

DECISION RESOURCES, LTD.
3128 Dean Court
Minneapolis, Minnesota 55416

City of _____
Residential Survey
PROTOTYPE SURVEY

Hello, I'm _____ of Decision Resources, Ltd., a polling firm located in Minneapolis. We have been retained by the City of _____ to speak with a random sample of residents about issues facing the community. This survey is being conducted because the City Council and City Staff are interested in your opinions and suggestions about current and future city needs. I want to assure you that all individual responses will be held strictly confidential; only summaries of the entire sample will be reported.

1. Approximately how many years have you lived in _____?
- LESS THAN TWO YEARS.....1
 - TWO TO FIVE YEARS.....2
 - FIVE TO TEN YEARS.....3
 - TEN TO TWENTY YEARS.....4
 - 20 TO 30 YEARS.....5
 - OVER THIRTY YEARS.....6
 - DON'T KNOW/REFUSED.....7

~~2. As things now stand, how long in the future do you expect to live in _____?~~

- ~~LESS THAN TWO YEARS.....1~~
- ~~TWO TO FIVE YEARS.....2~~
- ~~FIVE TO TEN YEARS.....3~~
- ~~OVER TEN YEARS.....4~~
- ~~REST OF LIFE.....5~~
- ~~DON'T KNOW/REFUSED.....6~~

3. What do you like most, ~~if anything,~~ about living in _____?

4. What do you think is the most serious issue facing _____ today?

Comment [AD1]: Ask this question further into the survey.

5. How would you rate the quality of life in _____ -- excellent, good, only fair, or poor? EXCELLENT.....1
 GOOD.....2
 ONLY FAIR.....3
 POOR.....4
 DON'T KNOW/REFUSED.....5

~~6. Over the next five years or so, do you expect the quality of life in _____ to increase, decrease, or remain about the same? INCREASE.....1
 DECREASE.....2
 REMAIN ABOUT SAME.....3
 DON'T KNOW/REFUSED.....4~~

~~IF "INCREASE" OR "DECREASE," ASK:~~

~~7. Could you tell me one or two reasons why you feel that way?~~

~~8. Which of the following two statements comes closer to your feelings: STATEMENT A.....1
 STATEMENT B.....2
 BOTH OF ABOVE.....3
 (A) I call _____ NEITHER.....4
 "home." DON'T KNOW/REFUSED.....5
 (B) _____ is just a
 place to live; I'd be just as
 happy elsewhere.~~

9. How would you rate the strength of community identity and the sense of neighborliness in _____ -- excellent, good, only fair or poor? EXCELLENT.....1
 GOOD.....2
 ONLY FAIR.....3
 POOR.....4
 DON'T KNOW/REFUSED.....5

~~10. To which of the following do you feel a closer connection to: STATEMENT A.....1
 STATEMENT B.....2
 A) The City of _____ as a whole, STATEMENT C.....3
 NONE OF ABOVE.....4
 B) Your neighborhood, or DON'T KNOW/REFUSED.....5
 C) Your school district?~~

11. All in all, do you think things in _____ are generally headed in the right direction, or do you feel things are off on the wrong track? RIGHT DIRECTION.....1
 WRONG TRACK.....2
 DON'T KNOW/REFUSED.....3

Comment [AD2]: Discussion about using a different word ?

~~I would like to read you a list of characteristics of a community. For each one, please tell me if you think _____ currently has too many or too much, too few or too little, or about the right amount.~~

~~MANY FEW/ ABOUT D.K./
MUCH LITT RIGHT REF.~~

12. affordable housing, defined by the Metropolitan Council as a single family home costing less than \$_____?	1	2	3	4
13. affordable rental units?	1	2	3	4
14. luxury rental units?	1	2	3	4
15. condominiums?	1	2	3	4
16. townhouses?	1	2	3	4
17. starter homes for young families?	1	2	3	4
18. "move up" housing?	1	2	3	4
19. higher cost housing?	1	2	3	4
20. senior housing?	1	2	3	4
21. parks and open spaces?	1	2	3	4
22. trails and bikeways?	1	2	3	4
23. service establishments?	1	2	3	4
24. retail shopping opportunities?	1	2	3	4
25. entertainment establishments?	1	2	3	4
26. dining establishments?	1	2	3	4
27. day care opportunities?	1	2	3	4

