# CITY OF HANOVER COUNTIES OF WRIGHT AND HENNEPIN STATE OF MINNESOTA

A regular meeting of the City Council of the City of Hanover, Minnesota, was called to order by Mayor Waters at 7:00 p.m. in the Council Chambers of the City Hall, in the City of Hanover, Minnesota, on the 3<sup>rd</sup> day of July, 2012.

The following Council Members were present: Malewicki, Pinor, Waters

The following Council Members were absent: Kauffman, Vajda

A motion to adopt the following resolution was made by Waters and seconded by Pinor.

......

#### **RESOLUTION NO 24-07-12**

# RESOLUTION PARTICIPATING IN COUNCIL ON LOCAL RESULTS AND INNOVATION'S PERFORMANCE MEAUSREMENT PROGRAM

WHEREAS, the City of Hanover has adopted the 10 performance measures developed by the Council on Local Results and Innovation; and

WHEREAS, the City conducted a citizen survey in the Fall of 2011; and

WHEREAS, the City presented the results of the citizen survey to the public during the City's truth-in-taxation public hearing, as well as posted the results on the City's website; and

WHEREAS, the City is in the process of implementing a local performance measurement system as developed by the Council on Local Results and Innovation; and

WHEREAS, the City will survey its residents and report the results of the 10 adopted measures to residents before the end of the year.

NOW THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF HANOVER, COUNTIES OF WRIGHT AND HENNEPIN, MINNESOTA THAT: the City Council of the City of Hanover hereby participates in the Council on Local Results and Innovation's performance measurement program.

Council members voting in favor: Waters, Pinor

Opposed or abstained: Malewicki

	APPROVED BY:
	/s/
ATTEST:	Martin Waters, Mayor
/s/	
Daniel R. Buchholtz, City Administrator	

Adopted by the City Council this 3<sup>rd</sup> day of July, 2012.

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

#### STATE OF MINNESOTA

#### COUNTIES OF HENNEPIN AND WRIGHT

I, Daniel R. Buchholtz, duly appointed, qualified, and acting Clerk to the Council for the City of Hanover, Counties of Wright and Hennepin, State of Minnesota, do hereby certify that I have compared the foregoing copy of a resolution or motion with the original meeting minutes of the proceedings of the Hanover City Council at their session held on 3<sup>rd</sup> day of July, 2012, now on file in my office, and have found the same to be a true and correct copy thereof.

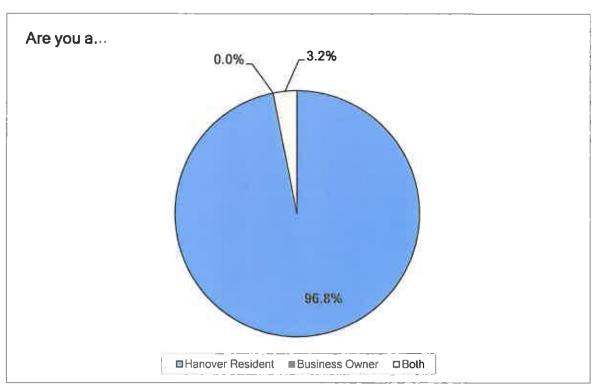
Witness my hand and official seal at Hanover, Minnesota, this 3rd day of July, 2012.

\_\_\_\_\_

Daniel R. Buchholtz, City Administrator

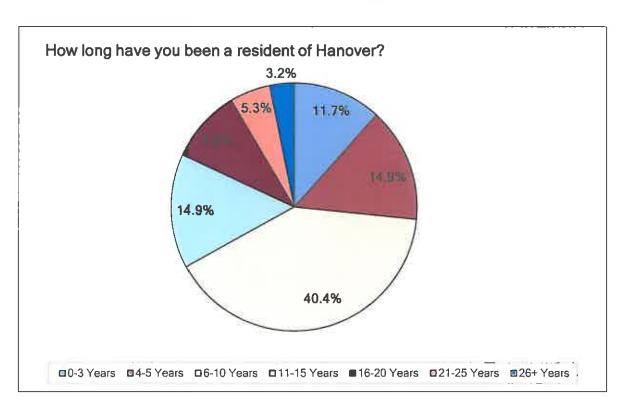
# Are you a...

nswer Options	Response Percent	Response Count
Hanover Resident	96.8%	91
Business Owner	0.0%	0
Both	3.2%	3
	answered question	94
	skipped question	0



