2018 Annual Monitoring Report
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CITY OF BURNSVILLE
2018 ANNUAL MONITORING REPORT
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The City of Burnsville’s Annual Monitoring Report provides an overview of the services provided over the previous year. All data and information referenced is accurate from Oct. 1, 2017 through Sept. 30, 2018. To the extent possible, information is compared with the previous year to provide a base from which to measure services and accomplishments.

**Organization of Report**
This Monitoring Report is arranged according to the current organizational model, with data reported by the major departments or work areas. This report is intended to show:

- Alignment of City services with the City Council’s ENDS & OUTCOMES
- Priorities within the annual budget
- Trend data impacting City services

**Limitations of Performance Measurement**
Applying performance measurement in the public sector presents a number of limitations:

- Information can be subjective and highly dependent upon each individual source used
- There is no single measure of success, such as profit in the private sector
- Data is not all-inclusive, a precise science, a quick fix nor the only tool available for decision-making

Even with these limitations, there is still a need to measure performance and develop standards for comparing Burnsville with other cities. The city has historically used the following metro area cities as market comparison: Brooklyn Park, Coon Rapids, Plymouth, Minnetonka, Eagan, Edina, St. Louis Park, Apple Valley and Lakeville.

Performance measurement can mean different things to different people. Although the two key characteristics of performance measurement -- efficiency and effectiveness -- are intertwined, the emphasis of this report is organizational effectiveness.

Thus, the goal of this report is to provide Burnsville’s City Council with information to help them determine if their desired results are being accomplished; rather than the focusing on the specific means and programs used to pursue those results.

The City is concerned about doing the right things and doing things right. This report provides data that is consistent with the role of the City Council as the “Board of Directors.” Finally, use of this type of data should not be interpreted to be a substitute for leadership or analysis.
I’m pleased to present to you the City of Burnsville’s Annual Monitoring Report for 2018. This report is created annually so that the City Council, residents and businesses of Burnsville can be informed of and engaged in City services and the measurement of performance.

The City once again embarked on several large initiatives that in some way touched every resident and business in the City. These initiatives were focused on the future and build on what we’ve learned in the past. The most overarching initiative, which involved input from hundreds of residents and Burnsville business owners, is the completion of the City's 2040 Comprehensive Plan, which incorporates work from the parks and recreation master plan and the water resources management plan. This two-year process sets the direction for the City moving into the future.

Four years after planning began, the City is wrapping up its replacement of water meters for every resident and business. With the completion of the Meter Replacement Project, residents and businesses will have the tools and information about their water usage to allow them to make decisions on conserving natural resources, in furtherance of the Council's sustainability goals. This is an excellent example of data-driven decision making on the part of the City and its residents, as well as making City services more responsive to the needs of the community.

During the second half of 2018, the City turned its focus to economic development. This summer, with assistance from consultants and with community and advisory commission engagement, the City embarked on two visioning processes: development of an economic development strategic plan, and re-imagination and visioning of the Burnsville Center/County Road 42 Corridor. Both plans are expected to be adopted by the end of the year. Once adopted, these plans will guide the City's economic development efforts with goals of sustaining and increasing the City's tax base, creating new and enhanced opportunities for public/private partnerships and investment in the community, and maximizing sustainable economic growth and vitality.

The City also continues to focus on creating new partnerships and enhancing existing partnerships that help pursue cost-effective and efficient delivery of services. City leadership continued to make responsible financial decisions, taking care of current assets and providing high-quality services to residents. The City's revenue flexibility, moderate debt, multi-year budgeting, and strong financial policies and practices are strengths to ensuring its financial resilience. Notably, the City maintained its AAA bond rating by both Moody's and Standard & Poors - the highest possible bond rating. With this highest rating, the City benefits from lower interest when borrowing funds - essentially making capital projects cheaper. These are qualities that our residents expect of City government.

Through the Council’s strategic direction and staff’s dedication to innovation and service excellence, the City has exceeded expectations. No other validation is more important than the voices of those we serve. The public’s approval is documented throughout this report and reflected in the responses of the City’s Residential and Business Surveys (conducted in 2016).

City staff have continued to move the City forward in meeting Council’s vision. Staff have reorganized, streamlined and reinforced a culture of innovation and efficiencies. One example from this past year is that the City's electronic content management team has been recognized nationally for its innovative solutions related to election judge recruitment and onboarding where efforts resulted in automating and streamlining the recruitment and onboarding process saving City staff 100+ hours during an election year. As we look ahead to 2019 and beyond, staff will
continue to build on this foundation looking for additional efficiencies in the services we provide and finding new ways to do things better.

This report is a culmination of many hours of report writing, information gathering, data analysis and editing. It reflects the dedication of staff in providing high quality services at the lowest appropriate cost. Most importantly, this report reflects the building of the foundation for a sustainable future for this great community, the City of Burnsville.

While the following report is a look back at last year, staff remain committed to building upon its successes and directing focus and energy on improvements and service delivery that will benefit the community far into the future.

Dana Hardie
Interim City Manager
Broad Indicators

Assessed Market Value

One of the most significant indicators of Burnsville’s success is demonstrated in the consistent growth in total assessed market value.

Assessed Market Value

The total assessed market value increased 6.3 percent in 2018. Residential values increased 7.4 percent while commercial/industrial values increased 3.0 percent. Like other cities in Dakota County and the entire metro area, the City was impacted by the national downturn in the housing market for several years with market values declining for 2009-2012. All ten of the largest cities in Dakota County saw total increases ranging from 5.9 to 10.5 percent in 2018.

Values increased 33.1 percent during the past five years and have nearly returned to the peak market value of 10 years ago before the recession. The market value for each year is determined as of January 1 based on prior year sales. It is anticipated that the 2019 assessed market values for taxes payable 2020 will also show an increase.

Bond Rating

An important indicator of financial stability is the credit rating assigned by independent rating agencies.

In 2017, Standard & Poor’s Rating Services (S&P) reaffirmed its “AAA” rating for the City of Burnsville. This is the highest bond rating an organization can receive from S&P. Additionally, Moody's conducted a surveillance rating of the City and also rated the City as “Aaa.” Independent evaluation of a municipalities’ credit risk is one of the single most important indicators of prudent financial and administrative management.
The evaluation considers many factors including property value information, tax capacity rates, outstanding debt, fund balances, budget results and other financial information. Population and demographic statistics of employment and wealth are also considered.

The City has had a top bond rating since 2010.

Residential and Business Surveys

Feedback from residents and businesses is also an important indicator for the City. The City of Burnsville conducts a statistically valid residential and business survey every four years.

In the most recent residential survey (2016), more respondents indicated support for cuts in City services to reduce taxes. Respondents that oppose or strongly oppose cuts in services to reduce taxes remained consistent with the prior year.
The percentage of residents responding “excellent” or “good” when asked how they value City services improved to 90 percent. The number of 2016 survey respondents that rated City property taxes as very high or somewhat high compared to nearby areas increased from 39 to 50 percent.

The most recent business survey (2016) also indicated a jump in the value of City services for property taxes paid. Respondents rating the value as “Good” or “Excellent” jumped from 61 percent to 75 percent in 2016.
The number of 2016 Business survey respondents that rated City property taxes as very high or somewhat high compared to nearby areas was 42 percent, consistent with the last survey.

**Property Taxes in Comparison**

2016 City of Burnsville Business Study

The following table shows a comparison of city tax rates, as proposed, with other Dakota County cities. Burnsville's tax rate is below the average for other Dakota County cities. Final adopted rates for 2019 are not available at this time. The data below reflects what was available for Truth in Taxation. The following charts reflect only the City tax levies and do not include special levies, such as Housing Redevelopment Authority (HRA) or Economic Development Authority (EDA) levies that cities may also certify.

**City Tax Rates**

**Tax Rate Comparisons**
The table to the right shows a comparison of Burnsville’s 2018 adopted city tax rate for City services with other market cities. Burnsville's tax rate was the second highest out of the ten market cities. This information will be collected for 2019 when the information is available. Burnsville’s comparison to metro market cities will likely remain similar for the year 2019.

<table>
<thead>
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<th>Metro Market Cities</th>
<th>Adopted 2017 Tax Rate</th>
<th>Adopted 2018 Tax Rate</th>
</tr>
</thead>
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<tr>
<td>1 Brooklyn Park</td>
<td>54.370</td>
<td>51.160</td>
</tr>
<tr>
<td>2 St. Louis Park</td>
<td>46.200</td>
<td>46.380</td>
</tr>
<tr>
<td>3 Burnsville</td>
<td>46.560</td>
<td>43.550</td>
</tr>
<tr>
<td>4 Apple Valley</td>
<td>44.470</td>
<td>42.480</td>
</tr>
<tr>
<td>5 Coon Rapids</td>
<td>44.210</td>
<td>42.370</td>
</tr>
<tr>
<td>6 Lakeville</td>
<td>37.510</td>
<td>36.420</td>
</tr>
<tr>
<td>7 Eagan</td>
<td>37.390</td>
<td>36.380</td>
</tr>
<tr>
<td>8 Minnetonka</td>
<td>36.380</td>
<td>35.710</td>
</tr>
<tr>
<td>9 Edina</td>
<td>28.190</td>
<td>27.750</td>
</tr>
<tr>
<td>10 Plymouth</td>
<td>26.480</td>
<td>26.340</td>
</tr>
<tr>
<td>Average of Ten Market Cities</td>
<td>40.176</td>
<td>38.854</td>
</tr>
</tbody>
</table>
To set a framework for policy decisions, the Mayor and City Council have established eight “Ends” that serve as the categories by which they govern. The “Ends” are:

- Safety
- Community Enrichment
- Neighborhoods
- Development/Redevelopment
- Environment
- Transportation
- City Services
- Financial Management

These eight values help the Mayor and Council shape policy at City Hall based on what is important to the people who live, work and play in Burnsville.

The Council’s broadest and highest policy directive is the City of Burnsville Mega End Statement:

- People find Burnsville an attractive, well-balanced city of residences and businesses, which through a combination of amenities and public/private partnerships, provides a wide range of opportunities for citizens to live, work, learn and play, for a reasonable investment.

Alignment of City Services with ‘Ends & Outcomes’
All City departments and work groups are tasked with aligning City services with Burnsville’s “Ends & Outcomes.”

The “Ends” are the high level goals set for the City of Burnsville in a specific area.

The “Outcomes” are more specific results the Council is seeking to achieve each “End.”

The following Measurement Summary provides an overview of the “Ends & Outcomes” statements, as well as statistical and anecdotal “Outcomes” achieved by City departments that help achieve the “End” goal.

Accomplishments
While the Measurement Summary will provide a high level overview of how well City services align with the Council’s “Ends & Outcomes,” more specific information on accomplishments and highlights can be found within the monitoring report.
SAFETY

End Statement:
People find Burnsville a safe community, participate in Homeland Security, and are willing to prevent fire and crime.

Outcomes:
1. People have an overall feeling of safety.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police</td>
<td>Continued use of Raids.online crime mapping tool on City’s website referenced regularly by block captains.</td>
</tr>
<tr>
<td>Police</td>
<td>Ninety-three percent of residents responding to the 2016 Residential and Business Surveys reported an overall feeling of safety.</td>
</tr>
<tr>
<td>Police/IT</td>
<td>Facility security improvements were added and enhanced to the new Police Department facility, City Hall and surrounding area as part of the Facility Phase 1 project.</td>
</tr>
<tr>
<td>IT</td>
<td>Implemented a new facility security card access control system for all City facilities</td>
</tr>
<tr>
<td>Fire</td>
<td>Over 1,500 citizens attended Fire Department Fire Prevention Open House.</td>
</tr>
<tr>
<td>Fire</td>
<td>Over 1,400 students received fire prevention education at school.</td>
</tr>
<tr>
<td>Fire</td>
<td>Residents, groups and organizations receive tours of the fire stations</td>
</tr>
</tbody>
</table>

a. Neighborhood Watch groups are provided improved training, networking and organizational opportunities.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police</td>
<td>Supported and interacted with 95 active neighborhood block captains, including sending Crime Alerts and passing along safety and crime prevention tips to share with neighbors.</td>
</tr>
</tbody>
</table>

2. Customers and employees feel safe in a shopping environment.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police</td>
<td>Ninety-eight percent of residents and 97 percent of business owners responding to the 2016 Residential and Business Surveys reported feeling safe in a shopping environment.</td>
</tr>
<tr>
<td>Police</td>
<td>Participated in lockdown drills with the Burnsville Center for continued preparedness for businesses in the event of an intruder or criminal acts.</td>
</tr>
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</table>

a. Licensing and regulation of businesses provides safe and healthy environments for residents and visitors that meet community expectations.

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<th>Department:</th>
<th>Outcome:</th>
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<tbody>
<tr>
<td>Licensing/Code</td>
<td>The City issued 295 business licenses and licensed 8,582 individual rental units in 2018.</td>
</tr>
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3. **People feel safe using the parks.**

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
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<tbody>
<tr>
<td>Police</td>
<td>Ninety-two percent of residents responding to the 2016 Residential Survey reported that children are safe playing in the parks.</td>
</tr>
<tr>
<td>Parks/Community</td>
<td>Implementing phase 3 of the 5 year park entry and kiosk replacement program. In addition, staff will replace interior signage to improve wayfinding throughout the park system.</td>
</tr>
<tr>
<td>Services</td>
<td></td>
</tr>
<tr>
<td>Parks/IT</td>
<td>Continue adding fiber in community parks to improve security, system operations and user services.</td>
</tr>
</tbody>
</table>

4. **People trust in public safety response and service rendered.**

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
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</thead>
<tbody>
<tr>
<td>Police</td>
<td>Responded to 33,185 calls for service through August.</td>
</tr>
<tr>
<td>Police</td>
<td>Reported Part 1 crimes are down 1.8 percent through August as compared to August 2017.</td>
</tr>
<tr>
<td>Fire</td>
<td>Responded to 7,011 calls for service October through September.</td>
</tr>
<tr>
<td>Fire</td>
<td>Ninety-nine percent of residents responding to the 2018 EMS Survey reported that they were satisfied with the Burnsville Fire Department service.</td>
</tr>
<tr>
<td>Fire</td>
<td>Ninety-five percent of residents responding to the 2018 EMS Survey reported that they trusted in the skill of the Burnsville Fire Department medics.</td>
</tr>
<tr>
<td>Fire</td>
<td>Partnered with Burnsville High School to offer Emergency Medical Technician classes.</td>
</tr>
</tbody>
</table>

**a. Fire and Emergency Medical Services (EMS) will reach 80 percent of the emergency calls in nine minutes or less (inclusive of dispatch processing, turnout and travel times).**

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
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</thead>
<tbody>
<tr>
<td>Fire</td>
<td>Ninety percent of the emergency calls were reached in nine minutes or less.</td>
</tr>
<tr>
<td>Fire</td>
<td>Ninety-five percent of residents responding to the 2018 2nd Quarter EMS Survey reported that the Burnsville Fire Department responded in a timely manner.</td>
</tr>
</tbody>
</table>
b. Fire and EMS Services are provided in the most cost effective manner, through partnerships with surrounding communities when necessary.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire</td>
<td>Partnered with school district to educate fire prevention safety to Kindergarten, 2nd and 4th graders.</td>
</tr>
<tr>
<td>Fire</td>
<td>Continued use of A.B.L.E. training facility by four cities.</td>
</tr>
<tr>
<td>Fire</td>
<td>Performed 535 inspections, issued 126 permits, documented 185 fire code enforcement cases.</td>
</tr>
<tr>
<td>Licensing/Code</td>
<td>Performed 4649 enforcement inspections and sent 2181 Notices of Violation.</td>
</tr>
<tr>
<td>Licensing/Code</td>
<td>Eighty Seven percent of property owners achieved compliance before receiving a Final Notice of Violation letter.</td>
</tr>
<tr>
<td>Licensing/Code</td>
<td>Converted 55 single family residential homes to rental licenses that were previously unlicensed.</td>
</tr>
</tbody>
</table>

c. Fire and EMS Services are reliably provided to the community.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire</td>
<td>Fire Department has mutual aid agreements in place for both Fire and EMS.</td>
</tr>
</tbody>
</table>

5. Residents, including youth, are active participants in community safety.
   a. People are proactive in reporting suspicious/unusual activity.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police</td>
<td>Partnered with School District to place two officers at Burnsville High School through the Blue in the School program.</td>
</tr>
<tr>
<td>Police</td>
<td>Helped raise safety awareness by participating in community events such as the Senior Safety Camp, Behind the Badge, Shop with a Cop, and Blue in the School programs.</td>
</tr>
<tr>
<td>Police</td>
<td>There was a decrease in calls for service to multi-housing units through the Police Department’s proactive policing program, the Community Resource Unit.</td>
</tr>
</tbody>
</table>

b. People are aware of and adhere to safe driving practices.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police</td>
<td>Participated in the IT CAN WAIT campaign to raise awareness about the dangers of distracted driving, including texting while driving.</td>
</tr>
</tbody>
</table>
c. Residents participate in public safety “force multiplier” activities such as Community Emergency Response Team (CERT) training and the Mobile Volunteer Network (MVN).

<table>
<thead>
<tr>
<th>Department: Community Services</th>
<th>Outcome: The Mobile Volunteer Network (MVN) remained a strong public safety “force multiplier” with over 48 active members, including an 11 member leadership group who work closely with City staff.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Services</td>
<td>The second 62+ “Senior Safety Academy” was a success with 27 seniors in attendance to meet Public Safety staff over the course of four week and learn about topics such as scams/internet safety, fire safety, Police forensics and more.</td>
</tr>
<tr>
<td>Community Services</td>
<td>MVN volunteers helped at eleven different community events in 2018, and one emergency call out for a missing person report.</td>
</tr>
<tr>
<td>Fire</td>
<td>Continued to provide regular CPR classes to the community through the Heart Restart Program.</td>
</tr>
</tbody>
</table>

d. Public safety works with community partners to proactively address drug-related crimes with an emphasis on heroin and methamphetamine use.

| Department: Police             | Outcome: Continued partnership for emergency preparedness with Fairview Ridges on intoxication and detox thresholds.                                                                                                                                         |

6. Pedestrian safety is preserved and enhanced through engineering, enforcement, and education.

| Department: Public Works      | Outcome: Re-inspected 1/3 of the City’s pedestrian facilities, repaired/replaced pedestrian ramps and sidewalk needing repair.                                                                                                                          |
| Public Works                 | Completed the installation of two Rapid Rectangular Flashing Beacon pedestrian crossing systems that met the City's pedestrian crossing policy                                                                                                                 |
| Public Works                 | Continued planning for Cliff Road Trail Improvements TH 13 to Eagan.                                                                                                                                                                                               |
| Public Works                 | Tested temporary bump outs on West Preserve Boulevard for a second year and conducted a data gathering exercise to determine if anything permanent should be installed. The results indicate that nothing permanent is warranted or desired. |

City of Burnsville 2018 Monitoring Report 15 Ends & Outcomes Measurement Summary
COMMUNITY ENRICHMENT

End Statement:
Community members are actively engaged and have access to quality parks, facilities, programs and services that meet the changing needs of the community and create positive experiences for all.

Outcomes:
1. Burnsville is a preferred community with a great quality of life.

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Services</td>
<td>Collaborated with the Natural Resources Department to offer Nature Walks in different locations throughout the year to adults 62+.</td>
</tr>
<tr>
<td>Recreation</td>
<td>Staff engaged the community to prioritize the findings from the adopted 2017 Parks and Recreation System Master Plan and implemented over 30 different projects that were identified in the Frameworks Plan</td>
</tr>
<tr>
<td>Recreation</td>
<td>Staff worked with the a focus group to identify opportunities for improvements to our summer programs. The outcome was to offer an all day program to better meet the needs of working families.</td>
</tr>
<tr>
<td>Recreation</td>
<td>Staff introduced new and trending programming as a part of the Recreation department’s strategy for reaching all community member’s needs. New programs included a Family Glo Run event, Friday Night Boogie, Nature Nuts and fishing day camps and a Hip Hop dance class.</td>
</tr>
</tbody>
</table>
2. **City parks and recreational facilities offer a variety of events and activities throughout the year to build community and stimulate economic activity for local businesses.**

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recreation</td>
<td>Over 5,000 participants on more than 330 adult athletic teams played on Burnsville fields, rinks and courts.</td>
</tr>
<tr>
<td>Recreation</td>
<td>In cooperation with Woodhill Urban Agriculture, assumed management of Wolk Park Community Gardens. The department rents just over 90% of the garden plots to the community at Neill and Wolk Park.</td>
</tr>
<tr>
<td>Recreation</td>
<td>Began offering paddle board rental to the public at Crystal Beach concession building</td>
</tr>
<tr>
<td>Finance</td>
<td>Attendance was steady at the Ames Center. The Ames Center hosted 16 dance competitions and recitals, which continue to be a significant component to the facility use, bringing in over 110,000 visitors in 2017.</td>
</tr>
<tr>
<td>Finance</td>
<td>Ames Center increased food and beverage revenues by an estimate of 12% with the new concession stand and expanded menu.</td>
</tr>
<tr>
<td>Parks</td>
<td>Completed construction of the pickleball courts at Red Oak Park.</td>
</tr>
<tr>
<td>Parks</td>
<td>Renovated Lac Lavon parking lots and selected trails. Replacing parking lot lights with LED.</td>
</tr>
<tr>
<td>Parks</td>
<td>Replaced the youth backstop at Chateaulin park.</td>
</tr>
<tr>
<td>Parks &amp; Recreation</td>
<td>Working to replace 16 park entry and four kiosk signs by the end of November.</td>
</tr>
<tr>
<td>Parks</td>
<td>Planning continues for the Lake Marion Greenway in Burnsville. Two segments are in progress. Construction is nearly complete for the .75 mile Lake Marion Greenway -Rose Bluff Segment, trail completion is expected by the end of November. and the City will enter into Final Design for the South segment in December, with construction planned for 2020.</td>
</tr>
<tr>
<td>Parks</td>
<td>Completed a Phase 2 project at the splash pad that added additional seating and accessibility around the pad and picnic pavilions.</td>
</tr>
<tr>
<td>Parks &amp; Recreation</td>
<td>Engaged the community throughout the planning process and completed the construction of the archery range at the new Archer Park</td>
</tr>
<tr>
<td>Parks &amp; Recreation</td>
<td>Completed construction on Nature Play Area at Terrace Oaks East Park</td>
</tr>
<tr>
<td>Parks</td>
<td>Completed a project in Neill Park improving accessibility, drainage and usability of the Park.</td>
</tr>
</tbody>
</table>
a. Residents participate in a wide variety of physical and artistic activities.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recreation</td>
<td>Over 13,000 hours of youth baseball, softball, soccer and lacrosse games and practices played on Burnsville fields during the year.</td>
</tr>
<tr>
<td>Recreation</td>
<td>The 2017 Halloween Treat Trail drew more than 2300 participants from the community.</td>
</tr>
<tr>
<td>Recreation</td>
<td>Over 1,100 Jr. League rounds of golf were played at Birnamwood Golf Course.</td>
</tr>
<tr>
<td>Recreation</td>
<td>There were 4,528 total league rounds including junior, adult and senior.</td>
</tr>
<tr>
<td>Community Services</td>
<td>National Senior Health and Fitness Day was held at Nicollet Commons Park in June in conjunction with I Love Burnsville Week.</td>
</tr>
<tr>
<td>Recreation</td>
<td>Hosted 29 weekend softball and baseball tournaments at Neill, Lac lavon, Alimagnet and Sue Fischer fields.</td>
</tr>
<tr>
<td>Recreation</td>
<td>The Ice Center continues to offer one free skate day each January in honor of National Skating Month that draws over 200 people.</td>
</tr>
<tr>
<td>Recreation</td>
<td>Coordinated adult hockey league at Burnsville Ice Center with over 285 participants.</td>
</tr>
<tr>
<td>Recreation</td>
<td>The Ice Center held a Halloween Party skating event that drew over 325 people.</td>
</tr>
<tr>
<td>Recreation &amp; Facilities</td>
<td>Worked with local arts group, BVAS, to provide a rotating art exhibit at City Hall</td>
</tr>
</tbody>
</table>

b. A coordinated media plan effectively promotes community-wide involvement in health building activities.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications and Recreation</td>
<td>Completed updated and revised community Trail Map Booklet</td>
</tr>
</tbody>
</table>

3. Youth find Burnsville a nurturing and supportive community.
   a. Youth are involved in community decisions including active participation on City Boards and Commissions wherever possible.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Services</td>
<td>The Burnsville Youth Collaborative (BYC) Youth Advisory Board has 15 active members including junior and senior high youth.</td>
</tr>
<tr>
<td>Recreation</td>
<td>Two youth representatives currently served on the City’s Parks and Natural Resources Commission.</td>
</tr>
<tr>
<td>Planning</td>
<td>Several youth representatives served on the City’s Comprehensive Plan Advisory Committee.</td>
</tr>
</tbody>
</table>
b. Youth are aware of community activities, programs, facilities and support systems.

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications</td>
<td>Addressed youth initiatives in four Burnsville Bulletin newsletters and two Recreation Times publications. Issued approximately 30 Press Releases related to youth initiatives. Created multiple videos geared toward youth activities including “Terrace Oaks Nature Play Area Offers a New Way to Play” and &quot;Burnsville Ice Center Hosts the Little Wild Program.&quot;</td>
</tr>
</tbody>
</table>

c. The City is an active partner in the development / redevelopment of an after-school youth program addressing academic, social development, recreation and nutritional needs of the City’s youth from elementary to high school ages.

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recreation</td>
<td>Continued to expand the BYC partnership with ISD 191 and the YMCA to offer after school programs targeting youth in grades 6-8. Programs were offered after school at all three junior high schools in the district and at Eagle Junior High during the summer.</td>
</tr>
<tr>
<td>Recreation, IT</td>
<td>Support the lease of THE GARAGE to the Twin Cities Catalyst Music non-profit, to offer youth music business educational programs and events. Completed a couple building improvements at THE GARAGE to improve access to the building.</td>
</tr>
</tbody>
</table>

4. Community partnerships have significant impact on reducing or even eliminating youth tobacco and alcohol use.

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police</td>
<td>BLUE in the School program placed two police officers at Burnsville High School.</td>
</tr>
</tbody>
</table>

5. Community members have the opportunity to participate in a broad range of programs, community service and facilities that are built on strong, sustainable partnerships.

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finance</td>
<td>Hosted student performances of the Dakota Valley Symphony’s Young Artists’ Concert and the Twin Cities Ballet of Minnesota’s production of The Nutcracker at the Ames Center Combined, these performances brought in over 2,200 students.</td>
</tr>
<tr>
<td>Recreation</td>
<td>Staff introduced new and trending programs and activities to meet the community needs. Programs such as: Family Glo Run, Camp Explore, Friday Night Boogie, and a Gaga Ball Pit.</td>
</tr>
<tr>
<td>Recreation</td>
<td>Niccollet Commons Park programs had more than 8,200 participants.</td>
</tr>
<tr>
<td>Recreation</td>
<td>Offered the 39th Annual Wednesday in the Park concert series in partnership with ISD 191 Community Education.</td>
</tr>
</tbody>
</table>
6. As an organization, the City practices a philosophy that encourages employees to learn from, build relationships with and facilitate the participation of residents in identifying needs, addressing challenges, and affecting change in their community by:
   a. Making meaningful connections with diverse populations in the City through active community partnerships, including participation in the community’s celebrations.

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Services</td>
<td>Held the 11th anniversary of the International Festival with over 8,000 people in attendance.</td>
</tr>
<tr>
<td>Community Services</td>
<td>Collaborated with outside agencies on 62+ events, such as “Chocolate &amp; Motown”; Senior Health and Fitness Day, and Senior Expo.</td>
</tr>
</tbody>
</table>

7. The City fosters community partnerships to provide targeted services and facilities to community members of all ages.

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications</td>
<td>Maintained partnership with ISD 191 for shared studio space.</td>
</tr>
<tr>
<td>Communications</td>
<td>Continued partnership with City of Eagan for shared mobile production truck, including continued work on a shared high definition mobile production truck upgrade, expected to be operational by mid-January 2019.</td>
</tr>
<tr>
<td>Communications</td>
<td>Partnered with Burnsville non-profit organizations to create free video Public Service Announcements (PSA) during third-annual PSA Day and first-ever Non-Profit Open House at BCTV Studio.</td>
</tr>
<tr>
<td>Communications</td>
<td>Partnered with Experience Burnsville on multiple video projects.</td>
</tr>
<tr>
<td>Fire</td>
<td>Partners with Fairview Ridges and Dakota County Social Services to address specific needs of patients that are high utilizers of the emergency services.</td>
</tr>
</tbody>
</table>

8. People are aware of the volunteer opportunities available in our community and volunteers are recognized for the services they provide.

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Services</td>
<td>Coordinated an active volunteer program with more than 100 volunteers giving over 2,500 hours of volunteer service to the City in 2018. The value of volunteer hours from October 2017-September 2018 is $68,950.</td>
</tr>
<tr>
<td>Community Services</td>
<td>City staff continue to work with the Ice Center and added five new ice skating volunteers positions in 2018. City staff placed 15 new volunteers in 2018.</td>
</tr>
<tr>
<td>Community Services</td>
<td>Held two annual volunteer recognition events; one for “in-house” and year round volunteers in May and a Community wide volunteer event that includes all board, commissions and community volunteers in October. Both events are to recognize and show appreciation for volunteer efforts. Over 220 volunteers were in attendance at these two events.</td>
</tr>
<tr>
<td>City Clerk/Elections</td>
<td>Received nine (9) nominations for Community Builder Awards to recognize individuals, groups, or businesses that have made a contribution that builds community; performed outstanding acts of bravery; or made a lasting impact on the quality of life in the City.</td>
</tr>
<tr>
<td>City Clerk/Elections</td>
<td>Coordinated recruitment of 34 applicants for the annual Commission interview process.</td>
</tr>
</tbody>
</table>
End Statement:
People feel connected to their neighborhoods.

Outcomes:
1. People have pride and ownership in their neighborhoods.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licensing/Code</td>
<td>Continued a proactive, full-city sweep within three years for code violations.</td>
</tr>
</tbody>
</table>

a. The City implements plans and strategies to collaboratively advance the viability of residential neighborhoods.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning</td>
<td>Updated the Zoning Ordinance to modify solar standards to make it easier for residents to install solar on their homes and expanded the types of materials that can be used for fencing and screening.</td>
</tr>
<tr>
<td>Public Works</td>
<td>Resurfaced and reconstructed 5 miles of residential streets.</td>
</tr>
<tr>
<td>Community Development</td>
<td>Foreclosures continued to be monitored and held to property maintenance standards through code enforcement activities. Foreclosures have reduced significantly and are about 10% of what they were at peak in 2010.</td>
</tr>
<tr>
<td>Community Development, Police, Fire</td>
<td>Collaborated with Dakota County Social Services to addressed ongoing group home issues.</td>
</tr>
</tbody>
</table>

b. The City proactively canvasses neighborhoods checking for property maintenance compliance to maintain and/or enhance housing stock and property values.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licensing/Code</td>
<td>Continued a rotational three-year proactive “sweep” of the entire city for code violations. Maintain scheduled inspection frequency of each area.</td>
</tr>
<tr>
<td>Licensing/Code</td>
<td>Rental and Code Inspectors are assigned to neighborhood districts. This allows them to identify and do proactive follow-up on violations as they see them.</td>
</tr>
</tbody>
</table>
2. **People know and care about their neighbors and participate in solving problems and creating celebrations in their neighborhoods.**

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications</td>
<td>Publicized a wide variety of community events, including I Love Burnsville Week, International Festival of Burnsville, Burnsville Fire Muster, Winter Lighting Ceremony, Burnsville Family Fest, senior and youth events, public meetings and more through Press Releases, Social Media, website, print publications and television.</td>
</tr>
<tr>
<td>Planning</td>
<td>Processed applications for Roars Investments LLC for a medical office building and 120 unit independent senior housing, assisted living and memory care facility at 14300 Grand Avenue and Comprehensive Plan Amendment for Northland Real Estate Group LLC to change the land use for the property at 15309 Maple Island Road from Low Density Residential to Mixed Use that included neighborhood meetings and community engagement.</td>
</tr>
</tbody>
</table>

  a. **Public recognition is given to neighborhoods solving problems and creating celebrations in their neighborhood.**

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Services</td>
<td>High participation in Minnesota Night to Unite, with 142 registered parties and an estimated 8,000 residents. 40 teams of City staff, on-duty police and fire and Heart Restart CPR teams visited the parties.</td>
</tr>
</tbody>
</table>

3. **Neighborhoods are enjoyable, safe and stable places to live, work, and recreate.**

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parks</td>
<td>Ninety-nine percent of residents live within 1/2 mile of a city park.</td>
</tr>
<tr>
<td>Recreation</td>
<td>Engaged neighborhood groups to evaluate warming house hours at three locations and the playground replacement project at Cedarbridge Park.</td>
</tr>
</tbody>
</table>
4. People feel Burnsville has quality housing by:
   a. Having a diverse mix of housing types throughout the City, including amenity rich multi-family development.

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning</td>
<td>Processed Sketch Plan Review and subsequent Comprehensive Plan Amendment for Northland Real Estate Group LLC for a 100 unit senior active living apartment at 15309 Maple Island Road.</td>
</tr>
<tr>
<td>Planning</td>
<td>Processed a Sketch Plan Review for Roers Investments LLC for a 120 unit independent senior housing, assisted living and memory care facility at 14300 Grand Avenue.</td>
</tr>
<tr>
<td>Planning</td>
<td>Updated the Zoning Ordinance to add provisions allowing for Accessory Dwelling Units in residential zones and allowing micro apartment units.</td>
</tr>
<tr>
<td>Planning</td>
<td>Brought forth to City Council Work Session review of Policy 5.300 requiring Environmental Review (Environmental Assessment Worksheet - EAW) for Multi-Family Development and Council determined the policy was no longer needed. This action removes barriers to development of high density residential projects.</td>
</tr>
<tr>
<td>Planning</td>
<td>Processed a Planned Unit Development for Nicollet Commons Park 4th Addition for a 137 unit market rate apartment and retail space in Heart of the City.</td>
</tr>
<tr>
<td>Planning</td>
<td>Processed Comprehensive Plan Amendment and began EAW process for Healey Ramme for approximately 450 mixed use market rate housing units of Grand Avenue, north of Southcross and south of CR42.</td>
</tr>
<tr>
<td>Planning</td>
<td>The current mix of housing includes 67% owner occupied units and 33% rental. 2.5% of the housing stock is for senior/disabled. There are an estimated 26,063 housing units in the City and 21 new units were added in the past year.</td>
</tr>
</tbody>
</table>
### b. Promoting and encouraging the upgrade, enhancement and maintenance of existing housing stock.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Protective Inspections, Planning</td>
<td>In the spring and fall of 2018 the Protective Inspections and Planning Department hosted three Home Owners Workshops. The objective was to help the homeowners build a basic knowledge for designing their building project, giving them information needed to apply for a permit, learning about the how the permit process works, meeting face to face in a casual environment with the Planning and Protective staff and provide them with resources.</td>
</tr>
<tr>
<td>Protective Inspections</td>
<td>The Permit Rebate program for home and three-season porch additions continued in 2018. Three homes qualified for the rebate in 2018 compared to eleven in 2017. The program will end on December 31, 2018 and council will look into other possible programs during their work session in early 2019.</td>
</tr>
<tr>
<td>Community Services, Community Development</td>
<td>Continued to offer CDBG grant programs to assist low-to moderate income homeowners in Burnsville. Thirteen homeowners took advantage of the CDA low interest rehab loans and three home improvement grants were awarded in FY 2017/18. In addition, two seniors utilized the Appliance and Furniture Removal Program funds, and 11 received chore services to assist in snow removal and yard maintenance.</td>
</tr>
<tr>
<td>Public Works</td>
<td>Continued practice of vacating drainage and utility easements not needed for city services. This allowed for construction of additions and accessory structures at residential properties.</td>
</tr>
<tr>
<td>Planning</td>
<td>Processed a PUD Amendment to allow decks, stairs, and stoops to encroach into platted drainage and utility easements (over the common association property) at 334 River Woods Lane.</td>
</tr>
<tr>
<td>Planning</td>
<td>Processed a PUD Amendment for Parkway Estates LLC to build a new 2,300 square foot clubhouse, outdoor pool, site an parking improvements at 1501 Burnsville Parkway East.</td>
</tr>
<tr>
<td>Planning</td>
<td>Processed a CUP for All Energy Solar Inc to allow a rooftop solar array variation from the ordinance standards at 13501 1st Avenue South</td>
</tr>
</tbody>
</table>

### c. Partnering with organizations to achieve affordable home ownership.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Development</td>
<td>Through first half of 2018, the CDA assisted two applicants with first mortgage loans and down payment assistance and two with mortgage credit certificates.</td>
</tr>
</tbody>
</table>

### d. Through rental licensing initiatives including engagement of community and agency partnerships to improve quality of life and enhance health and safety in rental housing.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licensing/Code</td>
<td>Successful inspection of all rental complexes was performed in three years as required.</td>
</tr>
<tr>
<td>Licensing/Code</td>
<td>302 strike violations of tenants were issued.</td>
</tr>
<tr>
<td>Licensing/Code</td>
<td>Licensed an additional 55 single family rental properties that were previously unlicensed.</td>
</tr>
<tr>
<td>Licensing/Code</td>
<td>Successfully implemented an appeal process for residents or license holders.</td>
</tr>
<tr>
<td>Fire</td>
<td>Inspected common areas of multi-family rental housing annually which has improved the safety of the tenants and compliance with the fire code.</td>
</tr>
</tbody>
</table>
**End Statement:**
People find Burnsville a balanced city of residential and business development enhanced by redevelopment.

**Outcomes:**
1. *Job creation, retention and an enhanced tax base are assured by growth, redevelopment and sustained viability of commercial and industrial property.*

<table>
<thead>
<tr>
<th>Department</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Inspections</td>
<td>Total permit valuation for residential and Commercial combined in 2018 was $64 million.</td>
</tr>
<tr>
<td>Community Development</td>
<td>Substantial work was done to plan for redevelopment for the Burnsville Center and County Road 42 Corridor including interviews with business and property owners, engagement with owners of Burnsville Center, Chamber of Commerce, Convention &amp; Visitors Bureau and others to plan for future redevelopment.</td>
</tr>
<tr>
<td>Planning</td>
<td>As part of the Planning Commission Work Plan, reviewed the architectural review tool implemented in 2015, discussed future tool application and use of checklist. No changes to the tool required.</td>
</tr>
<tr>
<td>Planning, Inspections</td>
<td>Processed permits for the build-outs of Fairview medical office building clinic, Fairview Hospital remodels, Park Nicollet Medical building and parking ramp, Donnay's Summit at Buck Hill town homes, City Hall Police remodel and addition, Berean Baptist Church sanctuary addition, New Park Nicollet clinic building and parking ramp, Burnsville Subaru new building, Clubhouse for Parkway Estates, Ninja Warrior workout facility, Jensen's Café new bar expansion, Escapology Burnsville Center, Gateway Church, Mana Bakery, Innovative Office Solutions, Modern Sportsman, Black Dog demolition and generator replacement, Gateway Office Plaza remodels, 35/13 Distribution Center, Faith Covenant Church, Church of the Risen Savior, Pumpkin Patch Daycare expansion, Target liquor and Starbucks remodel, Art Gallery, White Funeral Home, Augustana Regent, Public Storage, Burnsville Archery Facility, Menard Inc, Gateway Stem Academy, Hertz</td>
</tr>
<tr>
<td>Economic Development</td>
<td>Working with the EDC and the EDA, drafted the City's first Economic Development Strategic Plan.</td>
</tr>
<tr>
<td>Planning</td>
<td>Brought forth to City Council Work Session sketch plan, PUD and plat for Roers Investments LLC for a 15,000 square foot medical office building at 14401 Grand Avenue.</td>
</tr>
<tr>
<td>Planning</td>
<td>Brought forth to City Council Work Session sketch plans for John Roush and All American Title Company for two different express car wash facilities west of County Road 5 and north and south of County Road 42.</td>
</tr>
<tr>
<td>Planning</td>
<td>Brought forth to City Council Work Session discussion of the Solar Ordinance; Planning Commission Work Plan; Banners on business and school buildings; Update on Planning Commission Land Use Economic Competitiveness Review and Private Utility and trail connections within public parks associated with Northland Real Estate Group proposal for a senior active living apartment on property owned by Grace Church.</td>
</tr>
<tr>
<td>Planning</td>
<td>Updated the Zoning Ordinance to incorporate exterior architectural materials standards and definitions; housekeeping changes to the sign ordinance, incorporated changes from the Economic Competitiveness Study; updated materials that can be used for fences and screening and incorporated provisions allowing for administrative approval of minor PUD and CUP applications streamlining the process for commercial and industrial uses.</td>
</tr>
<tr>
<td>Department:</td>
<td>Outcome:</td>
</tr>
<tr>
<td>---------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Planning</td>
<td>Processed a one lot commercial plat of Hertz Addition and PUD to allow an open sales/rental lot for Hertz at the former Perkins Site at 12750 West Frontage Road.</td>
</tr>
<tr>
<td>Planning</td>
<td>Processed a PUD for KWIK Trip and commercial plat of Valley Ridge Heights Addition to allow a new fuel station and convenience store at 1945 136th St. West.</td>
</tr>
<tr>
<td>Planning</td>
<td>Processed a PUD Amendment and plat for Prince of Peace Church to replat their two lots to Ridges Twelfth Addition and to allow for an addition to the Church at 13801 and 13901 Fairview Drive.</td>
</tr>
<tr>
<td>Economic Development</td>
<td>EDC in meetings with the Burnsville Commercial Real Estate Council (BCREC) created a page on the city web site which brokers can use to list available properties. One property every 2-3 weeks is selected to be highlighted in an email to over 337 recipients.</td>
</tr>
<tr>
<td>Economic Development</td>
<td>Facilitated the sale of city land which had the city archery site to Dodge of Burnsville for their expansion. Proceeds of the sale were used to build a new archery range at 2018 specifications on city land at Zenith Av.</td>
</tr>
<tr>
<td>Planning</td>
<td>Processed a one lot commercial plat of Ridges Thirteenth Addition and PUD Amendment for Park Nicollet to construct a new 80,000 square foot clinic and parking ramp at 14000 Fairview Drive.</td>
</tr>
<tr>
<td>Planning</td>
<td>Processed a one lot commercial plat of Dodge of Burnsville, Comprehensive Plan Amendment to change the site from Park to Business use and a PUD Amendment to allow outdoor storage of vehicle inventory at 12101 Highway 35W South (Former City Archery Site).</td>
</tr>
<tr>
<td>Planning</td>
<td>Processed a one lot industrial plat for Abdallah Candies and a PUD Amendment for Modern Sportsman to allow a shooting range, retail sporting goods, gun shop and training facility at 3501 C.R. 42 West.</td>
</tr>
<tr>
<td>Planning</td>
<td>Processed CUPs to allow religious assembly uses at 500 Travelers Trail East for Sovereign Grace Church and Dar-Us-Salam at 190 river Ridge Circle South.</td>
</tr>
<tr>
<td>Planning</td>
<td>Processed a PUD amendment for Junction 35W &amp; 13 LLC to install four 30’ tall tanks for storage of plastic pellets used for production and two wall signs exceeding the Zoning Ordinance maximum 300 square foot standard at 12600 West Frontage Road.</td>
</tr>
<tr>
<td>Planning</td>
<td>Processed a PUD Amendment for Discover Church to allow leasable showroom space for a business located at 14300 Burnsville Parkway.</td>
</tr>
<tr>
<td>Planning</td>
<td>Processed a PUD Amendment for a new Walser Subaru dealership buildign and open sales/rental lot at 14900 Buck Hill Road.</td>
</tr>
<tr>
<td>Planning</td>
<td>Processed a PUD Amendment to memorialize setback deviations for existing conditions associated with platting the property.</td>
</tr>
</tbody>
</table>
2. Economic development and redevelopment initiatives are implemented, including creating and capturing opportunities, partnering with private property owners and other agencies and engaging the public.