Property tax revenues are divided among the City of _____, _____ County, and your local public school district. _____

28. For each dollar of the property taxes you pay, about what percentage do you think goes to city government? (READ #1-#6)	TEN PERCENT OR LESS.....1
	11 TO 20 PERCENT.....2
	21 TO 30 PERCENT.....3
	31 TO 40 PERCENT.....4
	41 TO 50 PERCENT.....5
	OVER 50 PERCENT.....6
	DON'T KNOW/REFUSED.....7
29. Do you consider the city portion of your property taxes to be very high, somewhat high, about average, somewhat low, or very low in comparison with neighboring cities?	VERY HIGH.....1
	SOMEWHAT HIGH.....2
	ABOUT AVERAGE.....3
	SOMEWHAT LOW.....4
	VERY LOW.....5
	DON'T KNOW/REFUSED.....6

Comment [AD3]: Rather than asking these 16 questions, instead ask something like "What type of business would you most like to see in Ramsey?" Or a similar open-ended question.

Comment [AD4]: The city's share of 2011 property taxes is \$.358 per the dollar for Anoka School District and \$.304 for Elk River School District.

In 20~~10~~19, the actual percentage of your property taxes going to the City of _____ was thirty eight ~~twenty~~ percent.

30. Would you favor or oppose an increase in YOUR city property tax if it were needed to maintain city services at their current level? FAVOR.....1
 OPPOSE.....2
 DON'T KNOW/REFUSED.....3
31. And, would you favor or oppose an increase in YOUR city property tax if it were used to improve and enhance current city services? FAVOR.....1
 OPPOSE.....2
 DON'T KNOW/REFUSED.....3
32. When you consider the property taxes you pay and the quality of city services you receive, would you rate the general value of city services as excellent, good, only fair, or poor? EXCELLENT.....1
 GOOD.....2
 ONLY FAIR.....3
 POOR.....4
 DON'T KNOW/REFUSED.....5

I would like to read you a list of a few city services. For each one, please tell me whether you would rate the quality of the service as excellent, good, only fair, or poor? (ROTATE)

	EXCL	GOOD	FAIR	POOR	DK/R
33. Police protection?	1	2	3	4	5
<u>33A. Crime Prevention?</u>					
34. Fire protection?	1	2	3	4	5
35. Recycling and brush pick-up?	1	2	3	4	5
36. Storm drainage and flood control?	1	2	3	4	5
37. Park maintenance?	1	2	3	4	5
38. <u>City sponsored Recreational programs?</u>	1	2	3	4	5
39. Animal control?	1	2	3	4	5

Now, for the next three city services, please consider only their job on city-maintained street and roads. That means excluding interstate highways, state and county roads that are taken care of by other levels of government. Hence, Interstate ____, Highway ____, Highway ____, County Road ____ or _____, should not be considered. How would you rate

	EXCL	GOOD	FAIR	POOR	DK/R
40. City street repair and maintenance?	1	2	3	4	5

41. Snow plowing city roads? 1 2 3
4 5

42. Street lighting? 1 2 3 4 5

Now, I would like to re-read you that list of city services. For each one, please tell me if you consider it be an essential city service, a very important city service, a somewhat important city service, or not a very important service at all.

ESS VRI SMI NVI DKR

43. Police protection? 1 2 3 4 5

43A. Crime Prevention?

44. Fire protection? 1 2 3 4 5

~~45. Recycling and brush pick-up? 1 2 3 4 5~~

~~46. Storm drainage and flood control? 1 2 3 4 5~~

47. Park maintenance? 1 2 3 4 5

48. ~~City sponsored r~~Recreational programs? 1 2 3 4 5

~~49. Animal control? 1 2 3 4 5~~

50. City street repair and maintenance? 1 2 3 4 5

51. Snow plowing city roads? 1 2 3
4 5

52. Street lighting? 1 2 3 4 5

Now, for the final time I am going to read the list of city services. Given the current economic and financial environment, the city may have to make some additional tough choices in the next couple of years with respect to scaling back or eliminating certain city services. For each of the following please tell me if you would support an increase in funding for the service, keep the funding for the service at its current level, make cuts in the funding for the service, or eliminate funding for the service. (ROTATE)

INC CUR ELM CUT DKR

53. Police protection? 1 2 3 4 5

53A. Crime Prevention?

