

City of Ramsey
Agenda
City Council Work Session
Tuesday, October 8, 2013
Immediately Following Finance Committee
Lake Itasca Room, 7550 Sunwood Drive NW

- 1. Call to Order**
- 2. Topics for Discussion**
 1. Discussion on Next Steps of Fire Station #2 Replacement
 2. Review Proposal for Resident Survey
- 3. Topics for Future Discussion**
- 4. Mayor/Council/Staff Input**
- 5. Adjournment**

Meeting Date: 10/08/2013

Information

Title

Discussion on Next Steps of Fire Station #2 Replacement

Purpose

Purpose of tonight's topic is to discuss next steps and timeline of the replacement fire station #2. Bruce Schwartzman of BKV will be at the meeting to provide technical info on the process of designing and building a Fire Station.

Current CIP shows construction in 2014. Realistically if the decision is to move ahead with the project, a construction timeline of 2015 may be more realistic. The Architect attending the meeting can go through the timeline from design to build.

Timeframe

Approximately 30 minutes.

Funding Source

This topic is for discussion only. Funding sources will be discussed as the "proposed" project moves ahead.

Responsible Party(ies)

The Fire Chief will act as the primary contact, although Finance and City Administrator will also be involved during the entire project cycle.

Outcome

The desired outcomes of tonight's discussion are to give the Council a better understanding of the Fire Station 2 project, and to give staff direction to continue to move forward with the next steps.

Attachments

No file(s) attached.

Form Review

| Inbox | Reviewed By | Date |
|---------------------------------|-------------|---------------------------------|
| Diana Lund | Diana Lund | 10/03/2013 12:08 PM |
| Kurt Ulrich | Kurt Ulrich | 10/03/2013 02:38 PM |
| Form Started By: Dean Kapler | | Started On: 10/03/2013 11:54 AM |
| Final Approval Date: 10/03/2013 | | |

Meeting Date: 10/08/2013

Information

Title

Review Proposal for Resident Survey

Purpose

During the 2013 Council and Staff Strategic Planning process, discussion ensued relating to a resident survey. Staff has since received a proposal and a prototype survey from The Morris Leatherman Company. Both the proposal and the prototype are attached for Council review and discussion. While \$7500 is budgeted in the General Fund for 2014, Staff would like to discuss the merits of moving forward with a survey in 2013, to allow for a baseline of information to be used for strategic planning in early 2014.

Performance Measurement

The proposed community survey plays a role in the City's performance measurement. In order to achieve the goals of the Three - Year Strategic Action Plan, it's critical to focus on results. The City of Ramsey has implemented a Balanced Scorecard performance measurement tool that will help the Mayor, City Council, and staff be focused on the critical areas of work that must be accomplished each year. Several of the key criteria for our customers/stakeholders (e.g., *Achieve a 70 percent or higher rating amongst residents' customer satisfaction for overall public services and safety in the community*) will be measured by data gathered by some type of community survey. In addition, the newly designed Department Plans include appropriate measurements for the respective departments.

Three-Year Working Mission Statement

To work together to responsibly grow our community, and to provide quality, cost-effective, and efficient government services

2013-2015 Balanced Scorecard

| | |
|---|--|
| <p>Fiduciary Perspective <i>"If we succeed, how will we look to our property owners?"</i></p> | <p>Customer/Stakeholder Perspective <i>"To achieve our vision, how must we look to our customers?"</i></p> |
| <ul style="list-style-type: none"> ● Maintain the City's AA+ rating (ongoing) ● Maintain a stable tax levy rate ● Economic Development Director to initiate economic development efforts in 2013 (ongoing) | <ul style="list-style-type: none"> ● Achieve a 70 percent or higher rating amongst residents' customer satisfaction for overall public services and safety in the community (ongoing) ● Achieve 8 minutes, 36 seconds or better for average police response time (ongoing) ● Achieve the ISO rating of 5 in serviced areas (ongoing) ● Achieve 8 minutes, 39 seconds or better for average fire response time (ongoing) ● Achieve city's ratings of 6.5 average of road conditions (ongoing) ● Achieve a 70 percent or higher rating for business customer satisfaction with Economic Development and Police Business Services (ongoing) |
| <p>Internal Perspective <i>"To satisfy our customers, property owners, and mission, what business processes must we excel at?"</i></p> | <p>Learning and Growth Perspective <i>"To achieve our vision, how must our people learn, communicate, and work together?"</i></p> |

