

**City of Ramsey**  
**Agenda**  
**City Council Work Session**  
**Tuesday, July 28, 2020**

**5:30 pm**  
**Lake Itasca Room, 7550 Sunwood Drive NW**

The City reserves the right to limit attendance inside the Council Chambers to maintain social distancing requirements due to the COVID-19 Pandemic. If you can join remotely, you should join remotely.  
Join us via computer at [www.cityoframsey.com/meetings](http://www.cityoframsey.com/meetings).

- 1. Call to Order**
- 2. Topics for Discussion**
  1. Consider Options for Temporarily Filling a Building Maintenance Vacancy
  2. Discuss 2020 Citizen Survey
  3. Receive Update on Code Enforcement Program
  4. Discuss Public Input Plan for Ramsey Gateway Plan - US Highway 10/169 Improvements
  5. Consider Funding Options for Public Works Facility and Pavement Management Program
- 3. Topics for Future Discussion**
  1. Review Future Topics/Calendar
- 4. Mayor/Council/Staff Input**
- 5. Adjournment**

Meeting Date: 07/28/2020

**Information**

**Title:**

Consider Options for Temporarily Filling a Building Maintenance Vacancy

**Purpose/Background:**

The purpose of this discussion is to update the City Council regarding an upcoming staffing change within the Building Maintenance Division.

One of the City's part-time building maintenance workers has indicated that he plans to retire in early October or as soon as August depending on his circumstances. Staffing in this area is already quite lean and the timing of this change falls within a busy time of year due to the election and extra COVID-19 cleaning tasks. Filling a vacant position generally takes 10 to 12 weeks.

As background, Staff had a similar situation last fall; albeit it was a temporary staffing shortage at that time. Staff met with the City Council in October and asked the City Council to consider options for filling a staffing shortage. The City Council authorized Staff to conduct an external recruitment for a temporary employee. The employee hired for the temporary opening worked in building maintenance from December to March and proved to be a good addition to the team. Currently, Staff is proactively seeking direction from the City Council regarding how to address the upcoming situation. Staff would like to have the discretion to reach out to the previous employee to begin the process of rehiring him as a temporary employee at an hourly rate of approximately \$15 per hour. With this approval, staff will have the ability to react quickly to a somewhat uncertain vacancy timeline. If approved, a case would come forward to the City Council to authorize the hire. Public Works Superintendent Grant Riemer will be on hand to answer questions.

**Timeframe:**

Approximately 10 minutes.

**Funding Source:**

Not applicable at this time.

**Responsible Party(ies):**

Grant Riemer, Public Works Superintendent

**Outcome:**

Based on discussion.

**Attachments**

*No file(s) attached.*

**Form Review**

**Inbox**

Grant Riemer

Kurt Ulrich

Form Started By: Colleen Lasher

**Reviewed By**

Grant Riemer

Kurt Ulrich

**Date**

07/22/2020 12:56 PM

07/23/2020 02:15 PM

Started On: 07/22/2020 11:02 AM

Final Approval Date: 07/23/2020

**CC Work Session**

2. 2.

**Meeting Date:** 07/28/2020

**By:** Colleen Lasher, Administrative Services

**Information**

**Title:**

Discuss 2020 Citizen Survey

**Purpose/Background:**

**PURPOSE**

Review 2020 draft survey questions and survey method.

**BACKGROUND (resident survey):**

As a result of the 2013 Council strategic planning process, the City initiated a regular, statistically significant, resident surveying process (one survey every two years). Generally, survey results benefit the City in a wide range of applications (E.g., the budgeting process, policy discussions, capital improvement plan, strategic plan, and the comprehensive plan.). The City has conducted a resident survey in 2014, 2016, and 2018 (see attached).

**PROCESS**

Please see attached timeline. We are anticipating this survey to be completed by residents in August/September of 2020, and for results to be back to Council in October.

**Notification:**

NA

**Observations/Alternatives:**

This item was considered at the Council work session on June 23, with the consensus to move forward with a survey in 2020.

NOTES/for consideration:

Question 15: Add Zoom and WebEx

Question 17: Revise to reflect current strategic plan initiatives

Question 19: Road Maintenance Funding: Consensus to keep questions and update Franchise Fee proposed rates and miles of road (180). Consider listing % tax increase.

