on a map.
I think the city council tries hard at what they do and with the limited resources they have.
Please consider merging Shorewood with Excelsior
I strong encourage Shorewood adopt and enforce a vehicle noise ordinance. We live next to county road 19 between excelsior and Navarre and many motorcycles have become extremely loud and a nuisance. Noise levels make it impossible to sit outdoors and have a conversation or enjoy the tranquility of our home. This is unhealthy and prevents calm mental health and hearing loss. Please consider adopting and enforcing!!!
No
Na
Taxes should not be based on a "blank check", ideology. Especially at the Shorewood Government level. I believe that each year that passes, the budget for the City of Shorewood should continue to adjust in a way that promotes "saving" so that as much as possible taxes too its residents can be lessened.
Yes. implement a stop light at Church Road and Highway 7 before there are more accidents. Require upkeep of property -- note homes at Church Road and 62nd St. W.
We live in the southeastern corner of Shorewood, off Vine Hill Rd., near the border with Minnetonka and Chanhassen. There is an overall lack of trails/sidewalks and poor lighting at night. In addition, some of the the existing trails/sidewalks in the neighborhood are poorly maintained. The stretch of asphalt trail from Townline Road to Old Market Road is abysmal and needs repair/replacement. The existing trails should be cleared of snow during the winter as we have many dog walkers, walkers and runners in the neighborhood who are faced with traversing the poorly-maintained trails covered in snow/ice or walking in the road.
Please stop building more residences! We need more restaurants!
No
water and sewer rates are high
This survey is embarrassingly moronic. It tells us we have idiots running the city who think city government is the nanny of our quality of life. Stick to basic government services and, otherwise leave us alone. We do not need you to create "community", whatever that is. We are very sick of the pretenses of government. Don't do what we do not explicitly ask you to do. Stop "planning." We have plans of our own.
Please convert your defined benefit program to a 401k retirement program.

THE MAYOR IS AWESOME!
I would like more communications via email about what the city is doing. Maybe a twice monthly Shore Report?
Reduce taxes. Reduce services. Reduce Taxes
Senior citizens in Shorewood are on Fixed Incomes. There should be some way to NOT increase their taxes.
1) Thank you to city workers who fixed huge water flood at Noble Rd and Grant Lorenz in late winter. Terrible work conditions and you guys were there! Bravo!
2) Can we outlaw the business signs that pop up on street corners or utility poles? Mulch Mob, Windows, etc. They are usually on "no man's land " at corners away from houses. It is littering and makes city look trashy.
No
Employees are not in the office too frequently, city hall closed a half day for a snow event while the PW guys drove out of town for training; meetings are structured to keep residents quiet; the inspections department dropped the ball on my complaint after i followed up 3x, gave me conflicting opinions not supported by ordinance, and 18 months later it is not resolved., engineer does not return calls.
Make choices based on what's best for your residents, not what's most lucrative for a planning commissioner's relative (for example)....take care of the beautiful land and water and trees/forests that are already here and quit building more housing units to increase the taxable base. Making decisions for "outsiders" to profit off of Shorewood land is greedy and irresponsible. Don't "pave paradise." Seriously, all of the new cars added to our neighborhood intersections are making traffic flow unsafe and limiting both pedestrian traffic and NON-motorized bike traffic.
PS thank you for when you DO listen to residents' wishes and make decisions on that input. Just involve us more often. Thanks.
The City should do a better job of enforcing code violations. I have a neighbor who has been running a disruptive and unsightly business out of his home for several years in violation of our zoning designation. Because he refused the City access to his property, City employees tell me they can do nothing. This can't be right. I also feel strongly that the City Council has been privileging business interests over the interests of citizens (allowing roadside signs for businesses to clutter our neighborhoods while restricting citizens' rights to have their own signs in their own yards, for example). More transparency and accuracy about the City's relationship with the Met Council would be appreciated, too. At a Council meeting earlier this year, a member claimed the unpopular redevelopment plans along Smithtown Road were required by the Met Council and they were "holding a gun to our head." When I contacted the Met for comment on that, they disputed this characterization. This kind of thing is frustrating and leads to feeling that the City isn't being transparent.
I really feel like composting, recycling and single truck garbage service are so important and we need all citizens to get on board with it. It needs to be easy for people to do
I love living in Shorewood. We moved here for the small town feeling. It has certainly bloomed since then. There is certainly heavy traffic. We love walking the trail (into Excelsior and also to Victoria). Crossing highway 19/Smithtown is so dangerous!! (trying to cross or walk/ride along 19 from Minnetonka Drive to the trail is wicked. I feel that many of my responses are skewed because Excelsior feels like the downtown of Shorewood. So many of the concerts, and events we attend are in Excelsior rather than Shorewood. Our taxes continue to rise, but as a middle aged empty nest couple, Shorewood doesn't offer much to us other than infrastructure. One of my greatest frustrations is tied to the relationship with Mediacom. My property taxes are already slated to increased 5% last year. Mediacom bill includes over \$200 of LMCC fees and taxes. Does LMCC not receive a franchise payment from Mediacom? You have selected a monopoly that I assume benefits the city, but cripples your residents. We pay nearly \$4500 to Mediacom per year. It certainly is not the entire picture of the benefits of our local government, but it sure is a prickly, annoying and expensive piece of the puzzle that leaves a painful memory.
Traffic on highway 19/Smithtown is one of our key concerns. With the addition of the old golf course homes,

