

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?
- \_\_\_\_\_
- \_\_\_\_\_

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?

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

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:  
 A) The City of \_\_\_\_\_ as a whole,  
 B) Your neighborhood, or  
 C) Your school district?  
 STATEMENT A.....1  
 STATEMENT B.....2  
 STATEMENT C.....3  
 NONE OF ABOVE.....4  
 DON'T KNOW/REFUSED.....5

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

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 MUCH	FEW/ LITT	ABOUT RIGHT	D.K./ 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

In 200\_, the actual percentage of your property taxes going to the City of \_\_\_\_\_ was 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
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. City-sponsored recreation programs?	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?	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
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 recreation 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?	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
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 recreation 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?	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?

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65. What would make you feel more safe?

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66. Do you feel safe in your immediate neighborhood walking alone at night? YES.....1  
NO .....2  
DON'T KNOW/REFUSED.....3

67. Do you generally feel safe in your home? YES.....1  
NO .....2  
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

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?

	YES	NO	DKR
73. Larger community parks?	1	2	3
74. Smaller neighborhood parks?	1	2	3
75. Trails?	1	2	3
76. Community ballfields?	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	NO .....2	DON'T KNOW/REFUSED.....3

IF "NO," ASK:

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

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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

IF "YES," ASK:

80. Which ones?

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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

IF "NO," ASK:

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

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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?
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Moving on....

85. Do you leave the City of \_\_\_\_\_ on a regular or daily basis to go to work? YES.....1  
 NO.....2  
 NOT EMPLOYED/RETIRED....3  
 DON'T KNOW/REFUSED.....4

IF "YES," ASK:

86. In what city is your job located?

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87.	How many minutes does it take you to get to work?	FIVE MINUTES OR LESS....1 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 of getting to and from work -- excellent, good, only fair or poor?	EXCELLENT.....1 GOOD.....2 ONLY FAIR.....3 POOR.....4 DON'T KNOW/REFUSED.....5
89.	How would you rate the ease of getting from place to place within the City of _____ -- excellent, good, only fair or poor?	EXCELLENT.....1 GOOD.....2 ONLY FAIR.....3 POOR.....4 DON'T KNOW/REFUSED.....5
Changing topics....		
90.	Other than voting, do you feel that if you wanted to, you could have a say about the way the City of _____ runs things?	YES.....1 NO .....2 DON'T KNOW/REFUSED.....3
91.	How much do you feel you know about the work of the Mayor and City Council -- a great deal, a fair amount, very little, or none at all?	A GREAT DEAL.....1 A FAIR AMOUNT.....2 VERY LITTLE.....3 NONE AT ALL.....4 DON'T KNOW/REFUSED.....5
92.	From what you know, do you approve or disapprove of the job the Mayor and City Council are doing? (WAIT FOR RESPONSE) And do you feel strongly that way?	STRONGLY APPROVE.....1 APPROVE.....2 DISAPPROVE.....3 STRONGLY DISAPPROVE.....4 DON'T KNOW/REFUSED.....5
93.	How much first hand contact have you had with the _____ City staff -- quite a lot, some, very little, or none?	QUITE A LOT.....1 SOME.....2 VERY LITTLE.....3 NONE.....4 DON'T KNOW/REFUSED.....5

94. From what you have heard or seen, how would you rate the job performance of the \_\_\_\_\_ City staff -- excellent, good, only fair, or poor? EXCELLENT.....1  
GOOD.....2  
ONLY FAIR.....3  
POOR.....4  
DON'T KNOW/REFUSED.....5
95. During the past year, have you contacted \_\_\_\_\_ City Hall? YES.....1  
NO.....2  
DON'T KNOW/REFUSED.....3

IF "YES," ASK:

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

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

Moving on.....

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

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

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102. During the past year, did you receive the "\_\_\_\_\_  
\_\_\_\_\_" the City's monthly news-  
letter? YES.....1  
NO .....2  
DON'T KNOW/REFUSED.....3

IF "YES," ASK:

103. Do you or any members of your household regularly read it? YES.....1  
NO .....2  
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  
NO .....2  
DON'T KNOW/REFUSED.....3

IF "YES," ASK:

106. How often during the past year have you watched \_\_\_\_\_ City Council Meeting telecasts on Channel \_\_\_\_ -- frequently, occasionally, rarely or never? FREQUENTLY.....1  
OCCASIONALLY.....2  
RARELY.....3  
NEVER.....4  
DON'T KNOW/REFUSED.....5

107. Do you have access to the Internet at home? (WAIT FOR RESPONSE) Do you have access to the Internet at work? HOME ONLY.....1  
WORK ONLY.....2  
BOTH.....3  
NEITHER.....4  
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

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?

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

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

118. REGION OF CITY