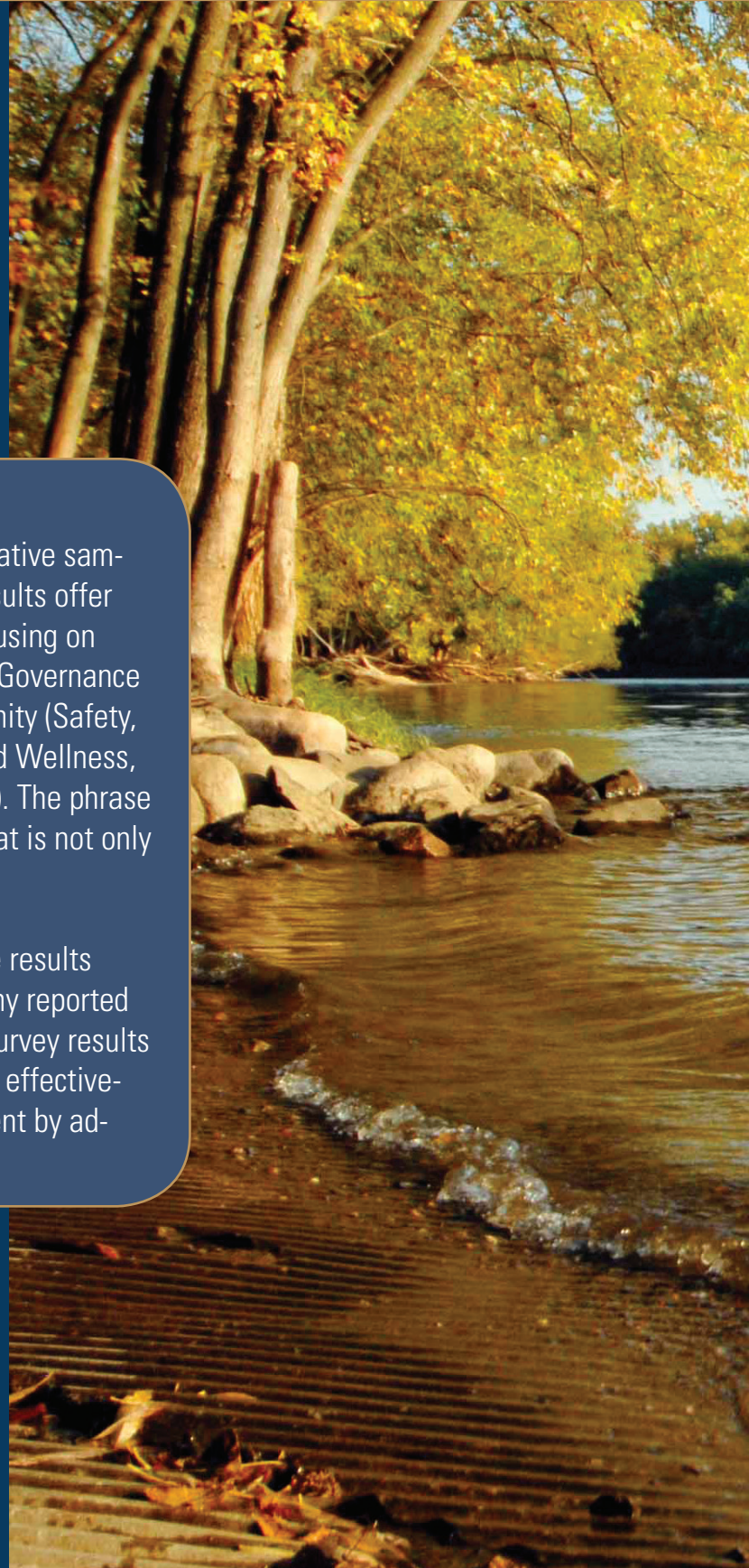




City of RAMSEY

2018 Citizen Survey Results

In August 2018, the City of Ramsey issued its third biannual Citizen Survey, gathering input from its residents on various City services, parks and trails, road and infrastructure, organizational direction, community events, property development and much more. The purpose of the survey was to provide feedback for Ramsey policymakers to consider as they prioritize the use of limited resources to meet the needs of Ramsey residents and businesses.