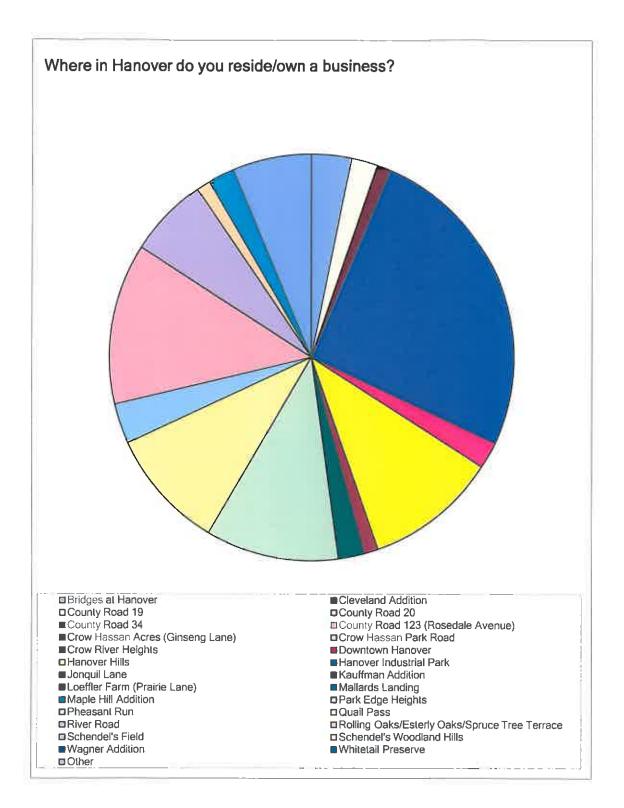
#### How long have you been a resident of Hanover?

Answer Options	Response Percent	Response Count
0-3 Years	11.7%	11
4-5 Years	14.9%	14
6-10 Years	40.4%	38
11-15 Years	14.9%	14
16-20 Years	9.6%	9
21-25 Years	5.3%	5
26+ Years	3.2%	3
	answered question	94
	skipped question	0



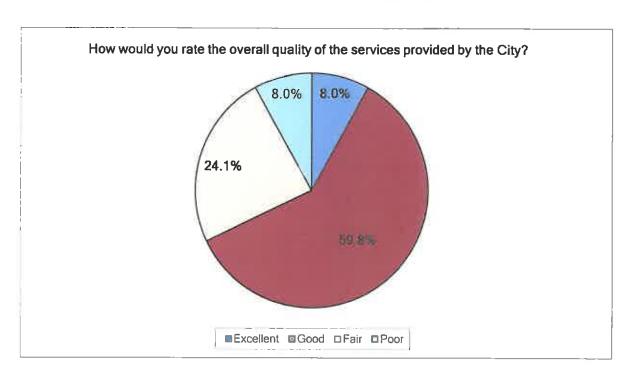
#### Where in Hanover do you reside/own a business?

Answer Options	Response Percent	Response Count
Bridges at Hanover	3.2%	3
Cleveland Addition	0.0%	0
County Road 19	2.1%	2
County Road 20	0.0%	0
County Road 34	1.1%	1
County Road 123 (Rosedale Avenue)	0.0%	0
Crow Hassan Acres (Ginseng Lane)	0.0%	0
Crow Hassan Park Road	0.0%	0
Crow River Heights	25.5%	24
Downtown Hanover	2.1%	2
Hanover Hills	10.6%	10
Hanover Industrial Park	0.0%	0
Jonquil Lane	1.1%	1
Kauffman Addition	0.0%	0
Loeffler Farm (Prairie Lane)	2.1%	2
Mallards Landing	0.0%	0
Maple Hill Addition	0.0%	0
Park Edge Heights	0.0%	0
Pheasant Run	10.6%	10
Quail Pass	9.6%	9
River Road	3.2%	3
Rolling Oaks/Esterly Oaks/Spruce Tree Terrace	12.8%	12
Schendel's Field	6.4%	6
Schendel's Woodland Hills	1.1%	1
Wagner Addition	0.0%	0
Whitetail Preserve	2.1%	2
Other	6.3%	6
	answered question	9
	skipped question	



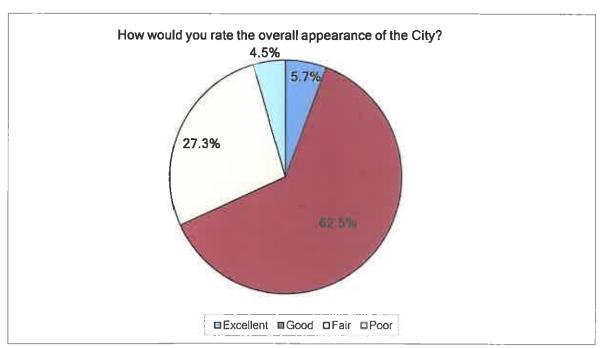
How would you rate the overall quality of the services provided by the City?