Specific initiatives include:

a. Heart of the City

| Department: Economic Development/Public Works | Outcome: Secured a $415,625 Host Community Grant for use to construction infrastructure improvements in the HOC including on-street parking stalls in the HOC, resurfacing of Travelers Trail West, HOC amenities and electric car charging stations. |
| Economic Development | Limited retail/office space remains vacant in Grande Market Square, Grande Market Place, Approximately 95 percent of residential is currently occupied. |
| Economic Development, Community Services, Police, Public Works | 20th Annual Winter Lighting Ceremony, Annual Halloween Fest, 11th Annual International Festival, and the 8th annual I Heart Burnsville 5k and Fire Muster 10K were held. Community events such as the Rockin’ Lunch Hour and Friday Night Flicks on the Bricks are held in the summer to promote the area and provide opportunities for sponsorship by local businesses. |
| Public Works, Planning | Orange Line final design is completed, but the project is still awaiting federal funding via their Small Starts Program. Improvements at the north end of the project have begun utilizing local funds. |
| Planning Economic Development Engineering | 2040 Comprehensive Plan update focused on TOD station areas and the future build out of HOC. TOD Zoning Ordinance is planned for 2019. |
| Planning | Processed a mixed use plat application and Planned Unit Development for Nicollet Commons Park 4th Addition for a 137 unit market rate apartment building and 1,500 square feet of retail space on the first floor in HOC. |
| Economic Development | Sold former AAA land for the development of a market rate apartment complex with multiple amenities. |

b. Minnesota River Quadrant

| Planning, Economic Development, Engineering | As part of the 2040 Comprehensive Plan update, a focus area was the MRQ. Future plans call for an update of uses and infrastructure design based on expected capacities of existing roadways. |
| Planning, Public Works | Continued discussion with the MPCA, EPA, Dakota County, and Freeway Landfill property owner to create a viable long-term solution for proper closure of the landfill that protects the environment and provides for economic development opportunities. |
| Public Works | Continued work with KMM and City Consultants Barr/Black & Veatch on identifying both short term and long term options and modifications necessary to maintain City's quarry source water supply. |
### i. Public Infrastructure

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economic Development, Public Works</td>
<td>Continue to market three vacant remnant parcels following the November 2014 completion of the TH 13/CR 5 interchange project.</td>
</tr>
<tr>
<td>Economic Development, Public Works</td>
<td>Phase 2 of the Ladybird Lane reconstruction was completed. Phase 1 and 2 cost were offset with two Host Community Grants of $415,625 each and one Dakota County RIG grant of $208,855.</td>
</tr>
<tr>
<td>Public Works</td>
<td>Submitted an application for federal funding of the Cliff Road/I-35W Interchange Ramp Realignment project.</td>
</tr>
</tbody>
</table>

### ii. Removing impediments to development, including but not limited to poor foundation soils, and providing other development assistance including Tax Increment Financing and other tools

### iii. Fostering appropriate interim uses until the time the landfill and quarry operations are complete

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning</td>
<td>Processed Interim Use Permit for La La La LLC to allow mining and soil remediation for properties located at 721 and 771 Ladybird Lane.</td>
</tr>
</tbody>
</table>

### iv. Periodic reviews of the Kraemer Mining and Material, Inc. (KMM) and Waste Management Inc. Planned Unit Development (PUD) agreements

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning</td>
<td>Met regularly with Waste Management regarding updates to the Planned Unit Development.</td>
</tr>
<tr>
<td>Community Development, Administration</td>
<td>Worked with the owners of KMM and Waste Management on their proposals to re-envision what their goals for their properties are in the MRQ.</td>
</tr>
</tbody>
</table>

c. County Road 42 Commercial Corridor Viability

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economic Development</td>
<td>Meetings were held with the Council, EDC, PNRC, Planning Commission, and a number of stakeholders to draft a Burnsville Center/County Road 42 Redevelopment Plan.</td>
</tr>
</tbody>
</table>

d. Monuments at Key City Entrances
e. Promotion of skilled workforce initiatives.
   i. Encourage post-secondary education for students and training options for residents to ensure a skilled workforce.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economic Development</td>
<td>Attracted 38 new businesses.</td>
</tr>
<tr>
<td>Economic Development</td>
<td>Continued marketing activities:</td>
</tr>
<tr>
<td></td>
<td>Posted ribbon cuttings and grand openings on city social media sites</td>
</tr>
<tr>
<td></td>
<td>Continued e-newsletter and e-greetings</td>
</tr>
<tr>
<td></td>
<td>Exhibited at the MNCAR Expo</td>
</tr>
<tr>
<td>Economic Development</td>
<td>Continued the Employers of Excellence program.</td>
</tr>
</tbody>
</table>

3. Specific development or redevelopment assistance will provide for business and residential projects consistent with established policies.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economic Development</td>
<td>Continued the funding for Greater MSP ($175,000 over seven years) and Open To Business ($37,766 over five years). Open to Business has worked with 133 clients.</td>
</tr>
<tr>
<td>Economic Development</td>
<td>Secured a $1,150,000 Dakota County Environmental Legacy Fund (ELF) grant for use to assist in demolition of aging buildings or land acquisition.</td>
</tr>
</tbody>
</table>
## ENVIRONMENT

### End Statement:
People find Burnsville is an environmentally sensitive community ensuring preservation and enhancement of its natural resources.

### Outcomes:
1. **Burnsville is an environmentally sensitive community and individuals understand their role in pursuing this result.**

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning</td>
<td>Updated the Zoning Ordinance to modify solar standards to make it easier for residents to install rooftop solar systems.</td>
</tr>
<tr>
<td>Planning</td>
<td>Processed a CUP Amendment for NSP to allow grading, filling and utility work in the Shoreland and Floodplain of Black Dog Lake to complete the installation of a natural gas pipeline to serve the Black Dog plant at 1400 Black Dog Road.</td>
</tr>
<tr>
<td>Facilities</td>
<td>Current solar garden contracts provided 2,614,985 kWh of electricity which saved the City $10,098.34 over the last 12 months.</td>
</tr>
<tr>
<td>Recreation &amp; Facilities</td>
<td>In the second year of a five year guaranteed recommissioning project, the Ice Center yielded a $30,391 cost savings from May 2017 through April 2018.</td>
</tr>
<tr>
<td>Natural Resources</td>
<td>Sold 191 trees at the annual tree sale.</td>
</tr>
<tr>
<td>Natural Resources</td>
<td>Hosted native plant market with 700 people attending.</td>
</tr>
<tr>
<td>Birnamwood</td>
<td>Completed recertification as an Audubon Cooperative Sanctuary with Audubon International.</td>
</tr>
<tr>
<td>Birnamwood</td>
<td>Treated mature ash trees to protect them from Emerald Ash Borer.</td>
</tr>
<tr>
<td>Natural Resources</td>
<td>Treated 1,145 ash trees protecting them from EAB and removed 203 poor quality ash trees.</td>
</tr>
<tr>
<td>Natural Resources</td>
<td>Planted over 200 public trees for replacement of removed ash trees.</td>
</tr>
<tr>
<td>Natural Resources</td>
<td>Conducted an archery hunt in Kelleher Park.</td>
</tr>
<tr>
<td>Public Works</td>
<td>Xcel Energy upgraded all its intersection lights in Burnsville to LEDs. 17 decorative street lights were upgraded with LED lighting.</td>
</tr>
<tr>
<td>Facilities</td>
<td>Oversaw six LED upgrade projects at City facilities which are projected to save 41,288 kWh of electricity and $3,303 per year.</td>
</tr>
<tr>
<td>Planning / Public Works</td>
<td>Processed floodplain and Shoreland Conditional Use Permit to allow the City to repair storm water outflow pipes and structures on land owned by NSP located north of Balck Dog Park.</td>
</tr>
<tr>
<td>Facilities</td>
<td>Completed B3 Benchmarking which will help to ensure our buildings and operations are performing as expected while provided staff with data that show which improvements will provide the greatest return on investment.</td>
</tr>
<tr>
<td>Natural Resources</td>
<td>Since 2005, City operations has achieved a 28% reduction in green house gas emissions.</td>
</tr>
</tbody>
</table>
2. **Development and redevelopment occurs in an environmentally sensitive manner, preserving and restoring natural resources.**

<table>
<thead>
<tr>
<th>Department: Natural Resources, Facilities</th>
<th>Outcome: Implemented organics recycling at City Hall.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Department: Natural Resources</th>
<th>Outcome: Crystal Lake was removed from the MPCA’s impaired waters list.</th>
</tr>
</thead>
</table>

3. **The City encourages business to employ best practices for sustainability and climate resiliency.**

<table>
<thead>
<tr>
<th>Department: Natural Resources</th>
<th>Outcome: Implemented organics recycling at City Hall.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Natural Resources</td>
<td>Operated Dakota Valley Recycling in a Joint Powers Agreement with Eagan, Apple Valley and Lakeville providing residents and businesses recycling opportunities and education about waste management and reuse.</td>
</tr>
</tbody>
</table>

4. **People find Burnsville to be an attractive, clean city and are willing to keep it that way.**

<table>
<thead>
<tr>
<th>Department: Natural Resources</th>
<th>Outcome: Served 1,554 vehicles at the Household Hazardous Waste Collection Day.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Natural Resources</td>
<td>Received Grant and began planning work on Phase 2 for habitat restoration in Terrace Oaks West Park.</td>
</tr>
<tr>
<td>Natural Resources</td>
<td>Maintained 50 hanging baskets, 1,761 plants and landscaping shrubs and planted 2,700 bulbs.</td>
</tr>
<tr>
<td>Natural Resources</td>
<td>Expanded upland invasive species/buck thorn eradication efforts by utilizing goats to defoliate immature buck thorn and utilizing correctional work crew on removing mature buck thorn trees.</td>
</tr>
</tbody>
</table>

5. **Residents value all bodies or water and green spaces and recognize the importance of preserving them.**

<table>
<thead>
<tr>
<th>Department: Natural Resources</th>
<th>Outcome: Monitored eight Lakes for water quality.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Natural Resources</td>
<td>Completed year one with Lakeville as a new partner of Dakota Valley Recycling.</td>
</tr>
<tr>
<td>Public Works</td>
<td>Installed new outlet protection system in Sunset Pond to prevent blockages by floating bogs.</td>
</tr>
<tr>
<td>Public Works, Natural Resources</td>
<td>Continued to utilize the SWAMP system to ensure that stormwater facilities that provide the most benefit to natural water bodies are prioritized for maintenance and cleaning.</td>
</tr>
<tr>
<td>Public Works, Natural Resources</td>
<td>Completed a stormwater treatment project in Crystal Beach Park which will remove 75lbs of phosphorus on an annual basis before it gets to Keller Lake.</td>
</tr>
</tbody>
</table>
6. The City maintains critical raw water sources and infrastructure necessary for the delivery of safe drinking water.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Works</td>
<td>Continued working with KMM and Minnesota DNR on short- and long-term water supply options for the surface water intake.</td>
</tr>
<tr>
<td>Public Works</td>
<td>Continued Drinking Water Overlay District inspection program.</td>
</tr>
<tr>
<td>Community Development, Public Works</td>
<td>Continued working with Dakota County, MPCA and EPA on closure solutions related to Freeway Landfill and Dump.</td>
</tr>
</tbody>
</table>

7. The City employs feasible sustainable practices that promote development and maintain or enhance economic opportunity and community well-being while protecting and restoring the natural environment upon which people and economies depend.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Natural Resources/Parks/Recreation</td>
<td>Implemented recycling at City's 22 most heavily used parks and removed at least 120 cubic yards of recyclables at those parks.</td>
</tr>
<tr>
<td>Natural Resources</td>
<td>Awarded Step 5 in Minnesota GreenStep Cities program.</td>
</tr>
</tbody>
</table>
TRANSPORTATION

End Statement:
People find Burnsville a community with an effective, multi-modal transportation system connecting people and goods with destination points.

Outcomes:
1. People feel that the transportation system is effective for connecting them to destination points.
   a. Advocate for collaborative efforts and shared resources for intra-city transit services.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Works, Planning</td>
<td>Participated in Orange Line Bus Rapid Transit (BRT) Technical Advisory Committee.</td>
</tr>
<tr>
<td>Planning</td>
<td>Advocated for collaborative efforts and shared resources for intra-city transit services.</td>
</tr>
<tr>
<td>Planning</td>
<td>Participated in Dakota County East West Transit Corridor Study to improve transit across the county.</td>
</tr>
<tr>
<td>Community Services</td>
<td>In partnership with Dakota County, continued the preliminary design phase of the Lake Marion Greenway -Kelleher to Sunset Pond Segment as well as began construction of the Lake Marion Greenway - Rose Bluff Segment.</td>
</tr>
</tbody>
</table>

2. People feel that multiple methods of transportation are easily available, safe and convenient.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Works</td>
<td>Continued participating in 35W Solutions Alliance. Efforts to develop and fund Orange Line has been a focus of this advocacy group</td>
</tr>
<tr>
<td>Public Works, Planning</td>
<td>Participated in Orange Line BRT TAC and Phase 2 BRT TAC. Final Plans for the Orange Line Stations have been completed and approved.</td>
</tr>
</tbody>
</table>
3. **People feel that the community roadway system is well maintained at a reasonable cost.**
   
   a. **Leverage alternative Local, State and Federal funding options for planned capital improvements.**

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Works</td>
<td>Applied for federal funding of Cliff Road Ramp/I-35W Ramp Realignment and TH 13/ Nicollet Ave Pedestrian Grade Separation projects.</td>
</tr>
<tr>
<td>Public Works</td>
<td>Worked with Dakota County Transportation on their transportation project cost sharing policy that will help cities in Burnsville contribute less to Dakota County projects.</td>
</tr>
</tbody>
</table>

   b. **Define community quality standards for residential and heavier volume streets and adequately fund the maintenance required to achieve these standards.**

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Works</td>
<td>Began preliminary design work for Cliff Road Trail connection to MVTA stop.</td>
</tr>
<tr>
<td>Public Works</td>
<td>Implemented new automated pavement inspection program to provide more consistent evaluations and results.</td>
</tr>
<tr>
<td>Community Services/ Public works</td>
<td>Participated in the Dakota County Pedestrian and Bike plan and began work on a multi-model study for Burnsville.</td>
</tr>
</tbody>
</table>

4. **Transportation system adequately serves city businesses.**

   a. **Advocate adequate access from County, State and Federal roadways to ensure a viable business community.**

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Works</td>
<td>Worked to get federal funding for the Cliff Road Realignment Project</td>
</tr>
<tr>
<td>Public Works/ Planning</td>
<td>Continued to advocate for Orange Line BRT which will help bring employees to employers.</td>
</tr>
</tbody>
</table>

   b. **Efforts will be made to obtain funding for significant safety and mobility improvements on TH 13.**

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Works</td>
<td>Included funding for Burnsville's portion of a TH 13 Environmental Assessment study which may help assist in receiving federal or state funding for future improvements on TH 13.</td>
</tr>
</tbody>
</table>
5. **The safety, longevity and quality of residential neighborhood streets are maintained, improved or enhanced.**

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Works</td>
<td>Held open house with Southwest Burnsville residents to look at options for long-term maintenance of area streets. Modifications to the Southwest Burnsville improvement policy were considered.</td>
</tr>
<tr>
<td>Public Works</td>
<td>Continued maintenance overlay program for prematurely failing residential streets. Established minimum level of service standards with long-term goals for local roads.</td>
</tr>
<tr>
<td>Public Works</td>
<td>Reconstructed and Rehabilitated more than 5 miles of city streets.</td>
</tr>
</tbody>
</table>

6. **Seek and support new initiatives for transportation funding by MnDOT and Dakota County when City and County businesses are not disadvantaged.**

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Works</td>
<td>Supported Dakota County Transportation's cost share policy update reducing Burnsville's financial burden on county projects.</td>
</tr>
<tr>
<td>Public Works</td>
<td>Supported Dakota County's use of regional sales tax for transportation projects in Dakota County</td>
</tr>
</tbody>
</table>
End Statement:
People find the City of Burnsville delivers quality essential services in a cost effective, timely manner.

Outcomes:
1. Residents and businesses recognize City services as a positive value.

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications</td>
<td>Based on 2016 survey results, 90 percent of residents feel they are receiving &quot;good or excellent&quot; service for the taxes they pay.</td>
</tr>
</tbody>
</table>

2. Residents perceive City employees as customer service oriented.

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Resources</td>
<td>Based on 2016 survey results, 96 percent of residents surveyed rated the courtesy of City Hall staff as excellent or good.</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Based on 2016 survey results, 97 percent of residents surveyed rated the efficiency of department staff to be excellent or good.</td>
</tr>
</tbody>
</table>

3. City services focus on and City employees are increasingly involved in community building.

<table>
<thead>
<tr>
<th>Department</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police</td>
<td>Twenty-four members of the public enrolled in the Police Department’s annual 10-week Citizens Academy.</td>
</tr>
<tr>
<td>Various</td>
<td>Participated in Nite to Unite, International Festival, Fire Muster</td>
</tr>
</tbody>
</table>
4. **Residents are informed about issues, feel positive about City services and are aware of opportunities for increased involvement in community initiatives.**

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications</td>
<td>According to 2016 survey results, 93 percent of residents surveyed believe they receive the “right amount” of information about the City, with the Bulletin being viewed as an important tool.</td>
</tr>
<tr>
<td>Communications</td>
<td>According to 2016 survey results, 86 percent of residents read the Burnsville Bulletin. Of those, 94 percent reported that the Bulletin is effective in keeping them informed about activities in the City.</td>
</tr>
<tr>
<td>Communications</td>
<td>Based on 2016 survey results, 47 percent of residents reported accessing the City’s website. The site saw 37,009 average monthly visits in the reporting year (down from 40,082 site visits the previous reporting year).</td>
</tr>
<tr>
<td>Communications</td>
<td>The City’s Facebook page acquired 1,068 new “Followers” from Oct. 1, 2017 - Sept. 30, 2018, bringing the total to 4,570.</td>
</tr>
<tr>
<td>Communications</td>
<td>The City’s Twitter feed increased by 434 followers) from Oct. 1, 2017 - Sept. 30, 2018, bringing the total to 3,930.</td>
</tr>
<tr>
<td>Communications</td>
<td>Videos on YouTube have been viewed 139,888 times since Oct. 1, 2017, bringing the total number of lifetime views to 802,355.</td>
</tr>
<tr>
<td>Communications</td>
<td>The City’s email alert system has 14,347 subscribers, with 1,221,765 messages delivered in the previous reporting year.</td>
</tr>
<tr>
<td>Communications</td>
<td>From Oct. 1, 2017 to Sept. 31, 2018, BCTV produced 75 public meeting and 141 non-meeting videos for its cable channel and webstreaming. In addition, BCTV cablecast 128 programs from other governmental agencies, non-profit organizations and public access users.</td>
</tr>
</tbody>
</table>

5. **Businesses and residents are attracted to Burnsville because of a visible commitment to technology that supports an enhanced quality of life.**

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications, Administration</td>
<td>Continued work on Burnsville’s Cable Franchise renewal.</td>
</tr>
<tr>
<td>Communications</td>
<td>Continued work with City of Eagan on a high definition upgrade to the two cities’ shared mobile production truck, expected to be operational by mid-January 2019.</td>
</tr>
<tr>
<td>IT, Communications</td>
<td>Continued offering online webstreaming of BCTV channels at <a href="http://www.burnsville.tv/live">www.burnsville.tv/live</a></td>
</tr>
<tr>
<td>IT</td>
<td>Successfully implemented technology upgrades for the Facility Phase 1 project in the Police Department and City Hall</td>
</tr>
<tr>
<td>IT, GIS Steering Committee</td>
<td>IT Staff, working with a newly formed GIS steering committee completed work on an internal GIS centric web application called &quot;Datalink&quot; which links information from several internal enterprise systems to deliver information about current and historical activities associated with parcels in Burnsville. This information is derived from GIS, Utility Billing, Community Development, Document Management, and Asset Management systems. This creates a one stop shop for staff to view and answer questions about locations/parcels within Burnsville.</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Continued automation of applicant tracking system for recruitments.</td>
</tr>
<tr>
<td>Department:</td>
<td>Outcome:</td>
</tr>
<tr>
<td>------------</td>
<td>----------</td>
</tr>
<tr>
<td>IT, Public Works</td>
<td>Continued expansion of mobile workforce capabilities in the field with deployments of field laptops and tablets to staff in Parks, Streets, Forestry and Engineering.</td>
</tr>
<tr>
<td>City Clerk/ Elections</td>
<td>Processed 454 data requests totaling 792 staff hours through GovQA software which tracks and automates data requests for public information.</td>
</tr>
<tr>
<td>City Clerk/ Elections</td>
<td>Purchased and implemented new electronic roster election equipment (Poll Pads) that was first utilized during the 2018 Primary election.</td>
</tr>
<tr>
<td>Fire</td>
<td>Implemented new platform of Patient Care Reporting (PCR) and Incident Reporting System for better data flow, efficient documentation and dissemination to receiving emergency departments.</td>
</tr>
<tr>
<td>IT, Fire</td>
<td>Completed implementation of enhancements of automated scheduling software to increase fire department efficiency with integrations with the payroll system and auto shift vacancy callout systems.</td>
</tr>
<tr>
<td>IT/Public Works</td>
<td>Redesigned, re-engineered and implemented a new SCADA network at the Water Treatment Plant for the 2018 GWTP rehabilitation project.</td>
</tr>
<tr>
<td>Public Works</td>
<td>Utilized GIS applications to more effectively provide outreach on the Southwest Burnsville Street Improvement Policy update and the on-street bike lane study.</td>
</tr>
<tr>
<td>IT</td>
<td>Completed the implementation of the fourth and final Advanced Metering Infrastructure (AMI) collector site at North River Hills Park to finalize the AMI deployment for businesses and residents.</td>
</tr>
</tbody>
</table>

\[ \text{a. Burnsville facilitates community-wide accessibility to broadband technology.} \]

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT, Communications</td>
<td>Continued working with broadband carriers in the ROW and at City water tower and monopole sites to encourage the co-location, joint trenching and shared uses of fiber optics, and coordination of efforts to prepare and enhance the rollout of 5G (small cell) initiatives.</td>
</tr>
<tr>
<td>IT, Administration</td>
<td>The City entered into a Joint Powers Agreement with 12 Dakota County agencies to form the Dakota Broadband Board to finalize the building of a fiber optic broadband Institutional Network (INET) throughout Dakota County and leverage it for efficient and shared operations and for future enhancements/build out of a network for Economic Development. Several INET projects are in the process of completion with the INET to be operational in early 2019.</td>
</tr>
<tr>
<td>IT, Parks, Recreation</td>
<td>City Fiber optic infrastructure was extended into two parks in 2018, North River Hills and Alimagnet. The infrastructure is currently supporting or will soon support in 2019 security improvements, irrigation management, lighting controls, and public Wifi.</td>
</tr>
</tbody>
</table>
### Burnsville provides effective community-wide electronic-government (E-Gov.) services.

<table>
<thead>
<tr>
<th>Department: (IT)</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT, Administration</td>
<td>Partnered with the City Clerks office and Dakota County to prepare and implement new electronic pollpads for elections</td>
</tr>
<tr>
<td>IT, Administration</td>
<td>Partnered with City Clerks Office to enhance and improve the electronic workflow for Election Judge recruitment and hiring</td>
</tr>
<tr>
<td>IT</td>
<td>Replaced and upgraded servers and storage system infrastructure for the City's two, internal system data centers and implemented portable generator backup hookups to the two IT Data Centers in preparation for emergency events</td>
</tr>
<tr>
<td>Utility Billing</td>
<td>Continued to improve operational efficiencies and customer service in for water customers with bill format improvements and additional pay features such as ability to check balances and make payments online and over the telephone without fees.</td>
</tr>
<tr>
<td>Utility Billing</td>
<td>Twenty three percent of utility billing customers receive e-Statements rather than paper utility bills; the department’s goal was 18 percent.</td>
</tr>
<tr>
<td>Utility Billing</td>
<td>An average of 300 customers utilize IVR technology each month to check their balances and pay their water utility bills over the telephone. This is up from about 100 each month when the program first launched in 2015.</td>
</tr>
<tr>
<td>Utility Billing, Public Works, Administration</td>
<td>The meter replacement project replacing all residential, commercial and irrigation meters throughout the City is 99% complete.</td>
</tr>
<tr>
<td>Utility Billing, Public Works, Administration</td>
<td>Relocated Utility Billing to Maintenance Center to become Maintenance Center Customer Service which will streamline utility billing and water customer service.</td>
</tr>
<tr>
<td>Public Works, Administration, IT, Finance</td>
<td>Implemented and provided access to the public an online portal where property owners can find any assessments levied against their property. Working to provide an online payment method for 2019.</td>
</tr>
</tbody>
</table>
c. **Burnsville provides and supports local Public, Education and Government (PEG) television programming.**

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications</td>
<td>In the 2016 Residential Survey, of the survey respondents who subscribe to cable television, 18 percent stated they had watched BCTV programming in the past year.</td>
</tr>
<tr>
<td>Communications</td>
<td>The BCTV studio partnership with District 191 and mobile production truck partnership with Eagan Community Television continue to be an efficient and cost-effective ways to produce Public, Education and Government (PEG) cable programming, allowing students and volunteers to participate in the video production process.</td>
</tr>
<tr>
<td>Communications</td>
<td>Continued work with City of Eagan on a high definition upgrade to the two cities' shared mobile production truck, expected to be operational by mid-January 2019.</td>
</tr>
<tr>
<td>Communications, IT,</td>
<td>Continued to negotiate for a renewed cable franchise with incumbent provider.</td>
</tr>
<tr>
<td>Administration</td>
<td></td>
</tr>
<tr>
<td>Communications, IT,</td>
<td>Completed the second year of a new cable franchise agreement with Frontier.</td>
</tr>
<tr>
<td>Administration</td>
<td></td>
</tr>
</tbody>
</table>

6. **Burnsville is an organization that provides a supportive and collaborative environment encouraging employee learning and participation in the decision-making process.**

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Various</td>
<td>Fifteen employees from various, city-wide departments participated on the City’s Wellness and Employee Council Committee promoting wellness, building morale and participating in various community events.</td>
</tr>
<tr>
<td>Various</td>
<td>Nine employees from various departments participated on the City’s Health and Safety Committee coordinating safety programs for City staff including mandated OSHA programs.</td>
</tr>
<tr>
<td>Various</td>
<td>Eighteen employees from various, city-wide departments participated on the City’s Insurance Committee to assist Human Resources in evaluating insurance options.</td>
</tr>
<tr>
<td>Various</td>
<td>Twelve employees from various, city-wide departments participated on the City’s Sustainability Committee to develop and implement projects that address the City’s sustainability Guide Plan strategies and establishing and raising awareness of sustainability.</td>
</tr>
<tr>
<td>Various</td>
<td>Seven employees from various, city-wide departments participate on the City’s facilities committee to review space and facilities needs and make recommendations for city-wide facilities projects and more than 20 staff city-wide participated on subcommittee and user groups for the Phase I Facility Improvements Project design process.</td>
</tr>
<tr>
<td>Public Works</td>
<td>Members of the Maintenance Department Labor Management Committee met quarterly to improve communication and exchange ideas between employees and management.</td>
</tr>
<tr>
<td>Various</td>
<td>Seven employees participated on the City’s security camera policy committee.</td>
</tr>
<tr>
<td>Various</td>
<td>Four employees met regularly on document preservation and to ensure timely and accurate responses to requests for information.</td>
</tr>
<tr>
<td>Various</td>
<td>Seven employees participated on a committee to select Peer Recognition award winners.</td>
</tr>
</tbody>
</table>
7. **Continued implementation of service consolidations and partnerships with Dakota County and other cities.**

| Department: IT, Administration | Outcome: The City entered into a Joint Powers Agreement with 12 Dakota County agencies to form the Dakota Broadband Board to finalize the building of a fiber optic broadband Institutional Network (INET) throughout Dakota County and leverage it for efficient and shared operations and for future enhancements/build out of a network for Economic Development. Several INET projects are in the process of completion with the INET to be operational in early 2019. |
| IT | Partnered on fiber project for Alimagnet Park. Dakota County provided materials they had in stock at cost for the City project so it could be completed in fall 2018. |
| Communications | Maintained partnership with ISD 191 for shared studio space. |
| Communications | Continued to partner with the City of Eagan for shared mobile production truck, including updated joint powers agreement to manage the shared asset. |
| Community Services | Continued to partner with ISD 191, YMCA and Twin Cities Catalyst and other youth serving agencies to support the Burnsville Youth Collaborative which offers a coordinated youth program for out of school time. |
| Public Works | Provided 85 percent of the City of Savage’s potable water in 2018. |
| Public Works | Continued implementation of Joint Powers Agreement for fleet services with the City of Shakopee and Scott and Dakota counties. |
| Public Works | Led the Street Maintenance Joint Powers Agreement which includes one county, two townships and 15 cities. |
| Protective Inspections | Continued a Joint Powers Agreement with Dakota County for septic maintenance administration. |
| Protective Inspections | Received the MN State Building Delegation from the State Commissioner of MN Department of Labor and Industry. This give the City of Burnsville Building Official and Building Inspection the jurisdiction for State Licensed facilities: Schools, Hospitals, Group homes, and Daycares |
| Fire | Automatic mutual aid was implemented with neighboring departments to more quickly give and receive assistance on significant emergency calls. |
| City Clerk/Election | Partnered with Dakota County and cities within the County to purchase and implement electronic rosters (Poll Pads). |
| City Clerk/Elections | Collaborated with 4 nearby cities to develop a new Elections Dashboard in Laserfiche to improve the election judge recruitment and training process, earning a “Run Smarter Award” from the Laserfiche global community. |
| Human Resources | Partnering with Dakota County on a Statewide Health Improvement Partnership (SHIP) worksite grant. |
| Natural Resources | Operated Dakota Valley Recycling with the cities of Apple Valley, Eagan and Lakeville. |

8. **Burnsville strives to promote and support diversity and inclusion.**

| Department: Recreation & Community Services | Outcome: Staff supported the 11th annual International Festival by providing staff, planning, marketing and logistical support. |
| Recreation | Staff participated African/ African American Equity Lab Workshop |
FINANCIAL MANAGEMENT

End Statement:
People find the City of Burnsville managed in a cost-effective responsible manner, maintaining the highest standards of service to enhance the community’s quality of life for a reasonable investment.

Outcomes:
1. Residents perceive the cost of City services as reasonable compared with other cities.

<table>
<thead>
<tr>
<th>Department:</th>
<th>Outcome:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finance</td>
<td>Received GFOA Certificate of Achievement for Excellence in Financial Reporting.</td>
</tr>
<tr>
<td>Finance</td>
<td>Implemented new software to streamline and automate portions of the budget document and CAFR document processes.</td>
</tr>
<tr>
<td>Administration, IT</td>
<td>Upgraded Laserfiche (electronic document management system) to enhance system security and functionality including automation of business processes. The upgrade also established the ability to create a public portal. In 2016, the entire process for on-boarding and recruiting Election Judges was accomplished using Laserfiche saving more than 80 hours to work.</td>
</tr>
<tr>
<td>Various</td>
<td>Staff (citywide) scanned over 300,000 documents and more than 2,704,257 pages into the Laserfiche system reducing paper files and making document retrieval and sharing between departments and with the public more efficient.</td>
</tr>
<tr>
<td>Various</td>
<td>Convened a GIS steering committee comprised of staff from all Departments and developed a strategic plan for moving GIS initiatives forward and published GIS data online for public access.</td>
</tr>
<tr>
<td>Public Works</td>
<td>Implemented fleet management system with goals for idling reduction and fleet “right-sizing.”</td>
</tr>
</tbody>
</table>
2. *Grant opportunities are pursued to identify innovative solutions that will assist in the reduction of costs to provide service to the community.*

<table>
<thead>
<tr>
<th>Department: Community Services, Community Development</th>
<th>Outcome: Continued to offer CDBG grant programs to assist low-to moderate income homeowners in Burnsville.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Services</td>
<td>The City received 49 grant allocations of funding to support 39 projects throughout the City.</td>
</tr>
<tr>
<td>Economic Development, Engineering</td>
<td>Awarded a $415,625 DEED Host Community Grant for street, sidewalk and street light improvements in the Heart of the City.</td>
</tr>
<tr>
<td>Community Services</td>
<td>Awarded a $1.598 million Federal Transportation Alternatives Program Grant in 2015. Grant will fund building a trail connection from Kelleher Park to Sunset Pond Park. This trail will be part of the Lake Marion Greenway, the preliminary design phase is nearly complete, and construction is scheduled for 2020.</td>
</tr>
<tr>
<td>Community Services</td>
<td>Awarded a $150,000 DNR Local Connections Grant for the construction of the Lake Marion Greenway - Rose Bluff Segment.</td>
</tr>
<tr>
<td>Community Services</td>
<td>Awarded grant from AARP to install new Rapid Rectangular Flash Beacon at Burnsville Parkway and Girard Avenue to improve pedestrian safety.</td>
</tr>
</tbody>
</table>

3. *Burnsville follows a consistent compensation philosophy which guides compensation and benefit decisions for employees.*

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Human Resources</td>
<td>Implemented the 2017 Pay &amp; Benefit plan for Non-Union employees.</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Negotiated a new two year contract with HealthPartners for 2017-2018 which will keep the City competitive in the insurance market.</td>
</tr>
<tr>
<td>Human Resources</td>
<td>All union and non-union employees participated in post-employment HRA to set aside dollars to pay for healthcare expenses.</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Expanded the number of wellness activities and the number of participants in the program.</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Implemented a new Employee Assistance Program (EAP) in 2017.</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Working with Springsted Waters on a organizational wide compensation study to ensure current compensation meets the City's compensation philosophy</td>
</tr>
</tbody>
</table>
Burnsville is a “Plan B” form of government, in which residents elect a mayor and four city council members with equal voting authority. The mayor and council are responsible for making policy and legislative decisions that govern the City, while relying on a city manager and staff to handle the administrative and day-to-day operations at City Hall.

As chief executive officer, the city manager is the sole employee of the city council. The City’s current organizational structure is described as a “molecular model,” which seeks to emphasize the relationship of work groups while de-emphasizing hierarchy. The current structure is the result of a gradual evolution over the life of the City and will continue to evolve as the needs of the community change.
Even under the “molecular model,” the demands and complexities of local government require lines of accountability. The organizational structure is delegated by the city manager. The City strives to reduce the layers of reporting ("flattening the organization") with two only layers between front line service providers and the management team.

Management Team

The first level of responsibility lies with the group of employees who assist the city manager with overall guidance of the organization:

- Interim City Manager - Dana Hardie
- Director of Administrative Services - Dana Hardie
- Public Works Director - Ryan Peterson
- Human Resources Director - Jill Hansen
- Community Development Director - Jenni Faulkner
- Fire Chief - BJ Jungmann
- Police Chief - Eric Gieseke

Coordinators

The next level of responsibility lies with the primary managers of service areas:

- City Engineer - Jen Desrude
- Assistant Public Works Director - Jeff Radick
- Director of Parks, Recreation & Facilities - Garrett Beck
- Recreation and Facilities Superintendent - JJ Ryan
- Recreation and Community Services Manager - Julie Dorshak
- Information Technology Director - Tom Venables
- Communications Coordinator - Marty Doll
- City Clerk - Macheal Collins
- Finance Director - Kelly Strey
- Financial Operations Director - Steve Olstad
- Economic Development Coordinator - Skip Nienhaus
- Building Official - Chris Faste
- Licensing and Code Enforcement Coordinator - Chris Forslund
- Assistant Fire Chief - Brian Carlson
- Assistant Fire Chief - Terry Ritchie
- Assistant Fire Chief - Doug Nelson
- Police Captain - Tanya Schwartz
- Police Captain - Jef Behnken
- Police Captain - Don Stenger

Supervisors

The next level of responsibility lies with the direct supervisors of front line employees and service providers throughout the organization.
Building community - Leveraging resources - Saving tax dollars through grants and donations

Another way to consider the effectiveness of city services is through the grants and donations received over the past three years. Following are the major grants and donations:

Safety

- Bulletproof vest grant:
  - $19,767 (Fiscal Year 2016)
  - $8,322 (Fiscal Year 2017)
  - $7,282 (Fiscal Year 2018)

- Dakota County Traffic Safety Grants (DCTSP):
  - Annual partnership - average of $19,000 per year

- Staffing for Adequate Fire and Emergency Response (SAFER)
  - $1,120,328 over two years to fund four firefighter/paramedics (2016 award, 2017 start of performance period)

- CenterPoint Energy Grant
  - $2,500 for personal protective equipment for the fire department (Fiscal Year 2017)

- CDBG - EMS grants to low-income patients
  - $5,000-$10,000 (annually)

- Firefighter board training reimbursement grant
  - $14,890 (2016)
  - $5,700 (2017)

- Dakota County/Task force training
  - $10,274.42 fire personnel reimbursement (2017)
  - $1,563 police personnel reimbursement (2017)
  - $1,287 police personnel reimbursement (2018)
  - $25,985 (value) police Rescue Throw Phone (2018)

- Byrne Jag Grant funds
  - $11,460 (Fiscal Year 2016)

- Walmart
  - $1,100 (2016)

- Arbors at Ridges
  - $3,100 for K9 fund for police department (2016)
  - $3,087 for Honor Guard training, equipment and travel for police department (2017)
• Burnsville Lions Club
  ○ $2,000 for 12 Days of Christmas (2016)
  ○ Stretcher $40,000 for fire department stretcher (2017)
  ○ $2,400 for 12 Days of Christmas (2017)
  ○ $1,000 for fire department (2017)

• Mdewakanton Sioux Community
  $2,400 for 12 Days of Christmas (2017)

• K-9 Vested Interest
  ○ $495 (2017)

• MRI Pathways
  ○ $16,000 (2016)

• Shippers Resource
  ○ $500 (2016) 12 Days of Christmas
  ○ $500 (2017) 12 Days of Christmas

• Friends of the Brave
  ○ $3,000 for monitors in the new police lobby (2017)

• Minnesota Department of Public Safety - Office of Traffic Safety/Child Passenger Safety Program
  ○ Ten child passenger safety seats (2017)

**Transportation**

• Transportation Advisory Board
  ○ $1,450,000 for Lake Marion Greenway - 2019 Construction (2015)

• Dakota County
  ○ $525,000 for Black Dog Trail (2015-2016)

• MN DNR Local Connections Grant
  • $150,000 for Rose Bluff Trail (2017)

**Neighborhoods**

• CDBG funds used in partnership with Dakota County CDA in projects for senior citizens and low/moderate income residents
  ○ $20,000-25,000 annually for home remodeling grants
  ○ $35,000-45,000 annually for senior services

**Youth - THE GARAGE, BYC**

• CDBG
  ○ $45,000 average annual allocation
• Otto Bremer Grant

• Bolton & Menk
  ○ $2,000 for sound studio (2016)

• Bosch Communications
  ○ $10,000 for sound studio equipment (2016)

Development/Redevelopment
• CDA redevelopment grant
  ○ $250,000 for Cliff Road/126th Street (2016)
  ○ $250,000 for Ladybird Lane Phase II (2017)
• DEED Host Community Grant
  ○ $415,625 for Ladybird Lane/Jimmer (2016)
  ○ $415,625 for Ladybird Lane Phase II (2017)

Environment
• Dakota County Grant - Dakota Valley Recycling Program
  ○ $179,000 annually
• Board of Soil and Water Resources Clean Water Legacy Grant
  ○ $398,000 (2016)
• Minnesota Department of Natural Resources Aquatic Species Control Grant
  ○ 13,152 (2017)

Parks
• Lions Club
  ○ $17,000 for skate park (2016)
  ○ $15,000 for splash pad (2017)
  ○ $20,000 for shade structure (2018)
  ○ $20,000 for AED’s (2018)
  ○ $10,000 for a drinking fountain at the skate park (2018)
• Burnsville Foundation - Winter Lighting
  ○ $35,000 (2015)
• Rotary
  ○ $10,000 for Skate park (2016)
Partnerships are a vital element for cost effectiveness and community building. The City has pursued partnerships with a variety of other government agencies as well as private groups to collaborate to achieve results in each of the community themes. All City departments take advantage of many opportunities to join forces and interact with different agencies and groups on an on-going basis, however this is a list of many partnerships that have had and will continue to have an impact on City operations:

