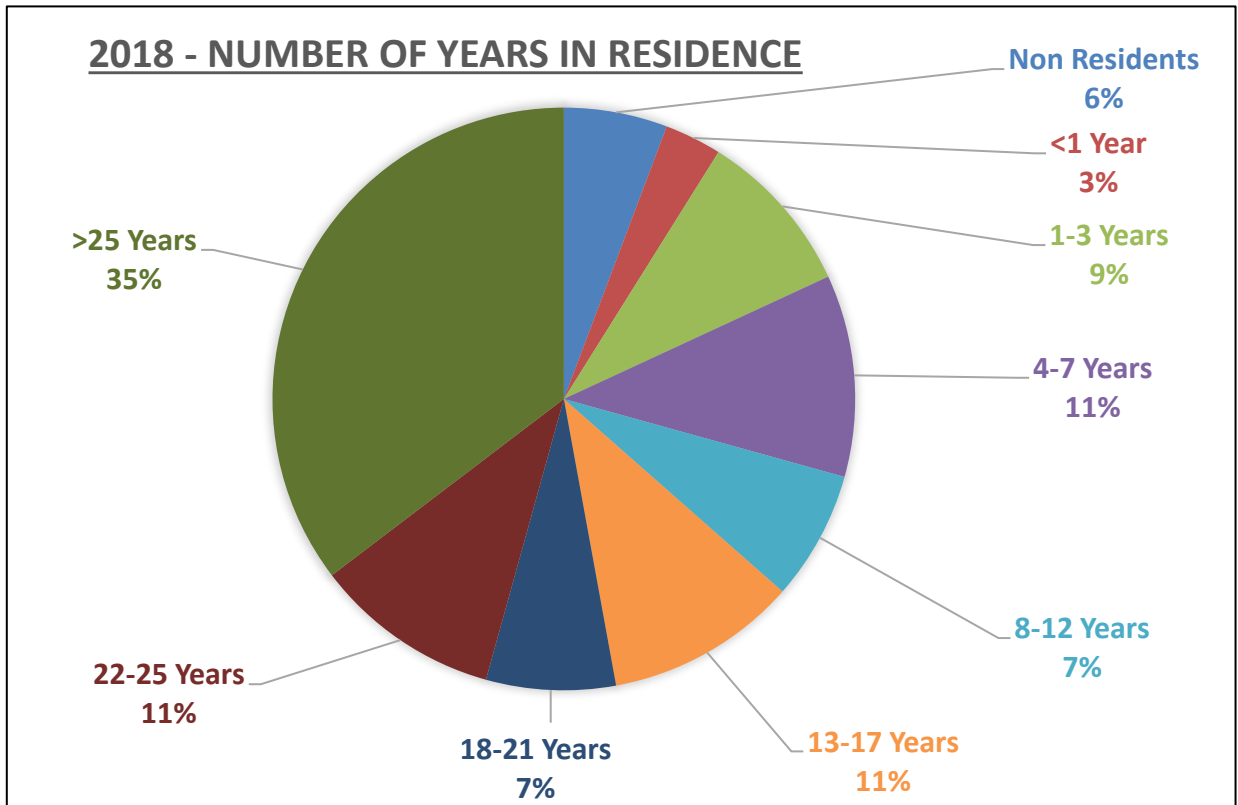
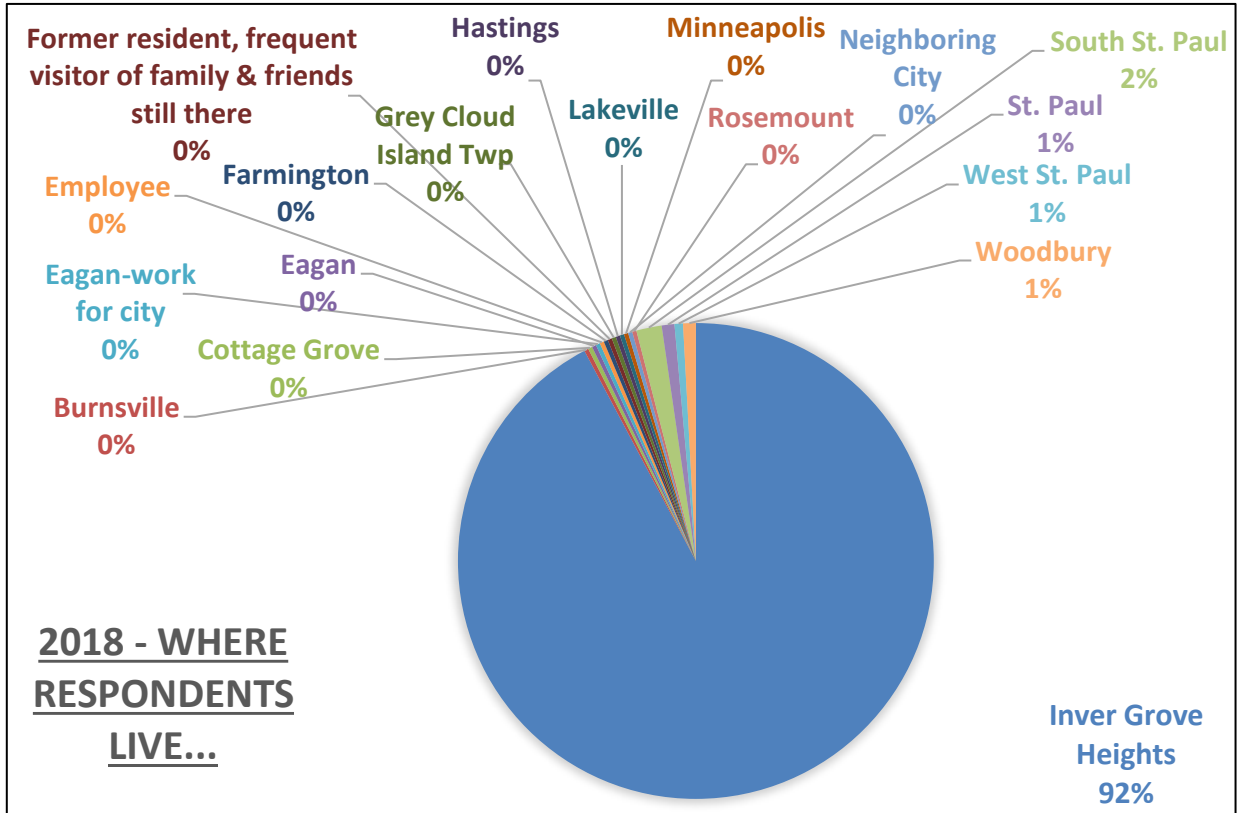
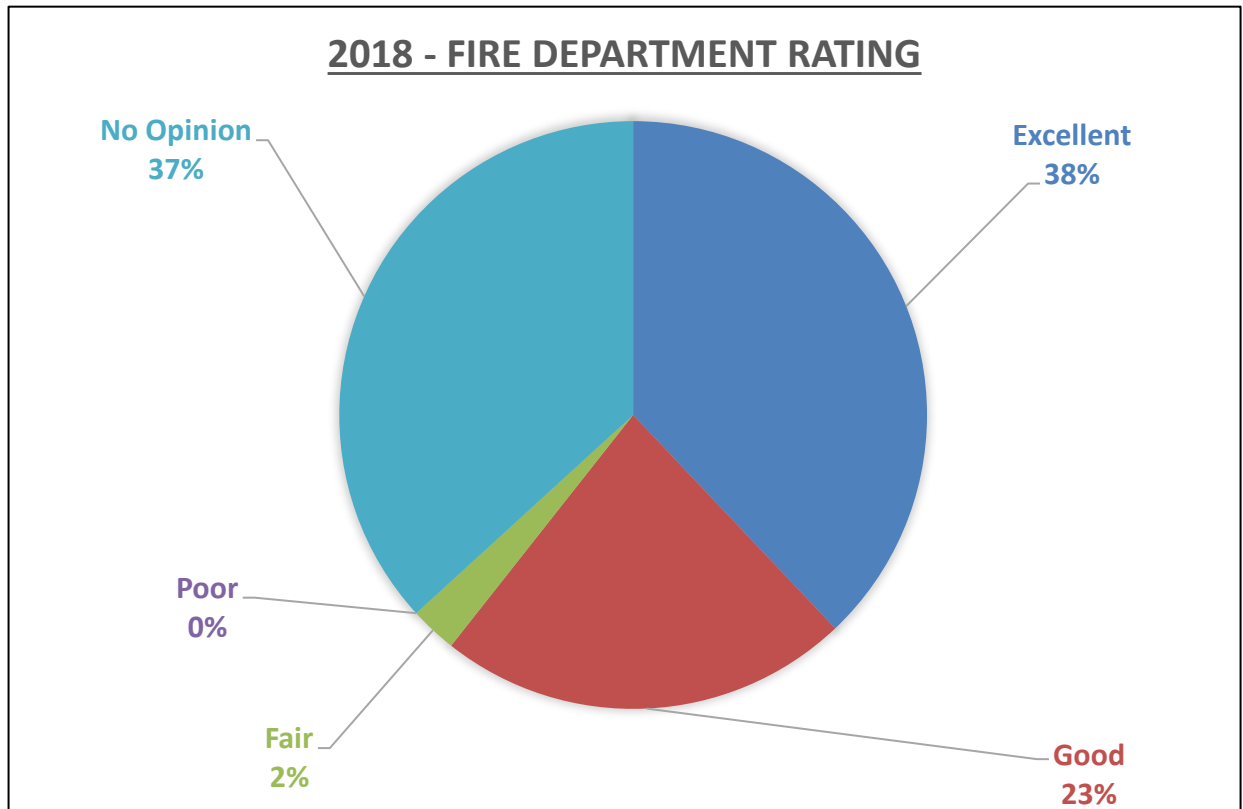
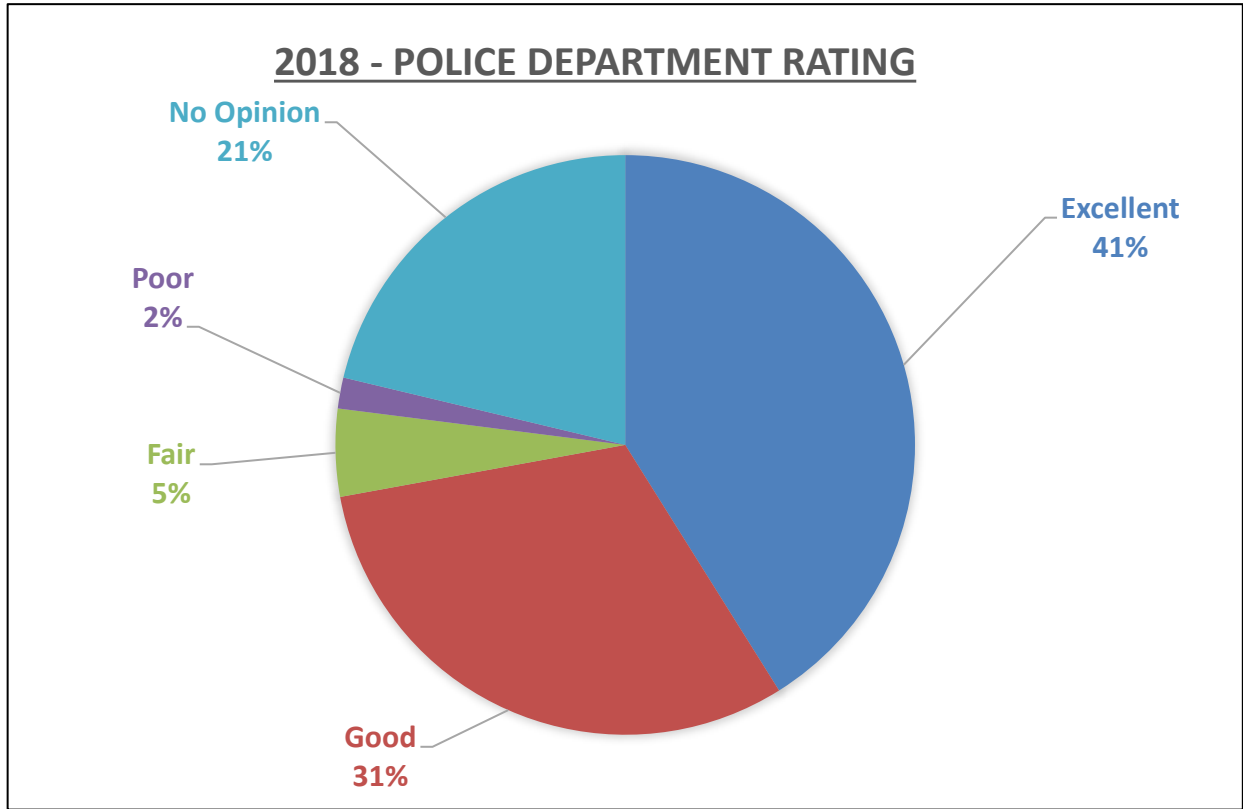