54. Fire protection? 1 2 3 4 5

~~55. Recycling and brush pick-up? 1 2 3 4 5~~

~~56. Storm drainage and flood control? 1 2 3 4 5~~

57. Park maintenance? 1 2 3 4 5

58. ~~City sponsored r~~Recreational programs? 1 2 3 4 5

59. Animal control?	1	2	3	4	5
60. City street repair and maintenance?	1	2	3	4	5
61. Snow plowing <u>local roads</u> ?			1	2	3
4	5				
62. Street lighting?	1	2	3	4	5

Thinking about another topic....

63. Are there areas in the City of _____ where you do not feel safe?
 YES.....1
 NO.....2
 DON'T KNOW/REFUSED.....3

IF "YES," ASK:

64. In which areas do you not feel safe?

65. What would make you feel more safe?

66. Do you feel safe in your immediate neighborhood walking alone at night?
 YES.....1
 NO2
 DON'T KNOW/REFUSED.....3

67. Do you generally feel safe in your home?
 YES.....1
 NO2
 DON'T KNOW/REFUSED.....3

68. How would you rate the amount of police patrolling in your neighborhood -- too much, about the right amount or not enough?
 TOO MUCH.....1
 ABOUT RIGHT AMOUNT.....2
 NOT ENOUGH.....3
 DON'T KNOW/REFUSED.....4

69. How would you rate the amount of traffic enforcement by the police in your neighborhood -- too much, about right amount or not enough?
 TOO MUCH.....1
 ABOUT RIGHT AMOUNT.....2
 NOT ENOUGH.....3
 DON'T KNOW/REFUSED.....4

70. How serious of a problem is traffic speeding in your neighborhood -- very serious, somewhat serious, not too serious, or not at all serious?
 VERY SERIOUS.....1
 SOMEWHAT SERIOUS.....2
 NOT TOO SERIOUS.....3
 NOT AT ALL SERIOUS.....4
 DON'T KNOW/REFUSED.....5

71. And, how serious of a problem are stop sign violations in your neighborhood -- very serious, somewhat serious, not too serious, or not at all serious? VERY SERIOUS.....1
 SOMEWHAT SERIOUS.....2
 NOT TOO SERIOUS.....3
 NOT AT ALL SERIOUS.....4
 DON'T KNOW/REFUSED.....5

72. Please tell me which one you consider to be the greatest concern in _____? If you feel that none of these problems are serious in _____, just say so.

Violent crime.....0
 Traffic speeding.....1
 Drugs.....2
 Youth crimes and vandalism.....3
 Identity theft.....4
 Business crimes, such as shoplifting and check fraud.....5
 Residential crimes, such as burglary, and theft.....6
 ALL EQUALLY.....7
 NONE OF THE ABOVE.....8
 DON'T KNOW/REFUSED.....9

Comment [AD5]: PD to replace these ten questions with seven new questions.

Continuing....

The _____ park system is composed of larger community parks and smaller neighborhood parks, trails, and community ballfields. Of these facilities, which have you or members of your household used during the past year?

Comment [AD6]: Reword...add farmers market and replace community ball fields with athletic fields, etc.

	YES	NO	DKR
73. Larger community parks?	1	2	3
73A. <u>Farmers market?</u>			
74. Smaller neighborhood parks?	1	2	3
75. Trails?	1	2	3
76. <u>Athletic fields?Community ballfields?</u>			1
2 3			

77. In general, do you feel that existing recreational facilities offered by the City meet the needs of you and members of your household? YES.....1
 NO2
 DON'T KNOW/REFUSED.....3

IF "NO," ASK:

78. What additional recreational facilities would you like to see the City offer its residents?

78A. Add a water access question—e.g. how do you feel about the ease of water access?