Answer Options	Response Percent	Response Count	е
Excellent	8.0%	7	
Good	59.8%	52	
Fair	24.1%	21	
Poor	8.0%	7	
	answered question		87
	skipped question		7



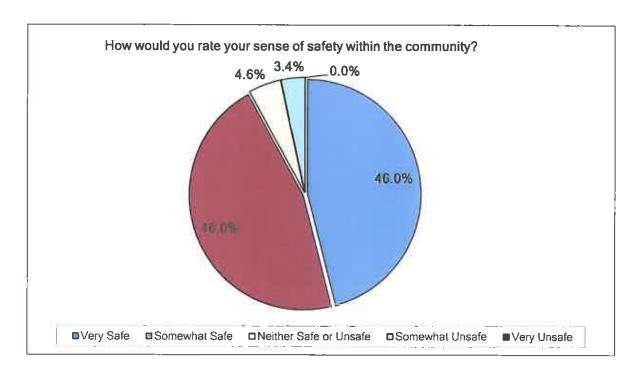
How would you rate the overall appearance of the City?

Answer Options	Response Percent	Response Count
Excellent	5.7%	5
Good	62.5%	55
Fair	27.3%	24
Poor	4.5%	4
	answered question	88
	skipped question	6



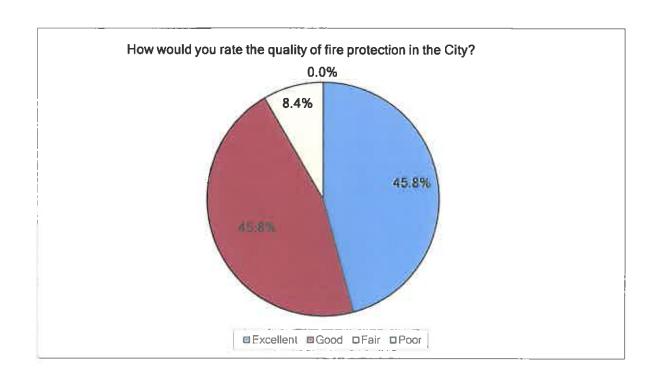
How would you rate your sense of safety within the community?

Answer Options	Response Percent	Response Count
Very Safe	46.0%	40
Somewhat Safe	46.0%	40
Neither Safe or Unsafe	4.6%	4
Somewhat Unsafe	3.4%	3
Very Unsafe	0.0%	0
	answered question	87
	skipped question	7



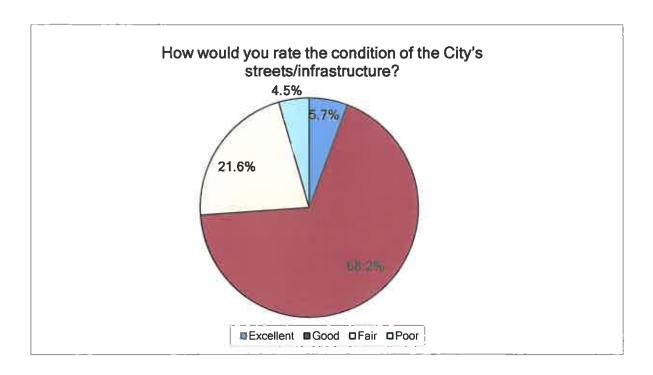
How would you rate the quality of fire protection in the City?

Answer Options	Response Percent	Response Count
Excellent	45.8%	38
Good	45.8%	38
Fair	8.4%	7
Poor	0.0%	0
	answered question	83
	skipped question	11



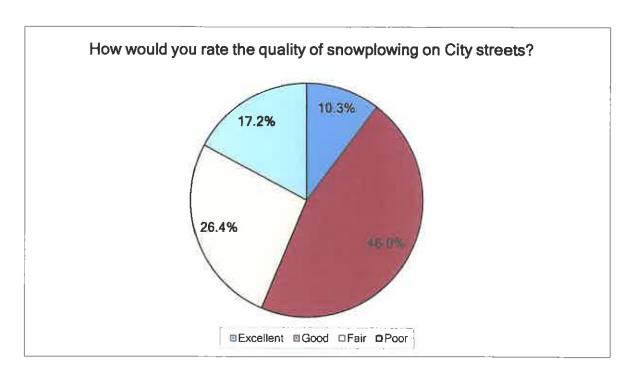
How would you rate the condition of the City's streets/infrastructure?