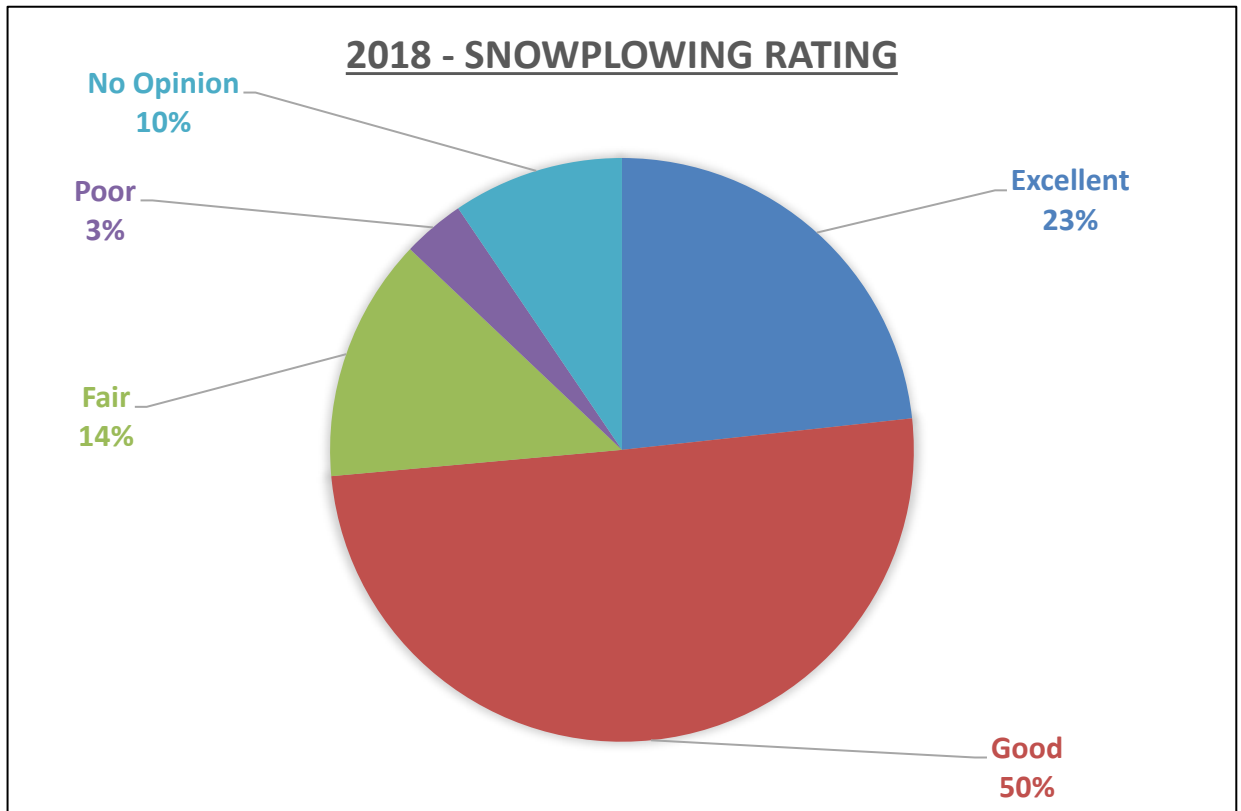
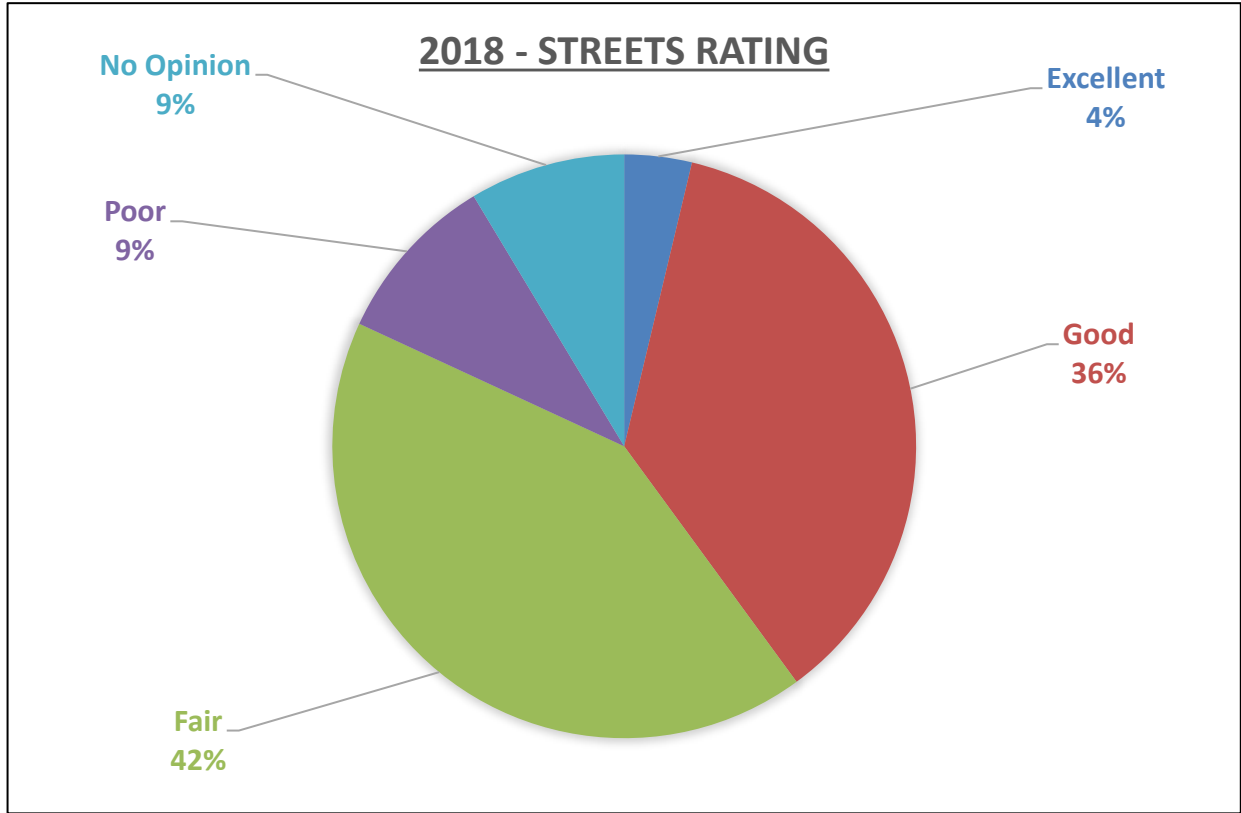
City of Inver Grove Heights 2018 RESIDENT AND VISITORS SURVEY RESULTS



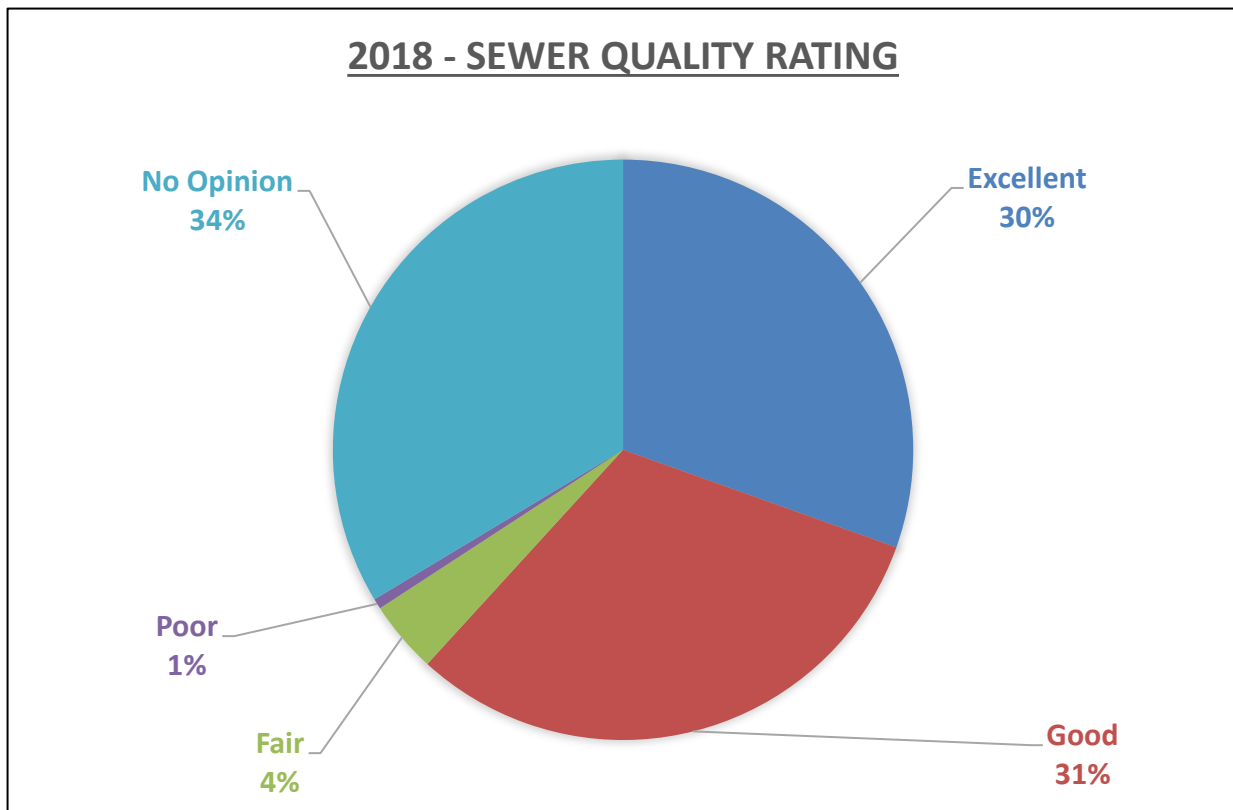
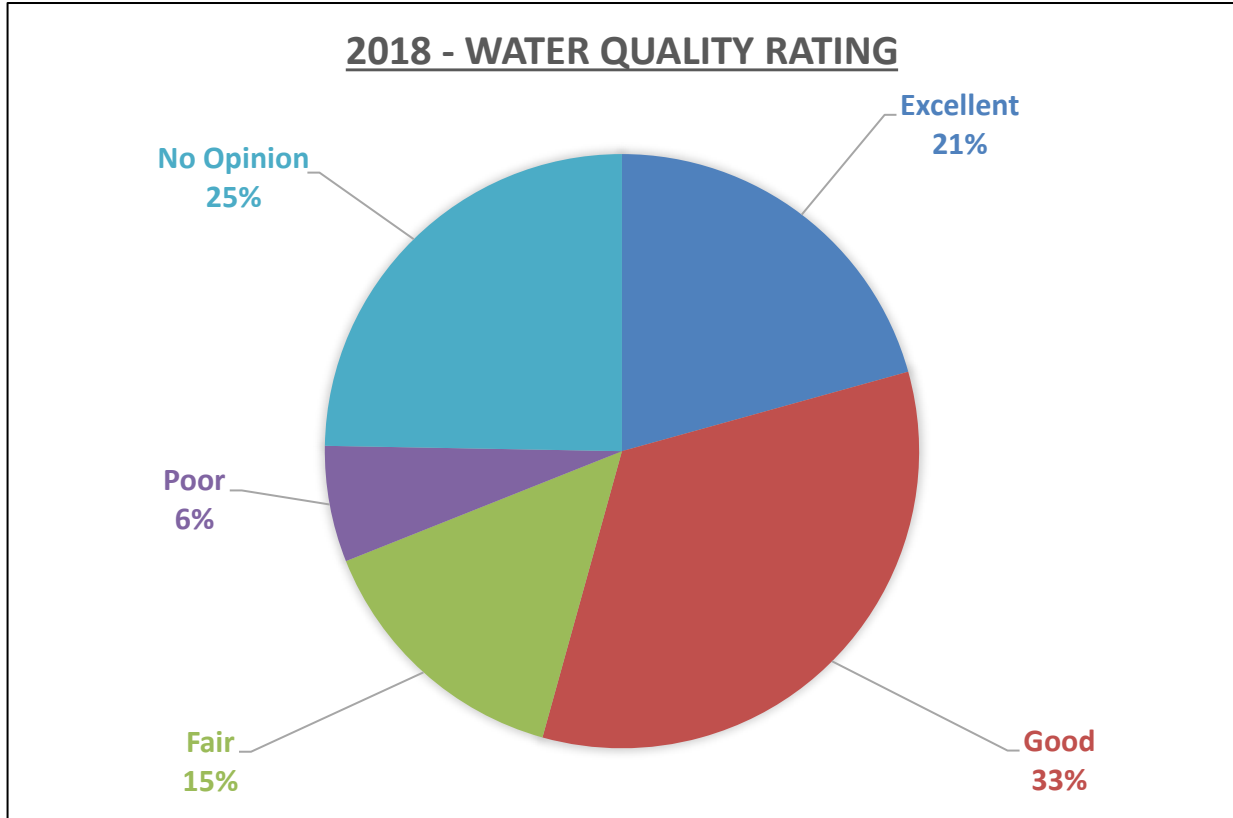
**City of Inver Grove Heights
2018 RESIDENT AND VISITORS SURVEY RESULTS**