the apartments near 19/15, and more traffic coming from Excelsior, the congestion, speed of traffic and difficulty to get onto 19 or cross the road is dangerous.

The kids on bikes is always a neighborhood topic of conversation and concern.. speed, irreverence to the traffic laws, concern for their well-being as well as drivers/walkers. I am not certain what the fix is. They travel at all times of the day and into the week hours of the morning. They are kids... but want everyone to be safe.

The only encounter we have had with a police officer was when we called and had a stray dog we were harboring. He was amazing, fast, polite, a great community advocate.

Please stop making every darn neighborhood road a 4 lane highway with wide streets. We have a quaint town with lovely trees and quiet roads. For example, the butchering of trees on Strawberry Lane and Birch Bluff, as well as the horrendous quality of work and decision making that went into the project is really frustrating. We spend loads of money on projects that are benefiting a very small amount of people, and frankly it's arguable that they are really benefiting them. I understand maintenance needs to happen, but we spend fair more on over-engineered projects than we do on the trails and parks or main roads.

Please stop allowing flag pole lots to be approved as they don't fit the community and don't appear to meet average lot requirements. They do appear only to be done for \$\$\$\$

If you frequently don't get any neighbor feedback as part of your notification process, then maybe you need to reexamine it. Council often asks about how they didn't hear any feedback. In my experience, it also isn't consistently completed or the timing is very last minute and therefore you suppress feedback. Certainly an effective method if you want to move things along and shirk your responsibilities, but that isn't the goal of your work - it's representing the people and making the community better.

Freeman trail by main picnic shelter and playground/lot should connect to LM trail via paved trail - seems like another poor decision in the planning as it easily could have been placed along third base side of field and on the east side of all the soccer fields.

Overall, our community is wonderful, but it is also heading in a bad direction on many fronts with some of the choices of this group.

Organics recycling is a must! Protection of wells is a must. Deal with high accident areas better. Enforce lake protection, including runoff issues, overuse of salt, buckthorn removal, and shoreline buffers. Create better land development rules to protect the environment. Protect significant spaces in the city from development.

Traffic on Hwy 7 has increased too much without proper planning. Noise level is disruptive and road surface is poor. Noise barrier walls are needed as I suspect noise exceeds prescribed levels.

Need some tree pruning and some street repair.

E-vehicles of all kinds have to be addressed where in contact with pedestrians and cars/trucks/schoolbuses before it becomes a tragedy! The longer the related issues go unaffected, the higher the likelihood of a catastrophic event occurring will become!

Would appreciate streetlights and sidewalks in more neighborhoods. It is not a very walking-friendly area, and quite dark on many streets at night.

Water quality has gone down in last 6 years. Some days tastes very chlorine. Other times rusty colors. I have to use Zerowater filters just to get drinkable water.

Also, last summer someone put several flags in ground of different colors I assume to mark utilities in our street. Those flags are still in our yards. They are an eyesore and should be removed if no longer needed.