- Achieve 70 percent or higher satisfaction rating of policy makers by providing timely, pertinent, comprehensive information with options and recommendations to policy-makers and staff by 2013 (ongoing)
- Monitor Development Review timeline (ongoing)

- Achieve 100 percent of revised job descriptions, development plans, and develop a performance rating strategy for employees by December 2013
- Achieve a 70 percent or higher rating among employees' satisfaction with Leadership Team (ongoing)

Cost

The cost of the survey will be driven by two factors; sample size and number of questions. The proposal recommends a random sample size of 400 households and a minimum of 50 questions. The cost for this 50-question survey would be \$13,000. The proposal indicates that typically a City will have 120-150 questions, costing \$18-22,000. Each question added after the base amount cost \$135.

Options

Staff can delay the survey until 2014, in which case information would likely be available around March 2014. The length of the survey can be kept to fifty questions to reduce cost, focusing on just the metrics outlined in the strategic planning documents. Also, the City can consider other options, such as a mailed survey which may not be as statistically valid, would incorporate more work by City staff, but would be less expensive. Other price quotes from other firms can also be obtained.

Timeframe

Approximately 15 minutes.

Funding Source

Funding for the survey is proposed to come from the General Fund, and Enterprise Funds allocated by question type. The City has \$7,500 budget for the survey in 2014, as driven by the strategic plan.

Responsible Party(ies)

Outcome

For staff to receive direction with regard to the resident survey process.

Attachments

[Resident Survey Proposal](#)

[Resident Survey Prototype](#)

Form Review

| Inbox | Reviewed By | Date |
|---------------------------------|-------------|---------------------------------|
| Kurt Ulrich | Kurt Ulrich | 09/19/2013 03:45 PM |
| Kurt Ulrich | Kurt Ulrich | 10/03/2013 02:09 PM |
| Jo Thieling (Originator) | Jo Thieling | 10/03/2013 03:04 PM |
| Form Started By: Jo Thieling | | Started On: 09/12/2013 04:18 PM |
| Final Approval Date: 10/03/2013 | | |

The Morris Leatherman Company
3128 Dean Court
Minneapolis, Minnesota 55416

September 5, 2013

Mr. Kurt Ulrich
City of Ramsey
7550 Sunwood Drive NW
Ramsey, Minnesota 55330

Dear Kurt:

The Morris Leatherman Company is pleased to present this survey research proposal to you for the City of Ramsey. This prospectus is organized in four parts: a discussion of the goals of the research; a potential design; project schedule; and, estimated project costs. As you will see, I am certain that we can provide the City of Ramsey with the information it seeks in both a cost-effective and timely manner.

GOALS OF THE RESEARCH:

The survey would assess the attitudes and opinions of residents of the City of Ramsey on four separate, but interrelated issues:

1. Evaluation of City Programs and Services: How informed are residents about the current services and programs provided by the City? How do they rate these services and programs? What services and programs, if any, would they expand, modify, or terminate? Do they consider city services a good value for the property taxes they pay? How do they rate the level of current property taxes in comparison with other areas?

2. General Perceptions of the Quality of Life in the City of Ramsey: What do they like most about living in the City? What do they consider to be the most serious issues facing the City? How are residents viewing changes during the past few years? What attributes of the City would residents prioritize for preservation? What changes would they welcome or at least accept? Do residents see the City moving forward purposefully? What are the key components in the concept of "high quality of life" which residents agree upon?

3. Issues facing the City: What are residential preferences about the ways to address current issues? In particular, what are their perceptions about development and redevelopment? What

are their priorities for development and redevelopment? What types of housing opportunities would they like to see available? What are the most desirable characteristics the City should possess in the future? How connected are residents to the City? How effective are current modes of communication with residents?