**City of Inver Grove Heights
2018 RESIDENT AND VISITORS SURVEY RESULTS**

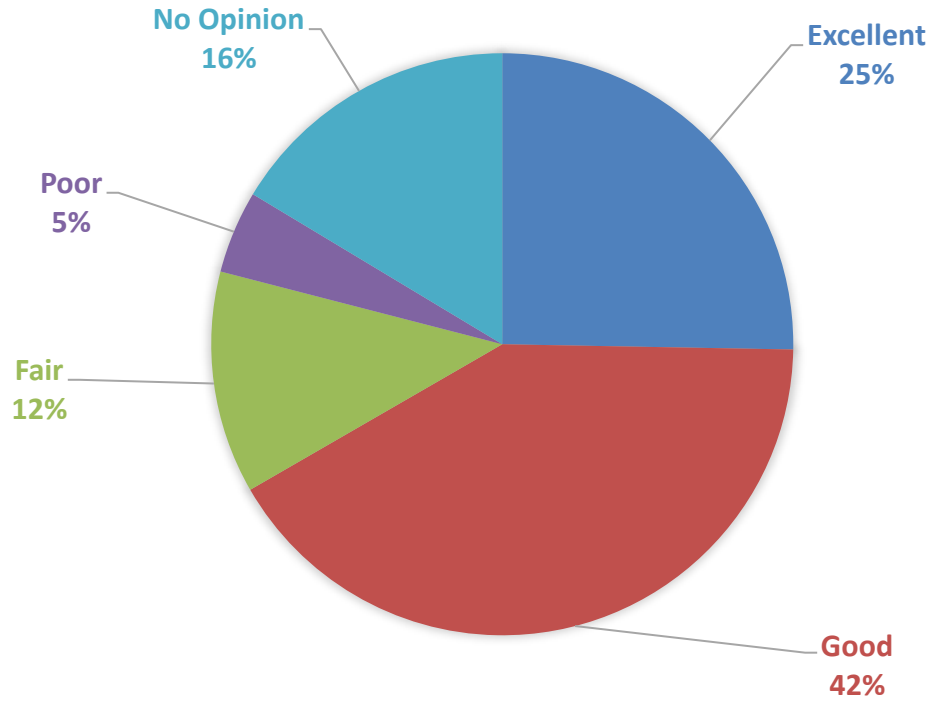


**City of Inver Grove Heights
2018 RESIDENT AND VISITORS SURVEY RESULTS**

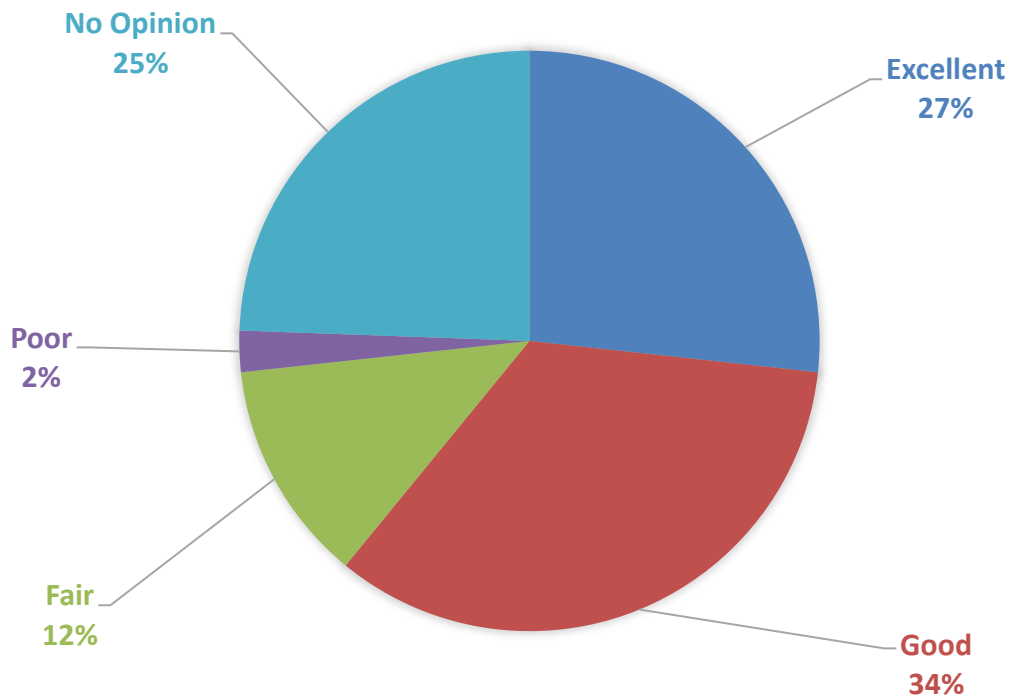


City of Inver Grove Heights 2018 RESIDENT AND VISITORS SURVEY RESULTS

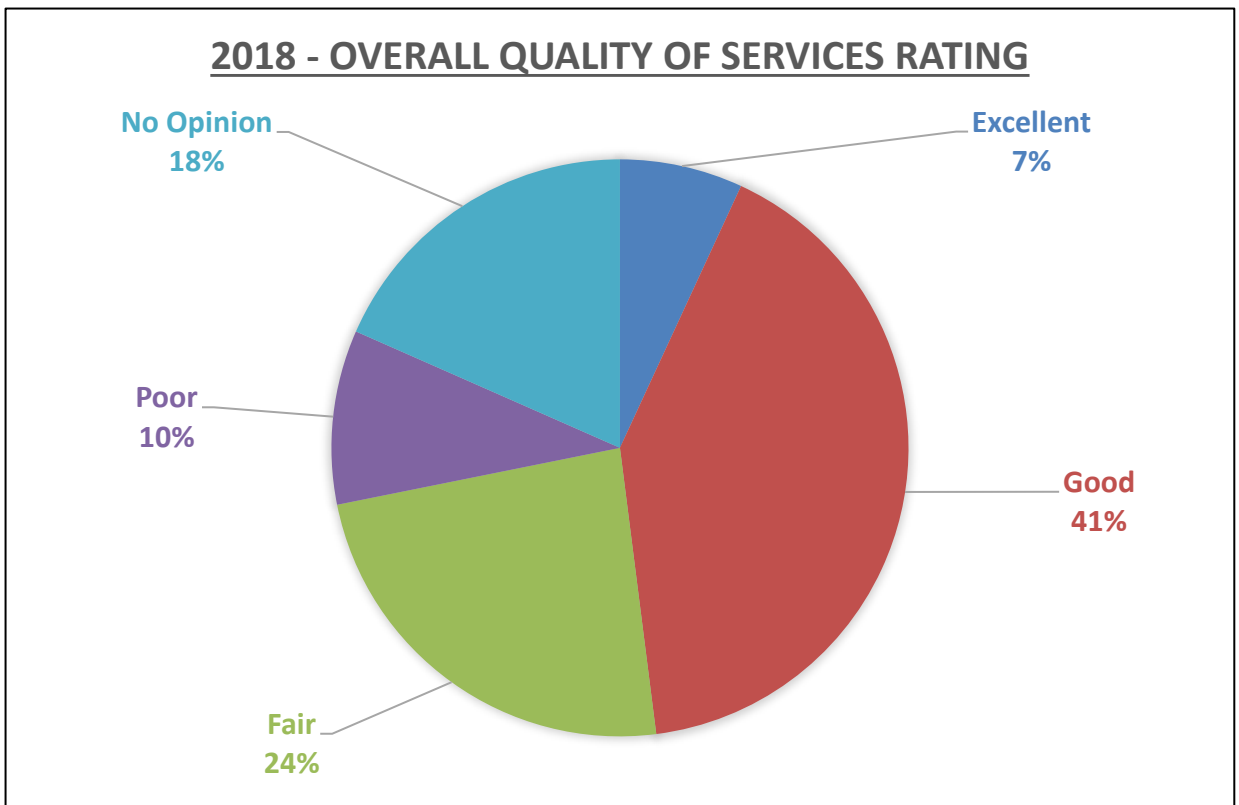
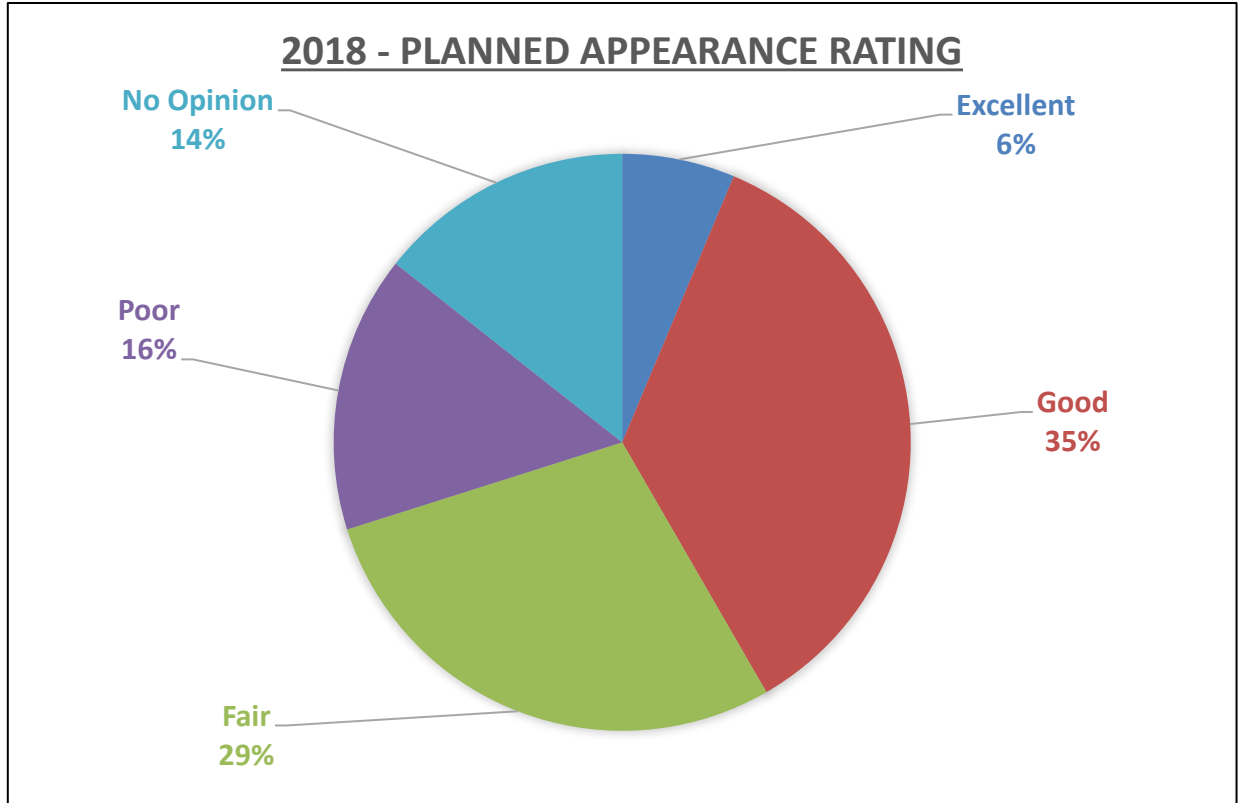
2018 - PARKS & RECREATION QUALITY RATING



2018 - CUSTOMER SERVICE RATING



**City of Inver Grove Heights
2018 RESIDENT AND VISITORS SURVEY RESULTS**



POLICE DEPARTMENT Comments

1	I have not had to enter act with police. You live in a more rural area and it seems like emergency response people are great getting here. I'm also super thankful for their help with lost pets And on September 5, 2018 some amazing female police officer came to help with the dog that was hit and killed on highway 52. I heard she was amazing with this difficult moment
2	Any time in the 38 years I have lived in IGH my contact with the police has been excellent, whether it be good or bad situation.
3	Both departments are professional in their approach!
4	██████████ is very good about getting info out to the public, via social media, etc. very happy with the police dept here and its leadership.
5	drive to fast and never stop at signs and lights when on emergency
6	Excellent Police & Fire Departments
7	Extremely impressed with officer ██████████ and the car seat inspection program.
8	Good police presence in area. Yet not aware of crime prevention or educational strategies or efforts.
9	Have not had experience with them but their outreach efforts seem well done
10	Haven't had any experience with police services other than what I see on line. Which, appears to be good.
11	I am THRILLED with ██████████!
12	I appreciate the fact that our police utilize community policing protocols which helps to deescalate conflict. I like the fact that the School Resource officer was available to help us if there were issues with students in the summer or after school programs. I really appreciated their assistance and guidance at the beginning of the school year (16-17) when they trained the school staff in evacuation and active shooter drills.
13	I called 911 because I had a medical emergency and police also arrived to assist. Neighbors had a fire recently and fire dept and the police responded (only loss of interior contents) Very impressed with all emergency help.
14	I deeply appreciate the response of the police and know they play an important role in helping keep our city safe/in order, however, we have noticed they often drive significantly faster than the 40 mph speed limit down Babcock without their lights or sirens on. Many people walk down Babcock and live there with children, not to mention Salem Hills Elementary (also, why is there no school zone speed limit there?). Would love to see them reduce their speeds or have lights/sirens on to alert people to a heightened speed.
15	I feel pretty darned safe here. Don't have much interaction with the Police.
16	I feel that the Department should have Animal Control Officers. I have had issues in the past with dangerous dogs and when I call regarding this, Dispatch transfers me to regular police officer, not one that specializes in animal control. While I was standing on the street talking to my neighbor, his dog jumped up and lunged at my face in a very aggressive manor and was not provoked prior to this. I called the Department regarding this and was transferred to Officer ██████████ who advised me that nothing could be done, as this did not take place on my property. Where this took place was at ██████████ on August 5, 2017. The resident does not have his dog chained or fenced and when I go on my daily walk, I feel very unsafe. Another issue is regarding a short-term rental property at ██████████ There has been recent occasions where the Police Department has given permission to have City employees cover up "No Parking" signs with black plastic when there have been parties. ██████████, of the Compliance Department, has indicated this was done for safety reasons. I do not feel this should be allowed, as 52nd St., E., is a cul-de-sac road and in the case of an emergency, ambulance/fire trucks need to be able to turn around. There are also other vehicles such as garbage trucks, Xcel Energy power line trucks if there were a power outage, as well as school buses, and if someone where pulling a recreational/camping trailer or boat. The property should not be allowed to have more people than there is room to legally park. On the VRBO website, the property indicates parties/events are allowed.
17	I grew up/lived in Inver Grove for 26 years. The police services were lacking - the officers/departement were very reactive and seemed to be trying hard to find someone who did something wrong instead of being proactive and active in the community. Over the past 7 years I've lived in Cottage Grove but frequent Inver Grove as my parents are still residents. I follow the IGH police department on Facebook and have noticed a change in the department of being more community focused. I believe with ██████████ ██████████ can continue to move the department in the right direction.