Online versus mailed response rate. NCS says that they see less of a response to the online-only survey, yes, and it varies from community to community, but as a general guide, they say to expect somewhere between 20-40% fewer responses when conducting the survey online only. Also, it's worth noting that the NCS Basic Service automatically includes an online response option (a URL is provided in the cover letter); however, in the past, Ramsey has chosen to omit the URL and collect responses via paper surveys only. As such, it's especially hard for us to predict what the online-only response rate would look like. Comparability to previous mailed surveys would not be valid and would distort any trend data from previous years.

Online Survey available after completion of mailed survey

NCS will make the survey available online (at no additional charge) and can segregate results from the mailed survey. This is done after the mailed survey is complete and all responses have been tabulated. Individual questions can also be posed to the public, if the Council desires, as part of this platform, at no additional cost.

A mailed survey to every household is costly, and an online option in lieu of a mailed survey would not be comparable to past year results, would have a lower response rate, and would have problems with self selection bias.

Staff recommends continuing with the mailed random sample survey.

**Other Background Information:**

- National Research Center (NRC). This organization is based out of Colorado and is backed by the International City/County Managers Association (ICMA).
- The NRC conducts a standardized survey known as the National Citizen Survey (NCS). This survey holds value in that it was created by cities, for cities.
- By using/ implementing the NCS across the Country for several years, the NRC now has a vast inventory of comparable/ trend data for cities to utilize (nationally, regionally, and locally).
- The standardized NCS (Nation Citizen Survey) also has efficiencies. This surveying alternative is much more cost effective than a custom survey (about half the price). However, maintaining this efficiency means the NCS (and NRC) are fairly inflexible to major alterations to their base survey. The NCS does allow for custom questions.
- Lastly, because the NCS is a standardized survey, NCS reporting capabilities are tried and true; and professional. If the City decided to move away from the NCS, reporting capabilities would diminish.
- In Ramsey, the survey will be sent to 1,700 address and will be statistically significant (+/-5% margin for error). NRC expects 300-450 responses (sample size). The response rate in 2018 was 29%.
- Vendor takes care of mailings (multiple, including reminders). Raw results would be collected and refined by vendor (customizable). Relevant comparable data and reporting provided by vendor. This service includes return postage, envelopes, and printing costs.

**Funding Source:**

The amount of \$17,000 was budgeted in 2020 for a resident survey. Furthermore, the City participates in the State of Minnesota's "City/County Performance Measurement" (CPM) program. Annually, the State provides about \$3,500 to the City of Ramsey for performance measurement related costs (which include the Ramsey citizen survey). In summary, the City has about \$20,500 in funding budgeted for a resident survey in 2020. Staff estimates the survey will fall at or below the budgeted amount.

**Recommendation:**

NA

**Action:**

Provide input regarding questions and process for the 2020 Citizen Survey.

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**Attachments**

- [2018 Survey Results](#)
- [2014-2018 Trends over time](#)
- [2018 Livability Report](#)
- [2018 Dashboard](#)
- [2018 Technical Appendix](#)
- [Q15-19](#)
- [sample Timeline](#)
- [2020 Survey Pricing](#)

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**Form Review**

<b>Inbox</b>	<b>Reviewed By</b>	<b>Date</b>
Kurt Ulrich	Kurt Ulrich	06/18/2020 04:18 PM
Kurt Ulrich	Kurt Ulrich	07/23/2020 04:43 PM
Form Started By: Colleen Lasher		Started On: 06/17/2020 07:16 PM
Final Approval Date: 07/23/2020		