**Partnering Organization**  
**Partnership Focus**

**Safety**
- Dakota Communications Center (DCC)  
  Consolidated 9-1-1 dispatch for Dakota County
- Dakota County  
  Radio Workgroup - 800 MHz radio
- Dakota County Drug Task Force  
  Multi-city partnership formed to fight illegal drugs
- County/Cities/Bloomington/Savage  
  Public safety regional mutual aid
- Dakota County  
  Domestic preparedness - Special Operations Team
- Dakota County Special Operations Team  
  Specialty responses such as HAZMAT, structural collapse
- Dakota County Electronic Crimes Task Force  
  Multi-city partnership formed to fight electronic crimes
- Dakota County Fire Chiefs Association  
  Mutual aid chief officers assist long or complex incidents
- Lakeville, Apple Valley, Eagan  
  Fire training site
- Dakota County Cities, Bloomington & Savage  
  Fire Department automatic mutual aid
- Dakota County  
  EMS Consortium - EMS Services, planning and coordination
- Scott County  
  SCALE initiative - public safety training facility
- Dakota County & Cities  
  CJINN - improve efficiency/access to information
- Upper Midwest AMSC/Coast Guard/MN HSEM  
  Emergency responses on area rivers
- Fairview Ridges Emergency Room Physicians  
  Online medical control
- State Duty Officer (MN Dept of Public Safety)  
  Regional response to incidents requiring special expertise
- State Fire Marshal’s Office  
  Code enforcement, fire investigation and fire operation
- Metropolitan Emergency Services Board  
  Planning and coordination of metro-wide EMS services
- Police/Fire Chaplains  
  Provide support for responders and citizens
- Minnesota Incident Management Team  
  Provide support for large scale emergency responses
- Minnesota Fire Chiefs Association-FAST (Fire Chiefs Assistance and Support Team)  
  Provide support for both emergency and non-emergency situations
- Minnesota Chiefs Association  
  Best practices and training and legislative initiatives
- Dakota County  
  Septic Systems Program Administration
<table>
<thead>
<tr>
<th>Partnering Organization</th>
<th>Partnership Focus</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Community Enrichment</strong></td>
<td></td>
</tr>
<tr>
<td>• BAC/VAA/LAA</td>
<td>Youth athletic programs</td>
</tr>
<tr>
<td>• Burnsville Hockey Club (BHC)</td>
<td>Ice Center hockey program &amp; BHC training facility</td>
</tr>
<tr>
<td>• Burnsville MN Valley Figure Skating Club</td>
<td>Ice Center figure skating program</td>
</tr>
<tr>
<td>• BA 191 Baseball</td>
<td>Alimagnet Park baseball field improvements</td>
</tr>
<tr>
<td>• South of the River Recreators</td>
<td>Joint recreation programming</td>
</tr>
<tr>
<td>• Independent School District 191 (ISD 191)</td>
<td>Youth Relations Officers</td>
</tr>
<tr>
<td>• ISD 191/Burnsville YMCA/Twin Cities</td>
<td>Burnsville Youth Collaborative programs</td>
</tr>
<tr>
<td>• Burnsville Rotary Clubs (Breakfast &amp; Noon)</td>
<td>Kids of Summer program, GARAGE studio</td>
</tr>
<tr>
<td>• Burnsville Lions Club</td>
<td>Lions Playground/Skate Park/Halloween Fest/ Cliff</td>
</tr>
<tr>
<td>• People of Alimagnet Caring for K-9s</td>
<td>Dog Park improvements</td>
</tr>
<tr>
<td>• Burnsville Softball Council</td>
<td>Field and facility improvements</td>
</tr>
<tr>
<td>• ISD 191</td>
<td>Senior Center/Grand Ol Carnival</td>
</tr>
<tr>
<td>• Augustana Care Senior Center</td>
<td>Senior Health &amp; Fitness Day</td>
</tr>
<tr>
<td>• Zombie Board Shop</td>
<td>Skate Park programming</td>
</tr>
<tr>
<td>• 3rd Lair</td>
<td>Skate Park programming</td>
</tr>
<tr>
<td><strong>Neighborhood</strong></td>
<td></td>
</tr>
<tr>
<td>• Woodhill Urban Agriculture Center</td>
<td>Wolk Park community garden project</td>
</tr>
<tr>
<td>• DARTS</td>
<td>Chore services for seniors</td>
</tr>
<tr>
<td>• International Festival of Burnsville</td>
<td>International Festival</td>
</tr>
<tr>
<td>• 360 Communities</td>
<td>Domestic Abuse Response Team (DART) assistance, Food shelf</td>
</tr>
<tr>
<td>• Burnsville Rotary/ Breakfast Rotary</td>
<td>Flags in Heart of the City (HOC)</td>
</tr>
<tr>
<td>• BA #191 Baseball</td>
<td>Flags in Heart of the City (HOC)</td>
</tr>
<tr>
<td>• Fire Muster Board</td>
<td>Fire Muster</td>
</tr>
<tr>
<td><strong>Development/Redevelopment</strong></td>
<td></td>
</tr>
<tr>
<td>• Dakota County CDA</td>
<td>Housing and economic development</td>
</tr>
<tr>
<td>• City of Eagan</td>
<td>Electrical inspector</td>
</tr>
<tr>
<td>• Burnsville Community Foundation</td>
<td>Heart of the City (HOC)</td>
</tr>
<tr>
<td>• Chamber of Commerce</td>
<td>Promote economic development</td>
</tr>
<tr>
<td>• Burnsville Commercial Real Estate Council</td>
<td>Promote economic development</td>
</tr>
<tr>
<td>• Experience Burnsville</td>
<td>Promote economic development</td>
</tr>
<tr>
<td>• MN Marketing Partnership</td>
<td>Promote economic development</td>
</tr>
<tr>
<td>• Dakota County CDA and Cities</td>
<td>Open to Business initiative</td>
</tr>
<tr>
<td>• Minnesota DEED</td>
<td>Promote economic development</td>
</tr>
<tr>
<td>• Greater MSP</td>
<td>Promote economic development</td>
</tr>
<tr>
<td>• Dakota Scott County WDB</td>
<td>Workforce Initiatives</td>
</tr>
<tr>
<td>• Burnsville Promise</td>
<td>Post-secondary &amp; career readiness</td>
</tr>
<tr>
<td><strong>Partnering Organization</strong></td>
<td><strong>Partnership Focus</strong></td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-----------------------</td>
</tr>
<tr>
<td><strong>Environment</strong></td>
<td></td>
</tr>
<tr>
<td>• Cities of Apple Valley/Eagan</td>
<td>Multi-city partnership - recycling programs</td>
</tr>
<tr>
<td>• Cities of Apple Valley/Lakeville</td>
<td>Lake management programs</td>
</tr>
<tr>
<td>• Cities of Lakeville/Savage/Eagan</td>
<td>Potable water sharing</td>
</tr>
<tr>
<td>• Crystal Lake Improvement Association</td>
<td>Boat ramp monitoring program</td>
</tr>
<tr>
<td>• Metropolitan Council</td>
<td>Citizen Lake-Monitoring Program (CLMP)</td>
</tr>
<tr>
<td>• Dakota County</td>
<td>Citizen wetland health evaluation project</td>
</tr>
<tr>
<td>• MN Department of Natural Resources</td>
<td>Fishing in the Neighborhood program</td>
</tr>
<tr>
<td>• Dakota County</td>
<td>Septic Monitoring JPA</td>
</tr>
<tr>
<td><strong>Transportation</strong></td>
<td></td>
</tr>
<tr>
<td>• MVTA</td>
<td>Heart of the City (HOC) parking ramp</td>
</tr>
<tr>
<td>• North Dakota County</td>
<td>Public Works Directors (CONDAC)</td>
</tr>
<tr>
<td>• I-35W Alliance</td>
<td>I-35W Transportation issues</td>
</tr>
<tr>
<td>• Dakota County</td>
<td>County Rd 42 improvements</td>
</tr>
<tr>
<td>• City of Savage, Scott County</td>
<td>County Rd 42 frontage road project</td>
</tr>
<tr>
<td>• Twelve Dakota and Scott County Cities</td>
<td>Street maintenance materials and services</td>
</tr>
<tr>
<td>• Lakeville</td>
<td>Joint Powers Agreement Bidding</td>
</tr>
<tr>
<td>• Dakota County</td>
<td>Regional Trail Projects</td>
</tr>
<tr>
<td>• Scott and Carver Counties</td>
<td>Joint Powers Agreement for Fleet Maintenance System</td>
</tr>
<tr>
<td><strong>City Services and Financial Management</strong></td>
<td>Burnsville Community Television (BCTV) studio</td>
</tr>
<tr>
<td></td>
<td>HiPP- cost savings/service enhancing opportunities: IT, HR, public safety, agenda management software</td>
</tr>
<tr>
<td></td>
<td>Alimagnet Dog Park improvements</td>
</tr>
<tr>
<td></td>
<td>Lac Lavon, Neill, Alimagnet ball field improvement</td>
</tr>
<tr>
<td></td>
<td>Shared maintenance of a sanitary sewer lift station</td>
</tr>
<tr>
<td></td>
<td>BCTV mobile production truck</td>
</tr>
<tr>
<td></td>
<td>Co-location of institutional network equip and fiber</td>
</tr>
<tr>
<td></td>
<td>Dark fiber connecting transit station, mtncc garage</td>
</tr>
<tr>
<td></td>
<td>Shared fiber optics; MN Workforce Center and Co Rd 42 traffic management system</td>
</tr>
<tr>
<td>• ISD 191</td>
<td>Joint Powers Agreement for Fiber connection redundancy for networks and 800MHz radio sites</td>
</tr>
<tr>
<td>• Dakota County/Dakota County Cities</td>
<td>Joint training and Life/LTD insurance</td>
</tr>
<tr>
<td>• People of Alimagnet Caring For K-9’s</td>
<td>Joint Powers Agreement for shared GIS support</td>
</tr>
<tr>
<td>• Burnsville Softball Council</td>
<td>Financial software user information sharing</td>
</tr>
<tr>
<td>• Lakeville/Apple Valley</td>
<td>County-wide Broadband Study</td>
</tr>
<tr>
<td>• City of Eagan</td>
<td>Memorial Donation Program/ Vanderlaan Garden Area/ Nicollet Commons Park Sculptures, 2017 Homage project/sculpture</td>
</tr>
</tbody>
</table>
One way to consider the effectiveness of city services is through independent awards received by the City and its departments over the past three years:

**Safety**

- **Dakota County Chiefs Association**
  - Chief Eric Gieseke, Officers Andrea Newton, Bryan Rychner, Casey Buck, Patrick Gast, Erica Huston, Christine Carpenter, Dawn Johnson, Nick Larson "Meritorious Service Award" (2016)
  - Chief Eric Gieseke and Sergeant Max Yakovlev, "Meritorious Service Award" (2017)

- **Minnesota Chiefs of Police Association**
  - Chief Gieseke "Commitment to Body-Worn Cameras" (2017)
  - Max Yakovlev "Officer of the Year (2016)
  - Erin Holznagel "Officer of the Year (2017)

- **Minnesota Association of Women Police Officer Award**
  - Officer LynRae Tonne (2017)

- **EMS Award (2017)**
  - Officer Erin Holznagel

- **VFW Officer of the Year**
  - Sergeant Max Yakovlev (2017)
  - Officer Erin Holznagel (2018)

- **Paul Harris Award (2017)**
  - Officer Bryan Bye

- **Institute of Leadership and Mentorship Award (2017)**
  - Chief Gieseke

- **Academy of Honor Residential Award (2017)**
  - Chief Gieseke


- **White House Award - Task Force 21st Century Policing (2016)**

- **Burnsville Fire Life Saving Award (2016)**
  - Sergeant Steven Stoler, Officers Erin Holznagel, Nick Joyce, Erica Huston, Jake Gribble, Lauren Smith, Fire Captain Rick Steinhaus, Firefighter/Paramedics Andy Hamlin, Jayson Knutson, Andrain Roach

- **Burnsville Fire Life Saving Award (2017)**
  - Officer Paul Oelricht, Firefighter/Paramedics Chris Walker, Sam Butterfield, Scott Hanlon, David Linderholm, Fire Captain Neal Dwyer
• Dakota County Board of Commissioners and the EMS Council (2017)
  o FireFighter/Paramedics Michael Andrews, Thomas Hale and Scott Hanlon

**Neighborhood**
• National Night to Unite Award (annual award)

**Environment**
• Birnamwood Golf Course is certified as an Audubon Cooperative Sanctuary by Audubon International - one of 22 courses in Minnesota with the certification
• State of Minnesota Green Step 5 Award (2017)

**City Services & Financial Management**
• Minnesota Association of Government Communicators
  o Northern Lights Award - 1st Place
    • "Video - Instructional" - What to Expect During Water Meter Replacement (2017)
    • "Best for Least" for Audubon Cooperative Sanctuary Interpretive Signs (2016)
  o Bronze Award - 3rd Place
    • "Video Short" - The Crosswalking Dead (2017)
    • "Writing" - 2016 State of the City Speech (2017)
  o Award of Merit
    • "Community Interest Video" - Talking Crosswalking Dead (2017)
    • "Community Interest Video" - Why Do Artists Choose the Ames Center (2017)
    • "Video Campaign/Series" - BCTV Upgrade Promos (2017)
    • "Video Educational/Informational" for We Are Burnsville Public Works (2016)

• Alliance for Community Media Hometown Media Award
  o "Entertainment & Arts - Single Episode" - The Crosswalking Dead (2017)
  o "Profile of a City/County Department" for We Are Burnsville Public Works (2016)

• Best of the Midwest Media Fest
  o Excellence - South Suburban Spotlight (2017)
  o Achievement - Minnesota High School Quiz Bowl (2017)

• National Association of Telecommunications Officers & Advisors Govt. Programming Award
  o "Profile of a City/County Department" for We Are Burnsville Public Works (2016)


• Government Finance Officers Association Distinguished Budget Presentation Award (2016/2017)

• Highest Possible Bond Rating Aaa - Standard & Poor’s
City Council and City Manager

Primary Services
The city council and city manager provide the following services:

- Support, enhancement, compliance and implementation of city council policy
- Public relations and communications
- Overall financial management stability
- Ensure compliance with all legal requirements
- Serve as “ombudsman” to help address constituent complaints and problems
- Setting the overall tone, attitude, vision and strategic direction for the organization

2019 Administration Budget
General Operating:
Administration $295,139
City Council $134,578

Staffing
2.0 Full-time Equivalent Staff and 5 Council Members

Alignment with Council ENDS and OUTCOMES
The primary purpose of the City Council and City Manager is to provide overall guidance, motivation and direction to carry out the policy expectations of the City Council, in particular:

MEGA END STATEMENT:
People find Burnsville an attractive, well balanced city of residences and businesses, which through a combination of amenities and public/private partnerships, provides a wide range of opportunities for citizens to live, work, learn and play, for a reasonable investment.
2018: The year in review

2018 Accomplishments

- Participated in regional agency policy committees to promote and advance the City’s legislative priorities

- Continued participation in county-wide broadband study to develop regional plan for long-term, sustainable broadband initiatives

- Engaged in newly formed Burnsville Leaders initiative

- Participated in the Dakota County Broadband Joint Powers Agreement for fiber services

- Continued oversight for the City’s cable franchise renewal process and new franchise negotiation

- Continued to work with parties moving toward closure of Freeway Landfill

- Coordinated the City’s legislative priorities efforts and promoted the City’s priorities at the Legislature and within policy committees

Strong Financial Management

- Ensured financial management stability demonstrated by the City’s reaffirmation of its AAA credit rating, the highest rating achievable
2018: The year in review, cont.

2018 Performance Measurement Monitoring Data
Consistent with the Council's adopted governance statements, priority indicators follow:

There is a great deal of evidence of the positive effect the City has on the community. General indicators of activity and effectiveness include very high approval ratings of City government and staff as exhibited in the 2016 Residential and Business Surveys.

Council and Staff Approval Ratings
The 2016 Residential Survey shows that approval of the Mayor and City Council increased 17 percent from 2012, City staff approval also increased by 16 percent from the last survey.

These increases are higher than normal according to the City’s survey firm. Change is typically six to ten percent if something significant occurs.

**Question:** From what you know, do you approve or disapprove of the job the Mayor and City Council are doing?

**Result:** 17 percent increase in “Approval” from 2012

**Question:** How would you rate the job of Burnsville City staff?

**Result:** 16 percent increase in “Approval” from 2012.
Direction of City Ratings
The 2016 residential and business surveys also show that most people in Burnsville believe the City is headed in the right direction. This response was 86 percent in 2016, up from 75 percent in 2012 on the residential survey, and remains the unchanged on the business survey at 92 percent.

Strategic Planning and Anticipating Future Community Needs/Challenges
Over the past several years, significant efforts have been made to anticipate community needs:
- 2008 - Comprehensive Plan update; business survey
- 2009 - Comprehensive budget review and analysis
- 2010 - Residential survey
- 2012 - Community surveys (business and residential)
- 2014 - Cable franchise renewal process (multi-year process)
- 2015 - Cable franchise renewal process and exploration of utility franchise fee implementation
- 2016 - Comprehensive plan update; residential and business surveys, facilities improvement design for City Hall/Police Department long-term needs and Master Plan development for replacement of Fire Station No. 1
- 2017 - Implementation of utility franchise fee dedicated to maintenance and replacement of city-owned facilities
- 2018 - Strategic visioning of Burnsville Center/County Road 42 Corridor

2019: A look forward

2019 Budget Overview
The 2019 city council/city manager budget allows for:
- Continued Council participation in local and national City groups
- Maintenance of City memberships in various advocacy groups
- Continued funding for contractual services in the Administration budget to help manage the duties related to the elimination of the Deputy City Manager positions
Human Resources

Primary Services
Under the direction of the Human Resources Director, the human resources department provides the following organizational development and services:

- Recruitment
- Compensation
- Benefit administration
- Training and professional development
- Labor relations
- Workers’ compensation/Employee safety
- Wellness
- Employee recognition
- Employment policies and laws
- Performance evaluations
- Organizational development
- Support services (reception, switchboard, mail, department support)

2019 Human Resources Budget

General Operating: $496,642

Staffing
5.0 Full-time Equivalent Staff

Alignment with Council ENDS and OUTCOMES

The primary purpose of the Human Resources Department is to provide information, support and consultation to internal customers to assist them in delivering quality, cost effective City services to the public and accomplishing the ends and outcomes identified by the City Council.
2018: The Year in Review

2018 Accomplishments

- Completed 13 regular full-time/part-time recruitments; 8 internal/specialty assignment recruitments; 38 seasonal/temporary year-round recruitments and coordinated the hiring of 164 temporary/seasonal employees

- Initiated an RFP for a job evaluation and total compensation study (expected completion by end of year 2018)


- Transitioned all seasonal personnel files to electronic document management system

- Four employees took advantage of the new Advance Resignation Notification program which encourage employees to give advance notice when they resign in order to recruit and replace more quickly

- Negotiated an agreement with HealthPartners for a 6.38% increase in 2019. No increase for dental, Life or LTD in 2019

- Conducted a search process for a new City Manager

- Created an employee committee to explore a Paid Time Off (PTO) system as an alternative to sick and vacation time

- Enhanced the comprehensive Wellness program by adding yoga and stretching programs, awarded a Dakota County SHIP grant for wellness. 162 employees/spouses completed the health risk assessment, 41 completed biometric screening. Other activities: Wellness/Safety Fair, flu vaccine, and hearing/vision screening

- Implemented a new City Manager Performance Review System & Tool

- Provided oversight of the “Peer Recognition Award Program” where employees nominate co-workers to be recognized for work and contributions in three categories: innovation, results and collaboration and teamwork

- Began implementation of new voluntary vision plan for employees for 2019 open enrollment

Employee Retirements:
10/1/2017 - 9/30/2018

- Bill D’Agostino - Fire Department
- Karl Hauser - Fire Department
- Harold Miller - Inspections Department
- Gary Novotny - Facilities Department
- Beverly Price - Police Department
- Jim Vasquez - IT Department

152 years of experience!
2018: The year in review, cont.

2018 Performance Measurement Monitoring Data
Consistent with the council's adopted governance statements, priority indicators follow:

Employee Efficiency
The department provides human resource services to all City employees and strives to assist them in increasing productivity, and balancing resource constraints and increased demand for services.

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population</td>
<td>61,061</td>
<td>61,300</td>
<td>61,747</td>
<td>61,747</td>
<td>61,849</td>
<td>61,849</td>
<td>62,239</td>
</tr>
<tr>
<td>Number of Employees</td>
<td>269</td>
<td>271</td>
<td>271</td>
<td>272</td>
<td>272</td>
<td>278</td>
<td>279</td>
</tr>
<tr>
<td>Population per Employee</td>
<td>227</td>
<td>226</td>
<td>227</td>
<td>227</td>
<td>227</td>
<td>224</td>
<td>223</td>
</tr>
</tbody>
</table>

* The employee numbers includes full-time and regular part-time employee FTE's only. FTE’s are not calculated for seasonal part-time staffing. The population is based on best available estimates provided by the Metropolitan Council.

Employee Decision-Making
In order to accomplish the City’s mission, employee involvement in the decision-making process as well as employee feedback and participation is essential.

**Employees participate in significant decision-making processes such as:**
- Evaluation and selection of new employees
- Employee committee exploring paid time off system (PTO)
- Development of safety and wellness program components
- Participation in Local 49 Labor-Management Committee
- Participation and selection of equipment purchases
- Evaluation and selection of department software systems
- Participation in Request for Proposal processes for consulting and professional services
- Management Team participation in City Manager search process
Cost of Employee Services
The total cost of employee services for the City of Burnsville is estimated to be $35.7 million for 2019, including General Operating and Enterprise Funds. When considering the City’s General Fund budget, as the following chart indicates, investment in Employee Services is 75 percent of the City's 2019 General Fund (excluding transfers).

**2019 Budget**

Current Expenses: 25%

Employee Services: 75%

Health Insurance Costs
A portion of employee costs are for health insurance premiums. Each year, the City considers vendor and plan design changes in order to keep premium costs low. Burnsville still maintains lower premiums than the market average, which results in a savings to both the City and its employees.

Burnsville was one of the first cities to offer a high deductible plan combined with an HRA/VEBA. Deductible plans are difficult to compare because the amount of the deductible and out of pocket maximum varies by city, but the chart below compares our $1,250 deductible plan with similar plans in our nine market cities. The City negotiated an agreement with HealthPartners for a 6.38% increase in 2019. The City is due to go our for a formal RFP for health insurance for 2020.

**MARKET CITY INSURANCE COMPARISON**

<table>
<thead>
<tr>
<th></th>
<th>Family Rate Premium</th>
<th>City Contribution</th>
<th>Employee Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Burnsville</td>
<td>Market Cities</td>
<td>Burnsville</td>
</tr>
<tr>
<td>2014</td>
<td>$1,196</td>
<td>$1,389</td>
<td>$750</td>
</tr>
<tr>
<td>2015</td>
<td>$1,139</td>
<td>$1,520</td>
<td>$750</td>
</tr>
<tr>
<td>2016</td>
<td>$1,273</td>
<td>$1,632</td>
<td>$790</td>
</tr>
<tr>
<td>2017</td>
<td>$1,273</td>
<td>$1,560</td>
<td>$830</td>
</tr>
<tr>
<td>2018</td>
<td>$1,387</td>
<td>$1,686</td>
<td>$880</td>
</tr>
</tbody>
</table>

*Coverage based on $1,250 deductible plan. The City contribution does not include VEBA dollars.
### Number of Employees Taking the High Deductible Health Plan

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Deductible Plan Participants</td>
<td>247</td>
<td>245</td>
<td>252</td>
<td>250</td>
<td>252</td>
<td>276</td>
<td>253</td>
</tr>
<tr>
<td>% of Total Employees</td>
<td>90%</td>
<td>91%</td>
<td>94%</td>
<td>94%</td>
<td>95%</td>
<td>92%</td>
<td>93%</td>
</tr>
</tbody>
</table>

### Flexible Spending Account (FSA) Participation

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of Employees in Medical FSA</td>
<td>110</td>
<td>98</td>
<td>96</td>
<td>92</td>
<td>87</td>
<td>80</td>
<td>81</td>
</tr>
<tr>
<td>No. of Employees in Dependent Care FSA</td>
<td>27</td>
<td>31</td>
<td>29</td>
<td>26</td>
<td>27</td>
<td>30</td>
<td>27</td>
</tr>
</tbody>
</table>

### Employee Health Plan Enrollment 2012

- Co-pay Plan: 10%
- High Deductible: 90%

### Employee Health Plan Enrollment 2018

- Co-pay Plan: 7%
- High Deductible: 93%

### Labor Contracts

*A total of five labor contracts are negotiated and administered by the City* and no contracts have gone to arbitration in the past 21 years.

### Full-time and Regular Part-time Recruitments

(Not including temporary/seasonal positions)

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Recruitments</td>
<td>15</td>
<td>15</td>
<td>15</td>
<td>19</td>
<td>18</td>
<td>19</td>
<td>13</td>
</tr>
<tr>
<td>Number of Applications Received</td>
<td>2,109</td>
<td>1,521</td>
<td>1,230</td>
<td>1,472</td>
<td>1,071</td>
<td>1,320</td>
<td>726</td>
</tr>
</tbody>
</table>

### Full-time Employee Attrition

(Average full-time employee attrition each year)

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attrition Percentage</td>
<td>4.9%</td>
<td>5%</td>
<td>7%</td>
<td>8.7%</td>
<td>6.2%</td>
<td>8.2%</td>
<td>4%</td>
</tr>
</tbody>
</table>
2019: A look forward

2019 Budget Overview

The 2019 human resources department budget allows for continued services including:

- Full implementation of a new onboarding system for new employees to automate workflow and services between departments and minimize the re-entry of data

- Negotiation of new labor contracts with Fire Captains, Fire Fighters and Local 49 maintenance employees for 2019 and beyond

- Continued exploration of potential of implementing a Paid Time Off (PTO) system for new and current employees

- Initiation of an RFP process for Benefit Consultant/Broker Services

- Initiation of an RFP for medical, dental, and life/LTD for 2020

- Promotion of diversity and inclusion within workforce
Administrative Services

- Information Technology
- Administrative Services
- City Clerk / Elections
- Communications
- Finance
City Clerk/Elections

Primary Services
Under the direction of the Director of Administrative Services and the City Clerk, the City Clerk’s Office provides the following services:
• Agenda packet preparation and distribution to council, staff and the public
• Noticing of regular and special meetings
• Maintaining minutes, ordinances, resolutions and other city council action
• Coordinating publication of ordinances and codification of City Code
• Coordinating posting and publication of official notices as required
• Coordinating council communications and correspondence, including bi-monthly monitoring report
• Coordinating recruitment and appointment of advisory commissions
• Preparation and filing of official records and documents
• Maintaining the City’s policies and procedures
• Maintaining a records management program for all public records and serving as the City’s designated Data Practices Compliance Official and Responsible Authority
• Administering and coordinating administrative appeals and appeal hearings

Under the direction of the City Clerk, the elections division provides the following services:
• Administering the election process
• Managing voter registration/absentee voting
• Preparing election notices and materials
• Selecting and training election judges
• Arranging polling precincts and preparing/testing voting equipment
• Supervising the tabulation and delivery of election results
• Ensuring compliance of laws governing elections

2019 City Clerk/Elections Budget
General Operating: $163,291
Elections $21,831

Staffing
2.0 Full-time Equivalent Staff

Alignment with Council ENDS and OUTCOMES
The primary purpose of this department is to provide support to the governing and elections process.
2018: The year in review

2018 Accomplishments

- Coordinated response of 454 data practices requests totaling 792 staff hours through September 2018
- Successfully managed recruitment process for commission appointments throughout the City
- Ensured timely publishing of council and commission agenda packets and meeting minutes
- Implemented new process to publish Ordinances as a result of new legislation

Successful Administration of 2018 Primary Election:

- The 2018 Primary Election saw a voter turnout of approximately 25.1% with 9,004 total voters
- Recruited and trained 141 election judges, including 50 election judge co-chairs for the Primary Election
- Implemented new electronic roster tablets (Pollpads) purchased in 2018 to improve accuracy and voter wait time
- Administered 1,330 absentee ballots for the General Election, including 493 during Early Voting week

<table>
<thead>
<tr>
<th>Primary Election Statistics</th>
<th>2012</th>
<th>2014</th>
<th>2016</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Voters</td>
<td>3,282</td>
<td>3,475</td>
<td>3,118</td>
<td>9,004</td>
</tr>
<tr>
<td>Absentee Ballots</td>
<td>260</td>
<td>319</td>
<td>274</td>
<td>1,330</td>
</tr>
<tr>
<td>New Registrations</td>
<td>125</td>
<td>160</td>
<td>114</td>
<td>409</td>
</tr>
</tbody>
</table>

2018 Performance Measurement Monitoring Data

City of Burnsville 2018 Monitoring Report 67 Department Budgets - City Clerk/Elections
Consistent with the Council's adopted governance statements, priority indicators follow:

**City Clerk’s Office**

**Response Statistics**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ordinances published within two weeks of adoption by the City Council</td>
<td>98%</td>
</tr>
<tr>
<td>Minutes of City Council meetings are prepared for approval at next regular meeting</td>
<td>98%</td>
</tr>
<tr>
<td>Council agenda packets out four days prior to the meeting</td>
<td>95%</td>
</tr>
<tr>
<td>City Clerk’s office response to constituent inquiries within one day</td>
<td>90%</td>
</tr>
<tr>
<td>Response to City Council inquiries/complaints within seven days</td>
<td>95%</td>
</tr>
</tbody>
</table>

**2019: A look forward**

**2019 Budget Overview**

The 2019 City Clerk/Elections budget allows for:

- Continued expansion of electronic document management system (Laserfiche) to retain public documents and automate processes
- Continued leveraging of technology and tools to provide information to council, staff, and the public in an efficient and cost-effective manner, including review of agenda management software
- Decrease in expenses associated with general administration of elections
Primary Services
Under the direction of the Director of Administrative Services and the Finance Director, the Finance Department provides the following financial services to the entire organization:

- Accounts payable
- Accounts receivable
- Payroll
- Project accounting
- Implementation of financial controls
- Budget development
- Grant administration
- Banking relations
- Cash and investment management
- Utility billing
- Utility rate analysis
- Financial reporting
- Long-range financial planning
- Capital Improvement Plan (CIP)
- Debt service analysis and bond payments
- Tax levy administration
- Risk management
- Ames Center Oversight

2019 Finance Budget
General Operating: $611,198
Insurance: 510,000

Staffing
Full-time Equivalent Staff
General Fund: 7.9
Utility Funds: 3.0

Alignment with Council ENDS and OUTCOMES
The primary purpose of the Finance Department is to provide overall support and financial guidance, and to ensure people find the City of Burnsville managed in a cost-effective responsible manner, maintaining the highest standards of service, to enhance the community’s quality of life for a reasonable investment.
2018: The year in review

2018 Accomplishments

- Internal Controls - re-evaluated and enhanced all internal controls for purchasing and cash handling for all departments. Provided expanded training for all authorized purchasers.

- Increased use of Pcards for enhanced purchasing control. Increased use of electronic payment methods by the City's vendors through Wells Fargo Payment Manager.

- Workiva document processing software - used to create the CAFR, Monitoring Report and Annual Budget document was enhanced in 2018 further automating document preparation. Enhanced ability to download and summarize numbers from the City's financial system for direct upload of numbers throughout the documents.

- New World Systems financial ERMS system (web-based Enterprise Resource Management System) - continued to stay current on system releases to take full advantage of features and enhancements related to efficiency, security and value-added reporting. System is used for:
  - transaction processing
  - general ledger
  - human resources system & payroll
  - utility billing
  - budget processing
  - reporting
  - project accounting

- Continued to integrate financial system with other City software systems for full automation of transaction process posting between systems including the City’s recreation software system and the community development software system.

- Expanded the implementation of automated timekeeping software to improve time tracking, reporting and approval processes. The largest and most complex addition in 2018 was the fire department replacing a manual time sheet process for 24 hour shift firefighters. In 2019, the final large portion of this project will add seasonal staff.

- Standard & Poors reaffirmed the City’s AAA bond rating for its bond issue. Nationally, 6 percent of municipalities rated by S&P receive an S&PA AA. In Minnesota, 19 cities receive an S&PA AA out of 294 cities (6 percent). Moody’s conducted a surveillance rating in 2018 resulting in a Aaa rating as well. This is the highest bond rating cities may achieve under both agencies.

- Working with the Ames Center Commission, Recreation & Facilities and other Administration staff, an RFP process for the management contract of the Ames Center was completed during the second quarter of 2018. VenuWorks was selected to continue management of the Ames Center for the next five years with an option to continue for an additional five years.

- Financial and operational oversight of the Ames Center management contract was moved to the Finance Director in 2018.

- Worked with the Human Resources department on two major projects to evaluate employee compensation and benefits. A consultant was hired to complete a compensation study and an employee committee was convened to evaluate changing current leave benefits to a PTO program. Implementation will be addressed in early 2019.

- The City’s financial management plan, which is reviewed and updated annually addresses the following areas:
  - Revenue management
  - Fund balance/Net position
  - Capital Improvements Plan (CIP)
  - Debt management
  - Risk management
  - Cash and investments
  - Operating budget and compensation philosophy
  - Infrastructure Trust Fund (ITF)
  - Accounting, auditing and financial reporting
2018 Performance Measurement Monitoring Data

Consistent with the council’s adopted governance statements, priority indicators follow:

**Ames Center Oversight**

In Quarter 3 of 2018, oversight of the Ames Center transitioned from Parks, Recreation & Facilities to Administrative Services. Under guidance from Finance Director, VenuWorks management company operates the facility within an annual budget to provide a variety arts and culture opportunities for the community. More specific information can be found in the Ames Center section of the Parks, Natural Resources, and Recreation section of the monitoring report.

**Accounts Payable**

*Use of automated payment solutions continues to save purchasers time across the organization and enhances internal controls through approval processes.* Purchasers use P-cards (credit cards) to replace more time-consuming traditional accounts-payable transactions. This reduces input time for accounts payable staff. The added online approval process also adds additional oversight of purchases.

Automated Clearing House (ACH) electronic check payment processing for vendor payments is the preferred method for other vendor payments, thus reducing the number of paper checks issued. ACH is more secure and less costly to process than paper checks.

**Utility Billing**

*The finance department generates more than 16,200 utility bills each month for the City’s utility services, including water, sanitary sewer, storm water, street lighting, major roadway lighting, private hydrant maintenance and sidewalk snowplowing.* Finance staff provide customer service telephone support to answer billing questions, assist customers with issues related to their services, and support existing and new customers when a change of occupancy occurs. Staff also coordinate and review meter reads for more than 16,800 meters within our system.

A Request for Proposal was completed in 2016 for the implementation of an advance metering infrastructure (AMI) - an integrated system of smart meters, communication networks, and data management systems that enables communication between the City and the water meters. The network installation was substantially completed in 2018. The AMI system provides utility maintenance and utility billing staff with enhanced information. Meter readings can be consistently completed at the first of every month to determine the previous month’s usage without driving by the meter to obtain a reading. Final readings can be completed any time without rolling a truck as well. Utility maintenance staff are utilizing data to find failing and stuck meters. Staff are also able to assist customers with leak detection by utilizing read history. A customer portal is expected to be added in 2019 allowing customers to monitor their own water usage patterns and set usage alerts. A RFP process to add a public portal will be completed with implementation expected by mid-year.

Printing and mailing of utility bills is outsourced to a third party vendor. This vendor also hosts the City’s e-Bill option for customers who elect to view their bills electronically. Customers can elect to receive an email indicating the bill is ready for viewing on a secured web site. In 2017, 4,740 customers received electronic billing instead of paper bills. In 2018, that number has increased to 5,800 or 34% of total customers. This has surpassed the department’s goal of 18 percent.

The vendor also provides a variety of payment options for the customer. These options include the ability to make a payment from a checking account withdrawal or a credit card either as a one-time pay or a recurring payment. In 2015, the City launched an interactive voice response (IVR) telephone system to allow utility customers to make
payments or check their account balance via the telephone using either a checking account or credit card. Current balance information is uploaded daily to the e-bill site to reflect any changes from customer payments, billings, or adjustments. These features reduce the number of calls generated to utility billing staff as customers are able to find account information and manage their accounts with relative ease online, 24 hours a day, seven days a week. In the first year offered, IVR averaged 95 customers per month. In 2017, the average has climbed to 300. In 2018, IVR usage continues to increase averaging 350 customers per month.

Electronic payments and the ability to process payments electronically continue to be a focus to ensure accurate and timely processing of payments. In 2017, approximately 3,140 customers are using the e-Payment options provided by e-Bill site each month. In 2018, that number has reached 4,400. Another 2,740 customers take advantage of the automatic bank withdrawal option for their monthly payments. Nearly 2,800 customers utilize their personal banks to submit monthly electronic payments. The personal bank payments are electronically transferred between banks each day. Our bank provides a daily electronic file of payments received. For payments not submitted electronically, a bank lockbox is utilized for opening, sorting, imaging, and submitting payments for deposit. The bank provides a daily electronic file of all payments received each day.

**Insurance**
The City’s insurance program is administered by the finance department. Policies are with the League of Minnesota Cities Insurance Trust (LMCIT). The LMCIT is a self-insurance pool of cities formed to meet cities’ specific coverage and risk management needs. The coverage included in the City policies are workers’ compensation, municipal liability, property, automobile, boiler and machinery, open meeting law, public employee faithful performance required by State Statutes, volunteer accident coverage, and no fault sewer back up coverage. The City carries a $50,000/$250,000/$1,000 deductible amount for liability coverage and a $25,000 deductible for medical costs on workers’ compensation claims. Finance staff process liability claims, premium payments, workers’ compensation deductible payments, liability deductible payments, and coordinate the insurance renewal process each year. Human resource staff process workers’ compensation claims. The LMCIT requires a representing insurance agency. A Request for Proposal was issued in 2016 to evaluate agent services and costs; the City selected Arthur J. Gallagher & Co. as its agent of record through 2021.

**Professional Services**
It is the City’s policy to issue Requests for Proposals (RFP) for professional services periodically. In 2014, the City issued an RFP for audit services, financial advisory services, and bond counsel. Current contracts with financial adviser, independent auditors and bond counsel are in place through 2019.

**Banking and Investments**
*The finance department is responsible for the City’s cash and investment management for all funds.* The City’s financial management plan provides the general policies for investment of City funds. A separate, more detailed investment policy provides more specific guidelines for investment practices. The City has an investment committee consisting of the city manager, director of administrative services, finance director and finance staff. The committee meets quarterly to review the portfolio and performance with respect to the City’s investment policy.

City funds are invested to attain a market rate of interest while preserving and protecting the capital of the overall portfolio. Investments are made based on statutory constraints, in safe, low-risk investments. The primary objectives, in priority order, are safety, liquidity and yield. The City uses a laddered approach to cash management and the portfolio is invested in a variety of maturity lengths to meet short-term and longer term cash flow needs. The investment decisions are made with consideration of the current investment market within the City’s investment policies with the intention of holding investments to maturity. Through October 2018, the City’s annualized return on invested balances was approximately 1.8 percent. Short-term and long-term interest rates have increased over historical lows of past several years and are expected to continue to increase.
The City will conduct a banking services RFP in the first quarter of 2019. The RFP was delayed to complete implementation of Wells Fargo Payment Manager for payment of accounts payable vendors and to complete internal control reviews and expansion of Pcard for improved purchasing controls.

EMS Billing
The City outsources the billing of ambulance services to an ambulance billing company due to the specialized nature of medical billing. Information on collections is included under the Fire section of this report. The City has used the current billing services provider since 2007. In 2015, the City conducted an RFP for EMS billing services and selected the current service provider for an additional five year contract.

Financial Reporting
Annually, the finance department prepares an audited comprehensive annual financial report (CAFR). The Government Finance Officers Association (GFOA) has awarded Burnsville the Certificate of Achievement for Excellence in Financial Reporting for the CAFR. In addition, the City’s budget document received the GFOA Distinguished Budget Presentation award. Both documents will be submitted for these awards in 2019.

Debt Issuance and Debt Management
The City issued one bond issue in 2018. General obligation bonds totaling $7,665,000 were issued to refinance 2010 Lease Revenue Bonds for the Ice Center, to finance improvements to the Ice Center Roof and to finance street and utility projects. Principal and interest payments will be paid from property taxes, special assessments Water and Sewer Utility Fund revenues. The City reviews existing debt annually for refunding opportunities to reduce debt service requirements.

Standard and Poor’s (S&P) reaffirmed the City’s AAA bond rating for this year’s bond issue. It is the highest possible bond rating. The City has used Moody’s Investor Service (Moody’s) for bond ratings in the past. The most recent surveillance rating was completed in August 2018. At that time Moody’s reaffirmed the City’s Aaa bond rating on outstanding debt. These top ratings indicate the council’s strong financial policies and leadership enabling the City to obtain lower interest costs on new issues as investors see the City’s bonds as a lower risk investment.

2019: A look forward

2019 Budget Overview
The 2019 finance department budget allows for continued services including:

• Initiation of Requests for Proposal for audit services, financial advisory services, and bond counsel for 2020-2025
• Initiation of Request for Proposal and implementation of public portal for AMI system
• Use of Wells Fargo Payment Manager to implement electronic payments and continued reduction of check payments to vendors in favor of ACH, P-card or other electronic forms of payment
• Expansion of application of electronic document management system (EDMS) in various finance system areas
• Completion of Request for Proposal (RFP) for banking services
• Continued funding for software to streamline and automate the budget document and CAFR processes
Communications

Primary Services
Under the direction of the Director of Administrative Services and the Communications Coordinator, the Communications Department provides the following services to ensure timely information about City programs, facilities, services and activities:

- Digital - multiple websites (including burnsville.org), Social Media, email/text message alerts, online video streaming and surveys
- Internal Communication - employee intranet, corporate communications support and brand consistency
- Media Relations - press releases, press communications and crisis communications
- Partnerships - communication and video partnerships including studio partnership with Burnsville-Eagan-Savage School District 191 (District 191), Mobile production truck partnership with Eagan Community Television, and ongoing partnership with Experience Burnsville
- Print - the Burnsville Bulletin, Ames Center publications, advertisements, Recreation Times brochures, Community Guide, maps and other print publications
- Project Oversight - Manage and oversee several cross-departmental projects and initiatives
- Signage/Digital Messages - I-35W billboards, City Hall reader board, digital advertising, park and facility signs
- Television - programming and oversight of Public Access television; as well as the City’s Cable Franchises

2019 Communications Budget
General Operating: $889,169
Transfer to General Fund $185,000
Staffing
5.6 Full-time Equivalent Staff

Alignment with Council ENDS and OUTCOMES
The primary purpose of the Communications Department is to provide timely information on City programs, facilities, services and activities; proactive information on operations; open communication with residents, businesses, City staff and elected officials; and effective feedback opportunities.
2018: The year in review

2018 Accomplishments

- Worked with staff, public and consultants to develop new burnsville.org website to be user-focused and easier to navigate/find needed information (Target launch December 2018)

- Worked cooperatively with City of Eagan to design, bid and begin integrating a new, shared high definition mobile television production truck (Target completion January 2019)

- Worked with Economic Development and GIS to develop an interactive Commercial Properties Map for the City's website

- Developed and implemented communications strategies for a number of special projects/initiatives such as "Reimagining Retail," Homeowner Workshops, Potential On-Street Bike Lanes, street construction projects, events

- Assisted Burnsville police, fire and other City departments in a number of media stories/events/responses

- Continued work on Burnsville’s Cable Franchise renewal with Comcast

- Continued work with Parks & Recreation staff on new park entrance signs, rules signs, kiosks, increased marketing/awareness and more

- Produced 216 meeting and non-meeting programs for Burnsville Community Television Ch. 14, Ch. 16/HD 859, webstream and YouTube -- including special events such as the Burnsville Fire Muster Parade, International Festival, Wednesday in the Park, State of the City, etc. -- City “news” videos (Burnsville Briefs) and Public Service Announcements. Videos including “Who Will You Be? Make a Difference with the City of Burnsville,” “Birnamwood Golf Course - An Audubon Cooperative Sanctuary,” “Don't Forget! No Overnight Parking on Burnsville Streets,” “Spooky Halloween Fun in Burnsville,” the “Sustainability Man” series and numerous other news stories and sports/activities

- Developed multiple print pieces including the Burnsville Bulletin, Recreation Times, and multiple other brochures, signs and postcards

Awards & Recognition

Minnesota Association of Government Communicators:

Bronze Award - 3rd Place: Experience Burnsville: Celebrating 30 Years!
(Agency, Event, Program or Service Video)
South Suburban Spotlight (Interview, Talk Show or News Magazine)

Honorable Mention: City of Burnsville Parks Pocket Map (One-Page Publication)
Grand Opening of Minnesota Riverfront Park (Special Event)

2018: The year in review, cont.
2018 Performance Measurement Monitoring Data

Consistent with the council’s adopted governance statements and communications planning documents, priority indicators include:

**Print Communications**

*Burnsville Bulletin*  The City’s newsletter continues to be an effective method for communicating with residents. *According to 2016 survey results, 86 percent of residents recall receiving and/or reading the Bulletin, up three percent from 2012. Of those, 94 percent reported that the Bulletin is effective in keeping them informed about activities in the City.* Overall, 93 percent of residents surveyed in 2016 believe they receive the “right amount” of information about the City.

Staff also create a number of other printed publications (including brochures, flyers, signage and ads) for various departments throughout the organization.

**Web Communications**

The City’s website, [www.burnsville.org](http://www.burnsville.org), is the City’s primary online medium for communicating information to the public. *Based on 2016 survey results, 47 percent of residents reported accessing the City’s website, down from 64 percent in 2012.* Website statistics below show that visits to the website saw modest declines over the previous year. Staff is completing a comprehensive update to the website, which is expected to launch Dec. 6, 2018.

*Of those who use the website, 96 percent rate the site as good or excellent.*

**Websites Maintained:**

- [www.burnsville.org](http://www.burnsville.org)
- [www.dakotavalleyrecycling.org](http://www.dakotavalleyrecycling.org)
- [www.ames-center.com](http://www.ames-center.com)

**URL Shortcuts to City Site:**

- [www.burnsvilleicecenter.org](http://www.burnsvilleicecenter.org)
- [www.birnamwoodgolfcourse.com](http://www.birnamwoodgolfcourse.com)
- [www.burnsville.tv](http://www.burnsville.tv)
- [www.burnsville.org/whyburnsville](http://www.burnsville.org/whyburnsville)

*Average monthly site visits decreased from 40,082 to 37,009.* More than 806,000 pages were viewed over the previous reporting period, also a decline from the previous year.
Average Daily Total Visits

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2018</th>
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</thead>
<tbody>
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Monthly Average Visits:

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Visits</td>
<td>40,082</td>
<td>37,009</td>
</tr>
<tr>
<td>One-time Visits</td>
<td>29,278</td>
<td>34,961</td>
</tr>
<tr>
<td>Return Visits (visitors to the site more than once)</td>
<td>10,804</td>
<td>9,829</td>
</tr>
<tr>
<td>Requests Received on Request Tracker System</td>
<td>792</td>
<td>1,154</td>
</tr>
</tbody>
</table>

Top visited pages were:

1. **Homepage** (68,065 unique pageviews)
2. **Facilities/Park Finder** (48,401 unique pageviews)
3. **Job Opportunities** (18,710 unique pageviews)
4. **Utility Billing** (16,044 unique pageviews)
5. **Event/Meeting Calendar** (11,741 unique page views)

Of the visits to burnsville.org, **52 percent are from a desktop computer; 40 percent from a smartphone; seven percent from a tablet and one percent from unknown devices.**

**Advertising/Sponsorship**
The communication department oversees the City’s advertising/sponsorship policy, which is to be followed by City departments when securing advertising or sponsorship. **Advertising was sold in the annual “Recreation Times” publication, generating $4,450 in revenue to offset some of the printing costs.** Staff also placed a number of ads for different City facilities and initiatives including BCTV, Birnamwood Golf Course, Burnsville Ice Center and the Ames Center.