POLICE DEPARTMENT Comments

18	I have had issues with what I considered potential violations of a harassment restraining order. In several interactions with IGH PD officers, I was treated in a very condescending manner. Continued actions by the respondent reviewed in a Dakota County Court later found the interactions to be disturbing enough to reissue the HRO for an extended duration. This is discouraging to persons seeking help.
19	I have never had any dealings with the IGH police department.
20	I have never had to call the police in the 20+ Years that I have grown up/lived in the city as an adult. Therefore, that may imply that the crime prevention programming is working.
21	I have never needed police services while living in the city
22	I have no actual knowledge of the response time, so I cannot intellectually answer. I do appreciate all the updates from the police department about activities/crimes happening in our city
23	I have not had to call for police services since I've lived in IGH, so I gather that's a good thing.
24	I have not needed to call them.
25	I haven't had to interact with Police or Fire Services.
26	I really appreciate the way they interact with the youth. So important for kids to view them as friends.
27	I really haven't had much experience with this but in the interactions on FB things have been good. Questions get answered in a reasonable about of time
28	I think it is getting better
29	I worked at the Inver Glen Library and whenever we needed fire and/or police they arrived quickly.
30	I would rather see squad cars patrolling neighborhood sidestreets for speeders instead of main streets. Most people know where they usually sit and slow down in those areas.
31	I'm going to praise them for they're service, however have not personally needed their services yet.
32	It would be great to see them on the streets more on weekdays during 'normal' business hours down in the southern part of the city.
33	It would be nice if they had their sirens on when driving on 80th street between Cahill and Concord. My concern is they are driving fast with no sirens just lights and many people cross that street while walking, biking, etc.
34	It's a lot better than when we moved here. Back then they were an embarrassment to be called a Police Department. They were called traffic cops, only good for writing traffic tickets. Today I expect them to do the job of police officers.
35	I've had my mailbox destroyed twice with no feedback on who did it (even after an arrest) so I could pursue restitution.
36	I've never needed their services which says IGH is great city live in.
37	Knock on wood, I haven't had to use the services.
38	Love that they are beginning to use Facebook and Twitter-would encourage other departments to as well. Highlight different fire trucks, parks, road work...
39	Love the facebook posts
40	Luckily, I haven't had to use either one of them.
41	Luckily, I haven't needed these services, so I don't really know about response time. The officers I have seen at events have been friendly and helpful.
42	Might be good to have some sort of animal control unit as many stories on Facebook detail pets and animals roaming the city.
43	My biggest concern is the unruly youths at CUB and 78th after the IGH fireworks
44	My encounter with the police calls were medical issues with my parents when they were living. Always have been there to help and made me feel comfortable before the paramedics arrived. Thank you.
45	Need more patrol officers.
46	Neighbor recently had kids bike stolen from Walmart. Police told him they couldn't see anything on cameras. He stood where the bike is and could see three cameras. After complaining, they "took another look" and found the kids and were able to charge them. Kind of irks me that all indications are they didn't bother to look the first time before telling him they couldn't see anything.
47	No close police precinct to our neighborhood. No regular patrols.
48	No follow up on property damage; answers frivolous complaints with false information; bullying by officers.
49	Not very good solving home burglaries.
50	Officers would benefit from deescalation and racial bias training.

POLICE DEPARTMENT Comments

51	Overstaffed if they waste time and resources on speed traps and rolling stop sign violations. The police are reactionary and not prevention oriented. Instead of meaningless patrolling, sit at the fire stations and city hall to respond to calls.
52	POLICE ARE GREAT. COURTS NOT SO MUCH. WE NEED TO HOLD JUVENILES ACCOUNTABLE. NOT WITH TALK THEREPY BUT COMMUNITY SERVICE!
53	Response is excellent. However I have no knowledge about their educational programs.
54	Since I live on the far western edge of IGH that borders Eagan I don't know if I've ever seen IGH police in my neighborhood.
55	Some police have forgotten the "serve" part of their job.
56	The city should budget more resources for our law enforcement and first responders to utilize.
57	The emergency services have been very good.
58	The IGH police are fantastic!
59	Things have really seemed to improve in the last two years or so. I think that the staff is finally fully staffed, perhaps that's why. But [REDACTED] seems like a great asset and the fact [REDACTED] interacts with the community is welcomed!
60	This past summer I have called police regarding loose dogs in the parks. The response from [REDACTED] and [REDACTED] staff has been great. Their response has made a difference in the parks and made it a safer place to walk dogs.
61	Very proud to say I live in IGH where I know I'm safe and if in need they're always there to help.
62	We are having a lot of theft, vandalism and speeding in our neighborhood. We need better crosswalks and more of a police presence on Cahill in Arbor Pointe.
63	We have not had experience with calling them but we have heard the timing is good
64	Wish there was a non-emergency contact number for IGH police. I am well aware you 'just call 911'. If someone reports a dog running loose (which happens frequently in our fair city), or shooting off fireworks, does that really warrant 911?

FIRE DEPARTMENT Comments

1	I left a pan of hamburger on the stove and left. Fire department responded and did a fine job in 2004?
2	Again we live in a more rural area and emergency response system seem fairly quick
3	Again, no personal experience.
4	Again, better than when we first moved here.
5	Again, I don't have any experience with needing assistance from the fire department.
6	Again, I haven't had the need for these services.
7	All good
8	But I dont feel building another station away from the most populated areas is the correct move
9	Continue the excellent educational programs you have. We have not needed any fire calls. ??
10	Dealing with stray animals seems to be an issue. We had a cat in our backyard and have seen several postings about cats recently.
11	Excellent Fire & Police Departments
12	Fortunately, I have not needed to use fire services.
13	Great representative people of the community
14	Have not needed fire service, but our family enjoys the open house for the kids!
15	I believe our fire department and city would benefit from more full time firefighters.
16	I do not have any experience with the fire department so I cannot answer this question.
17	I had a gas fire caused by a lightning strike. Very professional response, and a great interaction with the chief. Most excellent.
18	I have had not interaction with the fire department
19	I have never had any dealings with the IGH fire department.
20	I have never had to use the services of the fire department but I have heard they do a great job.
21	I have not had much interaction with the fire dept..perhaps they need to use social media more?
22	I have not needed their services.
23	I have not used their services
24	I haven't called Fire or Police.
25	I haven't had to interact with Fire Services
26	I haven't had to use this service.
27	If not already done, annual information regarding the number of calls, types of call, average response times, etc. would be informational to residents. Especially given the amount of money the fire department continues to ask for (ie new station/trucks/equipment).
28	In forty years, I have had exactly zero contact with the fire department.
29	Live in the southern part and have had no interaction with the Fire department in over 30 years
30	Luckily I have never had to call them
31	Never needed their services.
32	No calls to the fire department either. Another thumbs up!
33	no experience but I assume it would be top shelf ...
34	Not really a comment about fire services, but very disappointed in the amount of money spent just to run water/sewer to the new south fire station. It should have been build on the other side of 52 to avoid the expense.
35	Response is excellent but I am unaware of the educational programs.
36	Seem to go out of there way to help people
37	Seems like a great group.
38	Since I have received my LVAD three years ago the I have occurred medical calls. The response time has been very good and they have fully met and exceeded my expectations.
39	Thank God we have never had to be in contact with Fire/ Rescue. When the home across the street burnt I can say they were great.
40	Thank you for your services.
41	Thankfully we never had an occasion to personally call or need fire services.
42	Thankfully, we've never needed to call them. My neighbors have called and they responded quickly each time.
43	The Department should make sure that the Police Department does not allow to cover up "No Parking" signs, as, in case of an emergency, they would not be able to turn around on the 52nd St., E., cul-de-sac. That is one of the reasons in the first place that the signs are there for.

FIRE DEPARTMENT Comments

44	The IGH fire department has always done an exceptional job in response and community involvement.
45	They had a quick response time to a car in garage fire at the Arbor Point Townhouses a few years back.
46	What was the process for the new station? Why isn't it located further south?
47	Why are we wasting money on a new fire station? The way I understand it there is one that barely gets used right now. Moving the firefighters to the south end of the city leaves most of the city exposed.

Public Works-STREETS Comments

1	50th from Blaine east rough
2	Absolutely atrocious, the city puts more money into its parks than it does streets. Start taking care of your core assets.
3	After waiting for the city to fill potholes on my street, I decided to fill the ones in front of my house with class 5 gravel. 2 years and waiting.
4	all of Broderick could be re done :-)
5	Attempts are made to repair where roads are bad but overall roads are 'how little can we do while still doing something'.
6	Cahill needs work at the intersection of 70th and also across from aldi
7	Cahill south of 70th is in pretty bad shape.
8	Continue to fix streets it's important to preserve our infrastructure.
9	Could use improvement in this area, especially between city and state repairs. We have lots that needs to be done in this area.
10	Dawn Way is in terrible condition condition, even though it is used as a substitute for Concord and is very busy. 63rd street is equally bad. Every year the "patchers" arrive. Then holes are filled, material later loosens, and homeowners end up with the loose material in our lawns and holes in the street again! It's a disgrace and an embarrassment, likely affecting property values if anyone is selling a home here. Where is the pride in IGH?
11	Excellent job with south Robert
12	Finally Broderick was fixed. That needed to be done years ago!
13	Finally some of the much needed work is being done behind the community college from 70th down to Concord! This has been needed for a very long time. There are also still some local streets north of the library in desperate need.
14	I am frustrated that when our streets were completely torn up and redone about 6 or 7 years ago the drainage is not good. There is a low spot in front of our driveway and it always fills with all the sand and dirt from the street. I have had to use a shovel and wheelbarrow to remove it when the street sweeper missed it earlier this summer.
15	I am relieved that something was finally done about Broderick. It would be nice if the city didn't wait so long to replace or repair streets that are obviously in need of repair.
16	I am so glad that Broderick Blvd is being repaved!! The crew has done a great job of minimizing the disruption to us in the AP townhouses through the sign posting. I love the addition of the medians by the intersection of the Holiday store and A & W; this will increase the safety of that intersection. Just a suggestion: the lanes that enter HWY 52 need to be painted so that people in the far right lane don't drive onto the ramp. This scenario just happened to me last week. Maybe a sign as well to remind drivers that the center lane is the ramp entrance?
17	I appreciate the preventive maintenance, crack seal and seal coating. Great job on snow removal. Many streets still need repair.
18	I choose poor even though some streets are getting improvements. Our neighborhood needs new streets (not patchwork). The original material used was bad and the patches are not working. Our Association contacted the City and they said we need to do a petition. I disagree. Please budget appropriately to update streets the correct way and in a timely fashion. Please publish the budget and action plan.
19	I don't understand how the 110th block of Alameda can look so horrible. Why is this not being taken care of?
20	I drive a school bus in your city, your streets suck.
21	I find they do that pebble overlay on streets that don't even need it. I get that there is a schedule for these things, but why not look at the street beforehand to determine the need. I think the resources are better needed on the streets that are horrible.
22	I have not know the procedure how the city determines what streets are repaired and the type of repair. I have noticed that some streets are worse than the roads out on the farm.
23	I love the super fast fix of the turn lane at 70th and Cahill. That was so bumpy and rough, but the workers fixed it all in not even one day! Super impressed.