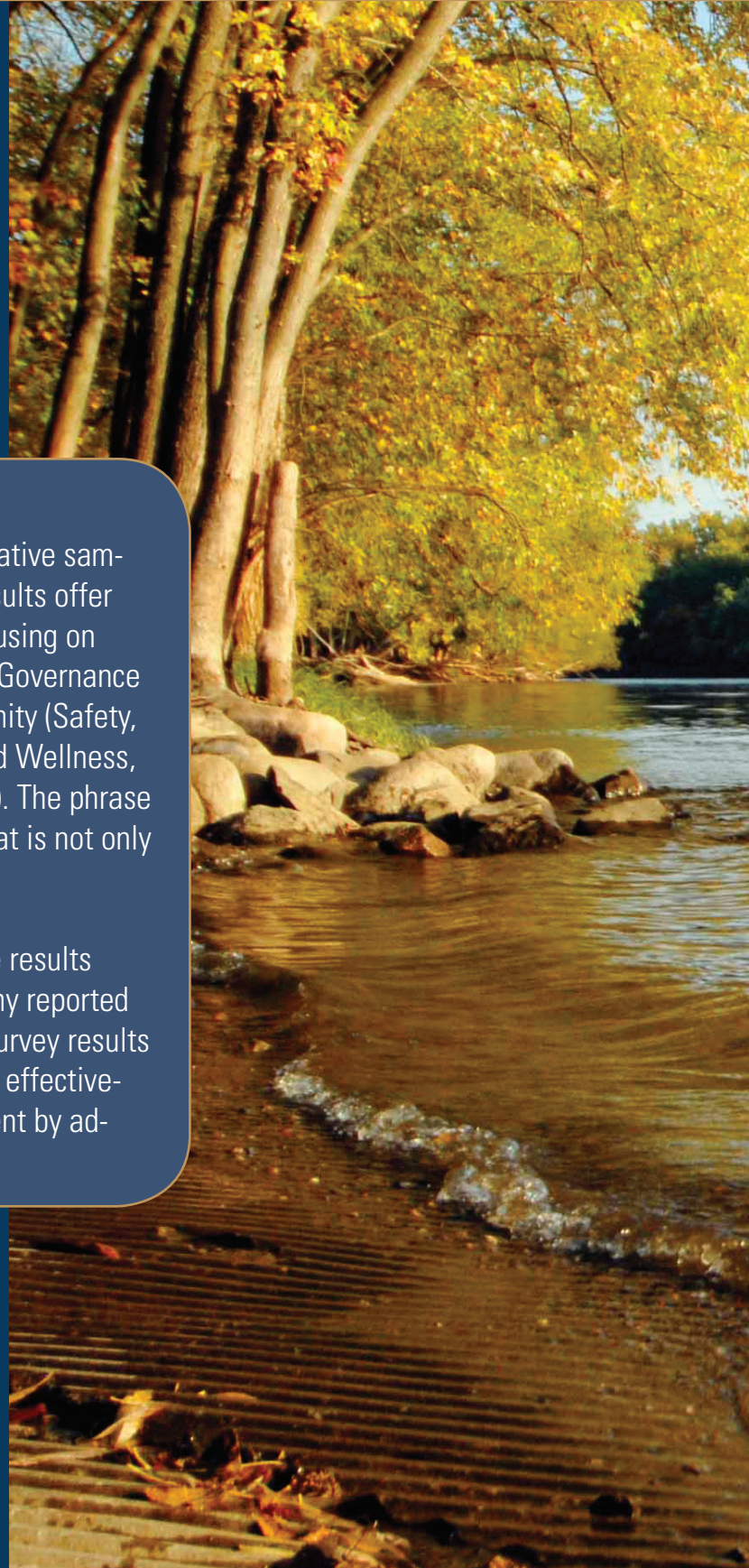




# City of RAMSEY

## 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  $\pm 5$  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

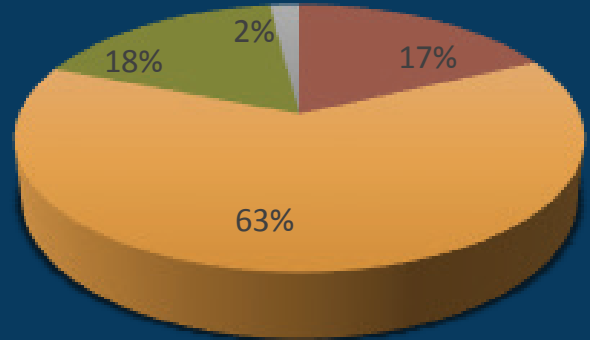




## QUALITY OF LIFE

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

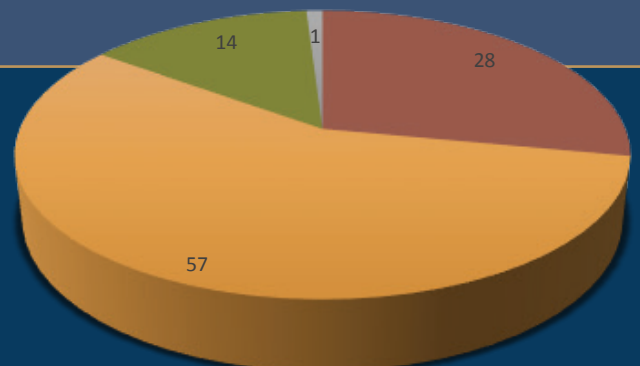
Of the eight facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement) Ramsey residents identified Safety and Economy as community priorities in the next two years.

## 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.

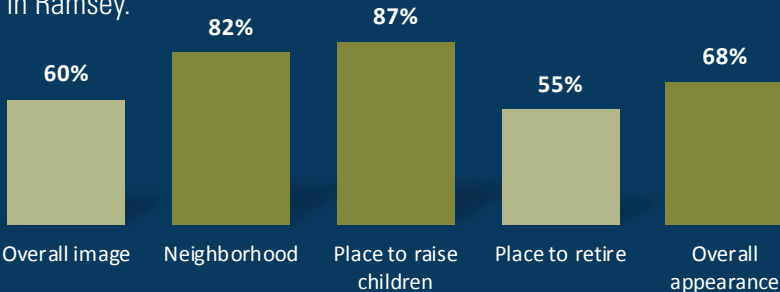
### RAMSEY AS A PLACE TO LIVE



■ 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?

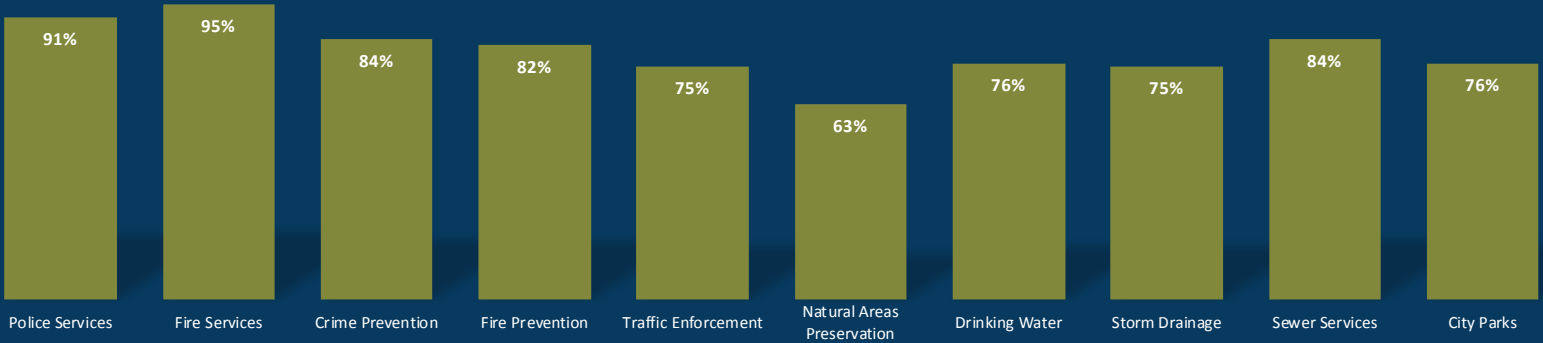
Seventy seven percent of Ramsey residents rated the overall quality of City services as excellent or good. This rating was similar to those observed elsewhere across the country.

## 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



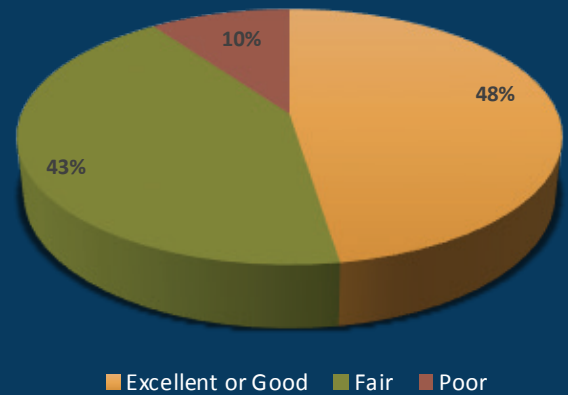
# PARTICIPATION

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](http://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**





**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

# Ramsey, MN

Trends over Time

2018



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# Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2018 ratings for the City of Ramsey to its previous survey results in 2014 and 2016. Additional reports and technical appendices are available under separate cover.