**Social Media**
The City’s **Facebook** page ([www.facebook.com/cityofburnsville](http://www.facebook.com/cityofburnsville)) was actively used for posting time sensitive information such as road closures and emergency notifications, events, cross-promoting videos from the City’s YouTube channel and new business announcements. **The page acquired 1,068 new “followers” from Oct. 1, 2017 - Sept. 30, 2018, bringing the total to 4,570.** The City also saw growth of impressions and engagements on Facebook posts.
The City’s Twitter account (www.twitter.com/burnsvillemn) is used to distribute similar information as the Facebook account. The feed increased by 434 new followers from Oct. 1, 2017 - Oct. 15, 2018 for a total of 3,930 followers.

Video sharing on YouTube (www.youtube.com/cityofburnsvillemn) continued to increase in 2018, with 204 new videos uploaded. The channel currently has 827 subscribers (an increase in 238 subscribers in the last year). A number of short “news” stories produced by BCTV known as “Burnsville Briefs,” City public service announcements and promotions and local sports highlights have been viewed a total of 802,355 times, an increase of 139,888 views since Oct. 1, 2017. Statistics over the past several years show that videos are being viewed approximately 100,000 - 140,000 times annually.

Social media sights maintained by Burnsville Community Television, the Burnsville Ice Center, the Ames Center and Dakota Valley Recycling also continue to increase in followers.

**Email/Text Message Subscription Service**
Burnsville’s subscription email/text message service provides a high level of convenient service and information. The number of subscribers and the number of messages being sent to subscribers continue to increase.

<table>
<thead>
<tr>
<th>Email Subscription Services (Oct. - Sept.)</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Subscribers</td>
<td>13,101</td>
<td>13,765</td>
<td>14,347</td>
</tr>
<tr>
<td>Total Subscription Topics</td>
<td>93</td>
<td>99</td>
<td>115</td>
</tr>
<tr>
<td>Email Messages Delivered Through GovDelivery</td>
<td>816,352</td>
<td>1,063,565</td>
<td>1,221,765</td>
</tr>
<tr>
<td>Percent of Emails Opened (%)</td>
<td>19%</td>
<td>20%</td>
<td>20%</td>
</tr>
</tbody>
</table>

- **Summer Concerts/Movies**: 2,941, 3,285, 3,624
- **Employment**: 2,792, 2,814, 2,823
- **Community Events**: 2,110, 2,413, 2,782
- **Press Releases**: 1,792, 1,979, 2,270
- **Heart of the City**: 1,680, 1,829, 2,045

**Digital Message Boards**
In conjunction with facilities staff, communications staff continued to program the digital message boards in City Hall, digital bulletin boards on BCTV cable channels, and the outdoor reader board in Civic Center Park, providing public service announcements and information on upcoming events. Three boards provide information for City events, services and initiatives.

Communications also continued programming City public service and event messages on two billboards located on I-35W in Burnsville. From Oct. 1, 2017 to Sept. 30, 2018, the boards displayed 60,172 City messages to traffic on I-35W traveling both north and south. This is an average of 165 spots per day. The agreement with ClearChannel requires a minimum of 53,872 messages displayed per year.

**Burnsville Community Television (BCTV)**
In the 2016 Residential Survey, more than 90 percent of respondents noted that Community Cable Television was an important service. However, of the survey respondents who subscribe to cable television, only close to 20 percent stated they had watched BCTV programming in the past year.
The BCTV studio partnership with Burnsville-Eagan-Savage School District 191 and mobile production truck partnership with Eagan Community Television continue to be efficient and cost-effective ways to produce Public, Education and Government (PEG) cable programming. It also allows students and volunteers to participate in the video production process. The cities of Burnsville and Eagan are in the midst of building and integrating a new, high definition mobile television production truck. The truck is expected to be operational by mid-January 2019. The shared truck allows both communities to cover local sports, concerts, events, etc. efficiently and cost effectively.

The operation’s budget is maintained by PEG and Franchise fees paid by Comcast Cable subscribers (received as part of the City’s Cable Franchises). Annual PEG fees have been slowly declining over the past five years, while franchise fee revenue has remained relatively consistent/seen slight increases over the same time frame.

From Oct. 1, 2017 to Sept. 30, 2018, BCTV produced 75 public meetings and 141 non-meeting videos for its cable channel, webstreaming, etc. In addition, BCTV cablecast 128 programs submitted from other governmental agencies, non-profit organizations and public access users.

Cable Franchise/Broadband
City administration, communications and IT staff continue to work on the City’s cable franchise renewal with Comcast, which expired in August 2017 after multiple extensions. Staff feel that a resolution to this many-year-long process may be in sight - though significant unknowns exist related to cities' ongoing authority with cable franchises and broadband/small cell/rights-of-way as a result of discussions and decisions being made at the Federal level. Frontier Communications also continues to serve Burnsville under a cable franchise approved in September 2016.

2019: A look forward
2019 Budget Overview
The 2019 budget allows for continued support of City communications and includes:

- Finalizing high-definition upgrade of the City’s shared mobile production truck with City of Eagan
- Standard equipment repair/replacement and service maintenance agreements for Burnsville Community Television equipment and services; including replacement of field cameras and studio monitors
- Annual software licenses for e-Gov tools including cable channel webstreaming, Adobe Creative Cloud, Social Media Archiving, email alerts, digital signage in City Hall and website maintenance
- Production and mailing of four issues of the Burnsville Bulletin and two Recreation Times mailers
- Production and mailing of Ames Center Season Guide
- Production of bi-annual Community Guide
- Printing, design services and advertising for departments, events and services
- Cablecast of City Council meetings, other government meetings and City programming
- Finalizing renewal of the City’s cable franchise with Comcast and ongoing monitoring of issues related to cable and broadband taking place at the State and Federal levels
Information Technology

Primary Services
Under the direction of the Director of Administrative Services and the IT Director, the information technology (IT) department provides the following services:

• IT infrastructure planning, design and management
• Software application service delivery
• “Helpdesk” operational support
• Coordination of IT systems training
• Coordination of GIS services
• Policies, standards and procedures development
• Security services for IT Systems, hosted services, and facilities
• Participation and leadership in local, regional and statewide initiatives: DCC, CJJIN, HiPP, LOGIS, Dakota Broadband Board, State of MNiT Services.
• Management and leasing of City telecommunication facilities and assets including antenna agreements, fiber optics and facility space.
• IT service delivery to partner organizations utilizing City facilities including ABLE fire training facility, Ames Center, 360 Communities, Convention & Visitors Bureau, School District 191, Burnsville Athletic Club, Burnsville Hockey Club, Dakota County, State of Minnesota, and the TCCM (GARAGE).

2019 Information Technology Budget
General Operating: $1,687,506
Water & Sewer Utility $582,990
I.T. Capital $744,305

Staffing
7.0 Full-time Equivalent Staff

Information Technology

Alignment with Council ENDS and OUTCOMES
The primary purpose of the Information Technology Department is to provide research, guidance, maintenance and management of the City’s technology resources in order to provide a more effective and efficient government for both the public and community.
2018: The year in review

2018 Accomplishments

• Successfully implemented technology upgrades for the Facility Phase 1 project in the Police Department and City Hall
• Conducted network and systems security audit with on-going security awareness training for staff
• Implemented facility security card access control replacement system for all City facilities
• Replaced and upgraded servers and storage system infrastructure for the City's two, internal system data centers
• Continued expansion of mobile workforce with additional laptops/tablets for Fire, Parks, streets, forestry and engineering staff in the field
• Upgraded WiFi, replaced security cameras and added additional building access controls at the Ames Center
• Implemented portable generator backup hookups to the two IT Data Centers in preparation for emergency events
• Partnered with the City Clerks office and Dakota County to prepare and implement new electronic pollpads for elections
• Partnered with City Clerks Office to enhance and improve the electronic workflow for Election Judge recruitment and hiring
• Redesigned, re-engineered and implemented a new SCADA network at the Water Treatment Plant for the 2018 GWTP rehabilitation project
• Continued implementation of new Kronos cloud hosted timesheet entry and management system integration with payroll system for multiple city departments
• Led the GIS steering committee in meeting 2018 goals including expansion of the GIS information portal ("Datalink") to several departments and began recruitment process for reallocation of internal position to establish a GIS Coordinator.
• Assisted with implementation of the fourth and final AMI collector site at North River Hills Park

Sustainability Through Efficiency:

• Continued to increase sustainability through third party hosting, virtualization technology, and systems consolidation as systems life cycle replacements occur

• Continued participation in the Dakota Broadband Board Joint Power Agreement for Fiber Optic I-NET enhancements and future C-NET growth.

• Enhanced service delivery and advanced technology initiatives through new IT desktop management product and virtual desktop infrastructure expansion to support telecommuting, remote access for contractors and vendors, and additional functionality in the field
2018: The year in review, cont.

2018 Performance Measurement Monitoring Data
Consistent with the Council's adopted governance statements, priority indicators follow:

**IT Systems**

*The number of IT systems implemented and maintained increases from year to year due to advances in wireless technology, new software applications available and the networking of new products available in the market.*

These include improvements in mobile workforce solutions to increase the efficiency and effectiveness of City services of protective inspections, engineering, utilities, streets, parks, forestry, police and fire.

The City continues to expand the use of the Enterprise Resource Planning (ERP) to provide financial management tools to the entire organization as well as e-Government based services to external and internal customers. Additionally, staff resources from multiple departments continue to leverage and add information to the city wide electronic document imaging system which provides document/content management, workflow automation and integration with other city systems. The water utility department continues to take advantage of improvements and enhancements provided by the SCADA water system monitoring to ensure the safety and quality of the City’s water supply.
**IT Systems and Devices**

*Increases in numbers of devices are primarily due to more and more products that are network (IP) ready (such as security cameras, phones, fire alarm panels, point of view (POV) cameras and other mobile products which continue to be deployed for City operations).* The continued growth in the number of devices can be attributed to the increasing movement of the Internet of Things (IoT) to connect all types of devices and systems to provide better data. The increases include irrigation systems, City-wide phone system devices, security access control system, staff mobile devices that IT manages and maintains, but also includes network switches, routers, backup UPS batteries, wireless access points, cameras, telecommuting devices and servers. The total devices and capabilities has been accompanied by a relative increased investment in capital outlay and current expenses.

**LOGIS**

*While Burnsville is a progressive community in the implementation and utilization of technology to provide services, solutions have been implemented with a relatively small investment in employee services.* Ten of 11 market cities are members of the Local Government Information System (LOGIS), a consortium of Minnesota local government units that receive locally supported management information systems, data processing services and related support services. This is the twelfth year Burnsville has participated as a member in the LOGIS consortium for property special assessment software, GIS, police and fire mobile software and Computer Aided Dispatch (CAD) as part of the Dakota Communications Center (DCC).

In 2014, Burnsville added LOGIS network services to supplement support, monitoring and maintenance of our overall network infrastructure. This change has continued to enable IT staff to focus on the implementation of new projects and services throughout the organization. In 2016, the City added LOGIS GIS support services and transitioned from Dakota County GIS services with the goal to clean up GIS data, leverage more innovative GIS tool sets and begin a process to create a coordinated GIS effort to provide better data analysis and capabilities. During this period, a GIS committee comprised of staff representatives from nearly all department was formed and meets monthly to continue moving GIS initiatives forward. In 2017, the city increased GIS resources utilizing a LOGIS staff person onsite one day a week to coordinate and support new GIS initiatives. In 2018, LOGIS continues to provide augmented GIS services with the goal for the City to become GIS self sufficient within two years.
2019: A look forward

2019 Budget Overview

The 2019 budget will allow for:

- Partnering with the City Clerks office to update the City electronic/digital signature policy and implement an enterprise solution to automate legal signatures for multiple City systems and processes
- SCADA system software upgrade and re-engineering for all water utility sites
- Implementation of Alimagnet Park security enhancements, enterprise systems expansion and public WiFi
- Implementation of Nicollet Commons security improvements and add public WiFi.
- Replacement of security gate at Colonial Hills water tower for improved staff and carrier/contractor access.
- Addition of GIS Coordinator position to continue successful implementation of GIS Strategic plan and reduce costs of GIS consulting/services provided by third parties
- Continued implementation of new online services integrated with the enterprise resource planning system (ERP) to automate and enhance Human Resources onboarding and offboarding processes, along with additional integrations with Document Management Systems
- Continued expansion of new Kronos cloud hosted employee timesheet/timeclock system for city staff
- Continued expansion of access to online rental licensing processes, fire permits and additional types of residential and commercial permits and expansion of tablet applications in the field for staff
- Continued expansion of new "Datalink" GIS centric user portal which can visualize information and issues from multiple city systems for staff use
- Participation in the Dakota Broadband Board (DBB) Joint Power Agreement for the management and growth of Fiber Optic I-NET and C-NET with DBB partner organizations
- Proof of concept (POC) testing of in vehicle camera system for Police and Fire/EMS services
- Security Camera replacements at the GARAGE and at the Heart of the City (HOC) Ramp
- Additional mobile devices and application enhancements for public works field staff
- Continued IT systems security assessment mitigation activities, updated review and City staff training
- Implementation a new three-year Microsoft Enterprise Agreement for 2019-2021
- Review and renewal of a new agreement on officer body cameras for Police and Fire
- Funding for a mid-year recruitment of a FTE focusing on process improvements, business applications, analysis and database management
Community Development

Primary Services
Under the direction of the Community Development Director, the community development department consists of four divisions:

- Economic Development
- Planning
- Licensing & Code Enforcement
- Protective Inspections

Services provided: guide, facilitate and regulate development and redevelopment (land use) within the City as well as maintain housing stock and quality of businesses. Overall functions include:

- Economic Development Commission (EDC) and Planning Commission support
- Economic development programs, policies and job retention/creation oversight
- Experience Burnsville (convention and visitors bureau) liaison
- Transit planning and liaison to MVTA
- Development review including environmental review (EAW, EIS, AUAR) oversight
- Comprehensive planning
- Legislative engagement
- Redevelopment Planning
- Special studies (e.g., planning, zoning, ordinances, GIS, airport oversight committee)
- Grant writing and administration
- Coordination and collaboration with Dakota County Community Development Authority (CDA) for City housing and economic development programs
- Permit, plan review and inspections clearinghouse
- Zoning and property maintenance enforcement
- Coordination of City rental and business licensing services

2019 Community Development Budget
General Operating: $2,026,170
EDA $ 584,045
Staffing
19.0 Full-time Equivalent Staff

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2018: The year in review

2018 Accomplishments

- Completed draft 2040 Comprehensive Plan Update - due in December 2018 - including 6 month agency review comments

- Continued implementation of electronic imaging (Laserfiche) to reduce paper storage, increase file accessibility and to follow the City’s retention schedule

- Reviewed City ordinances with Council regarding: commercial/industrial exterior materials, residential business requirements for short term rentals, accessory dwelling units and micro apartments, solar performance standards, economic competitiveness ordinance uses and process changes including expansion of staff administrative review authority, parking standards on temporary surfaces for special events and construction projects, banner signs for businesses and schools, wall graphics and murals, and decreasing sign message duration to 8 seconds and other minor changes to make the zoning ordinance more friendly; short term rental, and accessory dwelling units

- Reviewed City policy with Council regarding: Policy 5.300 Environmental Review for Multi-Family Development (EAWs); Single family permit rebate program; Fair Housing

- Provided Council with information or updates on: 2040 Comprehensive Plan status; planning commission work plan priorities; streamlining development review by allowing more uses to be permitted that were conditional uses and expand staff administrative review for CUP and PUD footprint expansions up to 50%

- Continued Orange Line Station planning

- Continued work toward proper closure of Freeway Landfill including presenting a concept plan for KMM to facilitate the clean-up and expansion of Burnsville Sanitary Landfill

- Performed sketch plan reviews for:
  - E&R Investments for a new 4-story self storage building in the Golden Triangle
  - Northland Real Estate Group LLC for 100 unit active living building on Maple Island Road
  - Roers Investments LLC for a medical office building and 120-unit independent senior housing, assisted living and memory care facility on Grand Avenue
  - All American Title Company for an express car wash south of County Road 42
  - John Roush for a car wash facility and fast food restaurant on the north side of County Road 42

- Hired a consultant and created the City’s first Economic Development Strategic Plan

- Secured $1,150,000 in County ELF Funding for economic development

- Reduced 1 vehicle in Department resulting in 1 vehicle shared within Development

- Responded to 402 data requests

- Continued work with partners and stakeholders in the MRQ on soil remediation

- Contracted with consultants to draft Burnsville Center/County Road 42 Redevelopment Study and perform outreach

- Sold the AAA land in HOC for development

- Facilitated relocation of city archery range and sale of property to Dodge of Burnsville for expansion
2018 Performance Measurement Monitoring Data

The indicators for each specific division are in the subsequent sections. Other Community Development measurements relate to housing inventories and activities in the City. Housing factors are heavily influenced by the market, but are of relevance to the work of Community Development and the related outcomes of the City Council.

In the 2016 Residential and Business Surveys, 94 percent of residents reported the overall appearance and upkeep of homes and yards in their neighborhoods as good or excellent. Of those residents responding, 91 percent also reported that the overall appearance and upkeep of homes in their neighborhoods have either improved or stayed about the same.

Consistent with the Council’s adopted governance statements, the most important performance indicators are as follow:

Diverse Housing Stock

The City’s goal is to have a diverse housing stock that includes amenity rich multi-family development. According to 2010 US Census data, the total number of housing units in 2010 was 25,759, (24,283 were occupied). Not taking vacancies into account - but accounting for new units added in the past seven years - the total number of housing units in Burnsville is just over 26,063.

Group quarters such as memory care, nursing homes or scattered site group homes are counted separately in the Census, and therefore, not included in these totals.

As of September 2017, Burnsville had 7,590 multi-family rental units with 992 individual rental units anticipated through the end of the year- for a total of 8,582 rental units. This figure is more accurate than Census data as it represents actual rentals in 2018 and accounts for units that were once owner-occupied and have become rental, and vice versa. The percentages for 2018 follow:

- **Total Housing Units**: 26,063 units (21 new units in 2018)
- **Owner-Occupied Units**: 17,482 units (67% of total housing units)
- **Rental Units**: 8,582 (33% of total housing units)*
- **Senior/Disabled Rental Units (Non-Assisted)**: 653 units (2.5% of total housing units)

Activities that were taken to further diversify the housing stock in the city included approval of Nicollet Commons Park 4th Addition for 137 high amenity apartments in the Heart of the City and sketch plan concept approval for a 100 unit senior active living apartment south of Grace Church on Maple Island Road and sketch plan for approximately 450 units on the Healey Ramme properties. Nicollet Plaza lawsuit ended in the City's favor with an additional 172 units expected to be added in 2019. There are approximately 1,000 new multi-family housing units in the pipeline for 2019. The Council also adopted ordinances allowing short-term rentals, accessory dwelling units and micro apartments.

The City relies on the Dakota County Community Development Agency (CDA) to oversee and independently implement the City’s Housing and Redevelopment Authority (HRA) programs. This includes providing housing, administering Section 8 program, assistance to first-time home buyers, and loans and grants for individuals to make...
necessary improvements to their homes. For the first half of 2018, 15 households from Burnsville received home improvement assistance (loans and weatherization assistance). This compares to 11 for the same period in 2017. In first six months of 2018, the CDA assisted two applicants with first mortgage loans and down payment assistance and two with mortgage credit certificates.

Community Development Block Grant (CDBG) funds are used to provide Home Remodeling Grants to low-to-moderate income homeowners, as well as two additional programs which help low-to-moderate income seniors with basic home maintenance - including removing unused appliances and furniture, and partnering with DARTS Chore Service program to assist in snow removal and yard maintenance.

As part of code enforcement efforts, the City has compiled a list of resources for homeowners with financial need to make needed improvements to their homes. These include the Dakota County CDA, Hearts and Hammers, and faith-based groups. The City continued to participate in metro policy meetings suggesting state agencies and/or the Metropolitan Council provide resources for communities to maintain their housing stock. The areas of interest include resurrecting the “This Old House” tax credit program as well as addressing maintenance of existing housing as part of the Metropolitan Council housing initiatives. Lastly, the City hosted three successful homeowners workshops aimed at educating homeowner of building code and permit process on common home projects.

**Foreclosure Rates**

The number of foreclosures in the City continues to decline after a peak in 2010. As of September 2018, there have been 22 sheriff’s sales and 149 Notice of Pendency filings. Last year in total there were 44 foreclosures and 193 notice of Pendency Filings. As reported by the CDA, the most common reason for mortgage delinquency for September of 2018 cases is a loss of income largely due to decreased hours or unemployment, or family crisis. Given the strong economy, the number for 2019 are expected to be about the same as last year. A Notice of Pendency is filed by a mortgage company’s attorney as official notification that the foreclosure process has begun. Not all of these result in sheriff’s sales. The 2010 peak reflected 289 sheriff’s sales and 465 Notices of Pendency filed for the same period. Property maintenance staff addresses code issues promptly. Most banks have been receptive to the City’s compliance requests and there have not been major issues with foreclosures in the city.

**Group Homes**

In 2015, the City Manager and members of community development, police, and fire departments along with other Dakota County cities, engaged Dakota County Social Services on a discussion regarding state licensed facilities within our communities. The goal was to establish a relationship where the cities and the county can work together to improve the lives of residents and neighborhoods while addressing local concerns regarding licensed group homes and providers. Over the past three years, making the connection with county staff has been valuable for the City and issues are being addressed. The City currently has 65 state licensed residential facilities homes. This number has remained steady since 2015.
Metropolitan Governance and Livable Communities

Every year the City completes a Livable Communities Affordable Housing survey for the Metropolitan Council (Met Council). This information coupled with existing housing stock data determines the City’s Housing Performance Score. The scoring formula was updated for 2015 reporting and gives credit for existing housing stock affordability. The score was adjusted in 2016 to give more weight to existing housing stock affordability. The Housing Performance Score is used in Met Council funding decisions including the allocation of transportation dollars and Livable Communities Demonstration Account (LCDA) funds (redevelopment and site clean-up funds). **Burnsville’s score for 2017 was 98/100 points. (2018 score is in process of being reviewed).** The City could get more points if it had more affordable housing or if it had a shelter or transitional housing units for homeless or at risk homeless. This score is used in Met Council transportation and livable community grant application scoring.

Regional Planning

Thrive MSP is the Met Council vision under which local plans will be implemented through consistency with Met Council plans. In 2015, the Met Council formally adopted revised demographic estimates for population, households and employment that are in line with the City’s projections. The City also received its System Statement from the Metropolitan Council in September 2015. The System Statement identifies the changes made to the regional plans and the minimum changes the City will need to incorporate into its 2040 Comprehensive Plan. The full plan update is due to the Metropolitan Council in December 2018. Staff, Planning Commission, a citizens review committee, and the City Council along with residents have been engaged throughout 2016 and 2017 in providing input into the City's 2040 Comprehensive Plan. The draft is complete including the mandatory six month agency review period. Staff is currently making minor revisions to the plan for approval by the Planning Commission and City Council to submit to the Met Council by December 31, 2018.

As part of the 2040 Comprehensive Plan, the City spent some time reviewing the future of the County Road 42 retail corridor/Burnsville Center retail area, East Cliff Road Industrial area, the Minnesota River Quadrant (MRQ), and Heart of the City (HOC). With the introduction of Bus Rapid Transit (BRT) via the Orange Line it is expected that there will be redevelopment opportunities and efforts made in designated Transit Oriented Development Areas (TOD). Additionally, in 2018 a redevelopment plan to address the evolving County Road 42 retail corridor and Burnsville Center began as part of the recommended implementation plans. Sustainability has also been a highlight thought the plan which is an overriding characteristic of importance to the City in all aspects of our service delivery and protecting the City's resources.

Electronic Document Management

**Throughout the year, staff continued to leverage the City’s electronic document management system, Laserfiche, to scan and index documents for more efficient search and retrieval of data and to more efficiently manage document retention.** File preparation and scanning of permanent building permit records started with the assistance of several volunteers and included engaging a third-party vendor to scan document files and then transfer the digital data back to the department for input into Laserfiche. There were 15,304 commercial building permit files (including multiple family residential permits) scanned into Laserfiche this year. The planning department scanned 13,177 pages of planning commission agenda packets, minutes and planning case files this year. Electronic data has been very helpful with the ever increasing data requests.
2019: A look forward

2019 Budget Overview

The 2019 budget allows for:

- Implementation of the 2040 Comprehensive Plan including the creation of TOD overly district around planned transit stops
- Implementation of the City's first formal Economic Development Strategic Plan
- Early stages of implementation of the Burnsville Center/CR42 Redevelopment Plan
- Review and implementation of Planning and Economic Development Commissions' work plan items
- Continued use of shared vehicles where practical
Economic Development

Primary Services
Under the direction of the Community Development Director, the economic development division provides the following services to guide, facilitate, regulate development and redevelopment, maintain the quality of businesses within the city, as well as foster new growth through economic development:

- Burnsville Economic Development Authority (EDA) and Economic Development Commission (EDC) support
- Administration of the City’s tax increment financing (TIF) districts, tax abatement and project areas
- Administration and creation of financial incentives and initiatives to encourage business development
- Grant writing and administration
- Coordination and implementation of Economic Development Strategic Plan
- Cross-divisional development review participation
- Promotion of balanced development and job creation
- Business advocacy and assistance within the boundaries of City Council policy
- City representation at business events
- Workforce readiness and development support

2019 Economic Development Budget
EDA Fund Operating Budget: $1,734,045

Staffing
2.0 Full-time Equivalent Staff

Alignment with Council ENDS and OUTCOMES
The primary purpose of Economic Development Division is to seek a balance between enhancing the quality of development desired by the community, while promoting an expanding tax base through “development friendly” policies.
2018 Accomplishments

- Monitored the City’s Tax Increment Financing (TIF) districts to ensure compliance with contract goals and DEED reporting

- Attracted 38 new businesses

- Participated in Greater MSP efforts

- Continued efforts with Burnsville Promise to have students be "workforce ready" by hosting a morning job shadow for Burnsville High students

- Met with more than 60 businesses addressing concerns and assisting in identification of opportunities

- Promoted the “Open To Business” initiative assisting 23 clients in the community

- Engaged the Economic Development Commission and the Economic Development Authority in a process to develop an Economic Development Strategic Plan

- Assisted in the creation of the Burnsville Center/ County Road 42 Redevelopment Plan

- Partnered with the Burnsville Chamber of Commerce on 13 ribbon cuttings/open houses

- Facilitated the sale of city archery range so Dodge of Burnsville could expand. This resulted in a new state of the art archery range for the city in a more accessible location and allowed a local business to expand

- Assisted with continuation of “Employers of Excellence” program focusing on employee recruitment and retention. Four Burnsville firms were named Employers of Excellence

- Continued communication with Commercial Brokers via e-newsletter and e-greetings, reaching more than 375 recipients’ and staffed an exhibit at the MNCAR Expo which attract approximately 500 commercial brokers

- Created, with assistance of the communications department, a web site page that list the available properties in Burnsville

- Continued partnerships with DEED, Experience Burnsville, Burnsville Chamber, Dakota County CDA, Minnesota Marketing Partnership, Dakota-Scott Workforce Development Board (WDB) and EDAM

- Secured a $415,000 Host Community Grant for improvements to infrastructure in the Heart of the City (HOC)

- Secured a $1,150,000 ELF Grant from Dakota County for land acquisition and building demolition. Created a marketing brochure to market the grant opportunities to business and developers

- Negotiated the sale of the AAA land for development of a market rate apartment complex

Own a small business? Want to start one?
FREE CONSULTING FOR RESIDENTS AND BUSINESS.
burnsville.org/whyburnsville
2018 Performance Measurement Monitoring Data
Consistent with the Council’s adopted governance statements, priority indicators follow:

**Tax Increment Financing (TIF)**
Burnsville’s use of Tax Increment Financing (TIF) has been responsible for and effective in building long-term tax base and adding jobs within and outside of the TIF districts. *The primary areas utilizing TIF are Heart of the City (TIF District No. 6) and the Minnesota River Quadrant (TIF District No. 7).*

Over the past decade, the use of TIF has retained and created hundreds of jobs. Burnsville, however, is now more than 98 percent developed and given that TIF District No. 1 expired at the end of 2010 and TIF District No. 2 expired at the end of 2013, the likelihood of additional projects utilizing TIF within the city is decreasing with the exception of the Minnesota River Quadrant (MRQ) and a few select parcels.

In 2008, the State Legislature granted Burnsville special TIF legislation to assist in building needed infrastructure to facilitate redevelopment in the MRQ. This legislation will allow for a longer timeline (20 years) facilitating development and allow for pooling of funds within the MRQ and the use of TIF for poor soils. Current special legislation expires in 2020.

TIF District No. 7 (DuPont and Lady Bird Lane area) was certified in 2013 and amended in 2015 and 2017. The Economic Development Authority (EDA) has delayed collection of increment for five years to allow the soils to be corrected and potential development projects to be planned. Infrastructure and soil remediation projects began in 2013 and moved quicker than anticipated. Two major land owners (i.e. Astelford and Dworsky) are working with brokers to market their remediated sites. To date, there have been no TIF development contracts or TIF expenses incurred. Soils remediation work was done via Interim Use Permits with dirt sales. Infrastructure improvements in the area have been facilitated with grants, infrastructure trust funds, and assessments.

In 2017, TIF District No. 8 was created to facilitate the construction of a office warehouse on a hard to develop parcel located at 12100 Portland Avenue. The District hasn't been certified because the developer, Industrial Equities, has not secured a tenant. Construction of the building will occur after securing a tenant and certification of the District.

**Tax Abatement**
The City has entered into only one abatement agreement with a business, Consolidated Office Systems headquarters (constructed in 2004). This abatement contract expired in 2011. Tax abatement is used in the Heart of the City as part of the Ames Center bond financing payments. Collection of this abatement will expire in 2028.
Heart of the City (HOC)

In 2004, the District began receiving tax increment. The District will decertify in 2019. Land devaluation and a slowdown in development due to economic conditions during the downturn will result in less increment than originally planned. A majority of current revenue is used to fund developer pay-as-you-go obligations and debt service payments. Staff anticipates any remaining funds to be allocated and planned for expenditure prior to decertification.

In 2018, the HOC saw the following:

- Continued high occupancy at Grande Market Square, Grande Market Place, and Nicollet Plaza
- Approximately 95 percent of the residential properties currently occupied
- AAA land was sold for a market rate apartment complex
- Orange Line planning with two stops in HOC, Preliminary infrastructure improvements were made by the City on Travelers Trail.
- Events such as 20th-Annual Winter Lighting Ceremony, 12th-Annual International Festival, and the 7th-Annual I Love Burnsville 5k
- Approval of an 160 plus unit high amenity apartment complex on the parcel designated as Phase 2 of Nicollet Plaza was approved in 2017. Litigation, which has ended, delayed construction, construction set to begin in spring of 2019

Knight Seed, Phase 2 and 3 of Uptown Landing and the Wellington sites remain vacant.

Minnesota River Quadrant (MRQ)

An Interim Use Permit (IUP) ordinance for soil mining and construction activity storage was created (2013) to allow for soil remediation and creative re-use of excess soil from local construction projects to occur for up to 15 years. This will allow the land owners to continue using their properties as remediation occurs. Astleford has remediated most of their parcels and Dworsky (Park Jeep) finished soil remediation in 2016.

In 2014, the City was awarded a $90,000 DEED Host Community Grant to be used for planning and design of a new Cliff Road/Interstate 35W Interchange. In 2015, the City was awarded a $346,250 DEED grant for widening and upgrading Cliff Road and upgrading DuPont Avenue. In 2016, the City received a $250,000 Dakota County CDA RIG grant for this project. The project was completed in 2016. In 2016, the City was also awarded a $415,625 Host Community Grant to be used for improvements to Ladybird Lane Phase 1. This project was completed in summer 2017. In 2017, the City was awarded a $415,625 Host Community Grant and a $250,000 Dakota County CDA RIG grant for improvements to Ladybird Lane Phase 2. The project was completed in the spring of 2018. The City is
currently marketing three remnant parcels from the Hwy 13/County Road 5 interchange upgrade. Proceeds of the sale of the parcels will be shared with Dakota County.

A new 118,000 sq. foot office warehouse building was completed by United Properties in summer of 2018. This building will have a mix of tenants similar to other office warehouse buildings in the area. This property is within TIF 7, although no assistance was requested.

**Promotion of Skilled Workforce Initiatives**

The initiative - *Burnsville Promise* - reflected the growing need for a skilled workforce as a retention and attraction tool for business. An executive director was hired in 2016 to carry out its mission - to ensure all Burnsville students pursue post-secondary education and secure meaningful employment. Staff serve as a member of the Burnsville Promise Steering Committee. In November of 2017, the City hosted a morning job shadow experience for 60 Burnsville High School students to show the diversity of jobs available at a city. While lack of future funding has caused the demise of Burnsville Promise, the City and other partners are committed to continuing to foster opportunities for students to pursue post-secondary education. Additionally, staff have served on the Dakota Scott Workforce Development Board since 2006.

**Aging and Obsolete Properties**

In 2015, three developers familiar with Burnsville spoke with the Economic Development Commission (EDC) about challenges and options regarding aging and obsolete properties. *Consensus was to review the City’s economic development policies and plan as part of the Comprehensive Plan review process.* The Comprehensive Plan review process began in 2016 and was completed in 2018. The EDC and staff spent considerable amount of time providing input, reviewing analysis, and preparing ideas for the Economic Development chapter of the 2040 Comprehensive Plan.

In 2018, the EDC and EDA spent over 5 months developing a Economic Development Strategic Plan which was adopted in November of 2018. The plan has the following goals:

1. Ensure sustainability of the Burnsville Shopping Center/CR42 Corridor
2. Improve image of School District #191 and City
3. Continue development within Heart of the City
4. Enhance and build awareness around the City's existing housing and commercial programs and develop new programs as appropriate
5. Continue the City's position as a regional destination

Each of the goals has multiple strategies and actions/tactics to guide implementation and measurement. To implement this plan, the 2019 budget include the addition of one FTE and consultants.
In 2018 Dakota County created a pilot grant project from their Environmental Legacy Fund. The City was awarded $1,050,000 for land acquisition and demolition. The City has two years to spend the funds which will most likely be utilized for building demolition to facilitate redevelopment of aging and obsolete properties.

**Economic Development Commission (EDC)**

*The EDC had an active year resulting in the following:*

- Developed a Economic Development Strategic Plan
- Reviewed and made recommendation on business banners
- Review of “Open To Business” and Greater MSP updates
- Review of the City’s Legislative Agenda
- Partnered with the Burnsville Commercial Real Estate Council (BCR EC) to create a web page highlighting available properties in Burnsville
- Recommended approval of the sale of the AAA land
- Participated in meetings to facilitate development of the Burnsville Center/County Road 42 Redevelopment Plan

**Economic Development Partnership**

Staff work diligently to maximize the benefit of partnerships with residents and businesses. Some of the most significant on-going partnerships follow:

- Heart of the City (HOC) initiative
- Economic Development Commission (EDC)
- Dakota/Scott County Work Force Development Board
- Burnsville Commercial Real Estate Council
- Burnsville Chamber of Commerce
- Dakota County CDA Economic Development Partnership
- CEO Focus Group quarterly mayor meetings
- Experience Burnsville
- St. Paul Area Association of Realtors

*In 2018, the DEED Host Community Grant ($415,625) for HOC infrastructure and the ELF Grant ($1,150,000) for land acquisition and building demolition brought the total grant dollars secured for economic development projects to $5,758,125 over the past twelve years.*
The Burnsville Commercial Real Estate Council (BCREC) continued efforts in 2018 to make more brokers aware of opportunities in the City. Over 375 commercial brokers and interested parties receive a quarterly e-newsletter highlighting events in Burnsville. On each holiday, the brokers receive an email “Burnsville Holiday Greeting.” Burnsville is unique with this continuous electronic outreach to the Twin Cities broker community. The “open rate” for these e-publications exceeds typical rates for unsolicited emails. The outreach has resulted in greater communication between the brokers and City staff. In 2018 at the suggestion of the BCREC group the City established a web page for the listing of available space in Burnsville. BCREC felt this would make it easy for business looking for space in Burnsville to find it. Approximately every three weeks, staff emails over 375 brokers one property listing and a link to the balance of listings. On average 85 brokers open the email each time it is sent.

The City continued to staff an exhibit booth at the annual MNCAR Expo which attracted approximately 500 brokers. This was the fourth year the City exhibited at the show. Looking forward to 2019, the budget calls for increased convention and show participation to market the City.

In an effort to foster relationships beyond its borders, the City continued a relationship with Minnesota Marketing Partnership (state economic development initiative), Economic Development Association of Minnesota (EDAM), Greater MSP, the Minnesota Shopping Center Association (MSCA) and the Minnesota Commercial Association of Real Estate/Realtors (MNCAR). Staff sits on the Conference Committee of EDAM and the Newsletter Committee of MSCA.

**Greater MSP**

In its eighth year, Greater MSP is a regional initiative that works to foster attraction and retention of business in the 16-county region. A true public/private partnership, approximately 80 percent of Greater MSP’s funding is from the private sector. The City continued its annual contribution of $25,000 in 2018. In 2019 the $25,000 will be used to expand staff presence at local and national conventions to foster greater marketing of Burnsville. This will be in lieu of a contribution to Greater MSP.

Over the past eight years, Greater MSP has created a multi-faceted marketing approach increasing awareness of the region both nationally and internationally. It has been instrumental in partnering on a number of “wins” - business attraction to the region. While to date, the City of Burnsville has not had a “win”, the regional “wins” are thought to contribute to the overall benefit of the region by providing more jobs and opportunities for existing businesses to expand their customer base.

Greater MSP continued efforts in coordinating retention visits with the utilization of “sales force” monitoring software. These efforts help ensure companies are not being over-contacted by various groups. In turn, City staff provide Greater MSP with details of the contacts made throughout the year. Burnsville typically generates the most business visits by a city in the region and averages approximately 96 percent retention.
and has resulted in five start-ups in the City and 166 clients assisted. The county-wide cost is $140,000 and the City’s cost is $8,333. The Dakota County CDA pays half of the cost. Burnsville has marketed this initiative heavily and consistently ranks first or second in the number of new clients.

Employers of Excellence
The Dakota County Workforce Development Board initiated a new retention and attraction effort in 2016 that has been continued in 2018. A consultant was engaged to develop a survey that businesses could complete regarding their employment practices. Every business completing the survey received a report that ranked their efforts against similar sized companies in 40 categories. The report would allow companies to either alter their practices to meet the market or to “promote” to their employees the areas where they exceed market practices. Each year Burnsville has had more Employers of Excellence awarded than any other city.

Business Liaison
**Economic Development staff serves as the liaison between the City and the business community and often participates in City activities involving businesses.** Many of the activities serve to promote the Burnsville business community and development within the city. Some highlights include:

- Welcoming new businesses and coordinating ribbon cuttings
- Providing business assistance information
- Announcing new businesses on the City’s social media networks (e.g. Facebook)
- Announcing new businesses and highlighting business-related events in the *Burnsville Bulletin*
- Assisting in meetings with the business community with other City departments
- Meeting with businesses looking to locate to or expand in the city and assist in addressing city issue
- Coordinating with the Experience Burnsville for joint marketing activities
- Promoting economic development messages on electronic billboards
- Maintaining the “Why Burnsville” webpage - a business retention and attraction tool
- Attending Burnsville Chamber hosted meetings.

Additional Staff Involvement
City staff also served on the Metropolitan Airports Commission (MAC) Noise Oversight sub-Committee, serving as Chair to the League of Minnesota Cities (LMC) Development Finance Committee, LMC Improving Local Economies committee, and Metro Cities Housing and Economic Development committee.

2040 Comprehensive Plan
The City continued its two-year process to complete its 2040 Comprehensive Plan. As part of the process a citizen's advisory committee that included representation from economic development partners and businesses provided important input into the creation of the plan. There are four focus area studied:

1. Aging industrial
2. Minnesota River Quadrant (MRQ)
3. Heart of the City (HOC)
4. Bus Rapid Transit (BRT)/Burnsville Center

The 2040 Comprehensive Plan attempts to identify and plan for how economic development opportunities can be achieved in each of the focus areas. This draft plan will be submitted to Metropolitan Council by December 31, 2018.
2019: A look forward

2019 Budget Overview

The 2019 Budget allows for:

• Continuation of the existing redevelopment initiatives in the HOC and MRQ

• Continued relationship development with businesses and commercial brokers

• Increased resources to implement the Economic Development Strategic Plan including one FTE

• Continued funding for the “Open to Business” initiative

• Comprehensive Plan implementation of the Economic Development Chapter

• Grant writing and implementation

• Continued funding to pursue legislative modifications consistent with adopted legislative priorities

• Exploration of creation of a Tax Increment Finance (TIF) District for Burnsville Center/County Road 42 or special legislation for a district in the area.
Planning

Primary Services
Under the direction of the Community Development Director, the planning division is responsible for short-term and long-range planning regarding land uses within the City and the following services:

- Planning Commission support
- Development Review Committee (DRC) coordination and project review services
- Long-range/Comprehensive planning
- Environmental review coordination (EAW, EIS, AUAR and Environmental Site Assessments)
- Special land use and redevelopment studies
- Point of contact for land use and zoning inquiries and property research
- Legal document preparation for land-use clearances, ordinance updates and development decisions
- Permanent sign, tree removal and zoning permit coordination and administration
- Building permit review for land use and zoning clearance
- Periodic housing surveys; compile and report on housing data, administer Livable Communities Act (LCA) agreements and coordinate housing related programs with the Dakota Community Development Agency (CDA)
- Zoning, Subdivision and FEMA Flood Ordinance administration

2019 Planning Budget
General Operating $506,254
Comprehensive Plan 165,000

Staffing
4.0 Full-time Equivalent Staff

Alignment with Council ENDS and OUTCOMES
The primary purposes of the Planning Division is to guide the development review process. This responsibility includes monitoring the quality of all development, promoting balanced growth, redevelopment and sustained viability of housing and commercial/industrial property and participating in redevelopment initiatives.
2018 Accomplishments

- Through September 2018, approved 14 Planned Unit Development (PUD) applications
- Coordinated the 2040 Comprehensive Plan Update and assisted the City’s consultant (HKGI), researching, drafting and reviewing the Plan
- Administered the flood plain ordinance and assisted property owners in meeting requirements, processed flood plain map revisions and maintained records so property owners can obtain insurance through the National Flood Insurance Program
- Participated in discussions with MPCA, EPA and Dakota County for proper closure of Freeway Landfill
- Issued 7 Conditional Use Permits (CUPs)
- Responded to 21 data requests
- Worked with Xcel Energy new natural gas pipeline through the Tennisioux Park greenway to provide cleaner power to the Black Dog facility
- Coordinated several zoning ordinance updates that resulted in more flexibility for property owners

2018 Ordinance Amendments:

- Updated commercial and industrial exterior architectural materials standards and definitions
- Incorporated housekeeping changes related to the Sign Ordinance
- Established provisions to allow Short-Term Rentals
- Established provisions to allow Accessory Dwelling Units and Micro-Units
- Incorporated changes from the Economic Competitiveness Study
- Updated provisions for government signs and banner signs on school buildings
- Updated Park Zoning District related to signs located at ball fields
- Renewed an interim ordinance related to signs, wall graphics and murals
- Updated provisions for fences and screening materials
- Updated solar performance standards
- Updated provisions allowing for administrative approval of minor PUD and CUP applications
2018: The year in review, cont.