Public Works-STREETS Comments

24	I work in Eagan and I see a huge difference in neighboring city streets. IGH streets are horrible and embarrassing. Have often considered moving due to poor roads and streets throughout both business and residential. Poor engineering when built, improperly maintained and now underfunded. Have recommended friends and children buy elsewhere.
25	In very poor condition. Dawn ave/Dawn Way Neighborhood specifically. Streets are the original from 45 years ago and city just patches every year which is just money down the drain. I pick up asphalt chunks in my yard every year from the snow plow. Taking my kids in the stroller is like off roading and its embarrassing having people visit its soo bad. Its really a joke.
26	It appears that the streets that I drive most are well taken care of
27	It seems that there is not enough thought or money provided by Council to fix the streets where it is needed.
28	It takes years to complain about street issues before anything is done. Also takes forever to fix potholes in spring. Some roads are not maintained well in winter.
29	I've been assessed twice now for Broderick Blvd within 10 years and put up with long expensive repairs affecting commute and walkways and finances. Why wasn't this done right the first time? How were large commercial properties along/near the road taxed? The huge parking area at the old Rainbow foods is used for park and ride with alot of density of traffic. How is the city reimbursed for that?
30	Keep up the good work
31	Lots of pot holes which are beyond repair- especially river road area, dickman trail area.
32	Love to see if you can't be some sort of agreement to get some of the remaining gravel roads paved
33	Many roads need to be repaired. I know it takes time. But seriously?
34	Many streets are rough and some have visibility issues at certain intersections!
35	Many streets could use some updates.
36	Many streets in older neighborhoods need to be re-paved instead of being patched
37	Might be nice to get updates on road construction through social media
38	My biggest fear is the city will want to repave our street without addressing the drainage issues. If those are not included in the planning, we will be back to our crappy street (which gets patched heavily every year) in a few years. Plus I'll have that additional tax burden too. How do residents know if their street is on a list of streets that will be repaved? I'd like input into the planning process to make sure the drainage issues are addressed. It's our tax money.
39	My road finally got repaved this year, about 7 years later than it should have. In general the spending allocated to road repair is TOO LOW.
40	My street was awful, but they came when I let them know.
41	Need bike Lanes on Cahill, upper 55 and Babcock.
42	Needs improvement. Fifty-second street east is terrible. The hill on 66th St., on the side of Turittos, is like driving on a waffle, and the hill on 64th St., going down to Camerons Liquor is another terrible street. I feel the City could do a lot better job with clearing vegetation in front of road signs. One that comes to mind is a stop sign covered up on the northeast corner of 64th St., and at the intersection of Babcock Trail and 52nd St., E., as you are facing east at the stop sign, you have to pull so far forward to get a clear view of traffic, as the vegetation to the south (where Greystone Apts are) should be permanently removed. Every year this is an issue. Also, at the intersection of Babcock Trail and Upper 55th St., there is an Arborvitae that should be removed on the southwest corner, as it makes the visibility of the stop sign difficult, even with a "Stop-Ahead" sign prior to approaching. I have seen numerous vehicles that go right through without stopping. It should not take an accident for change. I am also wondering why recently employees cut a large area of milkweed down to the ground at the end of the 52nd St., E., cul-de-sac. That is a plant that is very beneficial to our Ecosystem as well as Monarch Butterflies. It made no sense at all to me as they will take the time to cut them down, but do nothing with what should come down for traffic safety!
43	Not sure why some roads are paved well and others have the gravel stuff put down for cars to drive/pack down - the little rocks/gravel are annoying to get stuck in shoes, wheels, etc.

Public Works-STREETS Comments

44	Old Concord Blvd is a main road for many residents. It is covered in potholes and extremely hard on vehicles! We have been told its repavement is not even in the 5 year plan which is absurd! It is bad enough currently and with the traffic that does go through, i cant imagine what itll be like in over 5 years. Sad that most residents on the road have been long time residents of the city, yet reap zero benefit for any sort of roadway budget. I think you need to re-assess your plan and do something about Old Concord Blvd in the immediate future. Patching only makes it worse.
45	Old Concord Blvd is terrible
46	Old Concord is terrible. So is Cahill by Walmart and TSC.
47	Our neighborhood had some major pot holes but were eventually filled.
48	Our neighborhood roads are not great. We have to call every year for patching that never holds up. Major pot holes on our street.
49	Our street to a pothole paradise, but I do applaud the IGH street department for filling them as needed. They street department can only do so much for the streets that clearly need to be replaced.
50	Potholes have not always been filled. Could be doing better.
51	Pretty good one of the worst streets in town is being redone this summer/Broderick. Cahill down past 80th is still not good.
52	Quality of streets has declined.
53	Resurfacing of some streets not in need of repair; poor condition of others.
54	Road repair and maintenance needs a little help.
55	Roads could use some work. On the other hand, we live on a gravel road and the Public Works street department has been very responsive to our needs.
56	Side streets, Ways& Lanes are not maintained to the same level as others
57	Since the City took over Old Concord the street has never had anything but patches. And bad patches at that. So bad that a 2 year old is making comments about the bumps. Embarrassing
58	Snow plowing could be more efficient.
59	Snow removal is excellent
60	So many potholes!
61	Some (many more than should be) of are steet are in very bad condition.
62	Some are terrible, e.g. Broderick, but it's bring fixed now, do that is great.
63	Some streets are worse than others
64	Some streets need fixes plowing is very good
65	Soooo many garbage roads. Cahill by the diner was bad a month after it was poured. Our tax dollars should go to a contractor who knows what they are doing.
66	street lights are lacking in many areas. 80th has no lighting from Cahill to the east despite this is a popular walking spot. Many side streets need resurfacing.
67	Streets are not good in alot of areas
68	The city council and administration is not allocating enough resources to maintain infrastructure and the roads continue to deteriorate.
69	The city is significantly lacking in street repair. Some roads are in good condition, however the roads I travel to my home are in the worst condition I have ever scene in a twin city metro area. When I inquired to see if the road was in the city's future plans for repair I was told they have a 5-year plan and the road is not included in those plans.
70	The little rocks still have not been swept up from when the roads were retarred and the rofks out down a couple months ago.
71	The main roads are great but several neighborhood streets are getting pretty bad.
72	The planning and budgeting for our roads hasn't been done properly for well over a decade
73	The road condition of Upper 55th between Babcock and Robert is TERRIBLE. There is too much effort on curb and gutter in unnecessary places! Snow removal is very good.
74	The roads are slowly getting better. I'm glad to see Broderick has finally received the attention it's needed for 10 years.
75	The roads are terrible on Dawn Way and especially on Dawn Ave. We were told after Concord street was completed that these two roads would get fixed. Patch work doesn't cut it. I walk a lot around the neighborhood and almost fell from the holes. Other roads around have been fixed which were not as bad as these two streets. What's up.

Public Works-STREETS Comments

76	The sidewalks and streets are terribly maintained in our neighborhood. Whomever is plowing in the winter is ripping everything apart.
77	The stretch of Upper 55th from Hwy 3 to Hwy 52 is pretty rough right now, but I'm hoping after 3 reopens the traffic amounts will go down and maybe we'll get that stretch fixed. Hopefully it will have a safe place for bicyclists someday.
78	There is always improvement to the streets.
79	This summer our street received a big patch - new tar - It was the first time in my memory (or 30 years) that something other than patches of pot holes has been done on our street. So we went from poor to excellent, but will it last and there are many more streets in need of work - thanks for finally doing our road.
80	Too many Semi Trucks on residential streets!! Degrio Way gets heavy semi traffic from Wernet Ent and the new business across the street.
81	Very disappointed with how little is left now celebrating our " main Street", a few flags, some lanterns and banners, but markers and colorful plantings all but gone. And at 70th & Cahill, one gas station with blari g signage and very little left of plantings-looking almost industrial.
82	Very poor streets are currently under repair, so definitely improving.
83	We have not come across any streets that were in poor condition. All have been in good to great condition and clean
84	We have waited since 2011 for our street to be redone after Dawn Way south of 66th street was completed. It continues to be put on the back burner. When we approached the city council with concerns, we felt like they turned a deaf ear. They said it "might" be done in 2019. The road has not had any work done to it in the 34 years we have lived here. It is time to fix it permanently and quit doing band aid fixes with patches that do not last.
85	We still need some more streets to be fixed in residential and commercial areas.
86	When Concord was redone traffic was rerouted onto Dawn and it is terrible. You will sssess the residents for this error
87	Why are there some streets receiving a small amount of blacktop repair when others do not?

Public Works-SNOWPLOW Comments

1	96th street east is always very icy and dangerous in the winter.
2	Again use of social media would be excellent with snowplowing-
3	Always better on city streets than county roads and Eagan!
4	Can never make everyone happy. People think they should always be first. We appreciate the hard work and the long hours city staffers put in to plow the city roads.
5	cannot believe how well and timely the streets are plowed here compared to saint paul where I lived previously. keep up the good work!
6	Closer to the curb would be nice on Degrio Way, otherwise great
7	Gotta love the dedication of our snow plow drivers. Our roads are the first plowed!
8	However, even with lawn markers up you cowboys manage to scrape grass. I don't ask for repairs because you do a poor standard job
9	I am in a townhouse and we have private plowing. Main street by are plowed efficiently by the City.
10	I have to snowblow my road knowing the plow will not be around to make it passable. That way the people who live on this hill can get home. As I've aged, I bought a bigger snowblower for that purpose of snowblowing the hill. Last winter I increased due to the deep snow, I snowblowed all the way down to the main arterial road.
11	I know circles and culdusecs are lower priority for snow removal, however ours, Bachman Circle seems to get less then adequate service from the prospective of timeliness and quality of work when it is done. Inconsistency is the main problem, good sometimes and poor others.
12	I live on Dawn Way, it would be nice if the snow plows would get closer to the curb when plowing. I often times have to snow blow 4-6 feet into the street as well as dig out a fire hydrant.
13	I moved here from a small rural community and assumed IGH could never match their efficiency, but last winter the roads were always in good shape by rush hour traffic times. I was pretty impressed!
14	I noticed this past winter the streets were not plowed as good as in past years. The sidewalks didn't seem to be cleared in a timely manner as in the past.
15	I wish the sidewalks were done with the same frequency that the streets are.
16	I work in saint paul and IGH does an excellent job
17	It is rare that my street (Albavar) is plowed in time for me to get to work in the morning.
18	Keep up the good work
19	Keep up the good work.
20	Mailboxes, landscaping and lawns are ripped up - would like to see better care taken to our private property.
21	Main roads are cleared prior to work in the morning which is important
22	My biggest concern is that my street is never plowed until late in the day - many times mid to late afternoon on the following day of snowfall. I am confused as to why the two cul-de-sacs are completed (Blackwell Court) and 77th Street East & 78th Street East are not done. I leave for work before 6:30 a.m. and see that every street side street along Blaine Ave from 77th to 70th (including cul-de-sacs) are plowed but my street is never done. Please update your routes and have 77th/Bester/78th Street East plowed at the same time as Blackwell Court - thank you!
23	My only complaint is the snowplow driver does not plow all the way to the curb and I end up having to shovel so much more than if they plowed to the curb. This last winter, they plowed six-feet from the curb! That is a lot more to shovel than if they went to the curb. This was on 52nd St., E.
24	My street is never plowed right away there are two culdesacs down the street they plow those and leave a huge snow bank across the street so we have to plow through that 77th and Blackwell court
25	My yard was damaged and never repaired as promised!
26	Only major streets are plowed completely and timely. The majority of side residential streets are poorly plowed and often hours go by before they are even done. You can tell how poorly our roads are plowed once you leave city limits! Much improvement is needed.
27	People will ALWAYS bitch about snow removal. I hate winter myself but I'm forced to live here due to my spouses job. IGH has some of the best plow drivers in the twin cities. They could give lessons to St Paul & Mpls. ??

Public Works-SNOWPLOW Comments

28	Perfect
29	Plowing is very good
30	Plows need to watch out for mailboxes a little better.
31	Putting snow in the middle of cul-de-sacs is super unsafe especially if kids tunnel through it or if it gets too high you cannot see cars around it - pushing it to the curb would much safer
32	Seems like the main thorough fare is where people are driving faster and commuting have always been cleared by six so people can get out
33	seems snowplowing isn't as timely on a weekend, it's like they think people won't be going anywhere. epecially in neighborhoods. Also when we are expecting a huge storm and it is constantly snowing they seem to wait until its all over before plowing neighborhoods. There has been times I could barely get into my neighborhood because streets not plowed during the storm and I'm coming home from a long day of work and stuck when I get to my neighborhood, had to try 3 different streets last storm to get to my house. Live off Blaine, Bester, 70th, 75th St. unpassable and people stuck all over before I got into the neighborhood.
34	Since we live on a corner, we get a large amount of snow dumped in our driveway.
35	Snowplow drivers do a good job - keep up the good work there.
36	South St Paul does a much better job of plowing and earlier.
37	Super great!
38	The biggest issue I see is in the winter when plowing. Corners are not plowed well. Example: Turning right from 70th onto Bovey. The street gets narrower and narrower as winter progresses because of how wide a turn is done on that corner. There are times when it is dangerous to turn if someone is coming off of Bovey onto 70th.
39	The plow xomes down one side of iur street, does the other side about a half hour later, but frequently leaves a large amount of snow right next to our driveway as the road does not go straight past our house but only goes left or right. Also, sidewalks on the North side of Concord, between Cahill and Cooper Path, on the North side of the street seemed to take 2 to 3 days longer to get done than the South side of the street.
40	The street are plowed but the sidewalks take days to be completed. Many people walk their dogs and have to walk them in the street for days until the sidewalks are done. If it snows on a Saturday they may not get done until Monday. That is too long.
41	There are times where it seems like it might be a little excessive, for example going up and down a regular street 6-8 times where 3-4 times would suffice in one plowing. Also once in a while it seems they plow to one side of the street more than the other, I know they say they don't but I have observed this to be true.
42	We have had issues where our mailbox was destroyed by the plows this past winter. It was actually torn off the pole. When we called the city and left a message about it, there was no call back.
43	We live on dead-end block of 75th Street. It seems unfair that our dead-end block is always left until last, after everything else is plowed (then they come back and do us). Still, I rate snowplowing "good" because it IS done in a timely fashion everywhere else around us. If we can maneuver our way out of our block in the snow, the rest of the route is clear.
44	Who does sidewalks? The city never does the park ones next to us but we've been doing ours.