Also...plastic ground "netting" and other debris is still on the ground in several places adjacent to new ponds. They have been there for years and should be removed.

Finally, ever since Mediacom put up some cable tv things on overhead wires on Smithtown Rd from Eureka there is terrible static and noise on my AM radio signal. The city should stop Mediacom from doing that.**
The City employees and council members fail to embrace democratic practices, full free and open access to data, fiscal responsibility, environmental stewardship and health and safety best practices.
I would love it if Shorewood brought back the curbside compost program!
The condition of just one block of sidewalk frequently walked is getting worse, i.e. dirt buildup along rock wall that is now growing weeds and lots of natural area debris not collected regularly, nor boulevard lawn maintained (east side of Old Market between Muirfield & Waterford. The other blocks along Old Market look wonderful in comparison. Thanks for listening; I'll watch to see if anything changes.
Concern over the number of trees that have been cut down for road and other projects. Some roads have huge potholes and some roads are getting unnecessary (and marginally attractive) finishes (bolder walls and curbing).
City is great. Looking forward to getting the new sidewalk in on Mill Street. Would love if you could look at the lighting on Apple - it's really dark near Mill St. Would love a sidewalk, but understand if it's not possible on Apple - just better lighting would really help! Thank you!!! Love that you sent out a survey.
Need sidewalks on Yellowstone Trail. Very unsafe and dangerous for pedestrians, cars, and children.
Do the right thing.
If we can contract for recycling, we should be able to contract for garbage. Our roads are getting trashed by multiple MASSIVE trucks going up and down them weekly. It's nonsensical.
To enhance cyclist safety and accessibility in Shorewood, I propose the city explore the feasibility of adding dedicated bike lanes. One potential solution is to convert certain streets to one-way vehicle traffic, thereby freeing up space for a combined pedestrian and bike lane
Fiber internet is a must! Improvement of payment platform for city services. I have had to create a login multiple times. Great newsletter! Appreciate the multi media approach to notices about new petitions and board items.
35 year resident In Shorewood Oaks-streets are embarrassing! Pot holes on Oak Leaf Trail are discussing. Streets need to be addressed in 2025 .
The road construction on Birch Bluff rd these past two years and indifference to residents input was disgusting. The entire City of Shorewood governing body should be ashamed of their lack of professionalism.
I have been very disappointed in the maintenance of the playgrounds and restroom facilities
Mayor has been very responsive to neighborhood concerns.
For question 33you need to add the Shorewood Citizen Advocate (SCA) as an option. They summarize your meetings, and provide more in depth coverage of the issues they are essential because the government is not transparent.
I think the ever-increasing City costs to residents is a serious and urgent issue for Seniors trying to stay in their long-time homes, e.g. Shorewood City Billings and Property Taxes.
Eliminate property taxes! They are unconstitutional. Reduce the city budget. Expand property owners rights. Protect and defend property owners constitutional rights. I realize that my comments are trivial and antithetical to the mayor and the council.
I view Freeman Park as the critical to the city and the #1 most used resource for my family.
No
Sidewalk needed between Strawberry Lane and Church Road to connect sideways to Cathcart Park
The walking trail along Vine Hill Road needs resurfacing
The utility rates are skyrocketing.
NA
High speed internet. In ground. Internet is horrible. Dial up is only available option
snowplow all public streets
I would like to see more law enforcement watching the streets of Pine Bend specifically. We have teenagers who will ride their bikes in the middle of the road, they are swerving in and out, deliberately causing problems, and even people who are going 40+ MPH down a 20 MPH road. Someone is going to get hurt, or even killed.

People are racing and you can hear it late at night. Nothing is being done. The mayor of Shorewood does nothing. At least increase the speed limit to 25 MPH. 20 MPH is too slow. There needs to be more law enforcement, or at least a neighborhood crime watch of some sort. Also people need to start picking up their dog's waste instead of leaving it in our yard. I will start getting myself involved. I'm sick of people being so self centered and lazy.
I'd love to see Shorewood start a community equipment rental/sharing system. We don't all need to have and store our own lawnmower, power drill, table saw, etc. It would be great to have not only a shared set of tool resources, but also some volunteer experts to help teach tool use as well.
Single source waste hauling is an essential need to reduce unnecessary truck traffic.
We have lived here for 5 years and love it.
Taxes are exorbitant
taxes are incredibly high
Should provide a rebate for those of us that spend thousands on water filtering systems
Please consider adding more sidewalks in certain busy areas - Yellowstone Trail could greatly benefit. thank you!
Taxes are insane -- we are paying over \$40K this year. Why? The services have not improved.
I would like a report of how we are approving these budget increases for our local fire department. I understand we have a shorewood representative on a board, why are they not verifying how the money is spent and how productive the current paid staff is or is not. A 14% increase is pretty steep to improve and concerns have been raised and not looked into