Answer Options	Response Percent	Response Count	9
Excellent	5.7%	5	
Good	68.2%	60	
Fair	21.6%	19	
Poor	4.5%	4	
	answered question		88
	skipped question		6



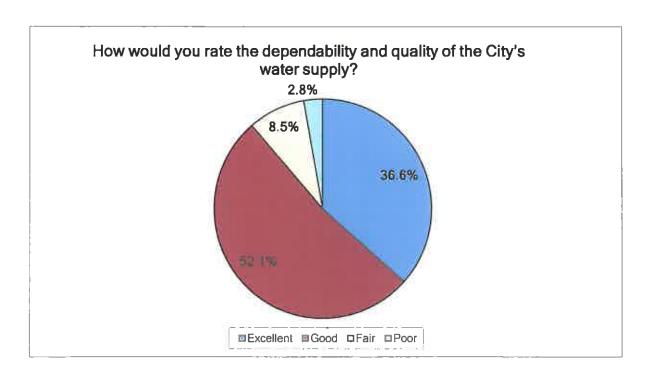
How would you rate the quality of snowplowing on City streets?

Answer Options	Response Percent	Response Count	9
Excellent	10.3%	9	
Good	46.0%	40	
Fair	26.4%	23	
Poor	17.2%	15	
	answered question		87
	skipped question		7



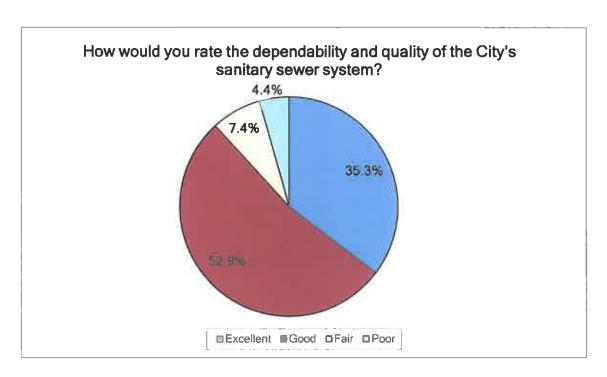
How would you rate the dependability and quality of the City's water supply?

Answer Options	Response Percent	Respons Count	е
Excellent	36.6%	26	
Good	52.1%	37	
Fair	8.5%	6	
Poor	2.8%	2	
	answered question		71
	skipped question		23



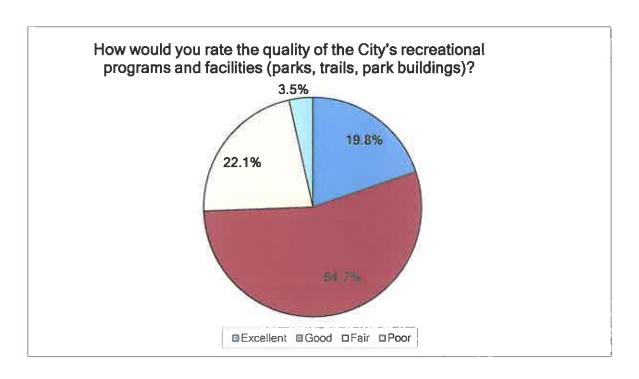
How would you rate the dependability and quality of the City's sanitary sewer system?

Answer Options	Response Percent	Response Count	•
Excellent	35.3%	24	
Good	52.9%	36	
Fair	7,4%	5	
Poor	4.4%	3	
	answered question		68
	skipped question		26



How would you rate the quality of the City's recreational programs and facilities (parks, trails, park buildings)?