Public Works-WATER Comments

1	good water pressure too
2	Have a well
3	Have a well!
4	Have well water which I love!
5	Have well water.
6	Heavy chlorine taste/smell as compared to other cities in the area
7	I am on a well
8	I appreciate that the city will run well water testing to make sure it's safe but I wish that those that lived by the dump and refinery would get it for free since those two entities are a bit scary for water safety
9	I drink the tap water and don't have complaints.
10	I have a well
11	I have a well.
12	I have a well.
13	I have well water
14	I have well water
15	I have well water
16	I have well water.
17	I need to filter water to drink both at home and at work.
18	I think it is a shame we now have to buy water to drink. We use to have great water until the last water treatment plant was built, now all you taste is chlorine.
19	I wouldn't trust the water to drink or cook with.
20	IGH water tastes like drinking from a pool. I don't drink it or use it. We use bottled water.
21	It at times taste funny!
22	Its way to hard bum tastes like chlorine
23	Nothing wrong with it
24	On a well
25	Our city water is terrible it smells bad and tastes worse. Our water may "pass" guidelines and inspections but residents would say otherwise of the water quality in our homes. It is unfortunate we need to spend extra money to by filters softners or pay for water services to enjoy our water. The city needs to take measures to improve city water so residents can enjoy water from their own homes and not buy it elsewhere.
26	Our water doesn't taste the best and we have bad water pressure
27	Pathetic to offer it to the public.
28	Seems decent.
29	Tasted bad
30	The city does not supply water to my home.
31	The water has a foul smell and taste.
32	The water is very hard
33	Very hard water, but it was expected.
34	Very hard water. Hard on toilets, faucets, and fixtures.
35	We do not have city water.
36	We have a well.
37	We have a well.
38	We have a whole home filtration system, so I can't comment on taste. But the water pressure is good.
39	We have hard water, (17) and it does not tase the best even with the help of our water softener.
40	We have our own private well.
41	We have our own well.
42	We have to buy bottled water.
43	We have well water
44	We use a water filter, so it's hard to judge the taste of City-supplied water on its own.
45	We use culligan
46	We've well water and are concerned about the aquafor- what is the city's role? Also, does the city inspect septic systems?
47	Well water hers.

Public Works-WATER Comments

48	We're blessed not to have city water! Too many chemicals.
49	Whoever is in charge does an excellent job. Quick response time and the water tastes better than any of the surrounding cities.
50	Your water tastes terrible and has too much minerals in it.

Public Works-SEWER Comments

1	A few years ago the city did work on the drainage system within our property back to the pond/bog in our backyard area. After much work and money, the city promised that the seeds they planted would be wildflowers and the like. Since the first spring, there has not been any wildflowers. The growth is nothing but invasive thistle, creeping charlie and other various aggressive weeds that continues to progressively move into our and our neighbor's yard. The city did not plant "wildflowers". Very disappointed.
2	As far as I can tell.
3	Have a septic system - which is a 30 year old story
4	Have a septic system.
5	Have septic.
6	However, the City should do more to improve the appearance of many of our system of lakes and ponds during the summer...other than Simley Pond of course. Too much fertilizer and green scum no one wants to see alongside some of our parks that could be avoided.
7	I don't know! I assume it is!
8	I have a septic system
9	I have a septic system
10	I have a septic system.
11	I have a septic system.
12	I have private septic
13	I know nothing about the sewer system
14	I'd say yes, we'll maintained, but how do you really know unless there's been a problem.
15	Never had a problem
16	Never had any issues.
17	Nothing wrong with it
18	Recently, when it was pouring rain, the sewers in between Pearlwood Estates and Greystone Apts., were plugged. There is also vegetation growing over the curb and into the street. City employees cut the grass along the sound-wall, so why don't they pay attention to curb-vegetation and debris plugging storm drains.
19	See above
20	Septic system here.
21	still works....
22	The city does not supply sewer to my home.
23	We do not have city sewer service.
24	We had pond and sewer changes about 5 years ago that included excavation in the yards near the pond. The newly seeded area of plants was a terrible mix. Thistle, creeping Charlie and other plants that we're constantly battling as they invade our sod. We we told the mix would be a beautiful mix of wild flowers.
25	We have a septic system
26	We have our own septic system. We have no storm sewer in our area.
27	We have our own system

PARKS AND RECREATION Comments

1	Love to see a greater variety of activities at the Rich Valley Park during all seasons
2	Argenta Hills area needs a park.
3	Community activities for the kids has been well organized and informative. Their has been a good amount of activities for them to choose from.
4	Community Center memberships are getting pretty expensive. That is why I dropped..
5	could use more trails
6	Could work better with neighboring communities for coordinating things like bike trails. Need a path from the Grove to the soccer and baseball fields to the south.
7	Dakota County is Incredible! I can't believe how many opportunities there are! I can't thank you enough for the classes and events I've been able to attend through Dakota County services.
8	Dont use them
9	Drinking fountains at the parks would be awesome. Also, Oakwood Park lack shade over the equipment and its often too hot to play on during the summer. Some more seating options at that location would be great. Bathrooms at all the parks would be amazing!
10	good programming available here. overall, mostly satisfied with the park & rec programming for my children.
11	Hours at the fitness center need to be addressed
12	I don't think we reach out to the growing minority groups. Youth sports and summer activities are not drawing the number of kids it should. Better social media and special attempts to engage more groups of lower income would be good for our community.
13	I don't understand why, as a city resident, I pay the same fee to use The Grove as a nonresident. Don't city tax dollars support The Grove? If that's the case, then I am being penalized relative to someone from another city for using my own city's facilities. That does not make sense.
14	I feel like the scheduling could be improved by offering classes later into the evening to accommodate those who work full time jobs (9-5).
15	I love our park system and I belong to the Grove fitness center. My only complaint is that the bike paths are far to steep for my knees.
16	I used to be a member of the Grove utilizing the workout facilities. I cancelled my membership due to the cost and struggle to find parking during swimming and hockey games. Since moving out of IGH, I still look for and occasionally have my son participate in Park and Rec activities as my current community does not offer much for sports for his age.
17	I would liek bike rack at the City Offices.
18	I'd like to see classes such as prenatal yoga or other classes geared towards pregnant women.
19	It would be nice to develop an archery park and a barrier free park in Inver Grove Heights, I think it would be nice for families and individuals in the community. I also think the parking lot at the Grove could use a few more lights. Solar powered lights would be great.
20	Keep "the Grove" well funded. An asset to the community.
21	Keep Arbor Point Golf course! It's great green space and a nice golf course!
22	Kids summer camps and other related summer activities. We went to Eagan for pretty much everything for both kids.
23	Limited adult rec league opportunities.
24	Living on the western boarder we find ourselves being much more involved in Eagan sports and rec. Eagan parks are closer and are a part of our neighborhood.
25	Membership is too expensive.
26	My family tries to enjoy the parks as much as possible. Love the veterans memorial community center! Love having a great disc golf course in town.
27	My kids did park & Rec when younger. Need coaches who KNOW the sport. Dontravelling leagues now
28	My only request is a splash pad for younger families (mine are older, but it would be great for friends in that age range).
29	Need to spend money on things everybody uses not just funstuff

PARKS AND RECREATION Comments

30	Nice facilities. The weight room area at The Grove is awfully cramped though. Too many bikes and machines, not enough room for free weights. Also, the city staff should make sure people don't sit on machines. There are a group of older guys who sit on equipment around Noon everyday. They make it uncomfortable for others who want to work out because they have their little social hour on the equipment. They seem nice but some people are afraid to ask them to move. Go to a coffee shop if they want social hour!
31	Not my thing
32	Other cities have better playgrounds with zip lines and free outdoor splash pads that we have to drive to because our city is lacking. We do NOT like the nature play areas in other cities that is proposed for South Valley. This seems like a cheap route to go instead of building the proper equipment that our parks need. Many of the playgrounds have very old equipment.
33	Park equipment could be updated. Park natural areas managed better.
34	Poor, because there are way too many of them and they are used too hold development hostage
35	Recreational program options are good and majority are affordable. Yet the memership fees and rates for the grove and other city facilities and programs are too expensive. For this reason i choose to workout and rent facilities outside the city which is unfortunate since I live up street from the grove.
36	Rich valley Park always has the gates locked at the ball diamonds. There is zero reason why public ball fields have to be locked to keep the local kids out. Not only are the diamonds locked but the walkways between them are often locked.
37	Rich Valley Park is a great park for walking dogs, the paved paths are nice and well maintained in the winter.
38	Should be higher! I used to walk/bike paths around Lions Park. However, dog issues are out of control. I constantly get "approached" by dogs, whose owners always say "they are friendly." Hate this! So I moved to path by Heritage Park - now that's being ripped up. I suggest, once there is a dog park where dogs can run free, that the City change it's dog control laws to better protect citizens and be more in line with all the other neighboring cities.
39	Sport Associations need some outside oversight on how they treat families and volunteers. Would like to see some reciprocity with Eagan.
40	The best in the state. Parks look great. I work in the city of Saint paul Parks. IGH parks are very family friendly!
41	The City of Inver Grove Heights made a large loan to the Inverwood Golf Course for major renovations and then approved a questionable deal with a private company to sell golf course rounds very cheaply, without proper notification to all city residents. There should have been time allowed for signage on the city website, in the city newsletter, at the golf course property, and not just word of mouth, or if they had an active email address for you. This was very poorly thought out and appears to have been a mutually beneficial deal for the city to get repaid on the loan and for the golf course, possibly to pay back loan payments at the expense of many residents whose tax dollars supported that loan.
42	The costs to use the community center are way too high
43	The county provides cross country skiing opportunities, not the city. I like the swing bridge.
44	The grove is expensive to be a member even if you are a resident of IGH
45	The Grove is poorly managed and maintained. We are currently looking for a facility and won't even consider it. Why doesn't the city consider leasing or selling it to a private company? Also, there is no need for the city to maintain a golf course -- lease it to a private company. The club house is poorly used -- it should be open year round and beautified, along with a real restaurant with decent food!
46	The half completed trail near Southern Lakes causes many people to walk the busy road on Cliff. It's important to spend more on parks/trails.
47	The parks and rec programs have gone down since our kids were little and every park was filled almost every night with ball games. Now you only see kids playing sports occasionally. The ice rinks/warming houses close early in the evening when most kids are done with homework and could use them. They do not cater to the teens. The swing set areas are nicely done.

PARKS AND RECREATION Comments

48	The parks are great for the most part and the city does a great job of laying it out on The map and the website. The parks and rec offerings are very focused on families with kids which is harder for young couples and older adults to feel involved . One thing that I think IGH should explore is music in the parks that is fun for all ages in the summer once a month or once a week. Our community needs more events in the year other than IGH days to bring people together. Look at what Eagan does with their market fest in the summer. This would be a huge thing for our city. The food truck thing is great but why not expand on it at the farmers market on Sunday mornings with music or something.
49	The parks I have not used since my children were youth. I have become a member of the Grove, and the facility meets my expectations.
50	There are too many deer in our parks.!! They destroy neighboring residents plants and leave their droppings everywhere!
51	This city needs a no-charge, outdoor splash pad. Stop selling park land for hotels to make into parking lots.
52	Too expensive
53	Too expensive and the Grove seems more showy and country clubby than serious
54	Too many parks. Too much money spent on them and the golf course. We dont use the grove so no opinion.
55	Very much appreciate the plowed walk&ng paths in winter.
56	We are looking for more sidewalks, biking paths on streets and playgrounds in the northwest quadrants of IGH.
57	We don't have a park within walking distance. And even though the community center is within walking distance, there isn't a bike path or sidewalk so we would have to walk on the shoulder of the street (80th).
58	We generally avoid parks and rec programs for our kids due to poor experiences in the past. We sign or kids up in ssp and wsp for activities. We have found things to be poorly planned and executed, especially if [REDACTED] really does a great job proliferating the stigma that many folks have about City Workers. That they have no concern about whether things are done in a professional manner and that they take no pride in their work. We chose a Fair ranking rather than Poor, because we are quite happy with the goings on at Inverwood.
59	We live in the Argenta Hills neighborhood. [REDACTED], said the city has have approx \$20M to purchase land and develop 5-6 parks in the NW area. Below is a link to the proposed park points, which hasn't been updated since 2014 ?? . As you can see, the proposed locations MISS Argenta Hills almost completely. The circles drawn around the proposed points represent a 1/2 mile radius, which is the standard they've set as a minimum distance for residents to walk safely to neighborhood . Argenta Hills is a neighborhood packed with young families/children. We need a park. https://www.ci.inver-grove-heights.mn.us/DocumentCenter/View/5987/NWA-Plan
60	We need much more gym space in our community center that can be used for pre-schoolers in the a.m., school age children during the summer and adult vb/bb leagues in the winter. Also, a larger running track and a comfortable space at the entrance with a fireplace and upholstered furniture.
61	We participate in many family events and appreciate the work that goes into them.
62	Would be nice to encourage more park use-social media? Highlight parks and what there is there. Have contests to visit the parks and post pictures from your visit, have tours of the parks and what they have to offer, perhaps some history of the parks. I think if more people were using the parks there would be less likely to have teens hanging around them causing problems.
63	Would love to have a free outdoor splash pad.
64	Would love to improvements to the park located on the River at 77th and River rd, and Dehrer park should be a real park, with flowers benches and lights.
65	would love to swim laps at community center but sports teams are in there. times are not good
66	youth sports need work - not many options available for younger kids, parks are limited too - very few have port-a-potties in summer - The bigger parks too (like North Valley) only have one port-a-potty available but have youth sports playing games there and other activities. Very limited connected trails for walking/running and what is available has very limited lighting when it gets dark. It is very difficult to walk/run around the city after it gets dark unless you bring a headlamp or flashlight - more street lighting would be fantastic! Check out other cities (West St Paul and Cottage Grove) nearby for how they light their roads and how they handle youth sports, trails, etc. MUCH better!