ABOUT THE CITIZEN SURVEY

The Citizen Survey captured the opinions of a representative sample of 465 randomly selected Ramsey residents. The results offer a report on the “livability” of the City of Ramsey, by focusing on three pillars of community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). The phrase “livable community” is used here to describe a place that is not only where people do live, but where they want to live.

Participants in this survey remained anonymous and the results are displayed collectively. The margin of error around any reported percentage is ± 5 percent for the entire sample. These survey results will be utilized by the City to evaluate its organizational effectiveness and to implement smart, citizen-focused government by addressing the needs identified.

IN THE REPORT

- * Quality of Life in Ramsey
- * Community Characteristics
- * Governance
- * Participation
- * Conclusions
- * Next Steps

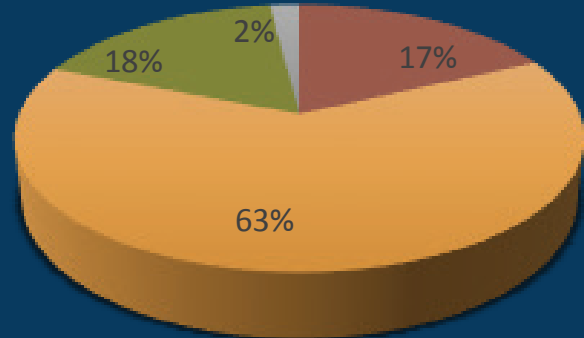




QUALITY OF LIFE

Eighty one percent of residents rated the overall quality of life in Ramsey as excellent or good. This rating was similar to the national benchmark and has increased from Ramsey's 2014 and 2016 ratings.

OVERALL QUALITY OF LIFE



■ Excellent ■ Good ■ Fair ■ Poor

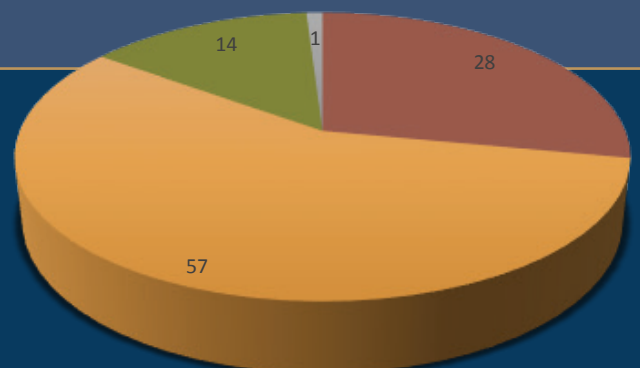
Of the eight facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement) Ramsey residents identified Safety and Economy as community priorities in the next two years.

COMMUNITY CHARACTERISTICS

What makes a community livable, attractive and a place where people want to be?

Overall quality of community life represents the natural ambiance, services and amenities that make for an attractive community. Eighty five percent of residents surveyed rated the City of Ramsey as an excellent or good place to live. This was similar to ratings in other communities across the nation and similar to the City's 2014 and 2016 ratings.

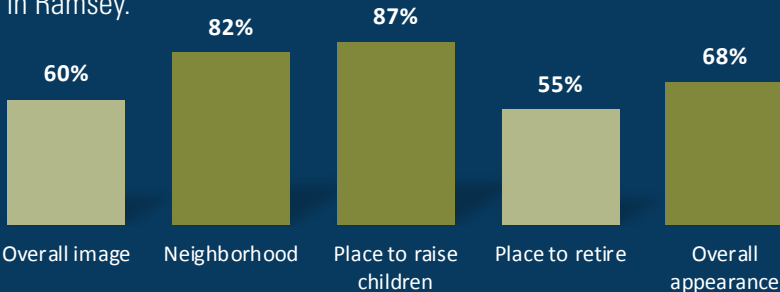
RAMSEY AS A PLACE TO LIVE



■ Excellent ■ Good ■ Fair ■ Poor

COMMUNITY RATINGS

About half, or more, of respondents also rated these aspects of community quality as being excellent or good in Ramsey.