Answer Options	Response Percent	Response Count
Excellent	19.8%	17
Good	54.7%	47
Fair	22.1%	19
Poor	3.5%	3
	answered question	86
	skipped question	8



#### Why did you move to Hanover?

-		
Answer Opti	ons	Response Count
		78
	answered question	
	skipped question	16
Number D	Data	Decrees Total
Number Re	esponse Date Oct 30, 2011 9:12 PM	Response Text
2	Oct 26, 2011 2:41 PM	
3		Close to city but small town qualities
J	OGE 24, 2011 12.417/191	Quiet small town atmosphere. Our neighborhood (Hanover Hills) used to feel that way but over the past few years, there's too much traffic coming through what used to be a nice neighborhood and obviously of no concern to the City of Hanover as nothing has been done after many
4	Oct 11, 2011 7:29 PM	complaints over the past few years.  To enjoy "rural" living within close proximity to bigger metro area
5	Oct 11, 2011 12:44 AM	
	1 12	To get out in the country and enjoy the open space. Quaint, rural charm,
6	-	within reasonable driving distance anywhere.
7	Oct 5, 2011 4:08 PM	Small town, price of lot was at the right price range we were looking to be
8	Oct 4, 2011 3:38 PM	
9		Small town feel, with proximity to larger cities (maple grove)
10	•	Less population. New home more reasonably priced.
11	•	Quiet, small town atmosphere.
12	Sep 12, 2011 6:38 PM	I like the rural setting of the City of Hanover.
13	Con 2 2011 12:54 AM	Small town feel. Off the beaten path. River/Green Space. The smell of
13	Sep 3, 2011 12:54 AM	Location / Space - not crowded
15		Quiet town close to the metro area.
16		live by friends/closer to work
17	•	To build a house of own.
18	Aug 15, 2011 7:17 PM	
19	_	Liked the woods. Close to grade school.
	•	I grew up in Hanover and wanted to raise my children here. I also think
20	Aug 4, 2011 4:35 PM	the Hanover Elementary School is one of the best in the state.
21	Aug 1, 2011 11:25 PM	Quiteness of the county and yet easily accessable to larger cities.  Use to live in Maple Grove, too large, crowded, noisy. Wanted a smaller
22	Aug 1, 2011 4:01 PM	town feel.
23	Jul 31, 2011 3:39 PM	size ,peacefullness,lot sizea,cost
24	Jul 28, 2011 9:29 PM	HANOVER ELEMENTARY and Dist 877
		Affordable housing, quiet streets (although on Mallard there are a few houses that make quite a lot of noise with their vehicleswould be nice if that could be fixed). Good school system, wonderful church close and
25	Jul 28, 2011 12:57 AM	We were able to get more house for our money out here vs. a suburb
26	Jul 27, 2011 10:38 PM	
27	Jul 27, 2011 6:52 PM	town feel and school district. House was priced right and I lived in Albertville and St. Michael
28	Jul 25, 2011 8:52 PM	
29	Jul 22, 2011 3:09 PM	Quite and pretty. Yet, close to any kind of dining or recreation.

		Grew up in Corcoran but didn't want my kids going to Rockford schools -
30	Jul 22, 2011 2:54 PM	
31	Jul 22, 2011 2:31 PM	We wanted to raise our children in a safe, family friendly environment with a sense of community.
		At the time of our move in 2004, family and econmic condtions prevailed that the time was right to make a move. Since of course, today's economics are not so healthy and in some cases are more costly to live further out Hanover, was our choice due the country suroundings, the
32	Jul 22, 2011 1:52 PM	small town feel and especially because of the Crow River.
33 34	Jul 21, 2011 10:41 AM	Live in a small town near the city. Large lot. Close to 94 to travel West. Crime rate is low, and it is close to St. Michael School district. We wanted to be in a smaller town, yet still close enough to the Twin
35 36		Cities. We also found a really great house for a great price.  We have lived here over 30 years
37	_	To get away from city people
38		loved the country yet not to far from the city commute.
		We wanted to be in a community the size of Hanover, with proximity to the Twin Cities. We were lucky to find a house that fit our needs and in
39	Jul 15, 2011 9:51 PM	
40		To own land and be in a safe, quiet, serene, country setting  New construction outside of city and suburbs was more affordable than
41 42		purchasing larger house in same area
42	Jul 12, 2011 9:13 PM	Rural, small town feel.  Good schools, good community reputation, good home value, quiet
43	Jul 12, 2011 6:42 PM	
44	Jul 12, 2011 5:52 PM	low housing prices, lots of space, quiet, small community
45	Jul 11, 2011 9:31 PM	for the small town living with rural setting
46	Jul 11, 2011 7:49 PM	Land.
47	Jul 11, 2011 6:57 PM	Location
48	Jul 11, 2011 1:24 AM	Nice community and affordable homes.
49	Jul 10, 2011 1:09 PM	Affordable housing
50		To get away from the city and allow my family to live in peace and quiet.  Location. We wanted to relocate from the south west suburvs (Chaska)
51		to a more rural area in the nothwest suburbs.
52	Jul 9, 2011 12:00 AM	peaceful, affordable don't likebig cities
53	Jul 8, 2011 7:16 PM	Appreciate the blend of rural life with conveniences of suburbs nearby.  I wanted to move away from the hustle/bustle of Maple Grove, I thought
		this would be a good investment (in housing, but that has proved otherwise) and I wanted to belong to a smaller community where I felt
54	Jul 8, 2011 6:47 PM	more of a connection to that community.
55		small rural city with close access to the twincities but not in the metro.
		To own a larger lot and get away from driving in city traffic. More of the
56		country life but close to a small city.
57		Its location, halfway to downtown Minneapolis and St. Cloud, MN.
58		Good house for a good price.  Quality of life, better schools, built a new house, family neighborhoods,
59	Jul 8, 2011 1:35 PM	
60	Jul 8, 2011 2:48 AM	To raise a family in a small community.
61	Jul 8, 2011 1:33 AM	Wanted to be part of a smaller community with access to job opportunities in the city
		close enough commute to work but far enough out to be quite rural, and
62	Jul 8, 2011 1:24 AM	have a yard