Trend data for Ramsey represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than six percentage points between the 2016 and 2018 surveys, otherwise the comparisons between 2016 and 2018 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Ramsey for 2018 generally remained stable. Of the 94 items for which comparisons were available, 78 items were rated similarly in 2016 and 2018 and 16 showed an increase in ratings; no items showed a decrease in ratings. Notable trends over time included the following:

- No items trended down from 2016 to 2018.
- In the pillar of Community Characteristics, Ramsey residents were more likely in 2018 than in 2016 to give positive ratings to the city as a place to retire as well as to employment, fitness and cultural/arts/music activities.
- Residents in 2018 tended to give higher ratings to Built Environment-related services than in 2016.
- Survey respondents were more likely in 2018 to favorably rate aspects of government performance such welcoming citizen involvement and overall confidence in City government.
- Respondents were more likely in 2018 than in 2016 to believe the economy would positively impact their income. They were also more likely to have attended a City-sponsored event.

The National Citizen Survey™

Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)			2018 rating compared to 2016	Comparison to benchmark		
	2014	2016	2018		2014	2016	2018
Overall quality of life	72%	80%	81%	Similar	Similar	Similar	Similar
Overall image	51%	56%	60%	Similar	Lower	Lower	Similar
Place to live	82%	87%	85%	Similar	Similar	Similar	Similar
Neighborhood	84%	87%	82%	Similar	Similar	Similar	Similar
Place to raise children	83%	87%	87%	Similar	Similar	Similar	Similar
Place to retire	51%	48%	55%	Higher	Lower	Lower	Similar
Overall appearance	77%	73%	68%	Similar	Similar	Similar	Similar

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)			2018 rating compared to 2016	Comparison to benchmark		
		2014	2016	2018		2014	2016	2018
Safety	Overall feeling of safety	90%	90%	90%	Similar	Similar	Similar	Similar
	Safe in neighborhood	94%	98%	97%	Similar	Similar	Similar	Similar
	Safe downtown/commercial areas	94%	96%	96%	Similar	Similar	Similar	Similar
Mobility	Overall ease of travel	68%	69%	69%	Similar	Similar	Similar	Similar
	Paths and walking trails	75%	68%	69%	Similar	Similar	Similar	Similar
	Ease of walking	70%	66%	67%	Similar	Similar	Similar	Similar
	Travel by bicycle	66%	60%	62%	Similar	Similar	Similar	Similar
	Travel by car	64%	67%	69%	Similar	Similar	Similar	Similar
	Traffic flow	55%	56%	59%	Similar	Similar	Similar	Similar
	Overall natural environment	84%	81%	84%	Similar	Similar	Similar	Similar
Natural Environment	Cleanliness	82%	80%	74%	Similar	Similar	Similar	Similar
	Overall built environment	56%	56%	58%	Similar	Similar	Similar	Similar
Built Environment	New development in Ramsey	48%	47%	42%	Similar	Similar	Similar	Similar
	Affordable quality housing	69%	67%	64%	Similar	Higher	Higher	Higher
	Housing options	75%	73%	68%	Similar	Higher	Similar	Similar
	Public places	50%	56%	51%	Similar	Similar	Similar	Lower
	Overall economic health	50%	51%	54%	Similar	Similar	Similar	Similar
	Vibrant downtown/commercial area	21%	20%	20%	Similar	Lower	Lower	Much lower
Economy	Business and services	49%	43%	46%	Similar	Lower	Lower	Lower
	Cost of living	49%	49%	50%	Similar	Similar	Similar	Similar
	Shopping opportunities	23%	20%	20%	Similar	Much lower	Much lower	Much lower
	Employment opportunities	27%	24%	31%	Higher	Similar	Similar	Similar
	Place to visit	35%	35%	39%	Similar	Lower	Lower	Lower