GOVERNANCE

How well does Ramsey's government meet the needs and expectations of its residents?

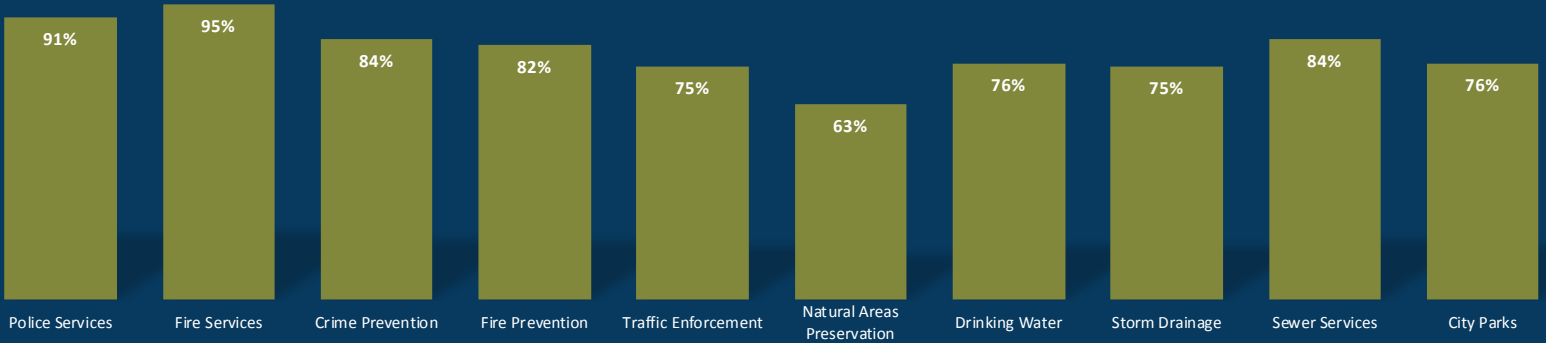
Seventy seven percent of Ramsey residents rated the overall quality of City services as excellent or good. This rating was similar to those observed elsewhere across the country.

TOP 10 CITY SERVICES

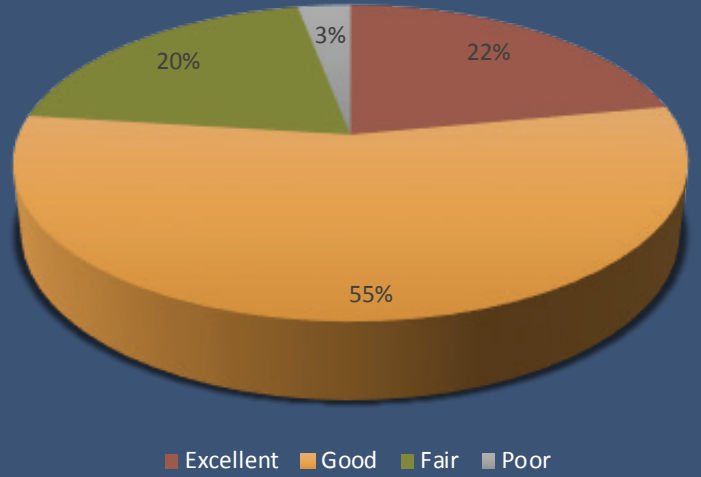
Respondents evaluated over 30 individual services and amenities available in Ramsey. The services shown in the graph below were the top 10 highest rated services. At least seven in ten residents rated these City services as excellent or good. This was similar to the national benchmark and several trended up since 2016.