63 64	Jul 8, 2011 12:21 AM Small town and inexpensive housing Jul 7, 2011 10:27 PM Quieter neighborhoodmore land
65	Jul 7, 2011 9:40 PM Liked the small town feel, but close to the big city.
	To get away from high density developments and hanover had a rule that
66	Jul 7, 2011 9:18 PM all lots were 2.5+ acres.
	Many reasons including: Buffalo school district, small and quiet
	community, off the beaten path from all major highways and a nice
67	Jul 7, 2011 9:07 PM neighborhood.
68	Jul 7, 2011 9:04 PM Big Lots
69	Jul 7, 2011 8:57 PM liked the house
70	Jul 7, 2011 8:52 PM We wanted more land in a smaller, quaint community!
	Lower home prices than Maple Grove. Still able to commute to
71	Jul 7, 2011 8:36 PM Minneapolis. Family nearby.
72	Jul 7, 2011 8:34 PM Affordable housing (2002). Small town.
73	Jul 7, 2011 8:31 PM Great schools, friends in the area, loved the development.
74	Jul 7, 2011 8:29 PM Peace, quiet and sense of community.
75	Jul 7, 2011 8:07 PM quiet neighborhood, newer houseing development
	We like living in the country and new homes were more affordable out
76	Jul 7, 2011 8:03 PM here.
77	Jul 7, 2011 8:00 PM Job location
78	Jul 7, 2011 7:59 PM Cheap housing

If you could change one thing about Hanover, what would it be?

Answer Options	Answer Options	Response Count
•		73
1 question	73	
1 questioп	21	21
Number	Response Date	Response Text
1 2	Oct 26, 2011 2:41 PM Oct 11, 2011 7:29 PM	Previously mentioned in the survey - Do something about Kadler road leading into Hanover Hills. Also, it seems that the traffic coming from the St. Michael/Albertville area crossing through Hanover is getting busier. Very annoying.  We think we made our point in this survey. Kadler road. Thank you.
3	Oct 11, 2011 12:44 AM	To have a more "quaint" downtown area with more diversity - retail shops, bakery, coffee shop, etc. We have a beautiful river view area that is totally being wasted with junk cars and nasty metal buildings. Beauty and opportunity within our city would foster pride in our city and its residents.
4		Clean up the dumpy areas. If not now, when? What is stopping us? Miller Trucking corner creates the wrong impression of Hanover. Chops Bar is not far behind. We are not a distressed community. Please find a way to get those dumps cleaned up. Why have ordinances if they are not enforced. I would think there would be fire and safety violations going on at both locations. Do we have a fire inspector that inspects on a regular basis? It would be really nice to have a coffee shop too.
5	Oct 5, 2011 4:08 PM	better council and planning people
6	Oct 4, 2011 3:38 PM	Senior Housing and apartments to keep younger people with in the City
7	Oct 4, 2011 1:45 PM	Although a fine line between maintaining the small town feel and generating growth I would like to see a few more select businesses .
8	Sep 29, 2011 12:23 AM	More retail - coffee shop, bookstore, another quality restaurant.
9	Sep 13, 2011 12:18 AM	Better leadership. More information about the happenings in city hall.
10		
11	• •	Cannot think of anything not already mentioned.
12	• •	Cleanup Miller Trucking Site
13	•	Better upkeep of the wood chips at the area playgrounds.
14		more parks or a splash pad
15	Aug 20, 2011 1:02 AM	Need more businesses ie restaurants, retail or convience stores.  There is no sense of community/unification in town. Would be nice if
16	Aug 15, 2011 7:17 PM	there were more community things to do, for example, Music in the Park (movie in the park is nice, but doesn't give residence the ability to intermingle).  Lower taxes as I live in Hennpin County and get now benifits from them.  And Shop is way over taxed, DO not have paved parking lot so very little
17	Aug 9, 2011 5:42 PM	drainage ot sewer there.  More businesses, More recreation programs for families, and a fitness
18	Aug 4, 2011 4:35 PM	· -