2018 Performance Measurement Monitoring Data
Consistent with the Council’s adopted governance statements, priority indicators follow:

Development/Redevelopment
The planning department is responsible for development and implementation of the mandated Comprehensive Plan; research and drafting of City Code, zoning and subdivision ordinance amendments to keep regulations current; coordinating environmental reviews; coordinating special studies and redevelopment plans, managing a progressive development review process to complete project reviews in an accurate and timely fashion; reviewing building permits for zoning compliance and land use clearance; and maintaining/enhancing the City’s aesthetic standards. To assist with workload, the department utilized planning consultants on several occasions to keep special studies and applications moving ahead in a timely manner.

The department also conducts research and makes recommendations for policy improvement and new policies through the governance process. In addition to public participation and review by the planning commission and city council, the department coordinates development review for all other City departments and government agencies with jurisdiction over the project. In order to enhance community building within the City, department staff is involved in addressing neighborhood issues and assisting in resolving property owner disputes pertaining to land use issues.

The department is also heavily engaged in transit as it is closely related to land use. As the Orange Line is being planned for and the opportunities regarding development near the transit way will be forthcoming, the planning department has taken a proactive approach to being involved in transit. In addition to being a part of the Orange Line planning, staff is engaged with the County’s transit planning effort.

Minnesota River Quadrant
Staff continued to address long-term interim uses in the Minnesota River Quadrant (MRQ). Soil remediation along Ladybird Lane continued. Street improvements along Ladybird Lane and Dupont Avenue also continued.

Burnsville Sanitary Landfill remains interested in a potential reconfiguration of its landfill footprint. The change would alter the types of waste accepted and the shape of the landfill. The benefits of the change would be to meet market demands to fill the landfill sooner, better protect wetlands and to be more cost effective in the landfill design. The capacity is expected to remain the same. There are many agency approvals needed and the discussion is in the early stages. The landfill is not filling at rates previously anticipated, thus extending the payment of host fees and the time that the landfill is in operation in the MRQ - as well as the timeline for future redevelopment.

Kramer Mining and Materials (KMM) continues to mine the areas where old power poles once stood and have decided to not mine any further to the east. Mining to the west towards the approved edge treatment area continued. KMM is open to a large-scale development if the right user approaches. Due to complaints and regulatory questions, the City continues monitoring area vibrations due to blasting at the quarry.

Staff continued to work with the Minnesota Pollution Control Agency (MPCA), Environmental Protection Agency (EPA) and Dakota County to create a viable long-term closure plan that will protect the environment and provide for redevelopment of Freeway Landfill. New legislation and efforts from the MPCA are expected that lead to a closure plan in 2019 and will likely include Freeway Dump on the east side of I-35W.
The department reviews the City's environmental overlay standards, and ensures that new development and redevelopment occur in an environmentally sensitive manner to preserve and enhance the City's natural resources. As such, the Planning Department coordinates the environmental review process for projects that meet state thresholds for environmental assessment worksheets (EAW’s) and environmental impact statements (EIS’s).

**Burnsville Center/CR 42 Corridor Redevelopment Plan**

The City initiated the creation of a master redevelopment plan for the regional retail corridor. This began with a search and hiring of consultant. The City selected a team of experts led by Damon Farber to lead this initiative. The goal is to have a redevelopment plan that meets current market demand to be practical and successful as well as provide a road map for implementation. Damon Farber engaged public and private stakeholders, Commissions and the City Council in prioritizing goals and strategies for the area and development and land use desires. Public input was also part of the work, with an understanding that the redevelopment is intended to be market driven by private property owners. The draft plan calls for a future mixed-use pedestrian friendly area. The initial area of focus for redevelopment is the Burnsville Center due to its mass of underutilized parking and building vacancies. Future phases north of County Road 42 (CR42) are anticipated after the south side of CR42 is redeveloped with new housing and improved north-south pedestrian connections. Implementation ans setting the table for redevelopment will be planning and economic development priorities for 2019.

**Development Review**

Within the overall context of development review activities, the planning department coordinates with developers and land owners to design projects to improve vehicle and pedestrian accessibility, circulation and access management, as well as to link private development to public sidewalks, trails, greenways, transit and transportation services/facilities. Standard development review includes coordination with Minnesota Valley Transit Authority (MVTA), MnDOT, Dakota and Scott Counties, Federal Aviation Administration (FAA), Union Pacific Rail Road, MnDNR, watershed districts, and the US Army Corps of Engineers for properties that access or are proximate to existing and planned transportation, freight, navigable waters (Minnesota River) and transit facilities/services.

The Department coordinated the 2040 Comprehensive Plan Update process. Staff was responsible in assisting the City's consultant (HKGI), in the research, drafting, and review of the draft Plan. This work involved many City departments and an ongoing and specific community engagement plan. During 2018, public comment and agency comment period was held for six months. The latter part of 2018 was spent revising the plan based on agency feedback. It is expected that the draft plan will be submitted to the Met Council by the December 31, 2018 deadline.

The department undertook two Governance processes in 2017 related to "Short-term (Vacation) Rentals" and "Accessory Dwelling Units & Drop Homes." Zoning Ordinance changes were implemented in 2018 establishing standards allowing for Short-Term Vacation Rentals, Accessory Dwelling Units and micro apartment units. To date, that have been no licenses applied for short term rental units and no permit applications for accessory dwelling units. The City did however, support smaller apartment units in recent multi-family buildings.

City Council Work Session Items included:

- Sketch Plan Review for All American Title Company for an express tunnel car wash at 2111 County Road 42 West
- Sketch Plan Review for John Roush for a proposed car wash facility and fast food restaurant at 2350 County Road 42 West
- Sketch Plan Review for Northland Real Estate Group LLC for a 100-unit senior active living apartment at 15309 Maple Island Road
• Private Utility/Park Use Update for Northland Real Estate Group LLC to determine impacts to Crystal Lake West Park for private trails and utilities to serve a future 100-unit senior active living apartment

• Update on Planning Commission Annual Solar Ordinance Review

• Sketch Plan Review for E&R Investments, LLC for a Vertical Self-Storage Building at 14450 Nicollet Court

• Review of Policy 5.300 Regarding Environmental Review for Multi-Family Development EAW

• Sketch Plan Review for Roers Investments, LLC for a 15,000 square foot medical office building and a 4-story, 120-unit independent senior housing, assisted living and memory care facility at 14300 Grand Avenue

• Update on Planning Commission Land Use Economic Competitiveness Review

• Several Updates on the 2040 Comprehensive Plan Update

• Updates on the Burnsville Center/County Road 42 Study

The 2018 Planning Commission Work Plan included an ambitious number of special studies completed to date including:

- Review of the City's Solar Ordinance including input from solar expert and contractors; changes to aesthetic performance standards were made to remove requirements related to the shape and proportion of solar arrays

- Review of Architectural Review Tool and finding that no changes to the Tool are needed

- Study of standards for banner signs for businesses; changes to the sign ordinance were recommended and implemented as a result of the study

- Study of zoning uses and process comparison with surrounding cities to review for economic competitiveness for attracting and retaining businesses; the ordinance was updated to make several uses that formerly required conditional use permits (CUPs) to allow them to be permitted and added more uses based on current markets and trends

- Study of fence and screening materials; changes to the ordinance were made allowing additional materials for screening and fences Commercial/Industrial exterior materials and the land use clearance process used by the City and comparison to market cities

- Completed draft 2040 Comprehensive Plan for submittal to the Metropolitan Council for formal review
The results of planning, housing and redevelopment activities can be illustrated in permit activity and valuation, and estimated total market value. (NOTE: 2014 through 2017 data are 12-month data from October 1 of the previous year to September 30 current year data. All previous years are nine months of data from January to October.)

### Development Review Activities By Year

![Bar chart showing development review activities by year from 2009 to 2018.](chart.png)

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</thead>
<tbody>
<tr>
<td>Planned Unit Developments (PUD)</td>
<td>16</td>
<td>16</td>
<td>11</td>
<td>13</td>
<td>7</td>
<td>10</td>
<td>14</td>
<td>15</td>
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<td>Conditional Use Permits (CUP)</td>
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<td>5</td>
<td>4</td>
<td>9</td>
<td>21</td>
<td>14</td>
<td>3</td>
<td>12</td>
<td>7</td>
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<tr>
<td>Plats</td>
<td>9</td>
<td>12</td>
<td>5</td>
<td>4</td>
<td>4</td>
<td>12</td>
<td>8</td>
<td>3</td>
<td>8</td>
<td>9</td>
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<tr>
<td>Ordinance Amendments</td>
<td>10</td>
<td>11</td>
<td>11</td>
<td>4</td>
<td>5</td>
<td>7</td>
<td>5</td>
<td>13</td>
<td>10</td>
<td>11</td>
</tr>
<tr>
<td>Rezoning/Comp Plan Amendments</td>
<td>5</td>
<td>6</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>5</td>
<td>1</td>
<td>2</td>
<td>5</td>
<td></td>
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<tr>
<td>Variances</td>
<td>1</td>
<td>3</td>
<td>—</td>
<td>—</td>
<td>2</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>—</td>
</tr>
<tr>
<td>Interim Use Permits (IUP)</td>
<td>—</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>3</td>
<td>5</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>1</td>
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<tr>
<td><strong>Total</strong></td>
<td>49</td>
<td>57</td>
<td>37</td>
<td>31</td>
<td>32</td>
<td>60</td>
<td>53</td>
<td>41</td>
<td>57</td>
<td>47</td>
</tr>
</tbody>
</table>

NOTE: 2014 through 2018 data are 12 month data from October of the previous year to September current year data. All previous years are 9 months of data from January to October.

The above charts indicate that over the past decade, the number of development applications peaked in 2014 when 60 applications were processed. There were 47 development applications processed in 2018. With the city fully developed, land use clearance applications are typically more complex requiring a higher level of coordination and staff involvement to assist applicants to find solutions to land and real estate issues. Staff must anticipate all aspects of each development, conduct public hearings and neighborhood meetings and attempt to balance competing interests. Each review takes 60-90 days and a majority of applications contain multiple requests.
Over the past year, staff processed residential (Mixed-Use) plat application for Nicollet Commons Park 4th Addition (137 market rate apartment units and 1,500 square feet of retail space) in Heart of the City. A 27-unit townhome plat was processed for Lennar for property located east of Valley Ridge Senior Housing but the application was ultimately withdrawn. Seven commercial/ institutional plats were processed for Hertz Addition (1 commercial lot), Ridges Twelfth Addition (2 institutional lots), Ridges Thirteenth Addition (1 commercial lot), Valley Ridge Heights Addition (2 commercial lots), Dodge of Burnsville (1 commercial lot), and Burnsville Senior Housing (2 commercial lots). One industrial plat was processed for Abdallah Candies (1 industrial lot).

No variance applications were processed.

Through September 2018, the Department processed Conditional Use Permits (CUP) and amendments for the following:

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sovereign Grace Church</td>
<td>CUP for religious assembly use and alternative parking at 500 Travelers Trail East</td>
</tr>
<tr>
<td>Northern States Power Company</td>
<td>CUP to allow grading, filling and utility work within the Shoreland and the Floodplain of Black Dog Lake to complete the installation of a natural gas pipeline within the Tennisouf Park greenway corridor to serve the Black Dog Electric Generating Plant located at 1400 Black Dog Road</td>
</tr>
<tr>
<td>Dar Us Salam</td>
<td>CUP for religious assembly use at 190 River Ridge Circle South</td>
</tr>
<tr>
<td>All Energy Solar Inc</td>
<td>CUP for a rooftop solar array variation from ordinance standards at 13501 1st Avenue South</td>
</tr>
<tr>
<td>City of Burnsville</td>
<td>CUP to allow work within the Floodplain and Shoreland between Black Dog Lake and Black Dog Park to repair a storm sewer outfall and correct erosion</td>
</tr>
<tr>
<td>Donnay Homes</td>
<td>CUP to construct a retaining wall taller than eight feet in the rear yard of the common association property for The Summit at Buck Hill 3rd Addition at 15200 Burnhaven Drive</td>
</tr>
<tr>
<td>Lennar</td>
<td>CUP for 27 unit townhome development (east of Valley Ridge Senior Housing) - this application was processed but ultimately withdrawn by the applicant</td>
</tr>
</tbody>
</table>

During the same time period, the Department processed Planned Unit Developments (PUD) and amendments for the following:

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Modern Sportsman LLC</td>
<td>Modify PUD for a retail sporting goods, gun shop, shooting range, and training facility located at 3501 County Road 42 West</td>
</tr>
<tr>
<td>Junction 35W &amp; 13 LLC</td>
<td>Modify PUD to add four 30’ tall tanks (for storage of plastic pellets used for production) on the west side of the existing building and for two wall signs on the north side of the building exceeding the Zoning Ordinance maximum 300 square foot standard</td>
</tr>
<tr>
<td>Discover Church</td>
<td>Modify PUD to allow leasable showroom space for a business located at 14300 Burnsville Parkway</td>
</tr>
<tr>
<td>The Hertz Corporation</td>
<td>New Open Sales/Rental business at 12750 West Frontage Road</td>
</tr>
<tr>
<td>Kwik Trip Inc</td>
<td>Construct a Kwik Trip convenience store with fueling canopy and attached double bay carwash located at the southwest corner of 136th Street and County Road 5</td>
</tr>
<tr>
<td>Dar Wal MN Bur LLC</td>
<td>Modify PUD for a new Walser Subaru dealership building and open sales/rental lot at 14900 Buck Hill Road</td>
</tr>
</tbody>
</table>
Hegedus Family LLP  PUD amendment to memorialize setback deviations for existing conditions associated with plating the property
Prince of Peace Church Modify PUD for an addition to the church, site and parking changes at 13801 and 13901 Fairview Drive
Park Nicollet Modify PUD for renovation of existing clinic and removal of existing parking deck to allow for construction of a new 80,000 square foot clinic and parking ramp at 14000 Fairview Drive
Roers Investments LLC PUD to construct a 134 unit senior living building and Concept PUD for a future 15,000 square foot medical office building located at 14401 Grand Avenue
AMFP IV Parkway Estates LLC Modify PUD to construct a new 2,300 square foot clubhouse, outdoor pool, site and parking lot improvements at 1501 Burnsville Parkway East
Riverwoods Townhomes Modify PUD to allow decks, stairs, and stoops to encroach into platted drainage and utility easements, (over the common association property) at 334 River Woods Lane
Dodge of Burnsville Modify PUD for an outdoor storage lot for vehicle inventory at 12101 Highway 35W South
E & R Investments LLC Modify PUD to construct a four story, 104,000 square feet temperature controlled self-storage building at 14450 Nicollet Court
Kim Dufferin Modify PUD to allow pet grooming service and kennel for Pampered Paws at 1506 Southcross Drive - this project was processed but withdrawn prior to public hearing
Interim Use Permits (IUP) and amendments were also processed for:

- La La La LLC for mining and soil remediation for properties located at 721 and 771 Ladybird Lane

**Building Permits, Zoning Inquiries/Verifications, and Administrative Reviews:**

In addition to development project review activities, the department reviewed 1,014 building permits for zoning compliance, issued 131 permanent sign permits, 33 zoning permits and processed the following from October 2017 through September 2018. These are very similar to the previous year's figures:

- 29 zoning letters
- 5 zoning verifications
- 7 temporary sales permits
- 3 waiver of subdivision applications
- 3 environmental inquiries
- 21 public data requests
- 13 fireworks sales/display permits
- 12 incidental use permits
- 3 LP storage tank permits
- 1 vehicle storage permit
- 68 site inspections
- 6 Special Event Permits

Staff also spent time on applications that are still in process including:

- Almir Puce Open Sales/Rental Lot at 2208 Old County Road 34 Place
- Dar-Us-Salam CUP Amendment for leased parking
- Variance for 1300 & 1232 Bluebill Bay Road
- Healey Ramme PUD and Environmental Assessment Worksheet

Staff also spent a lot of time on projects that were ultimately withdrawn by the applicant (Lennar Town Homes on CDA property, and Pampered Paws PUD Amendment at 1506 Southcross Drive).

Planning staff spent considerable time and resources to managing the Buck Hill Concert Series and associated neighborhood issues, and managing neighborhood meetings and concerns for several controversial development projects including Healey Ramme and Roers Investments developments on Grand Avenue and the Northland Real Estate Group project on Maple Island Road.

In addition to time spent on applications, substantial staff time from Planning, Engineering and Natural Resources was spent for review and comment on the Lower Minnesota River Watershed District Plan update, 2040 Comprehensive Plan public outreach, Orange Line BRT station planning, and review of adjacent jurisdiction's draft 2040 Comprehensive Plan updates. Considerable time has been spent working with property owners to work through the code violation process (Pampered Paws illegal animal grooming, Radco and Eleven Investments trash enclosure violations, Golden Triangle illegal tree removal and Puce illegal auto repair and vehicle storage).
2019: A look forward

2019 Budget Overview

The 2019 budget allows for:

- Formal adoption and beginning implementation of the 2040 Comprehensive Plan
- Assisting with the implementation of the City’s sustainability plan
- Continued redevelopment efforts in the HOC and MRQ
- Adoption and implementation of Burnsville Center Redevelopment Plan
- Lower Minnesota River Watershed District Plan
- Funding of consultants for special studies
- Development of Work Plan items for the Planning Commission
- Continued scanning and indexing of paper files into the City’s Laserfiche system for easy and efficient document search and retrieval
- Orange Line Station planning including creation of a Transit oriented Development (TOD) districts around transit stations.
Protective Inspections

Primary Services
Under the direction of the Community Development Director and the Building Official, protective inspections provides the following services:

- Plan review for residential, commercial properties and State licensed facilities
- Clearinghouse for the issuance of building, mechanical, electrical, plumbing, erosion control, grading and sign permits
- Field inspections
- Enforcement of building, plumbing, electrical and mechanical codes (i.e. new and existing building construction for fire, life, health and safety)
- Local licensing of contractors
- Education of homeowners and contractors on the building code, permits and processes
- Lead Administration of Trak-it, on-line permitting and licensing software utilized by many departments

2019 Protective Inspections Budget
General Operating $665,715

Staffing
7.5 Full-time Equivalent Staff

Alignment with Council ENDS and OUTCOMES

The primary purpose of the Protective Inspections Division is to safeguard life, health, property and public welfare through a common sense approach to code enforcement. This approach is based on a tradition of strong customer service.

NEIGHBORHOODS
Residents and Businesses feel connected to their neighborhoods

DEVELOPMENT / REDEVELOPMENT END STATEMENT
People find Burnsville a balanced City of residential and business development enhanced by redevelopment.
2018: The year in review

2018 Accomplishments

- Educated property owners regarding permit requirements, licensed contractors and state building codes
- Held two home owner seminars (spring; fall)
- Responded to 75 requests for data
- Provided inspection and plan review services:
  - Fairview medical office building clinic
  - Fairview Hospital remodels
  - Donnay's Summit at Buck Hill City Hall Police remodel and addition
  - Berean Baptist Church sanctuary addition
  - New Park Nicollet clinic building and parking ramp
  - Burnsville Subaru new building
  - Clubhouse for Parkway Estates
  - Jensen's Café new bar expansion
  - Escapology Burnsville Center
  - Gateway Church
  - Mana Bakery
  - Innovative Office Solutions
  - Modern Sportsman
  - Black Dog demolition and generator replacement
  - Gateway Office Plaza remodels
  - 35/13 Distribution Center
  - Faith Covenant Church remodel
  - Church of the Risen Savior
  - Target liquor and Starbucks remodel
  - White Funeral Home
  - Augustana Regent
  - Public Storage
  - New Burnsville Archery Facility
  - Menard Inc expansion
  - Gateway Stem Academy tenant finish
  - Hertz tenant remodel
  - Roers Grand Avenue Senior Housing
  - District 191 multiple school projects for building, HVAC, electrical and plumbing
  - Tenant finishes at Burnsville Center
  - YMCA pool remodel

Improving Processes Through Efficiencies:

- Combined desktop and mobile computing technology into one device and workstation reducing maintenance efforts and costs and allowing inspectors full access to server and desktop applications
- Continued to address issues with the new cloud base permit tracking system which will allow greater transparency and access for public use. This systems also will be able to interact with the GIS mapping format, which will allow far greater detail and efficiencies with data for our inspection process.
- Utilized fleet management software for vehicle tracking
- Maintained State plumbing delegation for RPZ (Reduced Pressure Zone) and back flow devices
- Performed basic zoning site plan reviews in addition to the current building plan review for zoning districts R-1 projects in order to expedite the review and permit approval time
- Continued document scanning into Laserfiche for more efficient access to working and historical files
- Utilized electrical inspector contractor for 6-months after several attempts to fill this position were unsuccessful. The other option would have been to turn the electrical inspections over to the State, which would not have been very efficient from a customer service perspective.
2018: The year in review, cont.

2018 Performance Measurement Monitoring Data
Consistent with the Council’s adopted governance statements, priority indicators follow:

Overall Market Value Growth/Positive Perceptions of Building Safety, Neighborhoods, Development
A strong customer service approach leads to achieving the following standards:

**PLAN REVIEW:** Building plan review response within five (5) working days after submittal for residential and two (2) weeks for commercial plans.

**PERMITS:** All permits are issued within 24 hours after plan review and payment for permits.

<table>
<thead>
<tr>
<th>Activity</th>
<th>2013*</th>
<th>2014*</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
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<tr>
<td>Plan Review -</td>
<td></td>
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<tr>
<td>Number of plans reviewed</td>
<td>468</td>
<td>488</td>
<td>421</td>
<td>412</td>
<td>596</td>
<td>672</td>
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<tr>
<td>Permits Issued -</td>
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<tr>
<td>Number of permits issued</td>
<td>7,007</td>
<td>7,254</td>
<td>5,332</td>
<td>5,124</td>
<td>6,554</td>
<td>7,177</td>
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<tr>
<td>Field Inspections</td>
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<td></td>
</tr>
<tr>
<td>(Building, Plumbing, Heating, Electrical, Gas, Sewer &amp; Water)</td>
<td>6,024</td>
<td>6,766</td>
<td>5,860</td>
<td>5,206</td>
<td>6,690</td>
<td>7,052</td>
</tr>
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*Calendar year thru 2014. Data is October 1 to September 30th for all other subsequent years

All aspects of permits review and inspections saw an increase from 2017. The number of field inspections is estimated to increase slightly as well in 2019. This is believed to be partly a result of obtaining the state delegation for state licensed facilities which the city has not has since 2014.

**Inspections**
The part-time electrical inspector position transitioned to full time this past year. This budget neutral shift provides staff resources year-round and fills a gap in services. This will keep the electrical inspections at the local level, rather than through the State. This will help improve service delivery at the inspection stages of residential and commercial projects. Staff has been monitoring the inspections operations to ensure quality and timeliness of electrical inspections. The Department has budgeted nominal funds for 2019 for an electrical inspection consultant to cover for inspection during periods of time such as vacation and sick leave.

The Department is the liaison for the permit tracking system. A new cloud-based system platform was rolled out in spring of 2017 (T9 system). This was a major undertaking that extended into 2018 for the liaisons in IT and the department's Inspection Assistant due to multiple ownership transitions at the company throughout the implementation period. Each time the company was sold, staff had to reset the implementation clock - establish new relationships, re-work the project plan and timelines. Implementation challenges aside, the T9 system improvements include integration of scheduling, ability to retrieve inspection results with the GIS and enhanced public and staff access to permitted files.

The State Commissioner of the Department of Labor and Industry (DOLI) granted the City's Building Official and Combination Building Inspector the State delegation of authority to review and inspect building and HVAC
construction for State licensed facilities. These building include public schools, hospitals and care facility to name a few. The date the last delegation of authority for State licensed facilities occurred in early 2014.

The City's Joint Powers Agreement (JPA) with Dakota County to manage septic inspection monitoring is going well. Systems are required to be pumped every three years. Dakota County is better equipped to track and monitor this requirement as they deal with many more septic systems through the county. The JPA costs the City $600 per year, but saves staff time to track and monitor the septic systems in the city.

The department hosted three Homeowners Workshops for Burnsville citizens. The objective was to help the homeowners build a basic knowledge for DIY projects.

Residential Construction Permits
In 2018, more than 1,753 residential remodeling permits and 21 new residential construction permits were issued. The graph that follows illustrates residential construction permit activity from 2008 to the present. Since the ten-year low in 2009, there has been a greater number of new construction permits comparably for residential units. This increase is positive considering the limited land in the City for residential subdivisions. Residential remodeling permits have been steady in the past couple of years at a level more consistent with pre-recession numbers. Consumer confidence is showing growth and property value for older non-updated home have seen an increase in the amount "flippers" who are buying older property that have not been updated and improving the home for resale. Also, we have been receiving many permits for interior and exterior remodeling projects.
In 2018, there was an increased number of new residential construction permits compared to the previous year in the city. *The development of The Summit at Buck Hill and Rose Bluff account for the majority of new homes in Burnsville. These projects will continue to provide for the majority of new home construction in 2019 which is expected to be fewer than in past years as the developments are completed.* With no new single family developments in the pipeline, staff projects the number of new single family home construction to be slightly lower for the next year. However, with the change in Council policy to allow new rental units, the number of multi-family units added is anticipated to increase in 2019 and beyond.

The City continues to respond to the needs of new development while preparing for the future redevelopment of aging residences and businesses. Burnsville is more than 98 percent developed, meaning most of this department’s focus is on redevelopment such as residential remodeling, infill and commercial/industrial development.
In 2018, three residents qualified for the Permit Rebate Plan, a program that refunds permit and plan review fees for qualified homeowners who make significant expansions to their homes. The number of qualified homeowners participating in this program is consistent with past years - 13 qualified in 2012; ten qualified in 2013; 12 qualified in 2014; 20 in 2015; four in 2016; 11 in 2017 and two in 2018. This program was evaluated in the first quarter of 2016 and was extended an additional three years until December 31, 2018. The program has been terminated at the end of 2018 and Council will consider developing and new program sometime in 2019.

**Commercial Construction Permits**

In 2018, there were three new commercial construction (Green Horizons, Walser Subaru, Archery Facility) and 149 commercial remodeling permits issued. In comparison, the City issued four new commercial construction and 148 commercial remodeling permits in 2017. This steadied trend for commercial construction is consistent with the market and leveled trend of residential construction.

![Commercial Construction Permits (units)](image)

*Calendar year data. And after 2014 is October 1 to September 30 for all other subsequent years

**Total Market Value**

A more comprehensive view of annual total market value (TMV) can be achieved by combining commercial with residential remodeling and commercial with residential new construction. The chart below shows that although the volume of new construction permits vary, the volume and value of remodeling permits remains high. Based on this data, one can reasonably conclude that people are investing in their properties via additions and remodels. The department has received a year-to-date (YTD) total of approximately $64 million of value added from October 1, 2017 to September 30, 2018, which is more than the last years. This is average for the previous five years.
In 2017, new residential and commercial value totaled approximately $11.2 million and remodeling residential and commercial totaled approximately $50.3 million in added value. This is an increase in both figures over 2017. The department projects a slight increase in remodeling permits and sees slightly higher added value for 2019 as well. Stabilization and little growth in value is anticipated as the economy remains steady.
Other Department Projects
Inspections staff spent numerous hours coordinating code compliance with facilities, recreation and the police department on the city hall renovations. This interdepartmental coordination will continue as facilities projects are implemented consistent with the facilities plan.

The department made a major system update to the permit tracking software in January 2017 that continued well into 2018. This update provides additional tools, improve public interaction, and enhance system functionality. Permits are more accessible and give staff full access to the permitting and tracking program, even in the field. This system is commonly used by the community development department, but data is made available to nearly all departments within the City. The benefit is that staff in all departments have access to one common data thread. In addition, property owners and contractors also have access to some permit applications and tracking of all inspection results.

Protective inspections staff administered training once a month during 2018 for the Northern Dakota County Building Officials Meeting. Topics included manufactured home regulations, also exterior finishes, tracking inspection results on larger projects and electronic plan review for building, plumbing and HVAC projects.

Additionally, inspection staff continue to review local licensing requirements and enforcement procedures for holding local contractors accountable to obtain permits this past fall. A comprehensive review of the City Code will provide revised procedures for enforcing license requirements fairly throughout the city.

2019: A look forward

2019 Budget Overview
The 2019 budget allows for:

- Continued excellent customer service to ensure safe and compliant properties
- Efficient use of resources including servicing plans and permits for state licensed facilities
- Continued collaboration with fire department as well as the licensing and code enforcement divisions
- Continued public education on permits and inspections through seminars and our marketing outlets
- Hosting homeowners seminars in spring and fall
- Continued utilization of Laserfiche for more efficient retention management and search/retrieval of commercial files
- Launch of additional online services with regard to permits
- Improvements with internal processing such as enhanced utilization of Trak-it
- A comprehensive review of the City Code and ordinance amendments related to contractor license requirements
Licensing & Code Enforcement

Primary Services

Under the direction of the Community Development Director and Licensing and Code Enforcement Coordinator, the licensing and code enforcement division provides the following services:

- Review, issuance and enforcement of rental, massage, liquor, gambling, short term rental and tobacco licenses
- Proactive and complaint-based code enforcement related to business licensing, property maintenance, health nuisance and zoning codes
- Issuance of temporary construction noise, temporary sign and special event permits

2019 Licensing & Code Enforcement Budget

| General Operating | $689,201 |

Staffing
5.5 Full-time Equivalent Staff

Alignment with Council ENDS and OUTCOMES

The primary purpose of the department is to safeguard life, health, property and public welfare through a common sense approach and reasonableness to licensing and code enforcement. This approach is based on a tradition of strong customer service.

NEIGHBORHOODS END STATEMENT:
People feel connected to their neighborhood.
2018: The year in review

2018 Accomplishments

- Resumed inspections of the manufactured home parks after nearly two years. This was result of overturn of lower court ruling by Minnesota Court of Appeals
- Implemented ordinance change requiring the licensing of short-term rentals
- Development of Temporary Construction Noise Permit and process
- Completed spring and fall inspections of the nine hotels in the city for any exterior property maintenance issues
- Issued 44 citations - While higher than past years, it includes several cases carried over from late 2017
- Responded to 306 public data requests concerning information regarding current assessments, building and inspection reports as well as past historical records and reports
- Streamlined rental license renewal process and reduce costs (example: post cards instead of first class letters and e-mail reminders)

2018: The year in review, cont.

2018 Performance Measurement Monitoring Data
Consistent with the Council’s adopted governance statements, priority indicators follow:

Proactive Inspections
The proactive inspection process has entered into its seventh year and has focused on maintaining the proactive inspection schedule as planned. This schedule has been maintained and staff continue to follow the planned rotation of windshield inspections of the City.

Of significance to this program, in January, 2018 the Minnesota Court of Appeals reversed the lower courts ruling barring the City from proactive enforcement in one of the manufactured home parks. Staff have resumed this process with focus on clear life/safety violations. The appeals court rules that the city was not violating residents constitutional rights and did have the authority to enforce the local property maintenance codes within the manufactured home communities.
This ruling had state wide impact and clearly solidified a local unit of government's authority to enforce its own codes associated with property maintenance and zoning. Proactive inspection staff have resumed inspections in the manufactured home parks according to the previous assigned schedule. Focus has been on clear life/safety violations such as illegal structures poorly constructed, lack of building permits and the required inspections, serious disrepair or violations of the fire codes. Proactive inspection staff have continued to assist with rental inspections as well as complaint investigations.

The proactive inspector assists with some rental licensing inspections and other enforcement actions as assigned. In lieu of finding and retaining a part-time inspector (which is very challenging), since January of 2017, the department has utilized consultant services to assist with proactive code enforcement and property maintenance complaints during peak periods. This structure has provided flexibility to place staffing resources where they are needed most peak periods or during staff absences such as vacation time.

**Code Enforcement/Rental**

Code enforcement inspectors are responsible for rental and other licensed establishment inspections, property maintenance and all general code enforcement within an assigned geographical area. This provides versatility for staff to respond to complaints or routine inspections as well as monitor those properties that may have a history of violations. Further, staff are more efficient in addressing code enforcement concerns geographically and can address multiple properties easily during the day. Staff have been better able to monitor compliance and much more rapidly address complaints in a timely and efficient fashion. All inspection staff continue to be certified as Residential Property Inspectors by the International Code Council (ICC).

*In the 2016 Residential Community Survey, 94 percent rated the overall appearance and upkeep of homes and yards as good and excellent. In the last three years, 26 percent noted that the overall appearance and upkeep of homes has improved, while nine percent thought they had declined.* These opinions are indicators from the public that code enforcement and rental inspections have made a difference, but yet there is still some work to be done.

**Licensing Enforcement and Administration**

Licensing staff are charged with ensuring that most licensing activities in the city are in compliance with applicable Federal, State and local requirements prior to licensing. Business license applications are carefully reviewed, scrutinized and processed according to those laws. Further, licensing staff are responsible to ensure that all license renewals are sent out and returned with appropriate fees and background checks, if required. Staff are also responsible for preparing council backgrounds and resolutions for licensing activities. Areas of regulation include liquor, massage, rental, tobacco, wine, gambling, second hand goods, short term rental, reseller, and temporary liquor. Business licensing administration and enforcement involves interdepartmental efforts with the police department’s community resource officers.

Licensing administrative staff schedule inspections for inspectors. Further, they may receive complaint calls or data requests regarding aspects of the program. Licensing administration staff are department contacts for inspection software and several of the GIS mapping functions that are being developed. **Licensing and Code Enforcement staff responded to 306 requests for data in 2018.** The requests are primarily from local realtor's who are checking for outstanding code issues and enforcement fees on properties they are intending to sell. Staff is working hard to get this information available online in the future.

Licensing and code enforcement inspections play a key role in measurement and establish expectations with business operators. A case may contain one or more violations.
Inspection case data for 2018 follow:

<table>
<thead>
<tr>
<th>Cases Opened</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code (Property Maintenance) Enforcement</td>
<td>1,518</td>
<td>1,613</td>
</tr>
<tr>
<td>License Enforcement</td>
<td>202</td>
<td>103</td>
</tr>
<tr>
<td>Massage Enforcement</td>
<td>14</td>
<td>23</td>
</tr>
<tr>
<td>Rental Enforcement</td>
<td>602</td>
<td>549</td>
</tr>
<tr>
<td>Zoning Enforcement</td>
<td>26</td>
<td>9</td>
</tr>
<tr>
<td>Total Cases</td>
<td>2,362</td>
<td>2,297</td>
</tr>
</tbody>
</table>

**Violations**

*Since October 1, 2017 to September 30, 2018 staff has performed 4,649 enforcement inspections (including reinspections) with compliance orders for 4,289 violations observed.* Many more properties were inspected as part of the windshield inspection of neighborhoods. The number of inspections is slightly less than 2017, but shows a decrease in the number of violations. This may be due to the longer-term effectiveness of the program and the resolution of several long-standing cases. Rental properties have seen a marked decrease in cases and complaints. However, it is anticipated that this number will increase due to reentry into the manufactured home parks for 2019.

**Violation summary data**

From a review of the data, trash cans in view continue to be the most common violation, but appears to be consistent with the number from 2017. Further review of the data does not show significant deviations from 2017 with the exception of unlicensed rental properties. This may be a result of increased awareness that the local ordinance is in place as well as stabilization of the housing market. The data also reflects a sharp increase in accessory building maintenance. This may be to the re-entry into the manufactured home parks where this has been an issue in the past. **In summary, changes from last year appear to be less than ten percent for most categories of violations.**

<table>
<thead>
<tr>
<th>Type of Violation</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>% Change*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trash Cans in View</td>
<td>618</td>
<td>689</td>
<td>814</td>
<td>827</td>
<td>842</td>
<td>2</td>
</tr>
<tr>
<td>Exterior Storage</td>
<td>371</td>
<td>292</td>
<td>253</td>
<td>232</td>
<td>225</td>
<td>(3)</td>
</tr>
<tr>
<td>Exterior Structure</td>
<td>317</td>
<td>334</td>
<td>274</td>
<td>496</td>
<td>463</td>
<td>(7)</td>
</tr>
<tr>
<td>Interior Structure</td>
<td>286</td>
<td>292</td>
<td>249</td>
<td>455</td>
<td>542</td>
<td>16</td>
</tr>
<tr>
<td>Plumbing Systems and Fixtures</td>
<td>277</td>
<td>287</td>
<td>218</td>
<td>248</td>
<td>263</td>
<td>6</td>
</tr>
<tr>
<td>Electrical Equipment-installation</td>
<td>235</td>
<td>279</td>
<td>249</td>
<td>308</td>
<td>291</td>
<td>(6)</td>
</tr>
<tr>
<td>Fire Protection</td>
<td>225</td>
<td>275</td>
<td>233</td>
<td>381</td>
<td>384</td>
<td>1</td>
</tr>
<tr>
<td>No License Violations</td>
<td>209</td>
<td>173</td>
<td>84</td>
<td>177</td>
<td>87</td>
<td>(103)</td>
</tr>
<tr>
<td>Weeds and Long Grass</td>
<td>162</td>
<td>132</td>
<td>185</td>
<td>107</td>
<td>103</td>
<td>(4)</td>
</tr>
<tr>
<td>Accessory Structure-maintenance</td>
<td>161</td>
<td>111</td>
<td>17</td>
<td>1</td>
<td>26</td>
<td>96</td>
</tr>
</tbody>
</table>

*Percent change from previous year
**Enforcement Results**

Between October 1, 2017 and September 30, 2017, licensing and code enforcement staff sent more than 2,181 Notices of Violation. The data that follows, however, does not reflect the total number of violations, as a single notice may contain more than one violation.

The 2018 data is relatively unchanged from last year with the exception of "No License" violations. This may be due to less calls regarding unlicensed rental properties and further stabilization of the housing market. The increase in "Accessory Structure-maintenance no doubt reflects the re-entry into the manufactured home parks after several years hiatus awaiting outcome of the related lawsuit on municipal authority to regulate.

Trash cans in view, interior structure, exterior structure, and fire protection system violations are relatively unchanged from previous year’s data suggesting a combination of further education and changes in enforcement tactics may be necessary. The rental inspections continue to note property maintenance and building code violations that are unsafe, un-permitted or illegal.

Enforcement data follows:

**Summary of Violation Notices Sent by Year**

**Period of October 1 - September 30**

From October 1 to September 30, 2018 this data includes all enforcement actions involving at least one or more notices of violations or informational notices for entire department. It is not a measurement of the number of violations. Further, staff may choose to send a second notice to ensure that due process is followed or if a second notice may be warranted.
**Code Enforcement Program**

Licensing and code enforcement staff has become effective at gaining compliance using clear communication, education and the appropriate enforcement tools. An increase in informational letters sent for minor violations have resulted in fewer negative violation notices especially for new owners who may not be aware of the codes. Further, code enforcement staff have been assisting other departments with violations, such as tree removal or landscaping on a more proactive basis to allow for the property owner plenty of time to make repairs or landscaping renovations. This generally will involve sending an informational letter well in advance. Inspection staff have continued to work closely with all property owners (both commercial and residential) who may be reported and who may have code violations occurring on their property.

**The proactive program continues in the assigned areas**  
Inspectors completed the council goal of canvassing the entire city within three years and are now repeating the effort. Many properties had no violations that could be observed from the public right-of-way. Staff also engaged in public education working with residents and property owners to gain compliance through onsite meetings with property owners and residents, and being accessible to answer questions regarding violations.

**As of September 30, 2018, the total number of licensing and code enforcement violations recorded was 4,289 (properties may have multiple violations) which represents a twenty-three percent (23%) decrease from last year.**

It should be noted that this number does not include properties that were inspected and found to be compliant or unfounded violations. Therefore, the number of inspections performed is much greater.

The division continued the use of volunteers. As of September 2018, volunteers assisted inspectors with data entry, mailings, scanning of documents, and sign enforcement. Volunteers help to improve efficiency and allow staff to address code compliance issues in a more timely manner.

**Rental License Program**

Compliance was favorable with rental licensing on most of the large complexes. Those businesses typically have available maintenance personnel and professional managers. The complexes that have experienced issues have generally been deficient due to high turnover in either of those two areas.

The department recorded the following regarding tenant behaviors that were enforceable as “strikes” for the multi-family rental units. Examples of tenant behavior that may be considered “strikes” were disorderly conduct, illegal drugs, loud noise and similar violations or for repeated fire code violations by tenants. The expectation is that the landlord will take appropriate action to deal with these “strikes” to ensure they do not repeat. All “strikes” are determined by the police or fire department and are reported as a violation against the rental license. For those that receive three or more “strikes,” resolution is achieved generally through mutual termination of the lease with the tenant instead of eviction. In 2018, there is slight decrease in “strikes” attributed to tenants.

Short-term rentals, often known as "vacation rentals" were expected to peak in early 2018 as a result of the Superbowl being held in Minneapolis. The City put into place an ordinance to provide guidelines prospective licensees must adhere to as part of the business practices to ensure safe and healthy environments for their guests. These businesses are very difficult to identify and addresses are elusive without a great deal of staff time and effort. The State of Minnesota is currently reviewing these types of licenses as part of a regulated program as well. In 2018, there were no documented complaints received into the City regarding these types of businesses. In addition, it should be noted that there were no applications or licenses granted for short-term rentals in 2018. This ordinance will be reviewed at the end of the calendar year.
### Strike Violations in 2018*

<table>
<thead>
<tr>
<th>Year</th>
<th>First Strike Letter</th>
<th>Second Strike Letter</th>
<th>Third Strike Letter</th>
<th>Four or more</th>
<th>Other (Unassigned or void)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>243</td>
<td>51</td>
<td>17</td>
<td>6</td>
<td>n/a</td>
<td>317</td>
</tr>
<tr>
<td>2014</td>
<td>189</td>
<td>54</td>
<td>12</td>
<td>2</td>
<td>n/a</td>
<td>257</td>
</tr>
<tr>
<td>2015</td>
<td>235</td>
<td>48</td>
<td>15</td>
<td>3</td>
<td>n/a</td>
<td>301</td>
</tr>
<tr>
<td>2016</td>
<td>210</td>
<td>34</td>
<td>12</td>
<td>9</td>
<td>n/a</td>
<td>265</td>
</tr>
<tr>
<td>2017</td>
<td>250</td>
<td>41</td>
<td>10</td>
<td>4</td>
<td>13</td>
<td>318</td>
</tr>
<tr>
<td>2018</td>
<td>250</td>
<td>43</td>
<td>8</td>
<td>1</td>
<td>n/a</td>
<td>302</td>
</tr>
</tbody>
</table>

*October 1, 2017-September 30, 2018

Entering into its seventh year, the rental inspection program data suggests that most property owners/managers are planning and preparing for the inspections. Staff note exceptions with new rental property owners or new managers who are not familiar with the expectations of the rental program. Most experienced property owners are actively checking units ahead of time and preparing them prior to the inspection. They are checking smoke detection and making repairs to improve the general condition of the units. This greatly reduces the likelihood of major violations and subsequent enforcement action. City inspectors are now being viewed as a resource to help the business operate successfully and the tenants express the support they can receive when there are problems or concerns that go uncorrected.