PLANNED APPEARANCE Comments

1	A community beach that allows dogs would be great!
2	A lot of empty commercial buildings built, but empty still in the last few years. Apparently many small partnerships and single owners are leaving.
3	A mishmash of unfinished projects and now empty stores!! Wish that was a focus. How about a family entertainment district by the theater , go carts, water park, mini golf
4	As the community grows I think a few additional service which other cities offer would service the community well and keep us competitive with surrounding communities. Local food waste composting collection sites; the Dakota Co. provided sites are nice, but IGH should have their own or our sanitation haulers should be encouraged to provide curbside pickup. A community yard waste recycling site would also be a benefit to residence, where yard waste could be dropped off throughout the summer at no charge. Gertens is getting very expensive to drop off yard waste and sanitation haulers curbside is the same if you have large quantities. The city could benefit as well by using the composted waste for community gardens, tree plantings and the like.
5	As with every city, the council approves whatever is presented to them. The retail development on Concord and Cahill was built without regard to the lack of residential development and redundant retail. Walmart is the only attraction for residents down at that end of town. Same holds true with the Target development.
6	Business are failing and closing in new areas. Based on my experience with the area I would blame it on poor planning and the lack of access to the businesses. The traffic is low, yet you cannot get in and out of the new business areas due to the poor design.
7	Business District near Broderick and Concord could be developed more. Maybe a Perkins in the place of Ruby Tuesday.
8	City does not keep up on infrastructure. This decreases property values and makes it less appealing for the people who you would actually want to move to your city. The train noise on Concord and infrastructure/Roads are major issues.
9	City focuses too much on complying with Met Council's ridiculous regulations (it's an unelected taxing authority that should have no control over our lives!). The city's zoning needs to be revisited and the rural character of this city needs to be preserved (or what's left of it now that we have a million multifamily dwellings and a lot more crime that goes with that!!!) IGH should band together with other like minded cities to kick Met Council to the curb!
10	City is not responsive to new development!
11	City planning has not been good. Would like to know and understand why we lack restaurants and businesses on Broderick and Concord.
12	City seems prone to replication of service businesses. Multiple Walgreens, multiple McDonalds etc. Sections of the city appear abandoned and without purpose or long term thought by the planners. Not appealing or enticing someone to want to live in this city
13	Commercial development is needed. We need more higher caliber retail space. IGH can't afford to be rural or a bedroom community any longer.
14	Concerned with the amount of empty store fronts. Lack of quality grocery stores
15	Concord is dumpy
16	Everything is all over the place from one end to the other. Concord is why the town is here but The city has forgotten about it for way too long.
17	Far too many empty buildings.
18	Haha - hard to believe there was planning done! The 'downtown' area along Cahill is a total kluge of some business with houses sprinkled in between! Retail selection is in general poor, but with Eagan and WSP so close that's where my family goes.
19	I have lived in the city for 15 years, and the city has consistently lost retail - Rainbow, Walgreens, Ruby Tuesdays, Auto parts store, the bank across from Rainbow, and others, with no apparent success at generating a better city plan. What is being done? This is the biggest issue facing this city and its time for a major change and not excuses. We need new leadership and new ideas and new people in the planning commission with detailed, time sensitive plans for how they will get results.
20	I know there are a lot of complaints about the old rainbow and the strip mall by target. I like the small town feel. I don't want lots of stores making more traffic. Plus I'm so glad about the roundabouts you have no idea! Please put one on 70th and 52, cars pull out there a lot.

PLANNED APPEARANCE Comments

21	I know there are some studies going on but need to mix in more medium and higher density residential to attract more businesses and increase the offerings in the city. People in the wealthier neighborhoods need to know that in order to support bringing in more business we need more apartment and condo housing. There is a shortage of it anyway so let's get something going. Also do not sell of park land to businesses. Leave the parks alone.
22	I love that the community is focused on maintaining a beautiful and natural environment while also trying to develop some key business areas
23	I think we need to find a way to have more affordable housing options and apartments without ruining our lovely parks etc
24	I was disappointed that the offer to build luxury apartments was voted down. It would have helped our tax base and it was a good location. Now the land sits empty, our city lost a lot of tax revenue and financing for park and rec projects. It may have helped the Target and new restaurants survive as well.
25	I was very excited to get the Target off Hwy 55. It is disappointing that the strip mall located there does not have more than a couple of tenants or that the rest of the land has not been developed. Would have liked to see all of that done at one time. Maybe if another large retailer came in the strip mall would fill?
26	I wish there was some more beauty along the riverfront, although the swing park is a great addition. It would be nice to have more restaurants, but that's probably supply/demand.
27	If it were not for Rich Valley, my opinion on this would have been lower. No central city is also an issue, and the inability to get the Target area and area by Walmart to develop is a problem.
28	IGH is not business friendly. I chose to locate my business office of 50 in Eagan. More commercial and industrial business is needed. There is more than enough open land and parks. Attract tax paying business and residential so roads and street improvements can be funded.
29	IGH lacks a center and a soul.
30	In my opinion, our City is very poorly planned. We do not have opportunities for living for those of us who are empty nesters and have the means to purchase a mid to upscale villa or townhome. Our only option is to move outside of the city for this. The same goes for dining. There is nowhere to meet with friends or take out of town guests for a nice, sit down dinner or even a farm to table cafe experience, so we leave town for this. Shopping is nonexistent, and there is nowhere to walk along or enjoy the river like there is in St Paul for example.
31	In my opinion, this is the area that requires the most attention.
32	Is there planning? It seems like a free for all in building new gigantic houses for more revenue. The road system "plan" is being stressed by all the new people moving into these new areas being built out. Are there any efforts to retain and restore land for more parks or even a prairie? The overall city layout is poorly planned out including the retail areas. We usually go to Eagan on West Saint Paul to shop as Inver Grove retail areas are horrible.
33	It appears to me that things are done in a patchwork fashion and not fully thought out. I feel there could have been better planning around the Target area. Such as instead of all the housing, perhaps the area could have been used to create a large business area with multiple businesses in one area instead of scattered all over in bit and pieces here and there.
34	It seems like the city chases development vs. attracts development. Thus many times the city is not developing according to plan.
35	It seems that most business can't make a go in this town. Why? (NAPA Auto, Papa Murphy's, ...) No new stores are not willing to come. Why?
36	It would be great if the area on Concord could maintain a attract small businesses. Same goes for area by Target.
37	It would be nice to have a few more businesses come and stay in IGH. I find myself often going to Woodbury , Eagan, or WSP for certain things, mainly restaurants.
38	It would be nice to have more business in all of these empty storefront. And a park within walking distance of my home.
39	It would be nice to have more businesses and fewer empty commercial buildings in the Arbor Point and Argenta Hills developments.
40	It's disappointing the number of empty buildings. repeat businesses, such as numerous self storage buildings that are being built. As well as the layouts of a couple of the business sections (where A&W currently sits) and the Target store location.

PLANNED APPEARANCE Comments

41	It's a beautiful city. While people complain about not having one central food/shopping district (Robert Street, Woodbury, Egan) we like it the way it is. Easy to get through the city, not a lot of stop lights or traffic. If people want all the other stuff, move to those towns!
42	It's a great city to live in!
43	Lack of good city planning and community development. Projects are started and nothing is ever done.
44	Long to answer and very opinionated.
45	Lots of empty retail buildings.
46	Lots of unmaintained and or empty commercial buildings sitting vacant. The city community center marquee sign no longer appears to work. Celts pub appears to be a health and safety issue. General appearance around concord tends to look shabby- especially around the river area;however, this area could have a lot of potential for community and local business. Lots of graffiti and dumped debris/trash being dumped and not being picked up.
47	Must shop and eat out in other cities
48	My biggest beef is the tearing down of Village Square. We had great shops ALL in one place, not scattered all over. To me there are way to many places to eat and not enough high quality shops. It bugs me we have to drive to other communities to get things we need, giving them the tax money we could be using. The design of the shops by Target off Robert street is just so dumb. Who, especially in the winter time wants to park in the back of the shops and have to walk around several buildings to get into the store. It's no wonder no one wants to rent them.
49	Need more affordable housing, more multi-family housing, more apartments, rentals, condos - workforce and lifecycle housing.
50	Need more affordable single family homes and less senior living. Affordable meaning 100k to 300k. 350k + are not affordable to most people
51	Need more grocery stores-full service and more products. Need clothing stores, etc. I shop out of the city nearly all the time
52	Need more restaurants
53	Need to attract more businesses and restaurants
54	Need to attract more businesses and restaurants. Overall we live very happily here.
55	Need to find ways to bring more residents and keep the residents that we have to live and shop and eat in town.
56	New residential developments are attractive, but too dense. Master planning efforts may encroach on individual property rights.
57	Not as good as Egan where I worked for many years
58	Not enough affordable housing, building townhomes that only upper income can afford.
59	Not sure what happened over by Walmart, but what a HORRIBLE design!!!
60	Our downtown doesn't work now and will not in the future. It seems like each year we go out of our town for more servives.
61	Poor commercial development. For example Target on Argenta poorly planned
62	Several homes on 80th & Cloman & 81st are looking run down. I have contacted the City.
63	Stores too spread apart
64	Such poor planning in this area, tooooooo many areas not used development was poorly done
65	The cities layout for commercial design is not very good.
66	The city could benefit from more stable and/or proven commerce ie. more bigger businesses, restaurant franchises, retailers, etc. to provide for stable economics growth and sustainability and then intersperse smaller/more specialized businesses that would do well with the anchoring large businesses. I also feel we would do well to develop more of the vacant lots and buildings throughout town commercially, as well as redevelop the Concord Village area, and most importantly, the areas of Inver Grove Heights which are adjacent or in close proximity to the Vikings practice facility near our northwest border.
67	The city didn't plan adequate sewer so our neighborhood depends on Egan. Poor planning on the city's part for future development. South metro needs an West/East highway and Cliff Road is becoming a highly traveled road for large trucks.
68	The city needs a compost site where residents can dispose of their tree leaves during the month of October and November.

PLANNED APPEARANCE Comments

69	The City needs to do a better job with retail and restaurants. Plenty of developable space, but sorely lacking in those two areas.
70	The commercial property/ retail set up within the city is extremely poor. I can think of five areas that are set up with these properties. Their are to many and they are too spread out. They need to be consolidated to generate other businesses to that area instead businesses closing and residents purchasing items in other cities.
71	The council is known in the commercial real estate sector as difficult to deal with. In order to attract business which will also attract retail, IGH needs to be a pro business city.
72	The IGH "downtown" at Cahill/65th and the Concord/Hwy 52 intersection needs more unique attractions - boutique retail, higher end restaurant, gift shop, art studio, etc. The Cahill/65th area needs more trees and attractive green space and less pavement. We also need sound barrier walls on the East side of 52 near Concord. Because of the elevation of the freeway, the traffic noise echoes across Arbor Pt golf course and can be heard on some walking trails all the way east of Cahill (near College Trail).
73	The layout of the city is bad, no central shopping areas, only 1 grocery store is bad in a city of our size. Planning on the new Target area is horrible that so many buildings are empty and who wants to drive over there when it's only Target and nothing else around it. Everything is spread out. Too many empty buildings where businesses have close, left strip malls.
74	The numerous empty retail spaces has regularly been visible in all years we lived here. City does not seem to improve in this area. Too few retail options in our area that majority of residents have to go outside city for goods and services. Doesn't intice others to visit or move to our area as we have nothing but residential options. Many rental areas are not maintained and take away from our neighborhoods.
75	The thing that bothers me the most in IGH is all the empty businesses and strip malls. We need that business for our tax structure and it looks bad to have so many empty buildings. I watch Eagan and Woodbury building and providing shopping food and entertainment successfully and I just see IGH losing more and more. I would love some new coffee shops, a nice restaurant/brewery and more shopping. It seems like we have missed a lot of opportunities.
76	There are not enough retail stores/restaurants and TOO MANY empty store fronts
77	There are too many vacant commercial buildings (i.e. the complex by Target). For a city of IGH's size, I find it embarrassing that we have so many vacant buildings. Why is that?
78	This "city" is an example of a community that is kept behind walls that have large KEEP OUT signs on it. Business investment in Inver Grove is rock bottom. The only investment in the community is housing. People's own money. Not business money. Inver Grove is an Economic Disaster Area. And people like it that way.
79	To many downtown's created over the years, house planned where business should have been.
80	Too many empty buildings in the city. Arbor Pointe area has so many vacant buildings that just sit unoccupied and the city seems okay with that to collect the taxes. Too many residential areas and not enough industrial or commercial. Other cities have been able to attract groups to fill vacant buildings as the economy has improved, but yet IGH does not.
81	Too many empty business fronts
82	Too many empty offices and buildings looking for renters/owners. I do my shopping in another city.
83	Too many empty storefronts. Not enough desirable restaurants with patios and entertainment. City structures ugly in comparison to Eagan, woodbury.
84	Too many empty stores
85	Very disappointed about all the empty retail space. More should be done to bring viable businesses to IGH to fill the empty buildings.
86	way too many storefronts sitting empty all over IGH! No real idea of planning here is there?
87	Way too many vacant commercial space. The concord/Cahill area is an eye sore and cannot keep or get business. The city should give incentives to businesses. Also the area by Target that is 90% vacant. Such a disappointment! Make it easier for businesses to come into IGH.