Answered: 168 Skipped: 133

***Responses that have been modified in order to maintain respondent's confidentiality.*

Appendix A: Respondent Characteristics

Characteristics of the survey respondents are displayed in the tables below.

Please select the statement that best describes you. (Please select all that apply.)		
Answer Choices	Responses	
I live in Shorewood	99%	275
I work in Shorewood	5%	15
I own a business in Shorewood	3%	8
I live in a neighboring community to Shorewood	1%	2
Other (please specify)	1%	4
	Answered	277
	Skipped	24

How many years have you lived, worked or owned a business in Shorewood?		
Answer Choices	Responses	
Less than 2 years	5%	15
2-5 years	9%	26
6-10 years	15%	42
11-20 years	18%	50
More than 20 years	51%	141
	Answered	274
	Skipped	27

Which best describes the building you live in?		
Answer Choices	Responses	
One family house detached from any other houses	92%	253
House attached to one or more houses (e.g., a duplex or townhome)	8%	21
Building with two or more apartments or condominiums	0%	0
Other (please specify)	0%	0
	Answered	274
	Skipped	27

Do you rent or own your home?		
Answer Choices	Responses	
Rent	1%	2
Own	99%	272
	Answered	274
	Skipped	27

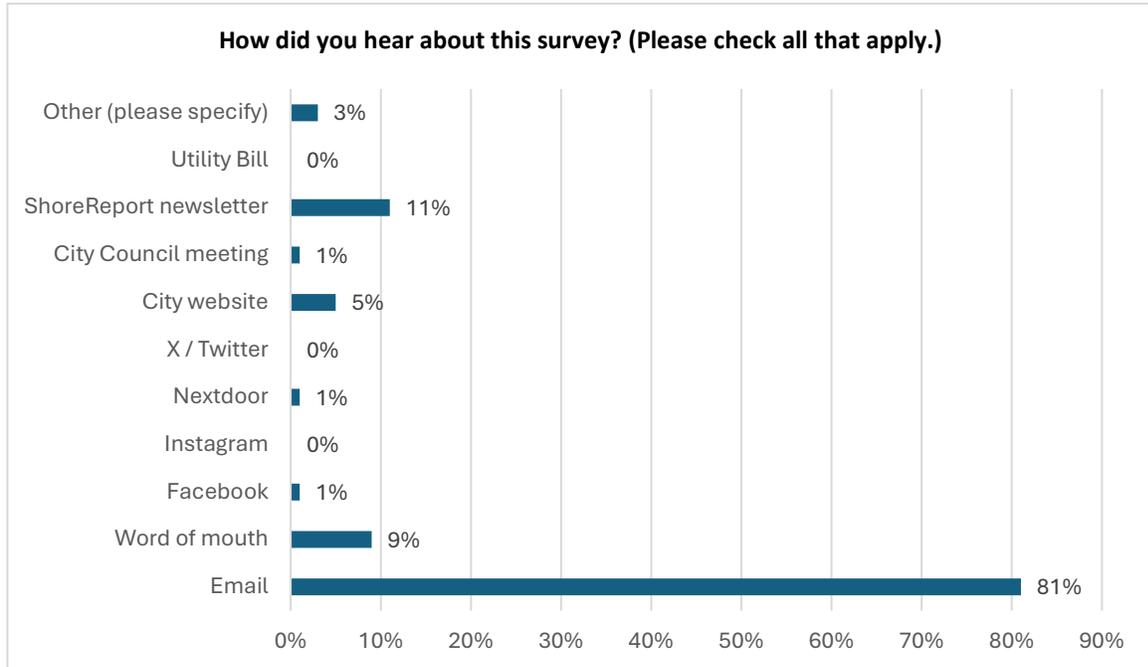
Do any children 18 or under live in your household?		
Answer Choices	Responses	