### Projected Rental Licenses for 2018*

<table>
<thead>
<tr>
<th>Type of Rental Unit</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>Change from 2017 (+or-)</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multifamily Units</td>
<td>7577</td>
<td>7589*</td>
<td>7589</td>
<td>7590</td>
<td>7590</td>
<td>0</td>
<td>(0)%</td>
</tr>
<tr>
<td>Individual units in association</td>
<td>716</td>
<td>862</td>
<td>653</td>
<td>679</td>
<td>658</td>
<td>-21</td>
<td>(3.2)%</td>
</tr>
<tr>
<td>Single Family Homes</td>
<td>333</td>
<td>412</td>
<td>307</td>
<td>370</td>
<td>279</td>
<td>-91</td>
<td>(29.6)%</td>
</tr>
<tr>
<td>Conversions (previously unlicensed)</td>
<td>70</td>
<td>157</td>
<td>73</td>
<td>98</td>
<td>55</td>
<td>-43</td>
<td>(58.9)%</td>
</tr>
</tbody>
</table>

### Business Licensing Compliance

In addition to rental licensing, the department issues liquor, tobacco, resellers and massage licenses. A summary of these types of licensing activities to date are noted in the chart below. Notable shifts include a decrease in licensed massage therapists that may be due to licensing enforcement action or ordinance changes. However, an increase in the number of enterprise licenses suggest that decrease has been absorbed into independent contractors. This was expected. Prior to 2016, the City required "registration" of all therapists. Beginning in 2016, all individual massage therapist were required to have their own license and pay an annual fee. All other licenses have remained relatively static and is not anticipated to change dramatically. Tobacco retailers have dropped off as well perhaps due to increased enforcement, competition with electronic cigarettes ("e-cigs") and increased taxation making the businesses less profitable. Licenses for 2018 are relatively static with few changes.
### Other Type of License

<table>
<thead>
<tr>
<th>Other Type of License</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Massage Therapists (employed)</td>
<td>174</td>
<td>153</td>
<td>139</td>
<td>84</td>
<td>78</td>
<td>76</td>
</tr>
<tr>
<td>Massage Enterprise (includes independent and “Storefront”)</td>
<td>51</td>
<td>57</td>
<td>65</td>
<td>59</td>
<td>88</td>
<td>91</td>
</tr>
<tr>
<td>Tobacco</td>
<td>43</td>
<td>41</td>
<td>39</td>
<td>39</td>
<td>28</td>
<td>22</td>
</tr>
<tr>
<td>Liquor, On-sale</td>
<td>31</td>
<td>28</td>
<td>31</td>
<td>28</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Liquor, Off-sale</td>
<td>12</td>
<td>12</td>
<td>11</td>
<td>11</td>
<td>11</td>
<td>12</td>
</tr>
<tr>
<td>Brewpub*</td>
<td></td>
<td>1</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.2, On-sale</td>
<td>4</td>
<td>5</td>
<td>3</td>
<td>3</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>3.2, Off-sale</td>
<td>14</td>
<td>13</td>
<td>12</td>
<td>12</td>
<td>12</td>
<td>11</td>
</tr>
<tr>
<td>3.2, On -sale, Wine</td>
<td>13</td>
<td>12</td>
<td>13</td>
<td>14</td>
<td>16</td>
<td>16</td>
</tr>
<tr>
<td>Resellers</td>
<td>12</td>
<td>17</td>
<td>15</td>
<td>14</td>
<td>14</td>
<td>15</td>
</tr>
<tr>
<td>Gambling</td>
<td>13</td>
<td>11</td>
<td>13</td>
<td>13</td>
<td>12</td>
<td>13</td>
</tr>
<tr>
<td>Liquor, Temporary, On-sale</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Short Term Rental **</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>—</td>
</tr>
</tbody>
</table>

*New in 2016. **New in 2018

This division is responsible for the coordination of enforcement efforts which often cross department lines. The division coordinator continued to work collaboratively with the police, fire, and protective inspections departments on the “geo-policing” effort as well and the quarterly multi-family managers meeting and the monthly licensing meeting. This interaction has been especially effective when dealing with licensed establishments such as massage, liquor and tobacco. The ongoing communication and shared use of Trak-it software has created an environment where staff is better informed of any issues on any property at any time. This has created efficiencies within all departments involved.

Licensing staff have worked closely with the police department for compliance check violations for tobacco and alcohol sales. There were two alcohol compliance offenses (in 2017 that resulted in fines of $500 each). All violation notices and fines were collected and administered by licensing staff.

Licensing and code enforcement staff had only two cases appealed in 2018 despite the large number of cases. These cases were settled without the need of a hearing. A massage licensing denial appeal heard in 2017 by the City Council was decided by the Minnesota Court of Appeals in favor of the City in 2018.
Special Event Permits
The licensing and code enforcement department is responsible for issuing and enforcement of special events. In 2017, working with the planning department, the special event and legacy event ordinances were updated and moved out of zoning ordinance and into business regulations of the City Code. In 2018, the department issued 94 special event/temporary sign permits issued. The updated ordinance now allows the City to further define the special events to address public safety needs and an enhanced review process necessary to make a safe and fun event for the public and their sponsors.

<table>
<thead>
<tr>
<th>Special Event/Sign Permits Issued 2018</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special Event permit</td>
<td>61</td>
</tr>
<tr>
<td>Community/Legacy Event</td>
<td>16</td>
</tr>
<tr>
<td>Employment banner</td>
<td>5</td>
</tr>
<tr>
<td>Sandwich board permit</td>
<td>4</td>
</tr>
<tr>
<td>Temporary business banner</td>
<td>1</td>
</tr>
<tr>
<td>Special sales Event (Home occupational signs)</td>
<td>3</td>
</tr>
<tr>
<td>Interim Business banner</td>
<td>2</td>
</tr>
<tr>
<td>New business banner</td>
<td>2</td>
</tr>
<tr>
<td>Total</td>
<td>94</td>
</tr>
</tbody>
</table>

2019: A look forward

2019 Budget Overview
The 2019 budget allows for:

- Continued rental inspections and proactive code enforcement
- Continued work to improve service delivery and document processes for consistency as the program matures
- Implementation of Administration Citation process
- Implementation of new Council licensing or code enforcement directives
- Utilization of consultants with elimination of part-time position
- Continued work with Police/Fire work group on multi-family properties and those with significant code violations
- Continued to present effective code enforcement information to the public through the Burnsville Bulletin, brochures and other City information sources
- Continued transition of licenses to on-line services such as on-line assessment and property maintenance code data request information
Public Safety

- Police
- Fire & Emergency Service
Police

Primary Services
Under the direction of the police chief, the police department provides the following public safety services using proactive policing initiatives to achieve its mission:

- Animal control
- BLUE in the School
- Community Resources Unit
- Community Service Officers
- Crime Analyst
- Crime Scene Unit
- Crisis Intervention Team
- Crisis Negotiation Team
- Dakota County Drug Task Force
- Dakota County Electronic Crimes Unit
- Domestic Abuse Response Team
- Emergency Action Group
- Emergency Management
- FBI Joint Terrorism Task Force
- Honor Guard
- Investigations Unit
- K-9 Unit
- Mobile Command Post
- Multi-Housing Program
- Patrol Unit
- Prescription Take Back Program
- Records Unit
- School Resource Officers
- Traffic enforcement
- Use of Force instruction

2019 Police Budget
General Operating: $14,824,709
Vehicles & Equipment 748,500

Staffing
91.1 Full-time Equivalent Staff

Alignment with Council ENDS and OUTCOMES
The primary purpose of the Police Department is to provide public safety. As first responders to protect and serve the community, every officer is critical to the overall success of the department and works hard to proactively reduce the public’s fear of crime, identify and eradicate circumstances that nurture criminal activity and improve conditions that may have a detrimental effect on public safety in Burnsville. All officers are trained to respond to a wide variety of criminal activities, and have the expertise and tools necessary to provide quality service and take command of critical incidents as they occur.
2018.Accomplishments

• In February 2018, the Police Department renovations were complete which included expansion of the evidence storage and processing space, redesign of police training, conference and office space, redesign of police detention area, as well as a parking garage for service vehicles

• Continued monthly auditing for the use of “on-officer” cameras as a result of new legislation

• Continued to offer a 10-week course taught by Burnsville Police Officers for members of the community to become familiar with police work and how they can help prevent crime

• Continued participation in community events such as Neighborhood Watch, Night to Unite, Senior Safety Academy, Behind the Badge Workshop, Beyond the Yellow Ribbon, Special Olympics Polar Plunge, Rotary events, and the Arbors/Ebenezer Ridge Annual Public Safety Luncheon

• Continued participation in county-wide Electronic Crimes Task Force coordinating efforts to investigate/prosecute persons conducting illegal activities related to the use of electronic devices, the Internet, and materials transmitted in electronic form

• In June 2018, hosted Police Department tours during the I love Burnsville Week with an estimated 600 people touring

Focus on Public Safety:

• Temporary Overnight Street Parking Permits are available online. Burnsville prohibits on-street parking from 2-6 a.m. daily to minimize public safety hazards; however, residents can request a temporary on-street parking permit for special circumstances such as when a driveway is being redone.

• Senior Safety Academy - A four-week academy that provides education to Burnsville seniors from Police and Fire Personnel began in September.

• Prescription Drug Drop-Off Box is available in the Police Department lobby 24 hours a day, seven days a week for disposal of expired or unused prescription medications.
2018: The year in review, cont.

2018 Performance Measurement Monitoring Data

Consistent with the Council’s adopted governance statements, priority indicators follow:

### 2018 Body Camera Monthly Audit Summary
Year-to-date Summary
January 1, 2018 through August 31, 2018

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Calls for Service</strong></td>
<td>3,705</td>
<td>3,227</td>
<td>3,890</td>
<td>3,850</td>
<td>4,375</td>
<td>4,627</td>
<td>4,922</td>
<td>4,592</td>
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<tr>
<td><strong>Total Uploads</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Videos</td>
<td>3,359</td>
<td>3,400</td>
<td>3,972</td>
<td>3,865</td>
<td>4,278</td>
<td>4,390</td>
<td>4,507</td>
<td>3,816</td>
</tr>
<tr>
<td>Hours of Videos</td>
<td>623.95</td>
<td>637.34</td>
<td>703.75</td>
<td>669.71</td>
<td>824.66</td>
<td>791.06</td>
<td>838.63</td>
<td>704.07</td>
</tr>
<tr>
<td>GB of Videos</td>
<td>1,020.9</td>
<td>1,044.7</td>
<td>1,143.7</td>
<td>1,106.8</td>
<td>1,385.0</td>
<td>1,334.50</td>
<td>1,424.7</td>
<td>1,184.82</td>
</tr>
<tr>
<td><strong>Average Per Day</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Videos Uploaded</td>
<td>108.35</td>
<td>121.43</td>
<td>128.13</td>
<td>128.83</td>
<td>138</td>
<td>146.33</td>
<td>145.39</td>
<td>123.1</td>
</tr>
<tr>
<td>Hours of Video Uploaded</td>
<td>20.13</td>
<td>22.76</td>
<td>22.7</td>
<td>22.32</td>
<td>26.6</td>
<td>26.37</td>
<td>27.05</td>
<td>22.71</td>
</tr>
<tr>
<td>GB of Video Uploaded</td>
<td>32.93</td>
<td>37.31</td>
<td>36.89</td>
<td>36.89</td>
<td>44.68</td>
<td>44.48</td>
<td>45.96</td>
<td>38.22</td>
</tr>
</tbody>
</table>
Calls for Service

The police department’s organizational strategy of proactive policing allows officers to work closely with other City departments and community members to solve neighborhood problems. Patrol officers are assigned to geographical areas of the city. As a result, officers regularly attend community meetings in the neighborhoods that they serve. Through these partnerships and working collaboratively to address the issues of crime, fear of crime and neighborhood decay, the quality of community life can be improved. Burnsville police officers are prepared to respond to a wide range of calls for service and possess the ability to quickly diffuse situations that are dynamic in nature, often putting the officers’ safety at risk. Officers regularly respond to a variety of complex and traumatic calls that include homicides, suicides, domestic assaults, weapons violations and crisis calls. A patrol officer’s duties and responsibilities are unique because they are often tasked with having to make critical decisions within seconds of arriving on a call for the safety of people at the scene as well as themselves. Through August 2018, officers responded to **33,185 calls for service, an average of about 136 contacts per day**. Patrol efforts surround the solid foundation of the department’s core values – Honor, Integrity, Courage, Excellence and Knowledge.

![Total Police Calls for Service](image)

**Part I Criminal Offenses**

*Reported Part I Criminal Offenses are down 1.8 percent, with 1,178 violent crimes reported as of August 2018, compared to 1,199 reported during the same time period in 2017.* Some key areas of interest include:

- No homicides were reported during 2017 with one homicide currently in 2018
- Rape has remained the same at 5 incidents in 2017 and 5 incidents to date in 2018
- Robbery remains relatively unchanged from 18 in 2017 to 17 incidents to date in 2018
- Aggravated assaults are up by 52.6 percent, from 38 in 2017 to 59 reported incidents to date in 2018
- Residential burglaries have decreased so far this year from 68 to 49 incidents, down 27.9 percent
- Commercial burglaries have increased from 47 to 89 incidents, up 97.8 percent
- Larceny/theft has decreased from 940 to 870, down 7.4 percent
- Motor vehicle theft reports are up 15.8 percent, from 76 to 88 incidents

**Part II Criminal Offenses**

*Reported Part II Criminal Offenses (all other offenses) total 1,869 through August 2018; down 1.0 percent from 1,887 during the same time period in 2017.* Some key areas of change include:
• Assaults are up 11.8 percent, from 254 to 284 reported incidents
• Forgery/Counterfeiting has decreased 4.3 percent, from 47 to 45 incidents
• Fraud has increased from 317 to 336 incidents, up 6.0 percent
• Embezzlement shows no reported cases so far in 2018, the same as in 2017
• Stolen Property has increased from 13 to 20 incidents, up 53.8 percent
• Criminal Sexual Conduct has decreased from 74 to 69 reported cases
• Narcotics violations have decreased from 197 to 178 incidents, down 9.6 percent
• Crimes Against Family/Children have increased from 8 to 17 reported cases, up 112.5 percent
• DUI arrests have decreased 29.4 percent, from 85 to 60 incidents
• Weapons violations have increased from 19 to 21 incidents, a 10.5 percent increase
• Disorderly Conduct has increased from 145 to 164 incidents, up 13.1 percent

Traffic Enforcement
Burnsville police officers are committed to traffic education, engineering, enforcement and emergency response, with a focus to change driver behavior and reduce unsafe driving practices. *As with past years, grant monies have been allocated for officers to participate in coordinated Dakota County Traffic Safety Projects focusing on speeding, seat belts and impaired driving violations.* Police officers work closely with other City departments and divisions such as: planning, streets, engineering, and public works as part of the Traffic Safety Committee. One project that grew out of this close working partnership during 2015 was the “It Can Wait” distracted driving campaign.

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Speed Citations</td>
<td>770</td>
<td>607</td>
<td>625</td>
<td>811</td>
<td>822</td>
</tr>
<tr>
<td>Other Moving Citations</td>
<td>1,213</td>
<td>1,046</td>
<td>793</td>
<td>878</td>
<td>404</td>
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<tr>
<td>Parking Citations</td>
<td>1,699</td>
<td>1,150</td>
<td>1,184</td>
<td>2,170</td>
<td>961</td>
</tr>
<tr>
<td>Other Citations</td>
<td>4,216</td>
<td>3,810</td>
<td>2,850</td>
<td>2,567</td>
<td>1,420</td>
</tr>
<tr>
<td>Total Traffic Citations</td>
<td>7,898</td>
<td>6,613</td>
<td>5,452</td>
<td>6,426</td>
<td>3,607</td>
</tr>
</tbody>
</table>

Domestic Abuse Response Team (DART)
The Burnsville Domestic Abuse Response Team (DART) was formed to address the growing concern of domestic violence affecting not only the victim but other family members, especially children, witnessing the abuse. After the initial police response to a domestic assault situation, DART officers work with victims to explain the judicial process and direct them to several area advocacy groups where they may obtain any needed assistance and the necessary support to help start the healing process. *As of August 2018, 638 domestic abuse cases were reported where 676 domestics were reported during the same time in 2017.* DART officers are deeply committed to addressing the needs of domestic abuse victims and are supported throughout the year by 360 Communities, Dakota County probation and the City's attorney. This collaboration helps the department provide the best service possible to victims of domestic violence.
Detox

Drugs and alcohol are a problem in every community and Burnsville is no exception. Officers deal with victims of substance abuse on a regular basis and make every effort to get them the help they need through friends and family prior to utilizing a detox facility. In those cases where there are no other options, Ramsey County provides detox facilities for Dakota County residents.

<table>
<thead>
<tr>
<th>Dakota County Detox Statistics</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>YTD Aug 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple Valley</td>
<td>55</td>
<td>55</td>
<td>33</td>
<td>18</td>
</tr>
<tr>
<td><strong>Burnsville</strong></td>
<td><strong>133</strong></td>
<td><strong>91</strong></td>
<td><strong>78</strong></td>
<td><strong>29</strong></td>
</tr>
<tr>
<td>Dakota County Sheriff</td>
<td>14</td>
<td>21</td>
<td>16</td>
<td>9</td>
</tr>
<tr>
<td>Eagan</td>
<td>86</td>
<td>70</td>
<td>70</td>
<td>14</td>
</tr>
<tr>
<td>Farmington</td>
<td>9</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Hastings</td>
<td>41</td>
<td>29</td>
<td>36</td>
<td>18</td>
</tr>
<tr>
<td>Inver Grove Heights</td>
<td>40</td>
<td>20</td>
<td>27</td>
<td>6</td>
</tr>
<tr>
<td>Lakeville</td>
<td>24</td>
<td>20</td>
<td>7</td>
<td>6</td>
</tr>
<tr>
<td>Mendota Heights</td>
<td>6</td>
<td>4</td>
<td>XX</td>
<td>XX</td>
</tr>
<tr>
<td>Rosemount</td>
<td>9</td>
<td>6</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>South St. Paul</td>
<td>34</td>
<td>22</td>
<td>24</td>
<td>14</td>
</tr>
<tr>
<td>West St. Paul</td>
<td>68</td>
<td>30</td>
<td>24</td>
<td>9</td>
</tr>
</tbody>
</table>

Electronics Crimes Task Force

The Dakota County Electronics Crimes Task Force was formed in 2015 and has had a major impact throughout the county. When law enforcement began seeing an increase in crimes involving electronic devices, and a backlog of electronic evidence began to mount, the need for the task force became apparent and Dakota County Sheriff’s Office teamed up with local Dakota County agencies to combat these types of crimes. Evidence being extracted from electronic devices is helping to get more convictions in cases involving harassment, stalking, domestic abuse orders, crimes against children and other vulnerable victims.

In 2017, the task force worked nearly 334 cases, more than 28 percent increase from the previous year. The task force expanded in 2017 and now has an agreement with ten Dakota County cities, and the Dakota Drug Task Force. Partner cities include Burnsville, Apple Valley, Farmington, Hastings, Inver Grove Heights, Lakeville, Mendota Heights, Rosemount, South Saint Paul, and West Saint Paul. Five detectives from the Sheriff’s Office, Burnsville, and Apple Valley, and two County forensic examiners make up the task force. Four members of the task force have completed their certification process through the International Association of Computer Investigative Specialists and are considered certified experts in their field. Having these certified experts builds even stronger cases for the Dakota County Attorney’s Office to prosecute. The DCECTF continues to partner with 360 Communities to assist in domestic abuse related cases and has worked on several cases that have been prosecuted on the state and federal level. *As of August 2018, the task force has conducted searches on 441 pieces of electronic evidence including cellphones, computers, hard drives, tablets, and other media devices.*

Crisis Intervention Team (CIT)

The Burnsville Police Department continued efforts to assist individuals with mental illness who were in crisis, responding to ever increasing calls for service of this nature. So far in 2018, six officers have completed a 40-hour course focused on de-escalating the crisis for the individual in need, while maintaining safety for the officer and
others on scene. **Through August of 2018, officers responded to 364 crisis calls, averaging nearly two hours on each call. This compares to 376 crisis calls for the same period in 2017.** The City of Burnsville is seeing numbers in congruence with a national trend of a noticeable increase in contacts with mentally ill individuals.

Certain CIT officers also attended several NAMI (National Alliance on Mental Illness) meetings that involve family members impacted by mental illness. These meetings are a great opportunity for Q & A sessions regarding what to expect when calling the police to your house for a family member in crisis.

Burnsville officers strive to build partnerships with mental health providers, individuals and families suffering from mental illness, and commit to being specially trained in crisis intervention in order to respond safely and effectively when a crisis occurs.

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**Predatory Offenders**

All felony level sex offenders in Minnesota have been required to register their home address with local law enforcement. **Currently there are 91 registered offenders whom reside in Burnsville.** That number fluctuates based on individuals moving in and out of the city throughout the year. Police investigators visit the home of each predatory offender at least twice a year to verify residence, employment, vehicles, and ensure other registration information is current. The detectives have found that the majority of registered offenders keep their registrations current and remain law abiding. There are three Level III Sex Offenders living in Burnsville at the present time.
Dakota County Drug Task Force (DCDTF)
Organized in 1999, the Dakota County Drug Task Force (DCDTF) continues to focus law enforcement efforts on individuals involved in the sale, distribution and use of illegal narcotics. The task force consists of 17 active agents (licensed police officers and deputies) from the Apple Valley, Burnsville, Eagan, Farmington, Hastings, Inver Grove Heights, Lakeville, Mendota Heights, Rosemount, Savage, South St. Paul and West Saint Paul police departments, and Dakota County Sheriff’s Office. By combining resources and experience, the task force has become one of the most effective drug task forces in the state, often viewed as a model for multi-jurisdictional cooperation. Its goal is to protect residents by targeting both street-level user/dealers and large-scale manufacturing/distribution incidents, and providing community outreach through education. Drug offenses continue to represent the largest category of cases charged by the Dakota County Attorney’s Office and remain a priority concern for law enforcement and prosecutors.

From January 1, 2018 through August 31, 2018, there have been a total of 805 arrests, 172 executed search warrants, 64 firearms seized, one vehicle seizure and $685,674 in US currency seized. Through the end of August 2018, the DCDTF has seized approximately 34.5 pounds of methamphetamine, 96.5 pounds of marijuana, approximately two pounds of cocaine and over 1/2 pound of heroin.

In 2017, through the coordinated efforts of the Dakota County Drug Task Force there was a total of 1,184 arrests, 184 executed search warrants, five vehicles seized, approximately 84 firearms and $355,974 in currency seized. In this same year, the DCDTF seized approximately 19 pounds of methamphetamine, 344 pounds of marijuana, 3.5 pounds of cocaine and approximately 40 grams of heroin.

In 2016, the DTF was involved in 1,129 total arrests, 168 executed search warrants, seven seized vehicles, 42 seized firearms and $431,227 in currency seized. Throughout 2016, the DCDTF seized approximately 8 pounds of methamphetamine, approximately 106 pounds of marijuana, 1.2 pounds of cocaine and approximately 89 grams of heroin.

Criminal Prosecution
The Dakota County Attorney’s Office is responsible for prosecution of all felonies committed by adults, which includes persons 18 years of age and over, and any juvenile certified for prosecution as an adult. Based on the county attorney’s report received in January 2018, 362 adults were charged with felony-level crimes in Burnsville in 2017, compared to 405 adults in 2016. The county attorney’s office also prosecutes all crimes committed by juveniles (ages 10-17 years old) including felonies, gross misdemeanors, misdemeanors and some petty misdemeanors. Again, the county attorney’s January 2018 report indicated that 186 juveniles were charged for all levels of crimes committed in Burnsville in 2017, compared to 147 in 2016. For both adult and juvenile prosecutions, the Burnsville Police Department consistently generates the highest volume of criminal cases within Dakota County.
### Dakota County Prosecutions

<table>
<thead>
<tr>
<th>Agency</th>
<th>Adults (Felony-level Charges)</th>
<th>Juveniles - All Charges (Felony, GM, Misd, Petty Misd)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2016</td>
<td>2017</td>
</tr>
<tr>
<td>Apple Valley</td>
<td>164</td>
<td>214</td>
</tr>
<tr>
<td><strong>Burnsville</strong></td>
<td><strong>405</strong></td>
<td><strong>362</strong></td>
</tr>
<tr>
<td>Dakota County Sheriff</td>
<td>190</td>
<td>204</td>
</tr>
<tr>
<td>Eagan</td>
<td>309</td>
<td>298</td>
</tr>
<tr>
<td>Farmington</td>
<td>44</td>
<td>36</td>
</tr>
<tr>
<td>Hastings</td>
<td>150</td>
<td>161</td>
</tr>
<tr>
<td>Inver Grove Heights</td>
<td>164</td>
<td>151</td>
</tr>
<tr>
<td>Lakeville</td>
<td>162</td>
<td>166</td>
</tr>
<tr>
<td>Mendota Heights</td>
<td>30</td>
<td>26</td>
</tr>
<tr>
<td>Rosemount</td>
<td>64</td>
<td>91</td>
</tr>
<tr>
<td>South St. Paul</td>
<td>153</td>
<td>159</td>
</tr>
<tr>
<td>West St. Paul</td>
<td>235</td>
<td>202</td>
</tr>
</tbody>
</table>

**Prescription Take Back Program**

In an effort to prevent crime, drug abuse and accidental poisoning from prescription drugs and over-the-counter medications, Burnsville Police have partnered with the Dakota County Sheriff’s Office to participate in a pharmaceutical drug disposal program. A drug disposal bin, installed in the police department’s lobby, provides citizens with a place to properly dispose of unwanted prescriptions and over-the-counter medications. The unused medications are bagged, weighed, sealed and incinerated in accordance with the Minnesota Pollution Control Agency. While the majority of prescription medications are never abused, the removal of excess and unwanted medications from home medicine cabinets makes the possibility of experimentation by youth and young adults less likely. Due to police department construction, the drug disposal bin was temporarily inaccessible. From April 30, 2018 through August 31, 2018, 721 pounds of medication were collected.

**Alcohol/Tobacco Compliance**

In 2017, the City of Burnsville had 91 vendors selling alcohol and/or tobacco products. Of those 91 vendors, 85 participated in the Police-sponsored Alcohol/Tobacco Best Practices Program. One training class on alcohol and tobacco selling procedures for restaurant servers and store clerks was conducted. A total of 111 servers and store clerks from 24 businesses attended this training. Burnsville Police also conducted annual State-mandated alcohol and tobacco compliance checks for businesses carrying both “on” and “off” sale liquor, 3.2 malt beverages, and tobacco licenses. One round of compliance checks was conducted resulting in two alcohol sale violations to minors in 2017. This compares to seven alcohol and five tobacco sales violations in 2016. At the time of this report 2018 data was not yet available.

**Animal Control**

Animal Control activity during 2017 involved the following:
- 532 animal licenses were issued in the first year of the two-year license period
- 110 dogs were impounded, with 80 of those dogs reclaimed by their owners (73 percent)
- 95 cats were impounded, with 29 of those cats reclaimed by their owners (31 percent)
- 638 animal calls for service were handled by officers
- 3,650 animal calls for service were handled by the Animal Control contracted service provider
- 23 dogs bites and no cat bite reports were received in 2017
Dakota Communications Center (DCC)
Created to operate a Public Safety Answering Point (PSAP) for all residents and public safety agencies in Dakota County, the Dakota Communications Center (DCC) opened its doors in December 2007 and performs the work previously carried out by five smaller PSAPs that were housed throughout the county. Statistics for Burnsville follow:

<table>
<thead>
<tr>
<th>Dakota Communications Center</th>
<th>Burnsville Phone Statistics</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>YTD Aug 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Law Enforcement Phone Calls</td>
<td>38,319</td>
<td>37,258</td>
<td>40,548</td>
<td>38,695</td>
<td>39,715</td>
<td>26,143</td>
<td></td>
</tr>
<tr>
<td>Fire/EMS Phone Calls</td>
<td>5,410</td>
<td>5,653</td>
<td>6,008</td>
<td>6,546</td>
<td>6,568</td>
<td>4,461</td>
<td></td>
</tr>
<tr>
<td>Total Burnsville Phone Calls</td>
<td>43,729</td>
<td>42,911</td>
<td>46,556</td>
<td>45,241</td>
<td>46,283</td>
<td>30,604</td>
<td></td>
</tr>
</tbody>
</table>

School Resource Officers (SRO)/BLUE in the School
The police department continues to partner with Burnsville-Eagan-Savage School District 191 to place officers in schools. Two officers are assigned to the Burnsville High School, and area elementary schools and Nicollet Middle School receives visits from police officers through the Blue in the School (Building-Learning-Understanding-Educating) program. By developing these relationships, officers become a resource for school staff and build foundations for the future with students through positive interaction. Officers routinely evaluate safety and security concerns at all schools within the district. At the senior high level, 221 calls for service were handled in the year 2017, and through August of 2018 there have been 105 calls for service. Calls for service involve theft, disorderly conduct, vehicle accidents, alcohol, tobacco and marijuana use/possession. School resource officers also conduct presentations in the classrooms throughout the year on such topics as bullying, social media, theft prevention, chemical use, violence and career exploration. At the close of the 2017/18 school year, significant school tragedies continue to occur around the country. Burnsville’s two school resource officers train and work closely with ISD 191 staff to review and enhance emergency procedures, develop proactive strategies to minimize disruptive behavior in the schools, and update safety and security plans in the schools.
Citizens’ Academy
The role of a police officer has always been of interest to the average resident. Every day, police events are broadcast into living rooms throughout the country. To some, it may appear that the police are not doing their job or are exceeding their boundaries. By allowing residents a first-hand look at what rules, regulations and polices police officers follow, some of the misunderstandings may be alleviated. Community Resource Officers conduct a 10-week Police Citizens’ Academy every year to provide a better overall understanding of a police officer’s duties and form lasting relationships. Twenty-four citizens participated in 2017 and 24 citizens signed up to participate in the academy in 2018. Academy classes are taught by officers who are experts in their field and include demonstrations, practical exercises, and participation in a police patrol ride-along, contributing to an exciting, interactive learning experience. The object of the academy is to produce informed residents. Residents and police officers meet each other face-to-face in a neutral, friendly setting and each becomes “a person” to the other. In the past, residents may have simply seen a uniform - now they can have an understanding of the person behind the badge.

Senior Academy
In collaboration with the Police and Fire Departments, a "Senior Safety Academy" was offered for four consecutive weeks in April and May. Forty-two adults signed up for the class. Topics included: The history of the Police Department, a Police Department tour, scams and identity theft, fire safety, EMS, home safety, crime scene investigation, a crime scene case presentation and a K-9 demonstration.
Neighborhood Watch Program
Neighborhood block captains continue to assist police throughout the year by combining efforts to make their community safer. Officers are assigned to a neighborhood in their patrol area to build relationships with block captains and better facilitate communications concerning neighborhood issues. Of the 95 active neighborhood block captains, many personally host meetings throughout the year attended by police officers to address specific issues and concerns. The department also utilizes the City’s GovDelivery email notification system to send crime alerts, news releases and crime prevention tips, so that block captains may distribute the information to their neighbors. A new crime prevention tool that police officers utilize with their block captains is Lexis Nexis - website that tracks individual crime patterns. This mapping software is located on the department’s webpage and allows residents to see what type of crime and calls for service are happening in their neighborhoods.

Multi-Housing Program
The community resources unit’s primary mission is community building and problem solving through collaboration with Burnsville residents, business and City staff. Although community building is a department-wide philosophy, the community resources unit is tasked with many additional efforts including daily communications with apartment managers, overseeing all multi-housing functions, single family rental properties, youth relations, and neighborhood programs. In 2017, there were 7,577 multi-units. From October of 2017 through September of 2018, there were 183 condo units, 96 duplex units, 279 single family homes and 379 townhome units. In 2017, officers responded to 8,122 calls for service in multi-family residences and issued a total of 300 strikes. The total calls for service through August 2018 was 5,746. In 2018, there have been a total of 226 strikes issued for disorderly use by tenants. The increase in calls is related to the growing licensed rental properties within the city and also with the Dakota Communication Center, coding calls for service on parking complaints, and towing vehicles off rental properties.

Emergency Management
Planning and training continue to be a top priority for the Emergency Management Coordinator, Sergeant David Powers. Sergeant Powers has been a resource for Burnsville's businesses and places of worship for safety and security preparation. He continues to work with Ridges Hospital in emergency planning and the Dakota County Exercise Design Team (EDT) to better prepare Dakota County's first responders.

Burnsville city staff participated in an Emergency Operations Center (EOC) drill in September of 2018. The EOC will help and support responders during a large scale incident and the community after an incident.

The 2017 county-wide exercise that focused on an Integrated Emergency Management Course (IEMC) model was recognized in February 2018 at the Governor's Homeland Security Conference. Dakota County was recognized by Department of Homeland Security and Emergency Management of Minnesota (HSEM) for its Outstanding Commitment to Emergency Management. This was the result of a year-long process of training and exercises leading up to the Integrated Emergency Management Course at Camp Ripley in April of 2017. Much of the credit goes to the Exercise Design Team (EDT) that helped coordinate and conduct the training, as well as participate in and facilitate the exercises. The 2018 county-wide exercise was completed in July 2018. This exercise helped plan and prepare for a natural disaster.

Burnsville continues to support the Dakota County Special Operations Team with seven members (one police department representative, and six fire department representatives). The team trains monthly on topics such as hazardous materials, terrorism, confined space, rope and trench rescue, and also are members of Minnesota Task Force 1 for statewide response to structural building collapse. Through the Dakota County Domestic Preparedness Committee, Burnsville representatives are starting to plan a 2019 Frontline Supervisor workshop in which police, fire and public works supervisors review previous major incidents that have occurred in Dakota County and the lessons learned.
2019 Budget Overview

The 2019 budget allows for:

• Continued training to maintain high professional standards consistent with the 21st Century Policing Pillars of training and education

• Continued funding for on-officer video audits as newly required

• Continued contractual services for towing and animal control

• Continued partnership with Dakota County electronic crimes unit and Drug Pharmaceutical Program
Primary Services
Under the direction of the fire chief, the fire department provides the following public safety services:

- Full-time fire service
- Advanced life support
- Emergency Medical Service (EMS -Paramedics)
- Fire suppression
- Rescue
- Fire prevention
- Fire code enforcement/Inspections
- Fire investigation
- Public education
- Extensive training program
- Dakota County Special Operations Team (SOT)
- Disaster prevention and preparation
- Community involvement (Open House, Night to Unite, Burnsville Fire Muster)
- Fire safety training
- Youth programs (pre-school, daycare, elementary school, Juvenile Fire Setter Intervention)
- Targeted fire prevention (Seniors, Youth and Multi-Family Housing)
- Standardized Incident Command System

2019 Fire & Emergency Services Budget
General Operating $7,551,808
Equipment & Vehicles 433,500

Staffing
44.0 Full-time Equivalent Staff

Alignment with Council ENDS and OUTCOMES
The primary purpose of the department is to provide efficient and effective fire and emergency medical response. The department provides the community with fire prevention and life safety education, that will help citizens live safer lives. The department also provides disaster preparedness in collaboration with other departments.
2018: The year in review

2018 Accomplishments

• Administration of the $1.1 million dollar Staffing for Adequate Fire and Emergency Response (SAFER) grant
• Operation of a third ambulance during peak emergency call demand time every day
• Continued to reach 80 percent of emergency calls in nine minutes or less (inclusive of dispatch processing, turnout and travel times)
• More than 1,500 attended the annual open house
• Implemented new Patient Care Reporting and Fire Records Management systems
• Issued 126 permits, performed 535 inspections and documented 185 fire code enforcement cases
• Hosted preschool age children at the station
• Awarded Department's first Firefighter of the Year Recognition Award in 2017
• Partnered with Burnsville High School on new Emergency Medical Technician program
• Reconfigured current electronic shift scheduler from 24-hour to 12-hour to provide more effective use of technology
• Updated 1984 Operational Work Rules
• Utilizing Electronic Timesheets from shift scheduler
• Provided fire safety training to more than 1,400 youth in the city’s elementary schools
• Thirteen personnel received Medal of Valor Awards for 2016 Incidents
• Three citizens received Life Saving Award for 2017
• Replaced Ladder Truck
2018: The year in review, cont.

2018 Performance Measurement Monitoring Data
Consistent with the Council's adopted governance statements, priority indicators follow:

Response Time Measurements
According to the council's Ends & Outcomes, fire and emergency medical services (EMS) will reach 80 percent of the emergency calls in nine minutes or less (inclusive of dispatch processing, turnout and travel times). Between from Oct. 1, 2017 and Sept. 30, 2018, 7,011 calls were analyzed. Of these, 4,229 were classified as emergency response (Code 3) and used to review the response time performance. \textit{Analysis revealed that the fire department made it to 90.59 percent of the calls in nine minutes or less.}

Several factors affect response times. These factors include an increasing number of multiple and concurrent calls. Other factors out of the department’s control also affect response times such as traffic, weather and road construction. Staff remains committed to achieving the response time goal through training, improved measurement tools and resource management.

Historical Emergency Call Volume
(1985 - 2017 January - December)
Fire Calls and Property Value Saved
The following chart shows a five-year history in property percentage saved from fire and fire exposures from October through September.

![Fire Property Percentage Saved Chart]

Fire Calls and Actual Fires Fought
The following chart shows a ten-year history of fire activity from October through September.

![Fire Calls - Year End Comparison Chart]
The City will likely continue to experience an increase in EMS call volume in the future. A large component of the increased call volume is attributed to an aging community, which is becoming a national trend as the baby boomer generation reaches retirement. Demographics and types of housing within the community will continue to play a role in future requests for services.

EMS

In 2018, the department continued to collaborate with other agencies to improve service and improve coordination of ambulance resources. Through participation in the Twin Cities Metro Region EMS committees and the Dakota County EMS Council, the fire department continues to be actively involved in the EMS system across the Twin Cities metropolitan area. Use of technology, such as the Medical Resource Control Center (MRCC) that relays patient information to the appropriate receiving hospital, helps improve coordination and also assists in communication and response during large-scale emergencies. This center is located in Regions Hospital and is staffed by their paramedics 24/7. The use of this resource is free to the City, since the cost is covered by regional money that is allocated from the State to operate two of these centers in the metro area.

The fire department continues to work in collaboration with external partners, such as Fairview Ridges Hospital, other area healthcare facilities and Dakota County Public Health to improve the care of Burnsville residents.

Citizen's Life Saving Awards

On October 4, 2017, first responders were dispatched on a 9-1-1 call of a vehicle that had driven into a holding pond in front of Fairview Ridges Hospital. Minutes later, when first responders arrived on scene, the car was almost completely submerged.
Typically, this type of situation would result in a high-pressure, underwater rescue. However, in this instance, the driver was already waiting on shore when ambulances arrived - thanks to the quick action of three bystanders who pulled him to safety.

Jacob Timmerman, Scott Mogen and Jamie Lemcke were in the area when they saw the driver - a male in his 60s - careen into a holding pond in front of the hospital. They quickly sprang to action, diving into the cold water, rescuing the man from his vehicle, pulling him to shore. The man has since made a full recovery and is currently doing well.

By pulling this man out of the water before his vehicle was completely submerged, these three individuals truly saved his life that day.

First Firefighter of the Year Award
Firefighter/ Paramedic Chris Walker was named as Burnsville's first-ever Firefighter of the Year. The department implemented the peer nomination program in 2017 to highlight those in the Burnsville fire service who go above and beyond.

Walker has been a member of the Burnsville Fire Department for more than five years, often working outside of his normal duties to improve training, equipment, and to help better his fellow employees. His professionalism and positive attitude are also said to be unmatched in the fire station.

“He is a shining example of what a firefighter/paramedic should be - calm, cool and collected no matter the incident,” said a colleague. “His knowledge and communication skills allow both his partners and residents to be comforted and reassured, even in the worst situations.”

Firefighter Chris Walker was also recognized by the Department of Minnesota Veterans of Foreign Wars (VFW) with the statewide “Gold Medal” award. Each year, state VFWs recognize an outstanding Police Officer, Firefighter and Emergency Medical Technician with their annual “Gold Medal Awards.”
Medal of Valor Awards
The department recognized firefighter/paramedics with Medal of Valor for two significant events that occurred in previous years. Firefighter Mike Andrews, Maggie Archer, Steven Boardman, Isaac Carrier, Kyle Engen, Justin Gibbish, Andy Hamlin, Scott Hanlon, Luke Miller and fire captain Rick Steinhaus and Jamie Gerard for the life saving efforts during an active shooter incident. These individuals responded to the non-secured scene in an effort to rescue the injured victims and to render emergency care without hesitation. Their efforts were remarkable given the hazardous nature of the call and the lack of having any personal ballistic protection.

Firefighter/Paramedics Mike Andrews, Tom Hale, and Scott Hanlon were recognized for the life saving efforts of rescuing a female from a submerged vehicle. The team successfully rescued the patient and transported to the hospital where she eventually made a full recovery.

Medical Direction
The fire department is required to have physician oversight to provide emergency medical services and 2018 marked the twelfth year of partnership with Allina Health for that service. With the support that a large system such as Allina Health affords, services are provided by Co-Medical Director Dr. Andrew Stevens. Dr. Stevens is a Burnsville High School graduate and is experienced and well-respected, both among his peers and by fire department staff. Additionally, the resources and customer service of the Allina system, has created a value-added relationship.

Addressing First Responder Mental Health
The issue of first responder stress and mental health has come to the forefront of the profession. Burnsville's fire department has provided countless training opportunities for its staff and increased the visibility of employee assistance programs. The greatest success though, has been through a culture change across all the ranks of fire department.

Chief Jungmann and Assistant Chief Carlson presented the keynote address, Provider Mental Health: It Starts with Culture, at the ImageTrend conference and discussed their philosophy and lessons learned from the cultural change they are leading.
EMS Billing
With the close of the year, Digitech will complete thirteen years of providing services for the City’s EMS billing. Digitech’s leadership has been responsive and proactive and continued to be a great partnership with the City. Monthly reports include snapshot graphics of overall activity supported by detailed accounting data. The following graph, constructed from Digitech report data, shows monthly cash receipts over the past 6 years.

![Year-to-date Cash Receipts graph](image)

Fire Prevention/Inspection
Fire prevention staff consist of an assistant chief/fire marshal and one fire inspector. The fire prevention division utilizes software to issue fire permits and document all fire inspections and fire code violations. The division is also tasked with conducting origin and cause investigations for any significant fires that occur in the city. The department is statutorily required to investigate the cause of any fire that does $100 or greater in damage. *Prevention staff issued 126 permits, performed 535 inspections and documented 185 fire code enforcement cases.*

Fire Investigation
Fire investigation, sometimes referred to as origin and cause investigation, is the analysis of fire-related incidents. After firefighters extinguish a fire, an investigation is launched to determine the origin and cause of the fire or explosion. Investigations of such incidents require a systematic approach and knowledge of basic fire science.

The fire department has two fire investigators, the assistant chief / fire marshal and the fire inspector. An investigation occurs for any fire where a serious injury or death has occurred, vehicle fires where there is an insurance value and the registered owner or driver is not present or cannot be located and/or identified, building fires where 25 percent of the area of origin compartment is involved, and any fire where the “cause” cannot be determined or appears suspicious.
Private Hydrant Inspection
Burnsville is home to more than 3,800 fire hydrants. Fire and public works departments maintained more than 2,500 City-owned hydrants this past year. An additional 1,300 hydrants are privately-owned hydrants and present on many commercial and multi-unit residential properties.

State and City fire code require that all fire hydrants (public and private) be inspected annually. In September 2013, Burnsville began contracting with a private contractor to inspect all private hydrants that were not inspected independently by the owner. More than 1,200 private hydrants were inspected by this contractor during the summer months in 2018. Inspected hydrants increase the overall reliability of the privately owned fire hydrants in case of an emergency. The contracted private hydrant inspections will be billed back to the owner through the utility billing department.

Public Education
The fire department continues to educate the community in fire and injury prevention by participating in numerous events throughout the year. These events include Night to Unite, Fire Muster and the fire department Open House. Additionally, fire prevention staff conducted periodic public education training for area civic organizations and businesses.