79. Have you or members of your household participated in any City park and recreation programs? YES.....1
NO.....2
DON'T KNOW/REFUSED.....3

Comment [AD7]: in the City of Ramsey

IF "YES," ASK:

80. Which ones?

~~81. Were you satisfied or dissatisfied with your experience? SATISFIED.....1
DISSATISFIED.....2
DON'T KNOW/REFUSED.....3~~

82. Does the current mix of City park and recreation programming meet the needs of your household? YES.....1
NO.....2
DON'T KNOW/REFUSED.....3

Comment [AD8]: in city parks

IF "NO," ASK:

83. What program(s) do you feel are lacking?

84. Do you or members of your household currently leave the city for park and recreation facilities or activities? (IF "YES," ASK:) What would that be?

Moving on....

~~85. Do you leave the City of _____ YES.....1~~

~~_____ on a regular or daily NO.....2~~
~~basis to go to work? NOT EMPLOYED/RETIRED....3~~
~~_____ DON'T KNOW/REFUSED.....4~~

~~IF "YES," ASK:~~

~~86. In what city is your job located?~~

~~87. How many minutes does it take FIVE MINUTES OR LESS....1~~
~~you to get to work? SIX TO TEN MINUTES.....2~~
~~_____ 11 TO 15 MINUTES.....3~~
~~_____ 16 TO 20 MINUTES.....4~~
~~_____ 21 TO 25 MINUTES.....5~~
~~_____ 26 TO 30 MINUTES.....6~~
~~_____ OVER 30 MINUTES.....7~~
~~_____ DON'T KNOW/REFUSED.....8~~

~~88. How would you rate the ease EXCELLENT.....1~~
~~of getting to and from work GOOD.....2~~
~~-- excellent, good, only fair ONLY FAIR.....3~~
~~or poor? POOR.....4~~
~~_____ DON'T KNOW/REFUSED.....5~~

89. How would you rate the ease of EXCELLENT.....1
getting from place to place within GOOD.....2
the City of _____ -- ex- ONLY FAIR.....3
cellent, good, only fair or poor? POOR.....4
DON'T KNOW/REFUSED.....5

Changing topics....

90. ~~Other than voting, As a resident,~~ do you feel
YES.....1
that if you wanted to, you ~~could~~ NO2
have a say about the way the City DON'T KNOW/REFUSED.....3
of _____ runs things?

~~91. How much do you feel you know A GREAT DEAL.....1~~
~~about the work of the Mayor and A FAIR AMOUNT.....2~~
~~City Council -- a great deal, a VERY LITTLE.....3~~
~~fair amount, very little, or none NONE AT ALL.....4~~
~~at all? DON'T KNOW/REFUSED.....5~~

~~92. From what you know, do you approve STRONGLY APPROVE.....1
or disapprove of the job the Mayor APPROVE.....2
and City Council are doing? (WAIT DISAPPROVE.....3
FOR RESPONSE) And do you feel STRONGLY DISAPPROVE.....4
strongly that way? DON'T KNOW/REFUSED.....5~~

93. How much first hand contact have QUITE A LOT.....1
you had with the _____ SOME.....2
City staff -- quite a lot, some, VERY LITTLE.....3
very little, or none? NONE.....4
DON'T KNOW/REFUSED.....5

94. From what you have heard or seen, EXCELLENT.....1
how would you rate the job per- GOOD.....2
formance of the _____ ONLY FAIR.....3
City staff -- excellent, good, POOR.....4
only fair, or poor? DON'T KNOW/REFUSED.....5

95. During the past year, have you YES.....1
contacted _____ City Hall? NO.....2
DON'T KNOW/REFUSED.....3

IF "YES," ASK:

96. On your last telephone call POLICE DEPARTMENT.....1
or visit, which Department FIRE DEPARTMENT.....2
did you contact -- the Police PUBLIC WORKS.....3
Department, Fire Department, ~~ICE CENTER.....4~~
Public Works, ~~Ice Center,~~ HOUSING OFFICE.....5
~~Housing office,~~ Park and Rec- PARKS AND REC.....6
reation, Building Inspec- BUILDING INSPECT.....7
tions, Engineering, Planning, ENGINEERING.....8
Administration, ~~the Asses- PLANNING.....9~~
~~sor's Office,~~ the Finance ADMINISTRATION.....10
Department, or the General ASSESSOR'S OFFICE.....11
Information Desk reception- FINANCE DEPT.....12
ist? GENERAL INFORMATION...13
DON'T KNOW/REFUSED.....14

Comment [AD9]: add Community Development

Thinking about your last contact with the City, for each of the following characteristics, please rate the service as excellent, good, only fair, or poor....