Yes	28%	76
No	72%	197
	Answered	273
	Skipped	28

Are you or any other members of your household aged 65 or older?		
Answer Choices	Responses	
Yes	50%	136
No	50%	134
	Answered	270
	Skipped	31

In which category is your age?		
Answer Choices	Responses	
18-24	0%	0
25-34	4%	10
35-44	9%	25
45-54	16%	42
55-64	25%	67
65-74	33%	90
75+	14%	37
	Answered	271
	Skipped	30

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)		
Answer Choices	Responses	
Under \$24,999	0%	1
Between \$25,000 and \$49,999	5%	13
Between \$50,000 and \$99,999	14%	33
Between \$100,000 and \$149,999	17%	41
Between \$150,000 and \$99,999	1%	3
Between \$100,000 and \$199,000	19%	45
Between \$200,000 and \$249,999	13%	30
Between \$250,000 and \$299,999	7%	17
Over \$300,000	23%	56
	Answered	239
	Skipped	62



Other (please specify)

Spouse
Spring Clean up
Don't know
Given flyer at Spring Cleanup
Flyer at spring clean up.
Shorewood clean up day
Eric Wilson sent it to me. I am on Recycling Committee

Answered: 244 Skipped: 57

Appendix B: 2025 Shorewood Community Survey

The City of Shorewood wants to know what you think about your community and local government. Your participation in this brief survey will help guide our community's future by helping the City understand community priorities to inform decisions and track community opinions about the core responsibilities of Shorewood city government.

Please have the appropriate member of the household answer all the questions. Select the response (by checking the box or circle) that most closely represents your opinion for each answer. Your responses will be reported in group form only. This survey takes roughly 15 minutes to complete. The deadline for completing this survey is Friday, May 23 at 4:30 p.m. If you have questions or would like assistance with this survey, please contact City Hall at 952-960-7900. Thank you for your time and participation. Your feedback is greatly appreciated!

1. Please rate each of the following aspects of quality of life in Shorewood

	Excellent	Good	Fair	Poor	Don't Know
Shorewood as a place to live					
Your neighborhood as a place to live					
Shorewood as a place to raise children					
Shorewood as a place to retire					
The overall quality of life in Shorewood					

2. Please rate each of the following characteristics as they relate to Shorewood as a whole.

	Excellent	Good	Fair	Poor	Don't Know
Sense of community					
Overall appearance of Shorewood					
Ease of access to shopping opportunities					
Recreational opportunities					
Educational opportunities					
Opportunities to participate in social events and activities					
Opportunities to attend family-oriented events/activities					
Opportunities for senior/older adult activities					
Opportunities to attend Shorewood Community & Event Center activities					
Opportunities to volunteer					
Opportunities to participate in community matters					
Ease of car travel in Shorewood					
Ease of bicycle travel in Shorewood					
Ease of walking in Shorewood					
Availability of paths and walking trails					
Traffic flow on major streets					
Availability of affordable quality housing					
Availability of affordable quality childcare					
Availability of open space					
Air quality					
Quality of overall natural environment in Shorewood					
Overall image/reputation of Shorewood					

3. To what extent do you agree or disagree, if at all, that each statement below describes the City of Shorewood?

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know
Shorewood is a safe community with a low crime rate						
Shorewood has tight-knit neighborhoods						
The City offers the best schools						
Shorewood provides and protects open space						

4. About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?

- Just about every day
- Several times a week
- Several times a month
- Less than several times a month

5. To what degree, if at all, are run-down buildings, weed lots or junk vehicles a problem in Shorewood?

- Not a problem
- Minor problem
- Moderate problem
- Major problem
- Don't know

6. In the last 12 months, have you or other household members participated in Shorewood's Spring Cleanup Drop Off program?