The department also focuses on children of specific age groups by visiting elementary schools and delivering fire and safety presentations to kindergarten, second and fourth graders. In order to present the message to students in an uninterrupted manner (without staff being pulled away for emergency response), staffing adjustments were made to allow for a dedicated presenter. As a result, more than 1,400 students in two weeks.

Past Education Continues to be Working: Apartment Fire Averted by Stove-top Fire Stop

In 2011, the fire department was awarded a grant from the Federal Emergency Management Agency (FEMA) to assist in its ongoing multi-unit housing fire prevention and education efforts. The goal of the grant is to help “Keep the Burn Out of Burnsville.”

A portion of the grant will be used by the Fire Department to purchase a number of automatic fire suppressors known as “StoveTop FireStops.” These FireStops can be easily affixed to the underside of an oven hood, and will release a fire-suppressing powder when activated by a large stovetop flame. FireStops were distributed to select multi-unit housing property owners and managers in the Fall of 2011.

On December 1, 2017 the Burnsville Fire Department responded to a report of fire alarms sounding in a multi-family apartment building located on the 14000 block of Portland Avenue South.

Fire crews entered the building to investigate the source of the alarm, and immediately smelled smoke on the first floor. They quickly located the source of the smoke-smell in a first-floor apartment unit, and upon entering, discovered the remnants of a pan fire on top of the stove.

The fire had been completely extinguished by a “Stove-Top Fire Stop” device. Because the device had put out the fire, there was no damage to the kitchen or apartment unit. The cause of this fire was determined to be accidental, and occurred as a result of unattended cooking by juveniles.
Partnerships

Operation Warm

Burnsville Professional Firefighters partnered with Operation Warm, a national non-profit group dedicated to providing hope, happiness and warmth for children in need through the gift of new winter coats. Firefighters along with employees from ApplianceSmart, this year’s project sponsor, as well as staff from the City and ISD 191 Burnsville-Eagan-Savage School District went to Sky Oaks Elementary to personally fit more than 360 students with a new winter coat and help them to write their name in the interior tag which reads, “Made Just for You.”

Fairview Ridges Breast Center

During the month of October, pink was the new red. The department, in conjunction with Professional Firefighters Local 2910 and 4481, helped raise breast cancer awareness by wearing special edition pink fire department shirts the entire month.

In addition to sporting pink, the two union groups also sponsored a fundraiser to sell the special edition t-shirts. In January, representatives presented the Fairview Ridges Breast Center a check for $1,200 to be used toward breast cancer treatment, prevention and research.

Burnsville High School (BHS)

The fire department has partnered with BHS on new Emergency Medical Technician (EMT) classes that will begin Fall of 2018. The department will provide co-teaching, speakers, site visits to the fire department, and ride-alongs in an ambulance.

The department also donated equipment to the high school program. A grant from the Minnesota Office of Higher Education supported the start up of the new program, and the Greater Twin Cities United Way is also a partner in the effort.
Grants / Donations
The department is in the second year of the $1.1 million Staffing for Adequate Fire and Emergency Response (SAFER) grant. Firefighter/paramedics have been operating a third ambulance from 8am to 8pm daily.

Burnsville Lion's Club generously donated again this year, the department received a $20,000 donation toward the purchase of Automated External Defibrillator (AED).

The Arbors at Ridges Senior Living Community hosted a Cinco de Mayo-themed lunch to benefit the fire department. The $3,385 proceeds from the event went toward establishing a Fire Department Honor Guard. The Honor Guard will serve as formal representative of the Burnsville Fire Department at varies events and functions.

The department received $6,650 reimbursement from the Minnesota Fire Training Board; the reimbursement is used to pay for training expenses an an annual online training subscription.

The Burnsville Community Foundation is sponsoring a fundraiser, ‘We Support Our Police and First Responders’ Yard Sign Sale. Proceeds from the yard signs will support construction of HOMAGE, a life-size, bronze sculpture depicting a police officer, firefighter and a paramedic. The sculpture will be placed in front of Burnsville City Hall/Police Department.

Training
Training for firefighters is a daily activity. Training activities range from practical drills on a company level to classes taken at a national training institution. Staying proficient in fire and EMS skills is critical to carrying out the department’s mission of service to residents. The following were key training events:

**Emergency Medical Service (EMS) Training.** Department personnel receive extensive, EMS annual training to maintain a paramedic status that comply with the education requirements of the National Registry of Emergency Medical Technicians and the State of Minnesota Emergency Medical Services Regulatory Board.

**A.B.L.E. Training Facility.** The Cities of Apple Valley, Burnsville, Lakeville and Eagan (A.B.L.E.) share a state-of-the-art fire training facility year-round to conduct live fire and other fire-related training. The building allows for burning on multiple levels, and mimics the construction of large commercial and residential buildings that are typical in the south metro. The facility is considered a regional asset and is rented out to departments outside the four-city consortium.
Dakota County Special Operations Team (DCSOT)

Dakota County Special Operations Team (DCSOT) is an emergency response team that provides unique, specialized rescue capabilities and emergency response services that augment existing community fire and law enforcement agencies. DCSOT operates under a Joint Powers Agreement (JPA) signed by the 11 jurisdictions within Dakota County. The DCSOT structure is comprised of fire, police and EMS personnel from each of the jurisdictions operating under the JPA. The team is authorized to operate at a level of 36 members.

The fire department had seven allocated member spots on the DCSOT team comprised of one captain and six firefighter/paramedics. Financial support for DCSOT is covered by the JPA and shared by member agencies.

Specialized rescue equipment for DCSOT is housed at several agencies throughout the county. During activation, host agencies will transport required equipment to the incident. The department is responsible for the structural collapse truck, which contains medium and heavy structural collapse rescue equipment. DCSOT is capable of responding to rope rescue, confined space rescue, trench rescue, vehicle/machinery extrication, structural collapse, hazardous materials incidents and tactical rescues with enhanced levels of specialized equipment and personnel.

DCSOT is part of the State’s Urban Search and Rescue (USAR) team known as Minnesota Task Force 1 (MN TF-1). The team consists of members from the fire departments in Minneapolis, Edina, Saint Paul and Rochester and DCSOT. The response capabilities of MN TF-1 include rope rescue, confined space rescue, trench rescue and structural collapse, which make the team a valuable resource. The team’s area of response is within the State and can be requested by another state for assistance through an Emergency Management Assistance Compact (EMAC) deployment.

Replacement Ladder Truck

After 18 months of planning and building, the Pierce aerial ladder truck was officially rolled out at the end of March. The cost of the aerial ladder truck was $870,000, and it has a life expectancy of 20 years.

The new aerial truck is a single axle, allowing it to more easily maneuver through tightly packed urban areas. The truck’s quick set-up capabilities allows the outriggers (stabilization system) to be deployed with a touch of a button and are self-leveling, allowing the ladder to be set up and fully extend in less than one minute. The ladder extends to 107 feet, nearly 35 feet further than the department’s previous truck, which was retired this year after 15 years of service.

The ladder is outfitted with two cameras at the top - one facing forward and one facing down. A monitoring system at the base of the ladder allows the operator to quickly and accurately see what is happening and where the ladder needs to be positioned. The cameras also allow crews to monitor situations without having to have a firefighter on the ladder itself.

Facility / Equipment / Technology

The fire department continued to follow its replacement schedule for facilities and equipment. In 2018 these included:

- Fire Station No. 2 improvements - complete garage door replacements, security fence
- Replacement ladder truck
- Replacement ambulance
- Replacement two staff vehicles
- Replacement of thermal imager and other equipment at the end of its useful life
- Replacement of gas monitors
2019: A look forward

2019 Budget Overview

The 2019 Budget allows for:

• Replacement Cardiac Arrest Management (Lucas CPR Device)

• Replacement Stretcher (Cot and Stair Chairs)

• Replacement 800 MHZ Radios

• Replacement Fit Test Machine (SCBA masks leak detector)
Park Maintenance

Primary Services
Under the leadership of the public work director and direction of assistant public works director the park maintenance division provides the following services:

- Maintenance of 1,750 acre park system (turf management, waste collection, landscaping, amenities & infrastructure)
- Preparation of park facilities for park users (athletic fields, outdoor skating rinks, park shelters and buildings)
- Turf management for public boulevards and medians throughout the City
- Maintenance and plowing of trails within parks and throughout the community
- Grooming and maintenance of cross-country ski trails
- Maintenance of the Heart of the City amenities

2019 Park Maintenance Budget
General Operating:
Parks $2,757,507

Staffing
14.0 Full-time Equivalent Staff

Alignment with Council ENDS and OUTCOMES
The primary purpose of the Park Maintenance Department is to maintain the City’s park system and prepare the facilities for the many events that take place in parks throughout the year. The Park Maintenance Division is an integral part of helping the City to Achieve the Community Enrichment End goal and outcomes.
2018: The year in review

2018 Accomplishments

- Completed the Red Oak Tennis/Pickleball Court lighting and fencing project

- Replaced Lac Lavon Park south parking lot lights

- Completed Neill Park drainage and park improvement project

- Continued work on Bicentennial Garden project

- Replaced Highland Forest Park parking lot and made ADA improvements

- Replaced two volleyball court borders

- Continued the five-year project to replace all park entrance signs

- Assisted with the relocation of the archery range

- Collaborated with the recreation department to purchase and install the first gaga ball pit in town

- Collaborated in a multi-department effort to construct the first nature play area in town

Park’s Recycling

Started the parks recycling program in all community parks and diverted 120 cubic yards of recyclables from the landfill.
2018: The year in review, cont.

2018 Performance Measurement Monitoring Data
Consistent with the Council’s adopted governance statements, priority indicators follow:

<table>
<thead>
<tr>
<th>City</th>
<th>Population</th>
<th>Full Time Employees</th>
<th>Seasonal Employees</th>
<th>Full Time Equivalents</th>
<th>Acres of Turf Maintained</th>
<th>Athletic Fields Maintained</th>
<th>Rinks Maintained</th>
</tr>
</thead>
<tbody>
<tr>
<td>Burnsville</td>
<td>61,747</td>
<td>14</td>
<td>43</td>
<td>27</td>
<td>645</td>
<td>142</td>
<td>29</td>
</tr>
<tr>
<td>Apple Valley</td>
<td>50,004</td>
<td>16</td>
<td>34</td>
<td>25.2</td>
<td>300</td>
<td>108</td>
<td>21</td>
</tr>
<tr>
<td>Eagan</td>
<td>64,206</td>
<td>9</td>
<td>40</td>
<td>19.8</td>
<td>450</td>
<td>122</td>
<td>29</td>
</tr>
<tr>
<td>Lakeville</td>
<td>59,866</td>
<td>10</td>
<td>26</td>
<td>17</td>
<td>457</td>
<td>148</td>
<td>16</td>
</tr>
<tr>
<td>Savage</td>
<td>27,692</td>
<td>9</td>
<td>6</td>
<td>10.6</td>
<td>377</td>
<td>39</td>
<td>7</td>
</tr>
</tbody>
</table>

Full-Time Equivalents

Acres of Turf Maintained

Athletic Fields Maintained

Outdoor Ice Rinks Maintained
2019: A look forward

2019 Budget Overview

The 2019 budget allows for:

• Continued maintenance of the City’s parks and trail system

• Play equipment replacement at several parks

• Preliminary planning and design to address water loss within the Nicollet Commons Park water feature

• Replacement of four dugouts and drainage improvements at Alimagnet Park

• Replacement of ten dugouts at Sue Fisher Park

• Rehabilitation of Wolk Park including the trails, ballfield fencing, basketball court, play equipment

• Starting the next round of hockey rink board replacement

• Continuation of the replacement of park signs

• General amenities - replacement of various benches, bleachers, grills, picnic tables, refuse receptacles, etc
Natural Resources

**Primary Services**
Under the direction of the public works director and the natural resources manager, this division provides the following services:

- Commercial and residential recycling programs
- Licensing of solid waste haulers
- Community waste and recycling collection events
- Sustainability coordination and promotion
- Participation in local watershed management organizations
- Development plan review for environmental impacts
- Wildlife program management
- Natural resource public education
- Surface water quality improvement and monitoring program management
- Prairie management and monitoring
- Wetlands management and administration of Wetlands Conservation Act
- Parks & Natural Resources Commission and Black Dog Watershed Management Organization support
- Urban forest resources management (tree pruning/removal, planting, disease control)
- Heart of the City streetscape management
- Houses Dakota Valley Recycling

**2019 Natural Resources Budget**

<table>
<thead>
<tr>
<th>General Operating:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Natural Resources</td>
<td>$ 36,820</td>
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<tr>
<td>Community Landscape</td>
<td>768,610</td>
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<tr>
<td>Forestry Fund</td>
<td>416,309</td>
</tr>
<tr>
<td>Sustainability Fund</td>
<td>341,383</td>
</tr>
</tbody>
</table>

**Full-Time Equivalent Staff**

- Natural Resources (Storm Drainage Fund): 4.0
- Forestry/Community Landscape/HOC: 4.3
- Sustainability: 3.0

**Alignment with Council ENDS and OUTCOMES**

The Natural Resource division provides services that protect and manage the City’s water, wildlife, urban forest, and community landscape resources. The division also promotes sustainable practices within our organization, as well as, to our residents. The Natural Resources division is an integral part of helping the City to achieve the Environmental End goal and outcomes.
2018 Accomplishments

- Distributed 191 Trees at the annual tree sale
- Spring native plant market drew 700 attendees
- Served 1,554 cars at the Household Hazardous Waste Collection Day
- Dakota Valley Recycling implemented organics recycling at several City buildings.
- Achieved a 28% reduction in green house gas emissions from baseline year 2005
- Organized alum treatment on Wood Pond
- Kept 7 miles of rights-of-way and trail areas open and passable while trimming trees and shrubs in these areas
- Started a 19 acre Oak Savanna restoration at Terrace Oaks
- Crystal Lake was removed from the impaired waters list
- Treated 1,145 trees to protect them from Emerald Ash Borer
- Removed 203 ash trees and ??? other poor quality or hazard trees,
- Planted 173 trees on public right of way or public property
- Responded to 227 service calls
- Received 545 customer phone calls
- Pruned over 700 trees
- 1,344 tons of wood material hauled out of the compost site
- Maintained 50 hanging baskets
- Managed 1,761 annuals, perennials, and shrubs
- Planted 2,700 bulbs
- Emerald Ash Borer was found in the City but having the EAB Plan in place allowed for the arrival to be handled efficiently and effectively.
- Buckthorn was managed with two new cost effective approaches. The City bought in goats to eat buckthorn in a small area and a correctional work crew was used for several days to remove buckthorn in park areas.
- Worked with Dodge of Burnsville to successfully rework the access and traffic flow of the City compost site.

Protecting Burnsville’s Resources:

Monitored eight lakes for water quality

![Dump No Waste Dumps to Lake](image)
2018 Performance Measurement Monitoring Data

Consistent with the council’s adopted governance statements, priority indicators follow:

2016 Residential Survey

<table>
<thead>
<tr>
<th>Residential Survey Question</th>
<th>2016 Survey Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surface water, lakes and ponds are clean and well maintained</td>
<td>77% Yes</td>
</tr>
<tr>
<td>City should invest in sustainable practices</td>
<td>72% Yes</td>
</tr>
<tr>
<td>Used the Recycling Center for household hazardous waste</td>
<td>69% Yes</td>
</tr>
<tr>
<td>How important is it for the City to plan for climate change effects?</td>
<td>88% Very or Somewhat Important</td>
</tr>
<tr>
<td>How familiar are you with emerald ash borer and its impact?</td>
<td>77% Very or Somewhat Familiar</td>
</tr>
</tbody>
</table>

Water Quality

The City continued to work with lake homeowner groups, residents and other agencies to improve and monitor the water quality in area lakes. In partnership with the Black Dog Watershed Management Organization and the Metropolitan Council, public monitoring occurred at eight lakes in the community. As part of this program, volunteers gathered water clarity data every two weeks from mid-April to mid-October. The City continued to utilize water clarity as the primary indicator to track the water quality in the lakes. Generally, higher water clarity numbers (depth measured in meters) are indicative of better water quality.

The Metropolitan Council will not complete analysis of the 2018 samples until January or February of the following year; therefore, 2018 data was not available for this report. The following table shows the water clarity results from the citizen-monitoring program for the three most recent years available.

<table>
<thead>
<tr>
<th>Lake</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>3-Yr Avg.</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alimagnet</td>
<td>0.8</td>
<td>0.7</td>
<td>0.7</td>
<td>0.7</td>
<td>1.3</td>
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<tr>
<td>Crystal</td>
<td>2.2</td>
<td>2.2</td>
<td>2.3</td>
<td>2.2</td>
<td>2.1</td>
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<tr>
<td>Earley</td>
<td>1.8</td>
<td>1.7</td>
<td>1.4</td>
<td>1.6</td>
<td>1.7</td>
</tr>
<tr>
<td>Keller</td>
<td>0.7</td>
<td>1</td>
<td>0.9</td>
<td>0.9</td>
<td>1.8</td>
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<tr>
<td>Lac Lavon</td>
<td>4.2</td>
<td>4.4</td>
<td>4.4</td>
<td>4.3</td>
<td>3.6</td>
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<tr>
<td>Sunset Pond</td>
<td>1.4</td>
<td>1.8</td>
<td>2.4</td>
<td>1.9</td>
<td>1.7</td>
</tr>
<tr>
<td>Twin Lake</td>
<td>1.8</td>
<td>1.9</td>
<td>2.2</td>
<td>2</td>
<td>1.4</td>
</tr>
<tr>
<td>Wood Pond</td>
<td>2.5</td>
<td>1.8</td>
<td>1.3</td>
<td>1.9</td>
<td>1.7</td>
</tr>
</tbody>
</table>

**BURNSVILLE LAKE CLARITY REPORT CARD**
(Measured in meters)
The following chart summarizes the materials and quantities collected at the two community waste collection and recycling events conducted in the spring and fall of each year.

<table>
<thead>
<tr>
<th>Materials Accepted at Spring Collection Event</th>
<th>Spring 2016</th>
<th>Spring 2017</th>
<th>Spring 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appliances</td>
<td>18,750 lbs</td>
<td>16,500 lbs</td>
<td>22,050 lbs</td>
</tr>
<tr>
<td>Electronics (computers, televisions, etc.)</td>
<td>8,552 lbs</td>
<td>6,625 lbs</td>
<td>5239 lbs</td>
</tr>
<tr>
<td>Mattresses</td>
<td>N/A</td>
<td>N/A</td>
<td>4</td>
</tr>
<tr>
<td>Bicycles</td>
<td>2,400 lbs</td>
<td>3,280 lbs</td>
<td>2,880 lbs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Materials Accepted at Fall Collection Event</th>
<th>Fall 2016</th>
<th>Fall 2017</th>
<th>Fall 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appliances</td>
<td>46,650 lbs</td>
<td>58,350 lbs</td>
<td>65,000 lbs</td>
</tr>
<tr>
<td>Electronics (computers, televisions, etc.)</td>
<td>70,000 lbs</td>
<td>50,171 lbs</td>
<td>55,000 lbs</td>
</tr>
<tr>
<td>Household Hazardous Waste</td>
<td>35,485 lbs</td>
<td>33,898 lbs</td>
<td>lbs</td>
</tr>
<tr>
<td>Scrap metal</td>
<td>17,580 lbs</td>
<td>21,240 lbs</td>
<td>26,580 lbs</td>
</tr>
<tr>
<td>Document destruction</td>
<td>7,780 lbs</td>
<td>10,000 lbs</td>
<td>8,786 lbs</td>
</tr>
<tr>
<td>Tires</td>
<td>2,380 lbs</td>
<td>data not available</td>
<td>data</td>
</tr>
<tr>
<td>Bicycles</td>
<td>2,700 lbs</td>
<td>5,840 lbs</td>
<td>lbs</td>
</tr>
<tr>
<td>Vehicle batteries</td>
<td>134</td>
<td>data not available</td>
<td>117</td>
</tr>
<tr>
<td>Total cars served</td>
<td>1,450</td>
<td>1,386</td>
<td>1,554</td>
</tr>
</tbody>
</table>
2019: A look forward

2019 Budget Overview

The 2019 budget allows for:

- Waste abatement programs supported by Dakota County grant programs
- An update to the Sustainability Plan is scheduled for 2019
- Water resources programs funded through storm water fees
- Forestry programs funded out of the General Fund such as citywide tree trimming
- A separate fund to address and manage the impact of EAB on the community and to implement the plan approved by Council in 2013
- An aquatic vegetation management plan to be developed for priority lakes
Recreation

Primary Services
Under the direction of the Parks, Recreation and Facilities Director, this division offers programs and services that improve the lives of customers and residents while enhancing the image of the City of Burnsville. The staff is dedicated to providing exceptional programs and services that fosters social, intellectual, physical and emotional development, promotes health and wellness, increases cultural unity, provides a safe environment, supports economic development and programs facilities that meet the needs of our customers which all contribute to making Burnsville a leading community in which to live, work and thrive. Staff are responsible for:

- Coordinating year round recreation programs for all ages
- Renting meeting room space in city buildings
- Reserving park buildings
- Scheduling athletic fields
- Planning special events
- Trail development
- Marketing and promoting Parks and Recreation services
- Supporting the Parks and Natural Resources Commission
- Providing support services for the city wide grants and donations
- Coordinating citywide Laserfiche efforts

2019 Recreation Budget
General Operating:
Recreation $1,001,991
THE GARAGE $62,500

Staffing
Recreation 5.8 Full-Time Equivalent Staff

Alignment with Council ENDS and OUTCOMES
Community members, including youth, are actively engaged and have access to quality programs and services that meet the changing needs of the community and create positive experiences for all.
2018 Accomplishments

• Coordinated a variety of events including movies, music and special events such as I Love Burnsville attracting more than 8,200 to Nicollet Commons Park
• Generated $2,250 to offset program costs through special event sponsorship program
• Increased rental revenue for recreation buildings and shelters with over $39,000 in revenue generated
• Established new and continue current collaborations with other agencies to promote community events and programs, such as the South of the River Recreators (SORR) to offer community programs such as the “Who Done it Hike,” and the “Ground Pounders” running series, and community gardens
• Continued to be a leader in adult athletics for the state of Minnesota in our areas of service
• Completed work on the relocation and construction of the Archery Range
• Completed community survey and family focus groups to create a successful new summer playground offering
• Scheduled more than 18,500 hours of field time for youth and adult athletic needs
• Coordinating scanning of 266,032 documents and 2,353,227 pages into City Hall Laserfiche Repository
• Coordinating scanning of 146,592 documents and 1,107,015 pages into the Public Safety Laserfische Repository
• Assisted community groups with special event requests such as the Retro Run, NHS Doggie Dash and Pets Loyal to Vets 5K
• Continue to increase the use of technology to create efficiencies in the areas of staff scheduling, park maintenance needs and on line program registrations and building reservations.
• Purchased paddle boards for park patrons to rent at Crystal Lake Beach
• Assumed management of the Wolk Park Community Garden
• Working on 36 projects identified in the Parks and Recreation Master Plan

Commitment to Youth and Families

• Continued our partnership with local youth sports agencies including Burnsville Athletic Club, Baseball Association 191 and VAA, resulting in more than 13,000 hours of practice and game time played on youth baseball and softball fields in Burnsville
• Interest in new programs for preschoolers and younger aged student and family time is strong, with large crowds attending music and movie events at Nicollet Commons Park as well as preschool soccer, youth tennis and skate board programs
• Coordinated Burnsville Halloween Fest, which drew more than 2,300 attendees
2018 Performance Measurement Monitoring Data
Consistent with the Council’s adopted governance statements, priority indicators follow:

The 2016 Community survey yielded the follow results:

- Sixty-six percent of respondents rated the number of youth, adult, family and senior recreation program offerings to be “about right” (down from 91 percent of respondents in 2012).
- Thirty-eight percent of respondents rated the number of youth, adult, family and senior programs offer to be “too few” (up from seven percent in 2012).

Youth and Family Recreation Programs
A highlight of the summer was the opportunity to offer a new and structured all day summer camp program for youth ages 6-11 called “Camp Explore.” Camp Explore offers flexible weekly programs that are more structured than its free play counterpart - Kids of Summer. Each week focused on a different theme such as sports, nature, arts, and water week. In addition to the new Camp Explore program, the department also continued to coordinate traditional programming like Kids of Summer, Kids of Summer for Little Tykes, field trips, and youth sports programs such as youth tennis and preschool soccer.

The department offered new specialty programs after the summer parks programs came to an end - Youth Fishing and a two-day nature camp called “Nature Nuts.” Both of these specialty day camps were popular for its first year and received 38 total participants.

Introducing new and trending programming is a part of the Recreation department’s strategy for reaching all community member’s needs. This fall, a new Family Glo Run event was added at Lac Lavon Park. This event brought in over 80 participants of all ages and featured carnival games for kids to receive “glow gear,” a DJ for families to warm up dancing, and a 1-mile run/walk for families. A new twist to the traditional movie night. Friday Night Boogie was a new event at Nicollet Commons Park this summer intended for everyone that enjoys dancing. This dance party in the park consisted of a DJ, a food truck, dance instruction by the Ballroom and Latin Dance Club, beer and wine from Mediterranean Cruise, and a movie showing of the musical romantic comedy, “La La Land.”

Outdoor Skating Rinks and Warming Houses
The Warming House season takes place from mid-December through the end of February, with the opportunity to implement an extended season, if the weather cooperates. Throughout the 2017-18 Warming House season, there was a total of 11,054 skaters who utilized the outdoor skating rinks. The City of Burnsville has 13 total outdoor skating rinks throughout the city, with 12 of these sites being staffed by attendants.

The warming houses are open Monday through Friday from 4:00pm-9:00pm, Saturday from 10:00am-9:00pm, and Sunday from 1:00pm-9:00pm. During the 2017-18 season, staff completed neighborhood surveys and focus groups to discuss staffed warming house hours. This resulted in three sites being closed one hour earlier, at 8:00pm providing cost savings to the program. For the 2018-19 season, there are plans to reduce hours at three additional sites due to the low attendance records.

The chart below shows the total number of recreational experiences for youth and families that were organized by the parks, recreation and facilities department.

(Note: A recreational experience is calculated by the total number of participants multiplied by the dates the program was offered.)

**Recreational Experiences for Youth and Families**

![Bar Chart]

**Adult Athletics**

The City of Burnsville has been a leading community in adult athletics in the State of Minnesota for many years. The City offers a variety of adult athletic leagues, including softball, sand volleyball, and broomball. There were more than 330 teams that participated in City adult athletic leagues in 2018. These leagues provided recreational opportunities for more than 5,000 participants throughout the year.

_During the 2018 season, there were over 100,000 recreational experiences (calculated by the number of players per team, per game played each night throughout the season) that took place throughout the City's adult athletic leagues._ During the summer and fall, the City offers softball league play every Sunday through Friday evening from late April through mid-October. Co-recreational sand volleyball is offered on Thursday evenings.
On each of these nights, the leagues attract over 300 players, officials, and spectators to city parks who often seek out local businesses for their, gas, food, and other needs.

**Tournament Play in Burnsville**

During 2018, Burnsville's athletic complexes played host to a variety of youth and adult baseball and softball tournaments. The Lac Lavon, Alimagnet, and Neill athletic complexes hosted a total of six City-run adult softball tournaments. In addition to these tournaments, these three complexes also hosted a total of seven privately-run adult softball tournaments.

Along with the adult tournaments, there was also a variety of youth softball and baseball tournaments that took place at the Sue Fischer complex. In total, the Sue Fischer complex played host to five tournaments this season. This is in addition to the complex being utilized six or seven days out of the week throughout the summer months for youth league play.

Some of the City's best quality, and most popular fields are the Rich Vanderlaan and Bob Bunnell baseball fields at Alimagnet Park. These fields had a total of 11 tournaments take place on them this past season. These tournaments range in age groups from youth baseball, all the way to senior men's baseball teams.

All totaled, during the 2018 season, there were 29 softball and baseball tournaments held in Burnsville. These tournaments attract participants from both surrounding communities, as well as neighboring states. On each of these tournament weekends from late April through the middle of October, participants and their families utilize the local businesses throughout the city to fulfill their various needs.

**Building and Shelter Reservations**

The City's parks, recreation and facilities department is responsible for renting the City’s park shelters and buildings. Burnsville park buildings and shelters are available to rent for graduation parties, baby showers, family reunions, company picnics and summer family fun. Building rentals are available at Neill, North River Hills, Paha Sapa, Red Oak, Terrace Oaks West, and Vista View. Park shelter rentals are available at Alimagnet, Cliff Fen "Lions Playground,” Cross Town West, Crystal Beach, North River Hill, Sunset Pond and Lac Lavon. In 2018, these rentals provided the department with over $39,000 in revenues.
The following charts show the recent history of reservations totals and annual revenues.

**Reservation Totals**

```
Shelter Reservations | Building Reservations

<table>
<thead>
<tr>
<th>Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>Jan 1- Sept 30, 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shelter</td>
<td>202</td>
<td>248</td>
<td>262</td>
<td>225</td>
</tr>
<tr>
<td>Building</td>
<td>254</td>
<td>124</td>
<td>78</td>
<td>105</td>
</tr>
<tr>
<td>Jan 1- Sept 30, 2018</td>
<td>104</td>
<td>98</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```

**Revenue Totals**

```
Shelter Reservations | Building Reservations

<table>
<thead>
<tr>
<th>Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>Jan 1- Sept 30, 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shelter</td>
<td>$17,078</td>
<td>$22,256</td>
<td>$23,320</td>
<td>$21,071</td>
</tr>
<tr>
<td>Building</td>
<td>$24,691</td>
<td>$12,915</td>
<td>$8,923</td>
<td>$13,879 $13,512 $13,651</td>
</tr>
<tr>
<td>Jan 1- Sept 30, 2018</td>
<td>$20,000</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```
Parks and Recreation Master Plan Update
Council adopted the Parks and Recreation Master Plan Update on October 3, 2017. From that time through September 2018, parks and recreation staff have been working on thirty-six related projects or areas to study from the Framework Plan section of the Parks and Recreation Master Plan. The Frameworks Plan identified ten areas of special focus and defines recommended improvement areas and goals for the next 15 years. Those areas and the highlights of accomplishments from each area area as follows:

I. High Quality Natural Areas
- Nature Playground at Terrace Oaks East
- Addition of an “Adopt a Woodlot” volunteer program for invasive species control on parkland
- Continued management of natural areas through controlled burning and other techniques.
- Obtained grant to restore 26 acres of Oak Savanna at Terrace Oaks Park
- Expanded buckthorn control efforts at Earley Lake and Crystal West Park.
- Installed a new 3 acre pollinator planting at Tennisioux Park
- Due to water quality improvements, Crystal Lake was removed from the States impaired waters list

II. Burnsville Trail Center + Connections
- Prioritizing improvements to interior wayfinding signage

III. Basic Park Services
- ADA Improvements at Alimagnet, Red Oak, Bicentennial, Neill and Highland Forest
- Replacing defective pavers in Nicollet Commons Park
- Crack sealing at Ames Center Plaza
- Added seating, benches and tables near Terrace Oaks East playground and natural area
- Recycling program available in 22 parks
- Added drinking fountains at the skate park and Red Oak Park

IV. Athletic Fields and Open Spaces
- Began discussion with ISD 191 Community Education on field space needs assessment for youth athletics
- Cliff Fen and Crystal Lake Beach received improved borders to their sand volleyball courts

V. Play + Aquatics
- New Archery Range
- Gaga Ball Pit at Red Oak
- Improvements to splash pad at Cliff Fen
- Created boat beaching area at Crystal Lake Beach
VI. Court Sports + Fitness
   • Red Oak Pickleball Courts

VII. Community Facilities
   • Ongoing evaluation of warming house and outdoor skating program
   • Paint and Stain exterior of the Burnsville Ice Center

VIII. Programming + Demographics
   • Addition of Camp Explore - full day summer playground option
   • Evaluating the need for dedicated space for non-traditional sports
   • Participation in African/African American Equity Lab Workshop

XI. Revenue Generation
   • Exploring options for Food Truck Festival in 2019
   • Adjusted fees to increase cost recovery percentages as identified in the Master Plan
   • Proposed facility use fee for youth athletic associations

X. Communications
   • Evaluating the needs and updating signage inside all parks and trails
   • Monthly marketing plan highlighting a new park or program
   • Parks Pocket Map
   • Updated Trail Map Booklet
   • Discover Your Community Parks Booklet will be produced in multiple languages
   • Improved Website with interactive amenities map

Staff will continue to seek public input through the Parks and Natural Resources Commission, groups with a special interest in the parks, and the community at large to gather input on projects and programs outlined in the Framework Plan, establish cost estimates and to identify funding sources to continue the work on the Frameworks Plan.
Laserfiche
The City’s ECMS (Electronic Content Management system), Laserfiche, continues to expand beyond scanning and document storage. In 2016, the ECMS worked to create a paperless Election Judge process. In 2018, staff joined with four other municipalities to expand the process further. The joint effort saved each City substantially and improved the Election Judge process significantly. That process has received national attention and will be featured at the annual conference.

In 2018, the City's Laserfiche repository was re-designed to improve security and efficiency. A part of the re-design included separating the City Hall documents from the Public Safety records.

Recreation Administrative Staff will continue to train and assist all City departments on the Laserfiche process of archiving City documents and expanding business processes using Laserfiche’s enhanced functionality.

2019: A look forward

2019 Budget Overview

The 2019 budget allows for:

• Providing an array of programs and special events for youth, teens, adults, seniors and people of various abilities in the community

• Maximizing fees and sponsorship opportunities to help offset program expenses

• Exploring new partnerships to enhance current programs and facilities to meet the needs of the community

• Facilitating the use of City buildings for staff, residents, community groups and other outside user groups

• Facilitating the use of park shelter, fields and other amenities for the community

• Reaching out to residents to prioritize the results of the Parks and Recreation Master Plan and developing a strategy for implementation

• Exploring new opportunities for community involvement on recreation programming interests i.e. Food Truck Fest and weekly community gatherings

• Exploring new program, facility and partnership opportunities to meet the needs of the community

• Coordinating of citywide Laserfiche (electronic document management) efforts

• Working with the community to implement projects identified in the Parks CIP to implement desired and necessary park improvements
Community Services

Primary Services
Under the direction of the Parks, Recreation and Facilities director, this division is dedicated to providing the oversight and management for biking and hiking trail development, management for the Ames Center; volunteer and senior services and building and strengthening our community by applying for grant funds and seeking additional partnerships. This division provides the following services:

- Citywide grant and donation management
- Local and regional trail development coordination
- Citywide volunteer program management (including in-house volunteers, group volunteers and the Mobile Volunteer Network)
- Collaboration with outside agencies such as the Burnsville Youth Collaborative, ISD 191, and Burnsville Community Foundation
- Oversight for the Ames Center Advisory Commission
- Resource and referral services for seniors
- Senior (62+) educational and recreational program coordination and promotion
- CDBG program coordination such as the appliance removal program and chore services
- Work with the Burnsville Community Foundation to place memorials throughout the park system

2019 Community Services Budget
General Operating $224,601

Staffing
1.8 Full-Time Equivalent Staff

Alignment with Council ENDS and OUTCOMES
The primary purpose of Community Services is to lead the organization in fulfillment of the City’s goals in residential and business neighborhoods. The overall priorities of this area are particularly aligned with the Neighborhoods, Community Enrichment and Safety end statements.
2018: The year in review

2018 Accomplishments

- Managed grant and donation funds for over 40 City projects, totaling over $7 million in funds

- Began construction of the Lake Marion Greenway North - Rose Bluff segment

- Started a new smoke and carbon monoxide detector installation program with DARTS and the fire department

- Continued work on the preliminary design of the Lake Marion Greenway - Kelleher to Sunset Pond segment

- Continued year three of a five-year citywide park sign replacement project. In 2018, 20 new signs will be placed through the park system, four kiosks and 16 park entry signs

- Continued to offer a variety of educational seminars for adults 62+

- Coordinated over 100 volunteers with departments throughout the City who provided more than 2,700 volunteer service hours

- Registered, coordinated and supported 142 Night to Unite parties throughout Burnsville with 8,000 participants, which was an increase from 129 in 2017. Coordinated 40 teams of City staff, Police, Fire, City Council, School Board and Heart Restart CPR volunteers to visit parties

- Partnered with police and fire staff for a successful program “Senior Safety Academy”, a four week class focusing on safety topics for adults 62+

- Partnered with police and fire staff to offer an “Emergency Preparedness Workshop” to the community

- Changed the “Health and Fitness Day” event to “Fitness Party in the Park” and saw a significant increase in registrations

Relying on Help From Volunteers:

- The Mobile Volunteer Network (MVN) remains a strong public safety “force multiplier” with more than 48 active members, including an 11-member leadership group who work closely with City staff. The MVN was activated for one emergency call-out in 2018 for missing person search.

- Hosted a Volunteer Resource Fair at City Hall with over twenty Dakota County organizations being represented.

Promoting Community:

- Pickleball continued to grow in popularity, courts and programs are continuously seeing high usage.

- The Aging and Wellness Expo, held at the Burnsville Senior Center, drew 375 attendees.

- Continued support and assistance in planning the 11th annual International Festival that brought in over 8,000 attendees.
2018: The year in review, cont.

2018 Performance Measurement Monitoring Data
Consistent with the Council’s adopted governance statements, priority indicators follow:

Grant Opportunities
*Grant opportunities are pursued to identify innovative solutions that will assist in the reduction of costs to provide service to the community.* The department administered grants and provided administrative oversight for all the City’s awarded grants. The department worked closely with finance staff to ensure proper financial practices and local, state and federal contractual requirements were followed. Staff also worked throughout the year to prepare required audit documentation. In 2018, there were 37 projects with 49 sources of grant and donation funding in various stages of project completion.

Trail Development
Staff works closely with Dakota County to continue to develop the City’s trail system. The City and County are working on two segments of the Lake Marion Greenway. A preliminary design is in its second year for the segment from Kelleher Park to Sunset Pond, this 2.6 mile segment was awarded $1.598 million in Federal Bicycle and Pedestrian Trail funding and was planned for construction in 2019; however, the project has been met with a variety of challenges that have caused a delay in the project. An extension to our grant is pending and construction is expected in 2020. The final design for the Rose Bluff segment of the Lake Marion Trail was completed in 2018 and construction is underway with expected substantial completion in the fall of 2018. This trail is in its final design stage, and is planned for construction in 2018. Dakota County is a joint partner in all trail efforts and plans are for the County to be the responsible party for the maintenance and operations of the trail.

Park Sign Project
The planning for the replacement of the City's 30-year old park entry signs began in late 2015. A total of ninety-nine signs at the City's 76 parks will be replaced during the five year project.

In 2018, four (4) kiosks and 16 more signs will be installed by the end of November 2018
Meaningful Connections with Diverse Populations
According to the MN Compass website, Burnsville's population indicates that 29.3 percent of residents are of ethnic dissent. In addition, Burnsville-Eagan-Savage School District 191 reports that fifty-nine percent of students are non-white and the diverse population speaks more than 83 languages. The 2016 Community Survey indicated that 98 percent of residents that identify themselves as non-white feel welcomed in Burnsville.

The eleventh-annual International Festival of Burnsville was held in July and drew record attendance with more than 8,000 people. The Festival featured free, live ethnic music and dancing, cultural foods and displays showcased by individuals from various countries who now live in Burnsville. City staff assisted with event planning and management, grounds, and promotion. The 2019 Festival is scheduled for Saturday, July 20.

62+ Activities
The City's community services division continued to provide programs and opportunities for adults ages 62 and older. The priorities of this section are aligned with Council's community enrichment Outcome. In 2018, a total of 821 recreational and educational experiences were offered. Popular programs included pickleball and educational events such as “Be Clutter Free.” Community services partner with other City departments such as Recycling, Natural Resources, Police and Fire departments to hold a variety of educational workshops and programs. The City also partnered with the Cities of Apple Valley, Eagan, Rosemount, Farmington, Lakeville and the Burnsville Senior Center to offer the “Chocolate & Motown” event held in Apple Valley.
Quality Housing
The City continued efforts to increase home ownership opportunities for residents. New multi-family developments have focused on owner-occupied units versus rental units. In an effort to promote and encourage the upgrade, enhancement and maintenance of existing housing stock, the City participated in the annual Home Remodeling Fair featuring home improvement vendors, seminars and prizes.

A portion of Community Development Block Grant (CDBG) funds have been used to preserve and enhance quality housing to improve neighborhoods. At this time, the federal funding for 2019/20 has not yet been allocated, preliminary indications are that the funding will be slightly reduced with a five percent reduction anticipated. Listed below is the funding allocation expected by amount and percentage to each category by fiscal year. The following chart also includes $11,500 in CDA Administration funds.

<table>
<thead>
<tr>
<th>CDBG Program</th>
<th>FY 2017-18</th>
<th>FY 2018-19</th>
<th>FY 2019-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing/Rehab Projects</td>
<td>$136,019</td>
<td>$136,050</td>
<td>$134,743</td>
</tr>
<tr>
<td>Public Services</td>
<td>115,000</td>
<td>129,900</td>
<td>119,000</td>
</tr>
<tr>
<td>General Administration</td>
<td>10,500</td>
<td>12,294</td>
<td>112,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$261,519</strong></td>
<td><strong>$278,244</strong></td>
<td><strong>$265,743</strong></td>
</tr>
</tbody>
</table>

The City continued to offer and promote programs to improve housing stock in Burnsville, including working with the Dakota County CDA in offering zero- and low-interest rate rehabilitation loans. **The CDA reports that 13 homeowners in Burnsville used the funding in fiscal year (FY) 2017-2018.** These loans use a variety of funding sources including CDBG, MHFA, HOPE (local levy) and CDA funds.

The Home Remodeling Grant program was designed to assist low-to-moderate income single family homeowners in bringing their homes up to code. Up to $4,500 in improvement dollars are available per applicant. **This program is administered by the CDA and provided funds to three homeowners in Fiscal Year 2017-18.** CDBG funds also provided chore services and appliance and furniture removal to nine low-to-moderate income seniors. These services allow seniors the ability to maintain their independence and stay in their homes.

Volunteering in Burnsville
The Mobile Volunteer Network (MVN) is a strong component in helping to keep Burnsville a safe community. The 48-member group helps out at community events throughout the year and is ready to help public safety and emergency responder personnel at a moment’s notice in the event of an emergency or disaster. They participate in at least four trainings per year in areas such as traffic control, crowd control and first aid. **The MVN had one emergency call-outs, assisted at eleven community events and dedicated more than 450 hours of volunteer hours this year.** An additional 50 volunteers assist throughout the city on an annual basis, providing assistance in an array of projects such as removing buckthorn, providing assistance to the Human Resources department, assisting with lowering and raising the flags in the City and scanning documents into Laserfiche. Staff coordinate two recognition events annually to show our volunteers how much they are appreciated.
Consistent with the Council's Community Enrichment Outcome, the City is an active partner in the development and redevelopment of an after-school youth program addressing academic, social development, recreation and nutritional needs of the City’s youth from elementary to high school ages.

The City of Burnsville, the Burnsville-Eagan-Savage School District (District 191), the Burnsville YMCA and non-profit -Twin Cities Catalyst Music - have partnered to create a youth service model with ten engaged stakeholders. The collaborative effort incorporates academic and enrichment programming in partnership with current programs offered through the YMCA and the school district. The program encourages the sharing of resources by building a partnership of Burnsville youth-serving agencies called the “Burnsville Youth Collaborative” (BYC). BYC key developments in 2017-18 included:

Shared summer staff training included a day-long training divided into two segments, one for staff working with youth titled “Positive Behavior Management” and one for coordinators/supervisors on “Powerful and Practical Techniques to Manage and Motivate Staff.”