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good, very/somewhat safe)			2018 rating compared to 2016	Comparison to benchmark		
		2014	2016	2018		2014	2016	2018
Recreation and Wellness	Place to work	42%	49%	50%	Similar	Lower	Similar	Similar
	Health and wellness	66%	63%	59%	Similar	Similar	Similar	Similar
	Recreational opportunities	53%	50%	50%	Similar	Similar	Similar	Lower
	Fitness opportunities	60%	55%	64%	Higher	Similar	Similar	Similar
Education and Enrichment	Education and enrichment opportunities	54%	52%	53%	Similar	Lower	Similar	Lower
	Cultural/arts/music activities	41%	37%	44%	Higher	Similar	Lower	Similar
	Adult education	54%	46%	52%	Similar	Similar	Similar	Similar
	K-12 education	75%	72%	71%	Similar	Similar	Similar	Similar
	Child care/preschool	69%	56%	61%	Similar	Similar	Similar	Similar
Community Engagement	Opportunities to participate in community matters	52%	47%	51%	Similar	Similar	Similar	Similar
	Opportunities to volunteer	55%	46%	49%	Similar	Lower	Lower	Lower

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)			2018 rating compared to 2016	Comparison to benchmark		
	2014	2016	2018		2014	2016	2018
Services provided by Ramsey	74%	73%	76%	Similar	Similar	Similar	Similar
Customer service	79%	81%	81%	Similar	Similar	Similar	Similar
Value of services for taxes paid	44%	45%	45%	Similar	Similar	Similar	Similar
Overall direction	48%	46%	49%	Similar	Similar	Similar	Similar
Welcoming citizen involvement	48%	48%	55%	Higher	Similar	Similar	Similar
Confidence in City government	43%	45%	51%	Higher	Similar	Similar	Similar
Acting in the best interest of Ramsey	43%	48%	56%	Higher	Similar	Similar	Similar
Being honest	47%	50%	60%	Higher	Similar	Similar	Similar
Treating all residents fairly	52%	56%	58%	Similar	Similar	Similar	Similar
Services provided by the Federal Government	NA	37%	45%	Higher	NA	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)			2018 rating compared to 2016	Comparison to benchmark		
		2014	2016	2018		2014	2016	2018
Safety	Police	86%	90%	91%	Similar	Similar	Similar	Similar
	Fire	92%	93%	95%	Similar	Similar	Similar	Similar
	Crime prevention	80%	79%	84%	Similar	Similar	Similar	Similar
	Fire prevention	83%	81%	82%	Similar	Similar	Similar	Similar
	Animal control	60%	62%	61%	Similar	Similar	Similar	Similar
Mobility	Traffic enforcement	68%	76%	75%	Similar	Similar	Similar	Similar
	Street repair	45%	40%	43%	Similar	Similar	Similar	Similar

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good)			2018 rating compared to 2016	Comparison to benchmark		
		2014	2016	2018		2014	2016	2018
	Street cleaning	57%	60%	56%	Similar	Similar	Similar	Similar
	Street lighting	55%	57%	59%	Similar	Similar	Similar	Similar
	Snow removal	55%	62%	58%	Similar	Similar	Similar	Similar
	Sidewalk maintenance	61%	65%	60%	Similar	Similar	Similar	Similar
	Traffic signal timing	42%	46%	52%	Higher	Similar	Similar	Similar
Natural Environment	Drinking water	72%	72%	76%	Similar	Similar	Similar	Similar
	Natural areas preservation	69%	57%	63%	Similar	Similar	Similar	Similar
Built Environment	Storm drainage	73%	71%	75%	Similar	Similar	Similar	Similar
	Sewer services	81%	78%	84%	Higher	Similar	Similar	Similar
	Land use, planning and zoning	43%	37%	44%	Higher	Similar	Similar	Similar
	Code enforcement	40%	44%	50%	Higher	Similar	Similar	Similar
Economy	Economic development	43%	41%	47%	Higher	Similar	Similar	Similar
Recreation and Wellness	City parks	75%	77%	76%	Similar	Similar	Similar	Similar
	Recreation centers	59%	53%	59%	Similar	Lower	Lower	Similar
Community Engagement	Public information	58%	57%	61%	Similar	Similar	Similar	Similar