OPPORTUNITIES FOR IMPROVEMENT

City services or amenities that were indicated by respondents as areas for improvement included street repair, traffic signal timing land use, planning and zoning, code enforcement and economic development. However, these ratings were still similar to ratings in other communities across the nation.



OVERALL QUALITY OF SERVICES



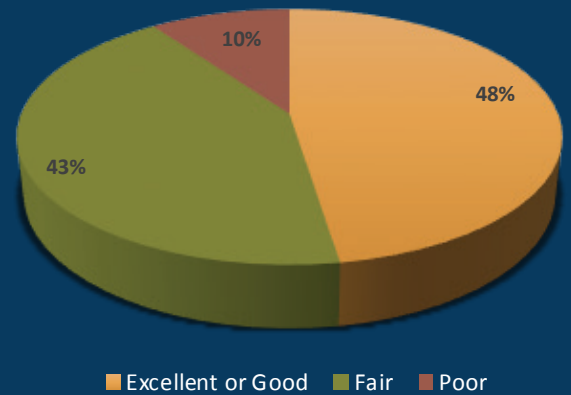
PARTICIPATION

Are the residents of Ramsey connected to the community and each other?

The connections and trust among residents, government, business and other organizations help to create a sense of community; a shared sense of membership, belonging and history.

About half of residents rated the sense of community in Ramsey as excellent or good. Compared to the 2014 and 2016 results, this rating has increased to be similar to the national benchmark. The majority of residents said that they would recommend living in Ramsey (84 percent) and had plans to remain living here (86 percent).

SENSE OF COMMUNITY





CONCLUSIONS

Resident satisfaction with City services and government performance is on the upswing.

When presented with a series of questions about leadership and governance in Ramsey, about 8 in 10 residents gave favorable marks to the customer service provided by the City, and roughly half were pleased with items related to local government performance. Most notably, ratings for welcoming citizen involvement, overall confidence in City government, government acting in the best interest of Ramsey and being honest improved since 2016, demonstrating a positive increase in public trust.

The economy remains a priority for residents.

Residents indicated that the facet of economy would be an important focus area for the City to address in the next two years. About half of residents gave favorable marks to the overall economic health of Ramsey, cost of living, the City as a place to work and economic development and these ratings were all similar to those given since 2016.

However, ratings for a vibrant downtown area, overall quality of business and service establishments, shopping opportunities and Ramsey as a place to visit were lower than those seen in other communities across the country. While these ratings might be indicative of community support for greater economic development, it is important to note that balancing rural character and urban growth was identified as a key priority for the City in the upcoming five years.

Residents support improvements to Mobility.

About six in ten residents gave positive ratings to most aspects of mobility. Road maintenance was important to residents with nearly 85 percent of respondents reporting they were interested in receiving information from the City about road work; the only type of information of greater interest was related to community events. When asked about street maintenance funding, about 8 in 10 residents supported the current method of funding for City street maintenance, which requires 25 percent of funding by special assessments of benefiting properties. Finally, connectivity is a priority for Ramsey residents. Seven in ten residents thought that creating a connected community (roads, trails, sidewalks, rail and transportation) was essential or very important to the future of the community.

NEXT STEPS

Substantial and valuable feedback was provided by Ramsey residents through this survey. This information will be used by elected officials as a tool for improvement to the City's operations and organizational direction. Survey results will provide a base of information to help guide the City Council's strategic planning, budgeting process, various policy discussions and more.

Moving forward, the City continues to gather one Resident Survey every two years. Now that the City has conducted three surveys, trending analysis of citizen feedback will be calculated.

For more information please visit: www.cityoframsey.com/performance/measurements or contact Kurt Ulrich at 763-433-9845.

The results and content featured in this article were provided by The National Research Center (NRC). National Citizen Survey (NCS).

 *City of* **RAMSEY**