EXC GOO FAI POO DKR
~~97. Waiting time for the reception- 1 2 3 4 5
ist to help you?~~

98. Courtesy of city staff? 1 2 3 4 5
 99. Ease of obtaining the service you needed? 1 2 3 4 5

99A. Were your needs met/was your problem or concern resolved?

Moving on.....

100. What is your principal source of information about _____
 _____ City Government and its activities?

101. How would you prefer to receive information about _____
 _____ City Government and its activities?

102. During the past year, did you receive the " _____, " the City's monthly news-
 letter? YES.....1
 NO2
 DON'T KNOW/REFUSED.....3

Comment [AD10]: "Ramsey Resident"...bi-monthly newsletter

IF "YES," ASK:

103. Do you or any members of your household regularly read it? YES.....1
 NO2
 DON'T KNOW/REFUSED.....3

~~104. Do you sometimes clip the entire page or a specific article for future reference, or do you throw it away or recycle after you have read it?~~ ~~SOMETIMES CLIP.....1~~
~~THROW AWAY/RECYCLE.....2~~
~~BOTH.....3~~
~~DON'T KNOW/REFUSED.....4~~

~~105. Does your household currently subscribe to cable television?~~ YES.....1
~~NO2~~
~~DON'T KNOW/REFUSED.....3~~

IF "YES," ASK:

106. How often during the past FREQUENTLY.....1

year have you watched _____ OCCASIONALLY.....2
 _____ City Council Meeting RARELY.....3
 telecasts on Channel -- NEVER.....4
 frequently, occasionally, DON'T KNOW/REFUSED.....5
 rarely or never?

Comment [AD11]: How often during the past
 year have you watched QCTV Channel 16 cable
 telecasts of City Council meetings?

~~107. Do you have access to the Internet HOME ONLY.....1~~
~~at home? (WAIT FOR RESPONSE) Do WORK ONLY.....2~~
~~you have access to the Internet BOTH.....3~~
~~at work? NEITHER.....4~~
~~.....5~~
~~DON'T KNOW/REFUSED.....5~~

~~IF "YES," ASK:~~

108. Have you accessed the City's website? YES.....1
NO.....2
DON'T KNOW/REFUSED.....3
DON'T HAVE INTERNET

IF "YES," ASK:

109. Were you able to find what you were looking for? YES.....1
NO.....2
DON'T KNOW/REFUSED.....3

110. What information would you like to see on the City of _____'s web site?

Now, just a few more questions for demographic purposes....

Could you please tell me how many people in each of the following age groups live in your household.

111. Persons 65 or over? NONE.....1
ONE.....2
TWO OR MORE.....3

112. Adults under 65? NONE.....1
ONE.....2
TWO.....3
THREE OR MORE.....4

113. School-aged children and pre-schoolers? NONE.....1
ONE.....2
TWO.....3
THREE OR MORE.....4

114. Do you own or rent your present residence? OWN.....1
RENT.....2
REFUSED.....3

115. What is your age, please?	18-24.....1
(READ CATEGORIES, IF NEEDED)	25-34.....2
	35-44.....3
	45-54.....4
	55-64.....5
	65 AND OVER.....6

And now, for one final question, keeping in mind that your answers are held strictly confidential....

116. Is your pre-tax yearly household income over or under \$75,000?	UNDER \$50,000.....1
IF "OVER," ASK:	\$50,001-\$75,000.....2
Is it over \$100,000? (IF "YES,"	\$75,001-\$100,000.....3
ASK:) Is it over \$125,000?	\$100,000-\$125,000.....4
IF "UNDER," ASK:	OVER \$125,000.....5
Is it under \$50,000?	DON'T KNOW/REFUSED.....6

117. Gender (DO NOT ASK)	MALE.....1
	FEMALE.....2

~~118. REGION OF CITY~~