19 20 21	Aug 1, 2011 11:25 PM Jul 31, 2011 3:39 PM Jul 28, 2011 9:29 PM	It would be great if Hanover could continue to maintain it's small town feel while continuing to grow. This is not Maple Grove and we should not strive to be. It is feeling more and more like a money hungry community. If I wanted to live in a money hungry community I would live in MG or Wayzata. This is definately a community that was build by the people here, our elected officials need to remember that and give back to the community as a whole not continue to take take take. implemmenting growth in a timely manner better appearance with more retail I would like to see a co-op in Hanover along with other mom/pop style stores (coffee place would be nicehoping not a chain though). Please continue to make the small community improvementstrees long the
22		roads, flowers/bushes at the parks. Let's continue to be proud of our community and showing it too!
23 24		A shopping area would be fun.  More trails for biking/running/etc
25		Your EDA website is very plain and nobody will find it on the Internet since it doesn't have any search engine optimization (SEO). When searching for "Minnesota Economic Development," Hanover's site doesn't appear in the first 10 pages of Google. Therefore, you don't exist to many web searchers. No sense having a website if a majority of people can't
26	Jul 25, 2011 8:52 PM Jul 22, 2011 3:09 PM	
27	Jul 22, 2011 2:54 PM	I think the boundary lines for the schools need to be changed. I really think that Hanover students should be attending St. Michael schools - not Buffalo. St. Michael is so much closer. I strongly believe this. Other than that, just adding more commercial would be excellent! There is enough population here now with so many neighborhoods to support some small businesses - not just industrial. I think retail/small services or food would be excellent choices to help both the city and the citizens. Hanover really needs to start listening to their citizens in regard to this. Food venues would be a great resource for the city, and to supply teens with summer jobs. The city's been stagnant with 3 bars and two churches for some time - can we please add to our lifestyles out here? Country, with a kick!? I would like to see the residential streets treated for ice in the winter. I would also like to see the speed limit reduced on Cty Rd 19 coming from
28		St. Michael to further north of town. People coming on that road don't slow down enough as they are coming into town.
		We miss the trail system for walking and biking. (Biking mostly) When we lived in Plymouth we had access to numerous trail systems. Around Medicine Lake, French Park and its trail system, the Luce Line, and even trail routes going into downtown Mpls. Country roads are nice, but can be unpredictable with traffic and speeds. So a more user friendly trail system would be nice. I would to also like to add, lower water costs and better
29	Jul 22, 2011 1:52 PM	access to high speed internet through Quest/CenteryLink.
30	Jul 21, 2011 1:32 PM	Riverview Road does not need new streets or sewer. The streets can be overlayed and our septics are functioning fine. Please poll the residents before implementing assessments people can't afford during these economic times. Ask those who live here, don't decide on your own.
31		add trails on the west side of town  Develop the area near the River and historic bridge into a park or
32	Jul 21, 2011 3:56 AM	something useful to the community. It is a naturally pretty part of the city, but is not well utilized.