- Yes → Go to question 7
- No → Go to question 8
- Don't know → Go to question 8

7. If you HAVE used the Spring Cleanup Drop Off program, please rate each of the following aspects.

	Excellent	Good	Fair	Poor	Don't Know
Ease of use					
Cost of disposing of items					
Convenience of drop-off site location					

8. Please rate how safe or unsafe you feel...

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
From violent crime (e.g., rape, assault, robbery)						
From property crimes (e.g., burglary, theft)						
From environmental hazards, including toxic waste						
In your neighborhood during the day						
In your neighborhood after dark						

9. During the past 12 months, were you or anyone in your household the victim of any crime?

- Yes → Go to question 10
 No → Go to question 11
 Don't know → Go to question 11

10. If yes, was this crime (these crimes) reported to the police?

- Yes
 No
 Don't know

11. In the past 12 months, about how many times, if ever, have you or other household members participated in the following activities in Shorewood?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used Shorewood Community & Event Center					
Participated in a recreation program or activity					
Visited a park in Shorewood					
Attended a meeting of local elected officials or other local public meeting					
Watched a meeting of local elected officials or other Shorewood-sponsored public meeting on cable television, the Internet or other media					
Read the <i>ShoreReport</i> – the city newsletter					
Visited the Shorewood Web site (at www.shorewoodmn.gov)					
Recycled paper, cans, bottles or cardboard from your home					
Recycled compostable waste at an organics drop off bin					
Volunteered your time to some group or activity in Shorewood					
Participated in religious or spiritual activities in Shorewood					
Participated in a club or civic group in Shorewood					
Provided help to a friend or neighbor					

12. Please select which of the following programs or activities, if any, you or other household members have participated in over the last 12 months. (Please select all that apply.)

- | | | | |
|--|--|--|--|
| <input type="checkbox"/> Oktoberfest | <input type="checkbox"/> Safety Camp | <input type="checkbox"/> Music in the Park | <input type="checkbox"/> Arctic Fever |
| <input type="checkbox"/> Pumpkin Drop | <input type="checkbox"/> Paper Shred Event | <input type="checkbox"/> Movie in the Park | <input type="checkbox"/> All of these |
| <input type="checkbox"/> Buckthorn Cleanup | <input type="checkbox"/> Resident Tree Sales | <input type="checkbox"/> Water Rebate(s) | <input type="checkbox"/> None of these |
| <input type="checkbox"/> Other (please specify): | _____ | | |

13. Please select which of the following Shorewood recreational facilities, if any, you or other household members have used over the last 12 months. (Please select all that apply.)

- | | | | |
|--|---|---|---|
| <input type="checkbox"/> Playground equipment | <input type="checkbox"/> Tennis court | <input type="checkbox"/> Paths/trails | <input type="checkbox"/> Ice skating area |
| <input type="checkbox"/> Picnic tables/grills | <input type="checkbox"/> Volleyball court | <input type="checkbox"/> Multi-use building | <input type="checkbox"/> All of these |
| <input type="checkbox"/> Picnic shelter | <input type="checkbox"/> Baseball field | <input type="checkbox"/> Warming house | <input type="checkbox"/> None of these |
| <input type="checkbox"/> Other (please specify): | _____ | | |

14. Please rate the quality of each of the following services in Shorewood.

	Excellent	Good	Fair	Poor	Don't Know
Fire district's response to calls					
Fire district's education and prevention					
Fire district's visibility in the community					
Fire district services overall					
Police response to calls					
Police education and crime prevention					
Police visibility in the community					
Police services overall					
Ambulance or emergency medical services					
Animal control services					
Traffic enforcement					
Street maintenance/repair (i.e., filling potholes)					
Street cleaning/sweeping					
Street resurfacing					
Street lighting					
Street signage and street markings					
Snowplowing on city streets					
Applying materials on icy streets					
Road condition					
Sidewalk/trail maintenance					
Storm drainage					
Sanitary sewer services					
Recycling services					
Shorewood parks					
Park and recreation programs or classes					
Shorewood Community & Event Center program or classes					
Shorewood Community & Event Center overall					
Building inspections					
Land use, planning and zoning					
Code enforcement (weeds, abandoned buildings, etc.)					
Services to seniors					
Services to youth					
Services to low-income people					
Public schools					
Cable television					
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)					
Preservation of natural areas such as open space and greenbelts					

15. Overall, how would you rate the quality of services provided in the City of Shorewood?

- Excellent
 Good
 Fair
 Poor
 Don't know

16. Is your water supplied by the City?

- Yes → Go to question 17
 No → Go to question 18
 Don't know → Go to question 19