PLANNED APPEARANCE Comments

88	We can't you access the A&W and businesses in that area from Cahill Ave? Why do you have to drive around to Broderick (if coming from the south)? This was really lousy planning. I think that's one of the reasons Walgreen's and Ruby Tuesday's are both closed -- they are businesses that are really hard to reach. By the way, when are those two places going to have businesses in them again? I'm also shocked that the new housing developments right near 70th and Argenta have NO ONSTREET PARKING. They are the skinniest streets I've driven on and entirely without the ability to park, other than on someone's driveway or illegally in the street. Please STOP approving such stupid plans. Street parking is a must. If you don't want people parking on the streets at night, that is doable. But to drop by a friend or family member's house, and not be able to park? You must be kidding. This is Inver Grove Heights, not St. Paul. People live out here for a suburban lifestyle, which means not scrambling for parking.
89	We have a number of longtime unoccupied business spaces
90	We moved to Inver Grove as oppsed to a Woodbury for more green space and larger lots. Since we have moved here it has been constant development of 400k+ homes with no yards. Hopefully we can retain some green space to avoid being another woodbury as that is the charm of this suburb.
91	We need a dog park
92	We need a park. There is a large open lot along Argenta near Target. There has been no real consideration of the city developing it into a park. Rather the owner, Mcgough is attempting to have the space rezoned for residential. Which as a neighborhood, we are against.
93	We need an official "downtown" with a variety of stores. Walmart should be allowed to have a full grocery store. The area around Target needs developing. It needs more traffic and the offices need to be filled!!
94	We need more big retail and nice places to eat out. We don't need more fast food or rental properties or townhouses.
95	We need more businesses in IGH. Too many empty buildings.
96	We need more housing for those just starting out, since not everyone can afford homes that start at \$450k. Also, City needs to put more enforcement into maintenance of absentee owned rental properties. And also find a way to supply affordable senior housing options that give preference the local seniors ready or needing to move out of their houses and wanting to stay in IGH.
97	We need more single family homes and town homes.
98	We need to put a limit on all of the new residential single and multi-family housing that's going up. There has been too much land that has been developed over the past two years, and I think it is ruining what I like best about Inver Grove...its wide open green spaces. I have really enjoyed the Salem Hills mountain bike and hiking trail and it looks like it is being developed. What a shame.
99	We seem to be adding residential, but we can't attract and keep business. There are so many empty stores, and we don't really have any large employers. They are all in Eagan instead.
100	What is code? Promote IGH as rural or city? NO plan to follow and city ordinances are not enforced, if they are it takes forever to follow through.
101	Would like more eating establishment, not fast food. Going outside of Inver Grove to eat... It's not bringing money into the community.
102	would like more stores/ food options. Bakery, bagels. No more senior centers... try to bring in younger people Keep out the group homes w/ sex offenders! this is not going to help you bring in new people. Change the policies so that these types of group homes can not come to our community. Regular group homes for disadvantaged/ handicapped people are fine. Not people who are ex cons! I will not recommend my neighborhood to others because of this! IGH used to be a nice place.. I don't feel like that anymore.
103	Would like to see more shops and quality restaurants
104	Would love to see more trail expansion
105	Would strongly like to see the existing city property north of Lions Park to be kept as woods and not developed.

CUSTOMER SERVICE Comments

1	Always feel safe
2	Building inspectors are very bad!
3	Building permit process is not friendly to homeowners and has effectively constrained me from using my property to its full zoned potential. Interactions were well handled, but process they are responsible for managing is only effective for large developers.
4	But Council appears to be too quick to accept whatever plans developers bring them, even when it means changing our official plans , probably because they're so desperate to pay the bills for uncontrolled growth again not following plans.
5	City needs to be more easier to work with when doing business with small businesses in the town.
6	City staff is good to work with, the exception is the inspections department, very difficult o work with.
7	Even when they're crazy busy!
8	Except I think the run-off tax is a rip off
9	Friendly staff. The Grove front desk staff is awesome.
10	Good
11	Have contact the city on number of occasions re: snow removal and have not been responded to in a helpful manner. They do not respond to the concern and just say "this is how the route is" without trying to assist or direct me to the appropriate team.
12	Have not had to call regarding needed services.
13	I addressed our concerns about this in previous questions.
14	I have never had a problem. I don't remember the last contact with city staff.
15	██████████ everyone who works with ██████ would enjoy their jobs much more
16	Interacting with ██████ ██████████ has been medium nightmare-ish. Otherwise I have been very happy with city officials.
17	Interactions with Police dept have always been excellent for us. Fire dept folks that came to our block party were wonderful as well.
18	Many seem to convey a superior attiywhrn dealing with them on the phone or in person...not like 40 years ago. Back then I was in my 20s and was treated nicer than today.
19	Most of the time it is okay. When suggesting things or when trying to apply for a commission seat, felt discriminated against based on age. It feels as though if you are older 50+, then your opinion matters. Families with kids do not seem to have as much voice in the city.
20	██████████ with the ██████████ Department has been helpful when I have had questions. I was not happy in dealing with Officer ██████████ of the Police Department, as ██████ was not very helpful at all with the situation.
21	Not a fan of present council or leaders in IGH. Living in IGH for over 50 years and very disappointed in the direction of the progression of the city of IGH. Looking at neighbors.. Rosemount and Eagan ... IGH is so far behind in development. IGH has very little to offer.. I would never support any decision of new people to move to IGH. We have a mess with empty store fronts and vision of what IGH represents.. ARE WE RURAL?
22	Please make sure every single employee identifies him or herself BY NAME over the phone when I call. I should NOT have to ask city employees, who are paid from tax dollars, what their names are. This is a common courtesy and polite as well.
23	Police need more mental health awareness.
24	Rating applies to the inaction of ██████████.
25	Some of the front desk staff seem to not understand that being professional extends to their wardrobe. Please stop ██████████ ██████████
26	Some staff do not know current scheduling on various municipal items.
27	Supposedly this is a point of emphasis for city staff but it's going to take a really long time to implement. Should have been addressed years ago.
28	The Planning/Zoning department is inconsistent in the information they provide. Their wrong information cost us thousands of dollars unnecessarily! The building inspectors are downright rude and provide conflicting information (talking to the neighbors and contractors in the area, this is a well known fact). Everyone we've dealt with in the police department have been wonderful They are friendly and very helpful!
29	This is at the Grove.

CUSTOMER SERVICE Comments

30	Unless your a non minority or rich!
31	Unwarranted surprise inspection of my landscaping? Come on, not a code issue.
32	Very difficult to get phone calls through to police department. Phone system is difficult to use.
33	We had to call 4 times to finish a house inspection after a siding & window project. We shouldn't have to wait over 6 months and call to bug them to come inspect. Also called about an issue with city easement on our property that they worked on and it made a retaining wall cave in on our small drainage pond. RUDE! and no response after many calls.
34	We recently sold property to the city. It proved to be an unexpectedly stress free experience.
35	When we first moved here, we didn't get a timely response to questions about city services and trash removal. Similarly, city staff told us that dead trees in our boulevard were our responsibility. Our HOA has since been working with the city on this issue and now the city has agreed to take responsibility.

OVERALL SERVICES Comments

1	I am appreciative to [REDACTED] for [REDACTED] activity on the Mac . Airplanes have kicked back in with in the last two years and are flying lowers your noise pollution is an increasing concern for our peaceful rural area community. I hope that this continues to be addressed as well as added to the 5, 10 and 20 year plan of community advocacy. Many people don't want to live with airport noise and with the future growth potential in this area it would be great to see you this closely monitored
2	All of the empty store fronts are very disappointing and concerning.
3	City council should look to have a better representation on the city commissions - City should do more to survey and speak with residents, not just listening to who ever takes the time to contact them. Visit various groups around the city such as school PTOs, church groups, youth sport participants, park goers, etc. Make an effort to figure out what residents want and do something about it. The city population is aging and the city will not prosper in the future if we continue to do "status quo".
4	City staff and Council please take a look at how our City can become more walkable, beautiful, and well kept. So many of our areas look rundown and unkempt. In my neighborhood, the city owns a ponding basin that is adjacent to the Main Street. The boulevard and land around the basin is full of unsightly weeds, the "grass" is mowed infrequently, and the grass around the trees on the boulevard does not get trimmed. It is so unsightly. For 20 years numerous residents in our area have asked the city staff to improve the care of this area with no result. This area is along College Trail near Casey Court. Please do something to beautify this area.it would make a huge difference in the quality of our lives. Thank you
5	Council is aware and open with the residents of the City. [REDACTED] needs to better understand our residents.
6	Council must promote more businesses. Too many empty store fronts
7	Council needs to address empty retail spaces.
8	Council needs to more on top of best practices in planning and developing a City with more amenities, greater diversity of both housing options and stable offering of commercial diversity.
9	Do a good job with money I know every city has taxes that go up as long as we get good fire and police that is ok
10	Drive around and take a look. Pretty obvious where improvements can be made. Some of the roads are nearly half century old and who wants to live with a train in your back yard.
11	However, even though allowed by the state, IGH should find a way do discourage Dakota County Corrections from placing sex offenders into group homes in residential neighborhoods.
12	I am blown away by Dakota County services. The libraries and parks, the bike trails and walking trails, the wildlife and the opportunities... the amount and quality is amazing and I'm so glad I moved here.
13	I am not sure how the Staff and Council is informed about the needs of residents. This is the first time I have been asked for feedback in over 10 year.
14	I am worried about how the city will react when Rosemount tries to improve Akron to a 4-lane road. I worry that traffic will be diverted to Albavar. City needs to work with Rosemount to head this off.
15	I believe that most residents want more density to attract new retail development and better paying jobs. City staff and council is not doing enough to market the city, it's devopment opportunities, and because of this has ultimately put itself on an island as other neighboring communities continue to thrive.
16	I do not believe that our council and mayor are at all in touch. The whole Target development and Arbor Point are great examples of the incompetence. It is so wonderful that the council did not get its way and plow the golf course under for more houses! I really hope there is a new mayor soon.
17	I don't believe the City Council necessarily listen and understand what the residents want, but with this survey, maybe it's a start.
18	I don't honestly know where funds are spent but there needs to be more done to get some businesses in our city. We would rather shop local but I find myself going to WSP to Robert St. where there are several businesses I can hit in one trip in one area vs. going all over the place in IGH or having to run to WSP because we don't even have those businesses or another business where I could substitute an item just to buy local. Granted we don't want traffic jams and to be a Woodbury or Eagan but we really need to fill some of these empty leases & get some local business We need another grocery store for convenience, price comparison and competition.
19	I have had a challenging and sometimes difficult interaction with [REDACTED]. More cooperation and an attitude to serve would be appreciated.
20	I have lived here 6 years and this is the first survey I can recall where I've been asked my opinion on city services or planning. That's pretty sad. You should be more in touch with your residents and taxpayers.

OVERALL SERVICES Comments

21	I regularly watch the City Council proceedings. I have noticed that Council often seems to ignore the advice and expertise of their staff. That seems contrary to how the relationship should function. The staff is represented well by decades of experience and education; they know what they are doing. Council is elected to represent all the people that live in the city, not just their friends!
22	I think Inver Grove has the potential to be better...
23	I'd like to see more staff and the Administrators be residents
24	Inver Grove Heights seems to be a drive by city. There is not much reason for people to spend time in our city.
25	It has declined since we moved to IGH. The council persons just do what they want and they do not listen to what the residents want or need.
26	It is time for change in leadership. We need new people with new ideas.
27	Many parts of the city will end up with more rental housing which will be poorly maintain and result in many more issues for the city to deal with. The northwest growth considers themselves as part of Eagan. Without a vibrant business element we will not see residents continue to invest in their properties. A quick look to the communities to our south, east and west will show you what strong, healthy growth looks like.
28	Need to get more attentive of residents preferences!
29	Old Concord Blvd needs repaving!
30	PLEASE SEE AGAIN AND SERIOUSLY CONSIDER COMMENTS UNDER PARKS
31	Seems like the city is planning for IGH to become more of a "retired" community. There are many families with school age kids that would like a city that accommodates them.
32	Some changes need to happen in the council to bring our city forward into the 21st century for the reasons I mention above.
33	Stick to the Comprehensive Plan!
34	Still too new to the community to be aware of those areas
35	The council is not pro business and makes it difficult to do business in the community compared to other surrounding cities. Need a check list of things that need to be done to do business as far as licensing etc.
36	This is a double-barreled question - I do not approve of his funds are spent, but feel that staff are aware.
37	We need more transparency from the council. The city of WSP and other communities share projects or updates. We need news and notes on what may come, what is being discussed and so on. That apartment complex from McGough will be a failure. No way people are going to pay that much money to live out there. Will be vacant 10 years after building.
38	We really need to do something to attract more business to Inver Grove Heights. Seems like I have to leave to go to Eagan or Woodbury for everything
39	Were a good city, homes are getting old, maybe incentive to keep them nice. We need the empty stores filled!! Expand IGH days, bring rides! Love our fireworks, keep Cahill looking like a downtown.
40	What is this category even about? Services?? Like what? All I can think of is building permits.
41	Word on the street is that our council makes it too hard for businesses to compete in our city.