33 34		Nothing, I would leave as a "bedroom community" allow golf carts and slow moving vehicals on bike paths
35	Jul 19, 2011 7:10 PM	cleaning up Millers and putting in business along the river for shops
		I would have a middle school and a high school in Hanover, rather than send our children to Buffalo. (Though, I do believe BHM is a good school
36	Jul 15, 2011 9:51 PM	
		It would be nice to have the riverfront developed for socialization. i.e. a walking/biking path along the river dotted with coffee shops, antique stores, bakeries, etc. I love the walking towns out in Washinton state. It would also be great to be connected to the bike path that begins at the
37	Jul 15, 2011 5:29 PM	Cty Rd 117 & 19 intersection (towards Loretto and Baker Park) And eventually along the river to Rockford.
		More commercial decelopment/friendliness rather than a pass through
38	Jul 14, 2011 6:05 PM	
39	Jul 12, 2011 9:13 PM	Getting a business owner to open a  Coffee/sandwich shop in town.
		Aesthetics! It's such a cute town, but there re a few places that could look a lot better. For example, the land that Miller trucking (I think that's the name) on the corner where you turn to get to city hall offof 19, it looks so dumpy and trashy, it would be nice if they were mandated to clean up the
40	Jul 12, 2011 6:42 PM	area so it isn't such an eyesore.
41	Jul 11, 2011 9:31 PM	bring in some small, independent shops to the downtown keeping the historic downtown area looking historic and NOT contemporary The government.
		What was this survey supose to accomplish? The questions were not
		geared to learn anything about what people think or how much they use the City of Hanover services. The questions did not have an option to say "never used or need the services". I believe this was a waste of money. Maybe if our council members would take the time and come out and
40		meet the citizens on our turf you would not have to spend time and money
42	Jul 11, 2011 7:49 PM	on a survey.
43	Jul 11, 2011 6:57 PM	I would add a community room/inddor play area for kids and a pool.  Add some decorative safety lighting along the new trail being built in 2011
44	Jul 11, 2011 1:24 AM	on CR19.
		Limit overall city growth and don't try too hard to grow. I like the city the
45	Jul 9, 2011 3:05 PM	way it was 10 years ago (less houses, more farm fields).  When we can affort it, I think it would be benenficial to increase the time
46		that Wright County patrols Hanover.
47	Jul 9, 2011 12:00 AM	· · · · · · · · · · · · · · · · · · ·
48	.iul 8 2011 6:47 PM	Trails and Restaurants / Grocery Store / Convenience Store (more than just the Tom Thumb)
49		More Trails, More Parks (Crow River Heights East)
50		closer stores for food with more options.
51	Jul 8, 2011 5:23 PM	Get rid of the Water Quality fee. Just another reason to increases taxes.
52		More paks and walking trails connected to those park areas.
53	Jul 8, 2011 2:31 PM	· · · · · · · · · · · · · · · · · · ·
54	Jul 8, 2011 1:35 PM	The water bills are insane and the recycling service could be improved.
55	Jul 8, 2011 12:49 PM	· · · · · · · · · · · · · · · · · · ·
56	-	More businesses: ie: coffee shon/ bakery

57	"o ric	rish people realized that within the city of Hanover they are "in town" not but in the country" so maybe things like shooting fireworks at all hours, ding ATVs and dirtbikes on the road, and parking vehicles on the yard een't appreciated by neighbors who have to deal with it.
	de eq	wer taxes by eliminating or scaling back services. For example the fire epartment appears to be too large and have too much nice new quipment for our needs, probably dont need any new parks as everytime go to a park (which is often) we are either the only ones there or just 1
58		her family. Dont use tax money for the recycling service by randys
59		ore restaurants and shopping
60	Jul 7, 2011 10:27 PM M	
61		o more high density developments and make all lots 2.5+ acres.
		dd more bike/walk trails to connect the developments to the school and
62	Jul 7, 2011 9:07 PM do	
63		uild a Middle School here
64	Jul 7, 2011 8:57 PM the	e street light out front of my house is burnt out
65	Be sn	ome of the existing businesses need a face lift! Better the curb appeal! eautify the Hwy 19 stretch in town. Add coffee shop, oil change place, nall deli along Hwy 19.
	Co	ontinue with bike trails and more parks. Love the community events at
66		ettler's Park. More of that.
67		dd a walkway / picnic area by the river in town.
		ave the city care about appearance and maintaining property as I do.
68	Jul 7, 2011 8:31 PM W	
69	Jul 7, 2011 8:29 PM Le	ess emphasis on industrial and more on buisness/commercial.
70		prove city appearance and enforce residents to take pride in their city e need some more local businesses - coffee shop, grocer, bakery,
71	Jui 7, 2011 8:03 PM res	1.0 1 21
72	Jul 7, 2011 8:00 PM No	
73	Jul 7, 2011 7:59 PM St	op growing the population