17. If you HAVE municipal water, please rate each of the following aspects.

	Excellent	Good	Fair	Poor	Don't Know
Quality (e.g., taste of water)					
Dependability of service					
Cost					

18. If you DO NOT have municipal water, please indicate why not. (Please check all apply.)

- No connection available Some other reason (please specify): _____
 Too expensive to connect
 Concerned about city water quality Don't know

19. Thinking about the next 5 years, please indicate how important, if at all, each of the following potential improvements are for Shorewood

	Essential	Very important	Somewhat important	Not at all important	Don't Know
Park improvements (i.e., updated play structures, additional shelters, lighting for tennis courts)					
Expand trails and walkways					
Expand recreational and social programs for all ages					
Environmental improvements (i.e., diseased trees, lake water quality)					
Road improvements (i.e., reconstruction, resurfacing)					
Municipal drinking water system improvements (i.e., expansion, additional treatment)					

20. To what extent do you support or oppose each of the following in Shorewood?

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know
Having a single trash hauler contracted by the City, rather than multiple haulers					
Providing curbside organic materials collection (food waste)					
Increasing recycling options for residents					
Encouraging more community gardening (i.e., growing, harvesting and distributing produce, flowers, etc.)					
Increasing environmental education and public awareness programs					

21. Have you had any in-person, phone, or email contact with an employee of the City of Shorewood within the past 12 months?

- Yes → Go to question 22 No → Go to question 23

22. What was your impression of the employee(s) of the City of Shorewood in your most recent contact? (Rate each characteristic below.)

	Excellent	Good	Fair	Poor	Don't Know
Knowledge					
Responsiveness					
Follow-up					
Courtesy					
Timeliness					
Overall impression					

23. Please rate the following categories of Shorewood government performance.

	Excellent	Good	Fair	Poor	Don't Know
The value of services for the taxes paid to Shorewood					
Opportunities to participate in City government decisions					
Shorewood's elected officials' consideration of what people like me think					
Running Shorewood's local government in the best interest of residents					
Shorewood's government as an example of how best to provide services					
The overall direction Shorewood is taking					

24. Please rate the following categories of performance of the City of Shorewood Administration.

	Excellent	Good	Fair	Poor	Don't Know
Response to resident complaints and concerns					
Public meetings about City plans					
Transparency and accountability					
Information about City plans and programs					
Quality of the City's Web site (www.shorewoodmn.gov)					
Online services available on the City's Web site					

25. How informed or not informed do you consider yourself to be about local government issues and operations of the City of Shorewood?

- Very informed
 Moderately informed
 Slightly informed
 Not well informed

26. Do you have access to the internet at home?

- Yes → Go to question 27
 Yes → Go to question 28

27. Please indicate whether you have internet access through each of the following. (Please select all that apply.)

- DSL
 Cable modem
 Satellite
 Dial-up
 Cell phone/tablet
 Fiber
 None of these
 Don't know
 Other (please specify): _____

Our last questions are about you and your household. Again, all of your responses to this survey will be reported in group form only.

D1. Please select the statement that best describes you. (Please select all that apply.)

- I live in Shorewood
- I live in a neighboring community to Shorewood
- I work in Shorewood
- I own a business in Shorewood

D2. How many years have you lived, worked or owned a business in Shorewood?

- Less than 2 years
- 2-5 years
- 6-10 years
- 11-20 years
- More than 20 years

D3. Which best describes the building you live in?

- One family house detached from any other houses
- House attached to one or more houses (e.g., a duplex or townhome)
- Building with two or more apartments or condominiums
- Other (please specify): _____

D4. Do you rent or own your home?

- Rent
- Own

D5. Do any children 18 or under live in your household?

- Yes
- No

D6. Are you or any other members of your household aged 65 or older?

- Yes
- No

D7. In which category is your age?

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65-74 years
- 75 years or older

D8. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 to \$199,999
- \$200,000 to \$249,999
- \$250,000 to \$299,999
- \$300,000 or more

Thank you for completing this survey. Please return the completed survey to:

Shorewood City Hall
5755 Country Club Road
Shorewood, MN 55331