The BYC has continued to grow with the program expanding to all three junior high schools within the district. The BYC had 572 registered students across the three junior high schools. The average daily attendance was about 75 students per school. The BYC held an end of school year party at THE GARAGE with 234 students attending the event. The Summer BYC program was held at Eagle Ridge Junior High in Savage. The program attendance has continued to grow, with 273 students in 2018, in comparison to 138 students in 2017, which is an increase of almost 100 percent. The program averaged a daily attendance of 149 youth. This year for the first time, the school district staff made it possible to integrate the staffing from the BYC program, which focuses on youth development, leadership and recreational programming, with the traditional summer school program. The new model created an all-day (8 hours) eight-week program that the students enjoyed and wanted to come to each day throughout the summer. The BYC summer program ends each year with a camping trip, this year 39 students camped at Afton State Park for four nights.
2019: A look forward

2019 Budget Overview

The 2019 budget allows for:

- Citywide grant administration
- Trail review, development and design
- Citywide volunteer coordination and recruitment
- International Festival assistance
- Senior/older adult program coordination and promotion
- Night to Unite coordination
- Burnsville Youth Collaborative assistance with formulation of the collaborative, evaluation work and grant writing
- Continued research for new funding sources, program sponsors and partnerships to enhance current programs and services
- Continued replacement of City park entry signs
- Identify opportunities for new programs such as pickleball leagues, tournaments, or other new concepts for seniors
- Facilitate the placement of memorial plaques, pavers and bench placement in cooperation with the Burnsville Community Foundation
- Liaison for the Ames Commission
Facilities

Primary Services
Under the direction of the Parks, Recreation & Facilities Director the division is responsible for the facility maintenance and management of the city’s major public buildings. Staff are dedicated to providing clean, well-maintained and comfortable facilities for the building users in the most cost-effective and energy efficient manner at the following locations:

- City Hall
- Parks and Public Works Maintenance Center
- THE GARAGE/Civic Center Maintenance Facility
- Fire Stations No. 1 and No. 2
- Water Treatment Plant
- HOC Parking Ramp and Parking Deck
- Antenna site buildings
- Ames Center

2019 Facilities Budget
General Operating:
Facilities $643,465

Staffing
6.0 Full-Time Equivalent Staff

Alignment with Council ENDS and OUTCOMES
The Facilities Division provides maintenance and custodial services for eight City facilities that serve all ages. Accordingly, the division is an integral part of helping the City to achieve the Community Enrichment End goal and outcomes.
2018: The year in review

2018 Accomplishments

- Completed City Hall/PD Construction Project. Improved workflow and efficiency, decreased vehicle idle time, and increased energy efficiency

- Kept the PD in city facilities during construction and renovation saving the City a significant amount of money by not having to rent office space off site. This was also more efficient than having them off site and was more accommodating for the public

- Purchased 2,614,985.5 kWh for $313,284.00 in Solar Gardens saving the City $10,098.34 over the past 12 billing months

- Oversaw six LED upgrade projects on city facilities. This saved 41,288 kWh per year, and $3,303 per year. This is based on $.08 per kWh

- Remodeled all three community rooms for the use of internal and external customers

- Completed 18 projects that improved aging and declining conditions at City facilities. These projects met current codes, and were ADA compliant

- Completed four facility projects that increased job efficiency, saved staff time and reduced wear and tear on equipment

- Became compliant with the B3 Benchmarking System. Mandated by the MN Department of Commerce and Administration, it became law in 2004 that public buildings must enter and manage their energy use through the B3 system. B3 Benchmarking helps ensure our buildings are operating and performing as expected, and provides information to show us which building improvements would provide the greatest return on investment. To be in compliance, the Facilities Department tracked energy use at 11 Burnsville facilities

- Installed bollards to create a protective perimeter around new gas lines and meters installed during construction by the City Hall receiving doors. This is a safety precaution to protect against delivery trucks running into gas lines that could cause an explosion

- Installed a new water heater in the GARAGE/youth center. We went from a 110 gallon to a 50 gallon water heater. This will save on energy costs.

- In the process of setting up the Facilities Department to use VUEWorks Asset Management Software. This will allow us to track work orders, schedule preventative maintenance, access operational documents and manuals, and run progress reports.
2018 Performance Measurement Monitoring Data
Consistent with the Council’s adopted governance statements, priority indicators follow:

City staff coordinates the use of meeting facilities in City Hall, which includes the Community Room, Council Chambers and several conference rooms. The meeting rooms at City Hall are used by individuals and groups for public and private purposes. In addition to hosting all City Commission and Council meetings in the Council Chambers, the Community Room is utilized by numerous organizations for various events. Those users and events include other government agencies, private businesses, local home owners associations, sports banquets, team meetings and social events such as wedding receptions and quinceañeras.

In 2018, the community rooms were renovated and the work was completed in time for graduation season with the first major reservation event being a graduation open house for over 200 people. In the period from June 1 - through the end of the year there are over 600 events scheduled.

When the renovation was complete in early June, staff completed an internal survey to rename the rooms to make the room names unique and relevant to the community. The results of the survey were the Nicollet Room for what was previously referred to as the Small Community Room and the Dakota Rooms A and B for what was know as the Large Community Room.

Also, in 2018 the staff worked with the Burnsville Visual Arts Society (BVAS) to “help promote the visual art and artist in the community.” BVAS will have four seasonal, family-friendly art displays at City Hall showcasing juried exhibitions. The first exhibit “Autumnal Arts: Falling out of Summer” featured 28 pieces of artwork.
2019: A look forward

2019 Budget Overview

The 2019 budget allows for:

- Cleaning and maintenance of City facilities
- Implementation of sustainability projects that provide ongoing energy savings
- Coordination and management of 11 capital improvement projects scheduled in 2019 at City Hall, the Maintenance Center, and the City Garage.
Birnamwood Golf Course

Primary Services
Under the direction of the Parks, Recreation and Facilities Director and the Recreation and Facilities Superintendent, staff provides the following services:

- Operation of Birnamwood Golf Course, a par 27, nine-hole course
- Organization of golf leagues, special events and tournaments that serve youth, families and adults of various abilities

2019 Birnamwood Golf Course Budget
General Operating $267,336

Staffing
1.5 Full-Time Equivalent Staff

Alignment with Council ENDS and OUTCOMES
The Birnamwood Golf Course provides golfing opportunities for all ages and skill levels. The division is an integral part of helping the City to achieve the Community Enrichment End goal and outcomes.
2018: The year in review

2018 Accomplishments

- Opened the course on April 30 - 32 days later than 2017 opening date
- Generated $225,921 in revenue from Jan. 1 through Sept. 30. $25,326 less than 2017
- Experienced 118 effective days from Jan. 1 through Sept. 30, compared to 153 effective days in 2017. (effective days are temperatures over 50 degrees and no more than half of the day can be impacted by weather)
- Completed Audubon Cooperative Sanctuary recertification in 2018
- Aerated all tees and fairways
- Planted over 2,800 plants, including a new fern garden on the path to the seventh hole
- Educated the public on the environmental work the staff has done at Birnamwood
- Replanted the gardens around the clubhouse
- Worked with the Burnsville Girls High School golf team to play 184 rounds in 2018
- Worked with Breakfast Rotary to host a Glow Ball golf tournaments in connection with the Burnsville Fire Muster

Golf at Birnamwood:

- Logged 11,974 rounds of golf through Sept. 30
- Logged 4,528 total league rounds
  - Adults - 3,164
  - Juniors - 980
  - Outside Leagues - 384
2018 Performance Measurement Monitoring Data
Consistent with the Council’s adopted governance statements, priority indicators follow:

Seventy-one percent of those responding to the 2016 Residential Survey reported Birnamwood Golf Course as being either somewhat important or very important City service.

Residents said they appreciate Birnamwood and called it a highly regarded public facility, in the 2017 Parks Master Plan.

The 2018 golf season at Birnamwood began on April 30. This was thirty-two days later than in 2017 and forty-nine days later than in 2016. Because of this late opening date, Birnamwood had zero rounds played in March and only 70 rounds played in April. By comparison, that is 1,844 fewer rounds played in March and April than in 2017. In July 2018, the City's 20-year Golf Course Superintendent accepted a new role with the City as the Facility Maintenance Supervisor. He was replaced by an Interim Superintendent to cover the remainder of the golf season.

Birnamwood has recorded 16,502 rounds played from January 1 to September 30. That is 3,023 fewer rounds than the same time period in 2017.
Audubon Cooperative Sanctuary

Birnamwood has been a member of Audubon International since 1999 and became certified as an Audubon Cooperative Sanctuary in 2002. Birnamwood is the smallest golf course in the world and the only nine-hole course in the State of Minnesota to receive this designation. The Audubon Cooperative Sanctuary Program helps golf courses enhance wildlife and the game of golf.

In 2018, Birnamwood became re-certified as an Audubon Cooperative Sanctuary. This involved hosting an outside organization to tour and evaluate the course's environmental work. Birnamwood's environmental responsibilities include monitoring water quality, conserving wildlife and their habitats and using appropriate cultural and integrated pest management methods to manage turf areas.

A 2018 survey of Birnamwood golfers indicated the following results.

How do you rate the friendliness of staff?
* 99% said good or excellent.

How do you rate the overall playing condition of the course?
* 97% said good or excellent.

How do you rate the recreational value of Birnamwood?
* 100% said good or excellent.

Birnamwood will survey golfers again in 2020.
2018 Promotional Expenses
In 2018, Birnamwood Golf Course donated promotional greens fee passes to local charities and fundraisers. This is done annually not only to support the community, but also in an effort to garner more customers and business. In total Birnamwood donated:

- 168 greens fee passes to local groups, schools and churches for their silent auctions, giveaways, etc.

2019: A look forward

2019 Budget Overview
The 2019 Budget allows for:

- An increase of operating expenditures budget by $800 to accommodate for increased marketing efforts
- Staff will move forward $14,100 for the purchase of three golf carts from 2018 to 2019, and will explore options to purchase the carts over the next three years
- The $32,000 purchase of a Grounds Master 3500D mower

Birnamwood Golf Course is an enterprise operation. Accordingly, staff continues to pursue new programs and adjust fees to maximize revenues at the facility.
Burnsville Ice Center

Parks, Recreation & Facilities

Primary Services
Under the direction of the Parks, Recreation and Facilities Director and the Recreation and Facilities Superintendent, staff provides the following services:

- Promotion, scheduling and maintenance of the Burnsville Ice Center (two sheets of indoor ice)
- Opportunities for indoor hockey, figure skating, pleasure skating, curling and other ice related activities for youth, families and adults
- Promotion, scheduling and maintenance of the City’s Outdoor Skate Park
- Liaison to legacy users including the Burnsville Hockey Club and the MN Valley Figure Skating Club and Burnsville High School.

2019 Ice Center Budget
General Operating $ 1,064,640

Staffing
6.5 Full-Time Equivalent Staff

Alignment with Council ENDS and OUTCOMES
The Ice Center provides opportunities for a variety of activities on two indoor sheets of ice, and schedules and maintains the City’s outdoor Skate Park facility. The Ice Center is an integral part of helping to achieve the Community Enrichment End goal and outcomes.
2018: The year in review

2018 Accomplishments

- Presented annual “Impressions on Ice” skating show
- Re-painted the Gary R. Harker rink floor in May
- Re-painted the Rink 2 floor in September
- Held annual Halloween Party and free skate for the community drawing over 325 participants
- Hosted activities and events attracting over 227,000 visitors
- Managed adult hockey leagues with more than 288 adults participating on 24 hockey teams
- Stained outside exterior wood of the Ice Center and painted all trim and buttresses
- Installed cement pad for future shelter on upper level of skate park as part of Phase III - amenities
- Installed drinking fountain on cement pad on the upper level of skate park as part of Phase III - amenities
- Began Mini Session of Learn to Skate lessons to encourage new participants without the full commitment
2018 Performance Measurement Monitoring Data

Consistent with the Council’s adopted governance statements, priority indicators follow:

*In the 2016 Residential Survey, 69 percent of those responding to the survey reported that the Burnsville Ice Center is either a somewhat important or very important city service.*

**Ice Center**

The Ice Center works with a variety of user groups to make sure the facility is utilized to its maximum potential. *The Ice Center attracted more than 227,000 visitors and booked more than 4,200 hours of ice.* A recent downward trend in “Learn to Skate” participation has allowed an increase in ice time for AAA hockey programs during the spring and summer seasons.

The Blaze summer hockey clinic was administered by the Ice Center once again. The clinic is a cooperative effort between the Burnsville Hockey Club, Burnsville High School Coaches and the City.

The Ice Center has completed the second year of a five year re-commissioning program that measures and verifies energy usage and costs. The annual guaranteed savings is $40,386.

In 2016, the Ice Center lost a valuable customer in the Dakota Curling Club who opened their own facility. This is roughly a $40,000 loss of revenue to the Ice Center annually. Because curling continues to be a popular sport and the numbers continue to increase the Ice Center began running its own program in 2017. In 2018, the Ice Center will be offering Learn to Curl classes and Corporate Event curling activities for groups of eight or more.

*For 2018, the Ice Center operating revenues are projected to fall short of operating expenses for the first time in 21 years. The main factor for the reduction in revenues is the co-op of the Burnsville Hockey Club and the Apple Valley Hockey Club.* As a result of the co-oped programs the Ice Center has seen a reduction in excess of 300 hours rented between the groups. Staff will continue to focus on opportunities to reduce operating expenses while trying to identify new users.

**Revenue and Expenditure Comparisons**

*(Capital expenses not included)*

![Graph showing revenue and expenditure comparisons from 2014 to Jan 1 - Sept 30, 2018.]

- **Expenditures**
- **Revenue**
The Ice Center continues to offer a high quality “Learn to Skate” program for residents. A survey of “Learn to Skate parents” who had their children enrolled in the 2017 fall classes resulted in the following:

<table>
<thead>
<tr>
<th>2016 Fall Survey Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teachers’ ability to teach class</td>
<td>95% good or excellent</td>
</tr>
<tr>
<td>Ice Center staff were helpful and</td>
<td>99% good or excellent</td>
</tr>
<tr>
<td>courteous</td>
<td></td>
</tr>
<tr>
<td>Cost charged for the program</td>
<td>94% good or excellent</td>
</tr>
<tr>
<td>Organization of the program</td>
<td>97% good or excellent</td>
</tr>
</tbody>
</table>

Skate Park

The Burnsville Lions Skate Park, located on the Civic Center Park campus completed Phase II renovation in September 2016. This project was a collaboration with and generous sponsorship from the Burnsville Lions Club, Burnsville Rotary Clubs, Zombie Board Shop, LCH, Coulee Bank and the Burnsville Skate Park Committee. In total, more than $113,500 was raised in donations for the project. Phase III of the Skate Park will be focused on adding amenities. In July 2017 the Rotary Club donated $6,000 toward the purchase and installation of a light near the bowl feature. The Burnsville Lions Club donated $10,000 toward the May 2018 installation of a drinking fountain.

2018 Promotional Expenses

In 2018, the Ice Center used promotional passes and hosted free events in an attempt to garner more customers and business:

- Halloween Party - a free public event geared toward introducing visitors to skating in collaboration with Burnsville Hockey Club (BHC) and the Burnsville Minnesota Valley Figure Skating Club (BMVFSC) – attracted approximately 325 attendees
- National Skating Month/Skate For Free Day - held in conjunction with the Burnsville Minnesota Valley Figure Skating Club to introduce people to the world of ice skating as a recreational activity and sport – had approximately 290 people in attendance
- More than 150 “Free Public Skating Passes” donated to local groups, schools and churches for their silent auctions, giveaways, etc. to promote the use of the Ice Center as a place for recreation
- Groupon coupons are offered for Public Skating and Learn to Curl Classes. The Ice Center has redeemed 253 Public Skating coupons and 140 Learn to Curl Coupons from May 2017 to date.
2019: A look forward

2019 Budget Overview

The 2019 Budget allows for:

- Staff to promote, schedule and maintain the Burnsville Ice Center
- Staff to serve as staff liaison to legacy user groups including the BHC and BMVFSC
- Continued implementation of the strategies from the 2015-2016 re-commissioning project
- An operating expense budget similar to that of 2018
- Continued expansion of existing programs and summer hockey clinics that have returned to the Ice Center for administration and oversight
- A fee structure that allows the City to maximize revenues at the facility
- Continued coverage of operating expenses via revenues
- A CIP carry forward of the roof replacement project due to availability of the contractor to complete project (scheduling flexibility was allowed in the bid process to ensure the lowest price possible)
Ames Center

Primary Services
Under the direction of the Finance Director and the management of VenuWorks, the Ames Center provides the following services:

- Promote, schedule and maintain the Ames Center’s two theaters, art gallery, meeting rooms, rehearsal room, banquet space for special events and receptions
- Presentations including cultural events, dramas, comedies, dance and musical acts from local arts organizations and national touring artists

2019 Ames Center Budget
General Operating $2,042,702
Capital $235,000

Staffing
8.0 Full-Time Equivalent Staff

Alignment with Council ENDS and OUTCOMES
The Ames Center was designed to contribute to the creation of a vital, active downtown area by hosting a broad spectrum of events including local arts, regional cultural organizations, popular concerts, family shows, business meetings, social gatherings and lectures and more. The facility helps the City to achieve the City Services, Development/Redevelopment, and Community Enrichment ends.
2018: The year in review

2018 Accomplishments

• The Ames Center partnered with Masquerade Dance on naming rights to the 1,014 seat Main Hall, pursuant to the new naming rights agreement the Main Hall is named the Masquerade Dance Theater

• Following an 81-performance run with Triple Espresso, partnered with Troupe America for 163 performances of The Church Basement Ladies in the Black Box Theater. 117 of these performances are occurring in 2018

• Continued increases in food and beverage revenues. Lunch catered by the Ames Center Food and Beverage Department is offered to Bus Tours attending the Church Basement Ladies matinée performances in addition to other growth with in-house catering

• Installed 5 new video information-display monitors allowing for advertisement of menu items, upcoming events, the Ames Center and sponsors in a more effective way

• Attracted national touring musical artists such as Henry Rollins, Kenny G, Steven Van Zandt and Louie Anderson

• Continued to operate efficiently, projecting to end the year with profit

• Customer service levels remained consistently within “Excellent” to “Good” range
2018: The year in review, cont.

2018 Performance Measurement Monitoring Data

Consistent with the council’s adopted governance statements, priority indicators follow:

**Resident Companies**

The Ames Center continued to be the home of the Dakota Valley Symphony and the Twin Cities Ballet of Minnesota. *The two non-profit organizations produced a total of 20 events with more than 10,500 in projected attendance.*

**Convention & Visitors Bureau**

*The Burnsville Convention and Visitors Bureau (CVB) is also located within the Ames Center.* People looking for information on the City get a preview of the beautiful building when visiting the CVB.

![Burnsville Convention & Visitors Bureau](image)

**Art Gallery**

*The Ames Center currently holds eight gallery exhibits every calendar year in its 2,000 square-foot art gallery.* The mission is to celebrate the visual arts by displaying a diverse collection of artwork from local, emerging and professional artists.

**Dance Competitions**

Dance competitions and dance recitals throughout the spring bring dancers from across the Twin Cities metropolitan area, the region and nation to the Ames Center. *In 2018, these dance events brought in just over 100,000 visitors to the Ames Center.*
Attendance/Events:

### Visitors to Ames Center

![Bar chart showing visitor numbers from 2014 to 2018](chart)

<table>
<thead>
<tr>
<th>Year</th>
<th>Visitors</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>138,033</td>
</tr>
<tr>
<td>2015</td>
<td>153,829</td>
</tr>
<tr>
<td>2016</td>
<td>183,899</td>
</tr>
<tr>
<td>2017</td>
<td>173,687</td>
</tr>
<tr>
<td>2018</td>
<td>171,356</td>
</tr>
</tbody>
</table>

*projected

### Number of Events

![Bar chart showing event numbers from 2014 to 2018](chart)

<table>
<thead>
<tr>
<th>Year</th>
<th>Events</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>725</td>
</tr>
<tr>
<td>2015</td>
<td>714</td>
</tr>
<tr>
<td>2016</td>
<td>840</td>
</tr>
<tr>
<td>2017</td>
<td>705</td>
</tr>
<tr>
<td>2018</td>
<td>722</td>
</tr>
</tbody>
</table>

*projected

**Food and Beverage**

The Ames Center has seen continued growth in food and beverage operations. In addition to working with local catering companies, the Ames Center has seen recent success in providing catering services directly to their clients. *Food and beverage service is a growing source of revenue for the Ames Center and the facility continues to expand its equipment to provide for more internal service options.*

**Angel Fund**

In 2011, the City Council approved the creation of the Angel Fund, which is a program meant to garner support from businesses and/or individuals to help bring an additional series of performances to the Ames Center. The Economic Development Authority (EDA) Fund loaned matching funds to promote donations.

Community contributions to the Angel Fund were $30,000 in 2011-2012 season, $7,000 in 2012-2013, $17,500 in 2013-2014 in the $10,000 in 2014-2015 season, and $9,250 in 2015-2016 season. The Angel Series had five shows for the 2011-2012 series, six shows for the 2012-2013 series, eight shows for the 2013-2014 series, seven shows for...
the 2014-2015 series, six shows for the 2015-2016 series, thirteen shows for the 2016-2017 series, and fifteen shows for the 2017-2018 season. **There are currently twenty-one shows for the 2018-2019 season.** As of July 1, 2017, the Angel Fund balance was over $193,084. Plans for repayment of the EDA Loan began in 2016. Ames Center will continue to pursue donor contributions and book profit-generating shows to grow the Angel Fund.

**Naming Rights**

*The City signed a ten–year, $1 million dollar agreement with Ames Construction for the Burnsville Performing Arts Center naming rights.* The facility became the “Ames Center” in 2014.

*The City also signed a ten-year, $500,000 agreement with Masquerade Dance for the Main Hall naming rights.* The Main Hall became the “Masquerade Dance Theater” in 2018.

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**2019: A look forward**

**2019 Budget Overview**

The 2019 CIP Budget allows for:

- Audio system upgrades
- Painting and drywall repairs
- Video monitors
- Replacement of loading dock seal
- Front office cubicle remodel
- Conversion of lighting to LED
- Purchase of staging equipment
- Purchase of food and beverage equipment
Public Works
Engineering

Primary Services
Under the leadership of the Public Works Director and City Engineer, the engineering division provides the following services:

- Design and deliver public infrastructure projects
- Develop the Capital Improvement Plan (CIP)
- Collect special assessments associated with these improvements as well as other special assessments for code enforcement and delinquent bills
- Correspond with other agencies on infrastructure-related improvements that affect the City
- Review development proposals and ensure public improvement development contracts
- Administer the City’s rights-of-way
- In cooperation with the police department, correspond with the public on traffic management/signing issues in the City
- In cooperation with the natural resources department, oversee, implement and update the City’s Water Resource Management Plan
- Enforce the City’s erosion control ordinances
- Provide design and project support for park and facility projects

2019 Engineering Budget
General Operating: $1,287,938
(Net of Capital Project Funding)

Staffing
14.0 Full-time Equivalent Staff

Alignment with Council ENDS and OUTCOMES
In cooperation with other departments, engineering facilitates cost effective management of the City’s infrastructure within the overall policy goals of the City Council, including all City Council Ends.
2018: The year in review

2018 Accomplishments

- Delivered the 2018 Street Improvement Program
- Completed Ladybird Lane Phase 2 street improvements
- Started third year of multi-modal transportation program by studying potential roads for adding on street or shared bike lanes to improve trail and sidewalk connectivity
- Started installation of additional Rapid Rectangular Flash Beacons (RRFBs) to improve pedestrian safety in accordance with the City’s Pedestrian Crosswalk Policy
- Started corrugated metal pipe rehabilitation and lateral drainage modification projects
- Started Travelers Trail and Heart of the City improvement project
- Started public outreach to southwest Burnsville residents to adjust policies to allow City initiated street improvements
- Continued work with Metro Transit on plans for Orange Line transit stations
- Continued work with MnDOT on developing the I-35W Bridge project with early stages of the bridge replacement beginning in the fall
- Completed pavement replacement and new sidewalk in Highland Forest Park
- Completed repair of drainage issues at Neill Park
- Completed annual pond dredging project
- Completed steep slope and bluff risk analysis study
- Completed the Comprehensive Plan sections for Water, Sewer, Transportation, and Storm Water
- Started construction of a major stormwater management project in the Union Pacific Railroad area
- Assisted with Completion of Advance Meter Information (AMI) system and water meter replacement project

Emphasis on Quality Streets and Roads:

- Invested over $7m in resurfacing, reconstruction, and rehabilitation projects of 5 miles of City Streets
- Utilized Host Community and Dakota County CDA grants to improve streets, add parking, expand lighting, and add electric car charging stations in the Heart of the City and Travelers Trail project
- Reviewed options for improvement of southwest Burnsville streets to avoid rising maintenance costs
2018: The year in review, cont.

2018 Performance Measurement Monitoring Data
Consistent with the Council's adopted governance statements, priority indicators follow:

**Development/Redevelopment**
New development can impact public infrastructure and may require constructing drainage improvements to eliminate the possibility of damage to downstream properties. *Development or redevelopment projects impact the City in one way or another and the engineering department also analyzes the impact of proposed projects on existing public streets and properties.* To minimize impact on the City’s natural resources and properties, the department may examine things such as proposed grading and erosion control for preventing sediment from leaving the site. Through September 2018, the engineering department:

- Reviewed 47 private development applications and processed three plats and one development contracts
- Reviewed and commented on 59 building and grading permits to ensure city code is met on engineering review items
- Completed 426 erosion control inspections and continued enforcement of erosion control ordinances

The engineering department worked with Dodge of Burnsville to maintain access to the City's compost site during and after construction of the Dodge of Burnsville's expanded parking lot.

The engineering/public works department is also assisting with review of the technical chapters of the City's Comprehensive Plan update, as well as reviewing and providing comments on neighboring jurisdictions' Comprehensive Plans.

**Street Construction, Reconstruction and Rehabilitation**
The engineering department plans, engineers, and administers the City’s street construction, reconstruction, and rehabilitation programs and many other public improvement projects on an annual basis. Using GIS technology, staff produce quality maps from various perspectives.

In the 2016 Residential Survey, 86 percent of those responding reported City street repairs and maintenance as either excellent or good.

Through September 2018 the engineering department:

- Completed 2.2 miles of street improvements on neighborhood roadways and 2.7 miles on industrial, collector aerial roadways
- Completed Ladybird Lane Phase 2 improvements
- Started Travelers Trail and Heart of the City improvements

The engineering department also administers the right-of-way ordinance and manages underground utility assets. *Through September 2018, the department administered 165 right-of-way permits valuing more than $50,000.*

The department is also called upon to ensure motorist and pedestrian safety throughout the City. *The engineering department responded to many traffic concerns and continued to compile and analyze crash data to determine the most dangerous intersections in the city and ways to improve safety.* The department responded to many traffic concerns about pedestrian and motorist safety and fielded speeding complaints from residents in multiple
neighborhoods including: Parkwood Drive, Rose Bluff Neighborhood, Keating Avenue, Orchard Drive, Commonwealth Drive, Aldrich Avenue, Hayes Drive, and W. Preserve Boulevard. Speed studies were performed to verify issues, and the police department brought in for review or enforcement. The engineering department also reviewed and implemented possible remedies to reduce speed. On West Preserve Boulevard, the department received mixed reviews from the residents about the temporary delineator layouts so, in response, the department will be hosting an open house forum and an online survey to gauge the opinions of all the residents about current and future remedies to traffic issues in the neighborhood.

The City received a number of parking complaints throughout the city, specifically for vehicles parking overnight or for trucks parking for long periods adjacent to high density residential where on-site truck parking is difficult. Engineering worked with the City's police department on enforcing existing parking requirements. Parking was eliminated on one side of the street on 115th Street East, 116th Street East, and Rupp Drive, where employee parking was becoming an issue causing access issues for trucks. The department initiated rapid rectangular flash beacon installations in several locations to increase consistency of pedestrians crosswalks with the City's crosswalk policy. Changes will continue to be made to pedestrian facilities to bring more uniformity in the city.

The City has the authority to levy assessments on private property for public improvements. Special assessments are used to pay for projects such as street paving and reconstruction as well as items such as weed-cutting and mowing. Engineering staff provide in-depth parcel, property and assessment information. In 2018, the City levied nearly $1 million in special assessments from over 600 parcels in Burnsville for items such as street improvements, Heart of the City (HOC) operations and maintenance, private development agreements and miscellaneous late payments such as multiple false alarms. The engineering department also collects assessments for the Code Enforcement.
Pavement Management

Starting in 2017, the City engaged in a new city-wide "continuous survey" method of rating streets for the pavement management program. Previously, the City conducted "sample based" surveys where staff walked only one third of all streets each year. Staff rated approximately 15 percent of each street segment under the assumption the rated sample area accurately represented the overall street condition. For the 2017 "continuous survey," the City hired a company with new technology to drive, rapidly photograph, and systematically rate every linear foot of the City's street network. Going forward, the City plans to conduct the "continuous survey" method on all City streets every three years with the next survey to be conducted in 2020. The information below summaries the results of the 2017 survey.

The City rated all 229 miles of streets in 2017. The following graphs show changes to the overall rating of streets by category of maintenance need. It is important to note:

- streets classified as “General Maintenance” need little work;
- streets classified as “Preventative Maintenance” are streets that would benefit from crack sealing/seal coating;
- streets classified as “Rehabilitation” need resurfacing; and
- streets classified as “Reconstruction” need a complete street rebuild including the gravel base.

The overall Pavement Condition Index (0 – 100 scale, 100 the highest) of local roads is 64 and Collector/MSA roads is 69. The Council set long-term minimum service level goals of 35 for local roads and 55 for Collector/MSA roads.

### Pavement Management System Ratings
229.5 Miles

<table>
<thead>
<tr>
<th>Mileage of Streets Below Long Term Minimum Service Levels</th>
<th>2017*</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Roads PCI &lt;35</td>
<td>11%</td>
<td>19%</td>
<td>30%</td>
</tr>
<tr>
<td>Collector/MSA Roads PCI &lt;55</td>
<td>15%</td>
<td>31%</td>
<td>30%</td>
</tr>
</tbody>
</table>

*Note: Additional years of data are necessary to establish long term trending as significant short term improvements and measurement methods can create year to year variations.*
2019: A look forward

2019 Budget Overview
The 2019 budget allows for:

• Construction of approximately 11.8 miles of roadway with annual street reconstruction and rehabilitation program

• Continued work on the I-35W River Bridge Replacement (MnDOT) project

• Replacement of traffic signals at County Road 5 and Burnsville Parkway and County Road 5 and 136th Street

• Replacement of traffic signal at Cliff Road and River Hills Drive West

• Collaborative project with Dakota County to replace the traffic signal at County Road 42 and Southcross Drive

• Completion of a major stormwater management project in the Union Pacific Railroad area

• Completion of annual pond clean-out, local drainage modification, and ravine restoration projects

• Continued planning and project development efforts on the grade separated crossing of TH 13 at Nicollet Avenue

• Continued planning and project development of the Cliff Road West/I-35W interchange realignment

• Completion Orange Line BRT Station design - collaborative project with Metro Transit

• Continued project development and design of Cliff Road trail extension from TH 13 to Cinnamon Ridge Trail in Eagan
Streets & Utilities

Primary Services
Under the leadership of the Public Works Director and direction of the Assistant Public Works Director, the streets and utilities division provides the following services:

- Snowplowing and street sweeping
- Street and storm water system repair and maintenance, including City street signage and lighting
- Repair, maintenance, production and operation of potable water system and sanitary sewer system

2019 Streets and Utilities Budget

<table>
<thead>
<tr>
<th>Service</th>
<th>Budget ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Streets</td>
<td>2,040,361</td>
</tr>
<tr>
<td>Water &amp; Sewer</td>
<td>12,733,098</td>
</tr>
<tr>
<td>Storm Water</td>
<td>1,971,510</td>
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Staffing

<table>
<thead>
<tr>
<th>Service</th>
<th>Full-time Equivalent Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Streets</td>
<td>12.5</td>
</tr>
<tr>
<td>Water &amp; Sewer</td>
<td>16.0 (includes Utility Billing)</td>
</tr>
<tr>
<td>Storm Water</td>
<td>4.0</td>
</tr>
</tbody>
</table>

![Water & Sewer Budget Chart]
![Storm Water Budget Chart]
2018: The year in review

2018 Accomplishments

- Plowed, anti-iced 49 winter weather events
- Cleaned 114 environmental sumps
- Rebuilt over 60 catch basin manholes
- Inspected 247 pond structures
- Painted 2 intersection signal systems
- Upgraded 19 streetlights to LED
- Completed Installation of Western TH13 Entrance Monument
- Responded to 161 street customer service calls through September 2018
- Completed two full city sweeps
- Completed utility replacement and upgrades on 7.5 miles of city streets
- Completed annual water system maintenance and flushing
- Treated more than 3 billion gallons of water, including close to 1 billion gallons of surface water through September 2018
- Repaired 13 watermain breaks
- Completed rehabilitation of the ground water treatment plant to automate filtration operations and improve water quality
- Provided more than 55% of Savage’s water through September 2018. Flow at this time is less than past years because of the water plant project
- Rehabilitated 3 wells
- Painted 192 fire hydrants and inspected more than 1,100 private fire hydrants
- Responded to 547 utility customer service calls through September 2018
- Received 4,957 utility locates requests through September 2018
- Cleaned and televised 15 miles, cleaned 50 miles of sanitary sewer
- Continued implementation of the citywide water meter replacement project of over 16,800 water meters - 99% bof meters replaced through September 2018

Performed or Contracted for Street Maintenance:

- 3,343 tons of asphalt
- 6.4 miles of seal coating 13.7 miles of crack sealing
- 60 miles of roadway striping
- 346 feet of sidewalk replaced
- 615 feet of curb replaced
- Upgraded/repairs 8 pedestrian ramps
- Inspected 80 miles of City Street for ADA compliance
- 0.9 miles of street of in-house overlays
2018 Performance Measurement Monitoring Data
Consistent with the council’s adopted governance statements, priority indicators include:

Street Maintenance
In 2018, City staff continued to complete substantial amounts of street maintenance. The City constructed 180 miles out of 229 total miles of City streets in the period from 1965 to 1980. These streets are at least 30 years old and aging rapidly; as a result, street maintenance and repairs will continue to be a high priority.

The City has contracted out sidewalk snowplowing services for the past five winters. Residential survey results from 2016 indicate that 85 percent of residents rate these services as good or excellent, up 20 percent from 2012. City staff will continue to monitor and make changes to ensure adequate levels of service.

The City continued to use 100 percent salt and/or additives in its daily snow and ice control, resulting in better ice control and less accumulated sand to sweep up in the spring and remove from lakes and ponds in future years. Additional minor equipment was purchased in 2013 for the anti-icing program. Salt brine is being applied to collector streets in advance of known snow events. Pre-wetting equipment allows brine to be applied to granular salt during the application process. Both efforts will reduce the volume of salt needed for each snow event.

Other examples of the types of services provided include:

- Pavement management programs
- Street and sidewalk maintenance, snowplowing and street sweeping
- Re-inspection of one third of the City’s pedestrian curbs ramps and facilities to ensure compliance with ADA requirements
- Bike trail maintenance
- Annual drainage system and pond inspections protect water quality and prevent flooding
- Spring and fall sweeping to prevent dirt, trash and contaminants from entering the storm drainage system and filling catch basins, ponds and lakes
- Updating old signs to meet reflectivity needs
**Water and Sanitary Sewer Utilities**

The department is responsible for the City’s water supply, water quality and service installation as well as maintenance and operation of the City’s sanitary sewer system. The City provides high quality water and sewer service to more than 17,000 homes and businesses. The City has once again met all State and federal standards for drinking water.

The City’s water meter and automated meter information system project will be completed in 2018. Through September 2018, 99 percent of the meters have been replaced.

The City received two drinking water implementation grants in 2018. The first grant was a federal grant in the amount of $40,000 for replacing the Fluoride feed system at the water plant. The project was completed in July. The second grant was a state grant in the amount of $20,000 for implementing an emergency response plan for the drinking water supply management area. It will be completed in 2019.

In the fall of 2017, the City began rehabilitation of the 35-year-old ground water treatment plant and emergency generator replacement will be completed October 2018. The City continued water and sewer system repairs and replacement in conjunction with the street reconstruction and rehabilitation projects as a cost-effective and efficient approach to replacement. Pressure Reducing Valves (PRV) maintenance and upgrades also continued to be a priority. Operators tested, inspected and monitored these pressure stations to ensure appropriate pressure was sustained throughout the city.
The City also provided 55 percent of the City of Savage’s water as of September 2018. The decrease in use is because of repairs for the water plant rehabilitation project which necessitated the temporary suspension of water service to Savage. They have resumed increased consumption to make up for the time service was suspended. Under the agreement which renewed in 2018, the City’s wells will continue to be used in a manner that limits impacts on the Black Dog Fen within the Minnesota River Valley. In partnership with the City of Savage, approximately one billion gallons of water are and will continue to be utilized annually from the Kraemer Quarry, reducing the impact on the Jordan Aquifer and preserving the water supply.

The department continues to collaborate with the Fire Department to ensure all private hydrants are inspected on an annual basis. This is the sixth year of the program, staff continued to work with owners of private hydrants to address deficiencies ensure the deficiencies are corrected in a timely manner.

Other highlights in 2018 include:

- Continued enforcement of outside water use restrictions and continued promotion of water conservation
- Performed annual inspection and cleaning of selected ponds (Note: The City’s SWAMP program identifies the ponds that have the greatest treatment value annually for maintenance)
- Performed annual sanitary sewer cleaning and lining projects to decrease inflow and infiltration, improve operations, and extend the life of sanitary sewer system
- Continued chloride reduction measures in the snow removal program to limit impacts to lakes and wetlands
- Finished rehabilitation of the McAndrews Storm and Sanitary Sewer Lift Stations
- Completion of the 36 inch watermain decommissioning project

### Water and Sewer Statistics

<table>
<thead>
<tr>
<th>City</th>
<th>Pop.</th>
<th>F-T Staff</th>
<th>P-T Staff</th>
<th>Wells</th>
<th>Pressure Zones</th>
<th>Miles of Water Lines</th>
<th>Miles of Sewer Lines</th>
<th>Sanitary Lift Stations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Burnsville</td>
<td>61,747</td>
<td>13</td>
<td>3</td>
<td>19*</td>
<td>14</td>
<td>285</td>
<td>209</td>
<td>13</td>
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<tr>
<td>Eagan</td>
<td>68,223</td>
<td>21</td>
<td>12</td>
<td>22</td>
<td>6</td>
<td>353</td>
<td>272</td>
<td>17</td>
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<tr>
<td>Apple Valley</td>
<td>50,325</td>
<td>14**</td>
<td>5</td>
<td>20</td>
<td>3</td>
<td>248</td>
<td>202</td>
<td>9</td>
</tr>
<tr>
<td>Lakeville</td>
<td>63,748</td>
<td>15</td>
<td>3</td>
<td>19</td>
<td>3</td>
<td>351</td>
<td>260</td>
<td>23</td>
</tr>
</tbody>
</table>

*Two Surface Water Reservoir Pumps are included.

** Staff also maintains Storm Sewer System

### Street and Storm Water Statistics

<table>
<thead>
<tr>
<th>City</th>
<th>Pop.</th>
<th>F-T Staff</th>
<th>P-T Staff</th>
<th>Total Miles</th>
<th>Cul-de-sacs</th>
<th>Center Islands</th>
<th>Trail &amp; Sidewalk Miles</th>
<th>Storm Sewer Maint.</th>
<th>Storm Sewer Lift Stations</th>
<th>Plowed Miles</th>
<th>Equip Units</th>
<th>Plowed Miles</th>
<th>Equip Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Burnsville</td>
<td>60,220</td>
<td>12</td>
<td>2</td>
<td>225</td>
<td>450</td>
<td>Yes</td>
<td>120</td>
<td>Street</td>
<td>8</td>
<td>221</td>
<td>22</td>
<td>3.5</td>
<td>1</td>
</tr>
<tr>
<td>Eagan</td>
<td>64,456</td>
<td>14</td>
<td>2</td>
<td>239</td>
<td>614</td>
<td>Limited</td>
<td>141</td>
<td>Utilities</td>
<td>21</td>
<td>237</td>
<td>11</td>
<td>28</td>
<td>4</td>
</tr>
<tr>
<td>Apple Valley</td>
<td>49,924</td>
<td>14*</td>
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<td>176</td>
<td>317</td>
<td>Limited</td>
<td>187</td>
<td>Street/Utilities</td>
<td>11</td>
<td>169</td>
<td>23</td>
<td>0**</td>
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<tr>
<td>Lakeville</td>
<td>55,954</td>
<td>11</td>
<td>—</td>
<td>260</td>
<td>460</td>
<td>No</td>
<td>90</td>
<td>Street</td>
<td>260</td>
<td>26</td>
<td>—</td>
<td>—</td>
<td>—</td>
</tr>
</tbody>
</table>

*Includes maintenance of municipal cemetery

**Snow hauling only

***Cedar Avenue Corridor (multiple locations)
Street Light Utilities
City staff continued to upgrade existing street lights with energy-saving options in a cost-effective manner. In 2017 one signalized intersection was repainted and new energy efficient LED street lighting was installed. Fifty-one street lights were upgraded to LED. The City worked with DEA and other cities to develop rates and options for the upgrade of DEA-owned and maintained street lights to LED.

2019: A look forward

2019 Budget Overview

The 2019 budget allows for:

- Phase out of Contractors for sidewalk and trail snow removal
- Upgrade of the Supervisory Control and Data Acquisition (SCADA) software
- Continuation of sanitary sewer lift station and main lining projects
- Continuation of current well and high service pump rehabilitation projects
- Continuation of pressure regulating station projects
- Rehabilitation of Heather Hills water tower
- Continuation of current street and utility maintenance programs
- Painting of two signals, install new LED street lights
- Repairing of pavement (patching and milling)
Fleet

Primary Services
Under the leadership of the Public Works Director and direction of Assistant Public Works Director, the fleet division provides the following services:

- Repair and maintenance of City's vehicle fleet and wide variety of equipment
- Planning responsibility for vehicle and equipment replacement schedule
- Facility maintenance; operations, maintenance and repair

2019 Fleet Budget
General Operating $293,423
(net of charges to other departments)

Staffing
8.0 Full-time Equivalent Staff

Alignment with Council ENDS and OUTCOMES
The primary purpose of the Fleet function is to acquire, maintain and replace City vehicles and equipment in the most cost effective and timely manner possible.
2018: The year in review

2018 Accomplishments

- Purchased and set up 29 new vehicles and related equipment
- Sold 16 used vehicles/equipment
- Replaced the heavy truck hoist at the maintenance facility
- Shared Fleet Management Information System Software with Scott County, Carver County and the City of Shakopee
- Tested and received Emergency Vehicle Technician Certification Commission
- Completed spring and fall seasonal changeovers of fleet
- Continued replacement and upgrade of the maintenance facility lights to LED fixtures
- Maintained more than 300 vehicles and pieces of equipment

2018 Performance Measurement Monitoring Data

Consistent with the council's adopted governance statements, priority indicators follow:

*The fleet division of public works maintains a fleet of 300 vehicles for the City as well as a multi-year vehicle replacement schedule for all City vehicles.* Replacements are prioritized based on expected vehicle life, maintenance costs, department needs and available funding. The following chart shows vehicles and large equipment replacements for 2018.

### 2018 Vehicle and Equipment Replacement by Department

- Fire: $292,000
- Police: $389,000
- Public Works: $1,094,000
- Community Development: $56,000

City of Burnsville 2018 Monitoring Report 214 Department Budgets - Fleet
2019: A look forward

2019 Budget Overview
The 2019 budget allows for:

- Purchase of $1.5 million in new vehicles and equipment for City fleet, including replacement of up to five police utility patrol vehicles, one ambulance, one single axle plow truck, two tractors, six passenger vehicles, five trucks and several pieces of light equipment.
- Ongoing maintenance of existing fleet and maintenance facility
- Light hoist replacement and maintenance facility updates