4. Demographic Changes and Issue Concerns: What are the demographic characteristics of residents moving into the community? How do “newer” residents compare demographically and issue-wise from residents who have lived in Ramsey for longer periods of time? Do the trends in the demographic backgrounds of “new-comers” suggest future policy directions? Are there demographic changes which residents would like to see the City encourage?

DESIGN OF THE RESEARCH:

The Morris Leatherman Company proposes to conduct a telephone survey of 400 randomly selected households in the City of Ramsey. A sample of 400 residents would provide results projectable to the entire city adult population within ± 5.0 percent in 95 out of 100 cases. The sample is also of sufficient size to permit the city to be divided into a maximum of four categories for more detailed analysis, such as age, mobility, home ownership, location of residence, presence of children, and other demographic characteristics.

To insure the integrity of the sample, the Morris Leatherman Company places the most exacting sampling standards in the industry on our procedures. Before an alternate household is substituted for a designated target, at least ten tries are made to contact the initial households during a five-day period. The telephone calls take place during various times on weekday evenings and during the weekend. Our interviewers are also instructed to seek convenient appointments with interviewees, cutting our non-contact rate to less than five percent on average. An unbiased selection process is also used to identify the adult member of the household to be interviewed. To validate the completed sample, the latest United States Census updated population characteristics are utilized as a standard of comparison.

The questionnaire would be administered by company trained and supervised personnel. The computer analysis will be obtained from our in-house C-MENTOR and SPSS statistical analysis systems, insuring both access to the most current analysis programs and confidentiality of the data set.

The City of Ramsey will be presented with bound copies of the final report highlighting all the major findings of the study. The Morris Leatherman Company will also speak to any major differences from and similarities with the past studies of the community, when applicable, in addition to other growing communities. A volume of all computer-generated cross tabulations and other multivariate statistical techniques will also be included.

PROJECT SCHEDULE:

1. Planning with City Council Members, City Staff, and/or relevant individuals to establish the topics to be covered in the survey. Based on these topic concepts, the Morris Leatherman Company would word specific, neutral questions. This activity can be completed by a meeting, telephone and/or fax, depending on client wishes, within two weeks of the initiation of the contract.
2. Structuring of questions and final approval of the survey instrument. These activities are usually completed within three weeks of the discussion of topics to be covered in the survey.
3. Final determination of the field dates for interviewing.
4. Pre-testing and, if needed, approval of resulting revisions. This activity is usually completed by the second day of fieldwork.
5. Completion of all fieldwork within a two-to-three week period.
6. Computer analysis and preparation of written report. All analytical tests and commentary will be available within four weeks after completion of the fieldwork.
7. Delivery of the final written report to the City of Ramsey, including presentation graphics. Afterwards, telephone consultation, as the need arises, will be provided about the study's findings and implications.

PROJECT COSTS:

The cost of a survey is driven by two factors: sample size and questionnaire length. The cost to conduct a 50 question unit survey would be \$13,000.00. Each additional question unit beyond the initial allotment would be \$135.00. The typical city survey is generally between 120 and 150 questions with an estimated cost of between \$18,000 and \$22,000.

As company policy, the Morris Leatherman Company requires one-half of the cost prior to the commencement of fieldwork; the remainder is due upon delivery of the final written report. Unless otherwise arranged, the Morris Leatherman Company invoices clients for the initial payment at the time of the initiation of the contract; the remainder is due at the time of the receipt of the final written report.

City of Ramsey
Residential Survey Research Proposal
September 2013

If you require any further information from us, feel free to contact either Bill Morris, Diane Traxler, or me. We look forward to the opportunity to work with the City of Ramsey once again.

Sincerely,

Peter Leatherman

Peter Leatherman

THE MORRIS LEATHERMAN COMPANY
3128 Dean Court
Minneapolis, Minnesota 55416

City of _____
Residential Survey
PROTOTYPE SURVEY

Hello, I'm _____ of the Morris Leatherman Company, 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?

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?

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

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 | NO2 | DON'T KNOW/REFUSED.....3 |

IF "NO," ASK:

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

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?

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?

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 _____ 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?

| | | |
|---------------------|--|--|
| 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 NO2 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?

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

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 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?

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