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2018 rating compared to 2016	Comparison to benchmark		
	2014	2016	2018		2014	2016	2018
Sense of community	45%	51%	48%	Similar	Lower	Similar	Similar
Recommend Ramsey	82%	86%	84%	Similar	Similar	Similar	Similar
Remain in Ramsey	85%	86%	86%	Similar	Similar	Similar	Similar
Contacted Ramsey employees	44%	40%	38%	Similar	Similar	Similar	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2018 rating compared to 2016	Comparison to benchmark		
		2014	2016	2018		2014	2016	2018
Safety	Did NOT report a crime	90%	85%	81%	Similar	Higher	Similar	Similar
	Was NOT the victim of a crime	94%	92%	94%	Similar	Similar	Similar	Similar
Mobility	Used public transportation instead of driving	38%	35%	36%	Similar	Similar	Similar	Similar
	Walked or biked instead of driving	56%	65%	63%	Similar	Similar	Similar	Similar
Natural Environment	Recycled at home	95%	96%	97%	Similar	Higher	Higher	Higher
Built Environment	NOT under housing cost stress	78%	80%	79%	Similar	Higher	Higher	Higher
Economy	Purchased goods or services in Ramsey	95%	90%	88%	Similar	Similar	Similar	Similar
	Economy will have positive impact on income	29%	29%	40%	Higher	Similar	Similar	Similar

The National Citizen Survey™

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)			2018 rating compared to 2016	Comparison to benchmark		
		2014	2016	2018		2014	2016	2018
	Work in Ramsey	20%	24%	22%	Similar	Much lower	Lower	Lower
Recreation and Wellness	Visited a City park	83%	88%	87%	Similar	Similar	Similar	Similar
Education and Enrichment	Attended a City-sponsored event	53%	42%	50%	Higher	Similar	Lower	Similar
Community Engagement	Campaigned for an issue, cause or candidate	11%	6%	8%	Similar	Lower	Lower	Lower
	Contacted Ramsey elected officials	11%	10%	11%	Similar	Similar	Similar	Similar
	Volunteered	22%	17%	20%	Similar	Much lower	Much lower	Much lower
	Attended a local public meeting	14%	11%	14%	Similar	Lower	Lower	Similar
	Watched a local public meeting	26%	21%	17%	Similar	Similar	Similar	Similar
	Voted in local elections	83%	79%	82%	Similar	Similar	Similar	Similar

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

Ramsey, MN  
Community Livability Report

2018



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The National Citizen Survey™  
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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

# About

The National Citizen Survey™ (The NCS) report is about the “livability” of Ramsey. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

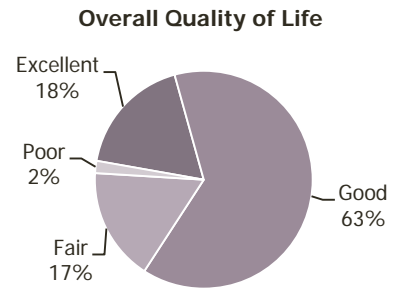
Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

The Community Livability Report provides the opinions of a representative sample of 465 residents of the City of Ramsey. The margin of error around any reported percentage is 5% for all respondents. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.



# Quality of Life in Ramsey

About 8 in 10 residents rated the quality of life in Ramsey as excellent or good. This was similar to ratings given in other communities across the nation (see Appendix B of the *Technical Appendices* provided under separate cover).



Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

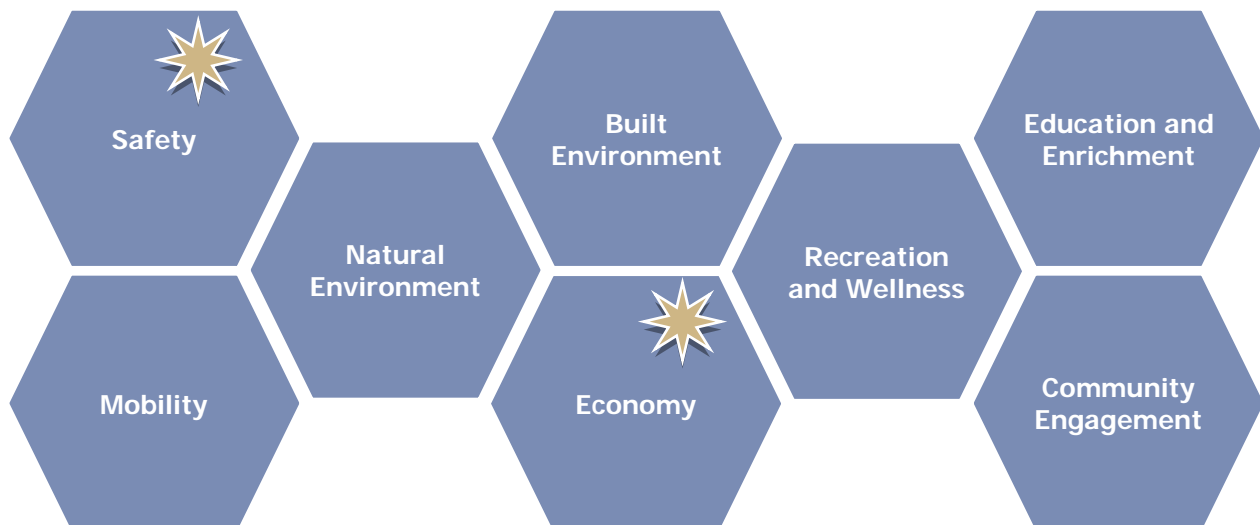
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. As in 2016, residents identified Safety and Economy as priorities for the Ramsey community in the coming two years. All facets of community livability were rated positively and similar to the national benchmark. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Ramsey’s unique questions.

## Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

- Most important



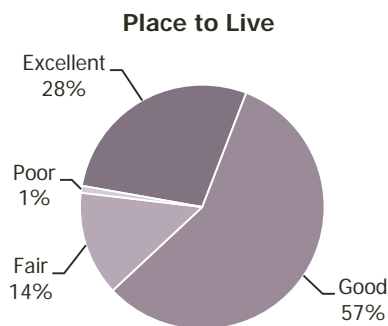
# Community Characteristics

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

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Ramsey, 85% rated the city as an excellent or good place to live. Respondents' ratings of Ramsey as a place to live were similar to ratings in other communities across the nation.

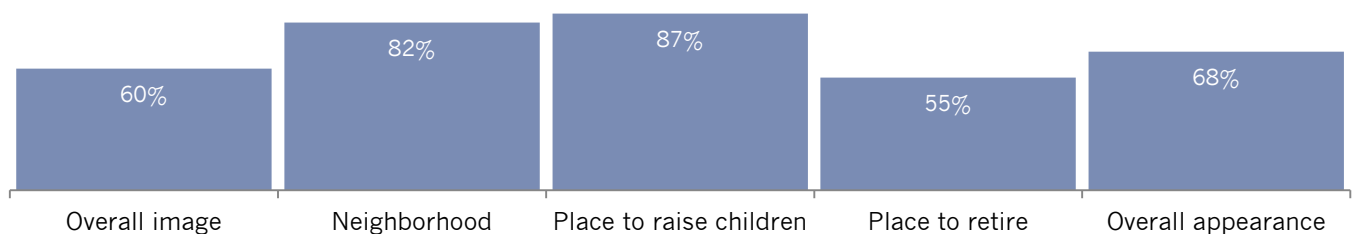
In addition to rating the city as a place to live, respondents rated several aspects of community quality including Ramsey as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Ramsey and its overall appearance. While ratings for these aspects ranged from 55% to 87% excellent or good, all community quality ratings were similar to those given elsewhere.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Resident evaluations within the facets of Safety, Mobility and Natural Environment were positive and similar to the benchmark. In Built Environment, the rating for affordable quality housing was more positive than seen in other communities, while the rating for public places where people want to spend time was perceived as less positive. Other aspects that received ratings lower than the benchmark were recreational, education/enrichment and volunteer opportunities as well as several aspects within the facet of Economy.



When compared to 2016, residents were more likely in 2018 to positively rate Ramsey as a place to retire, as well as employment and fitness opportunities and cultural/arts/music activities (for more information see the *Trends over Time* report under separate cover).

Percent rating positively (e.g., excellent/good)



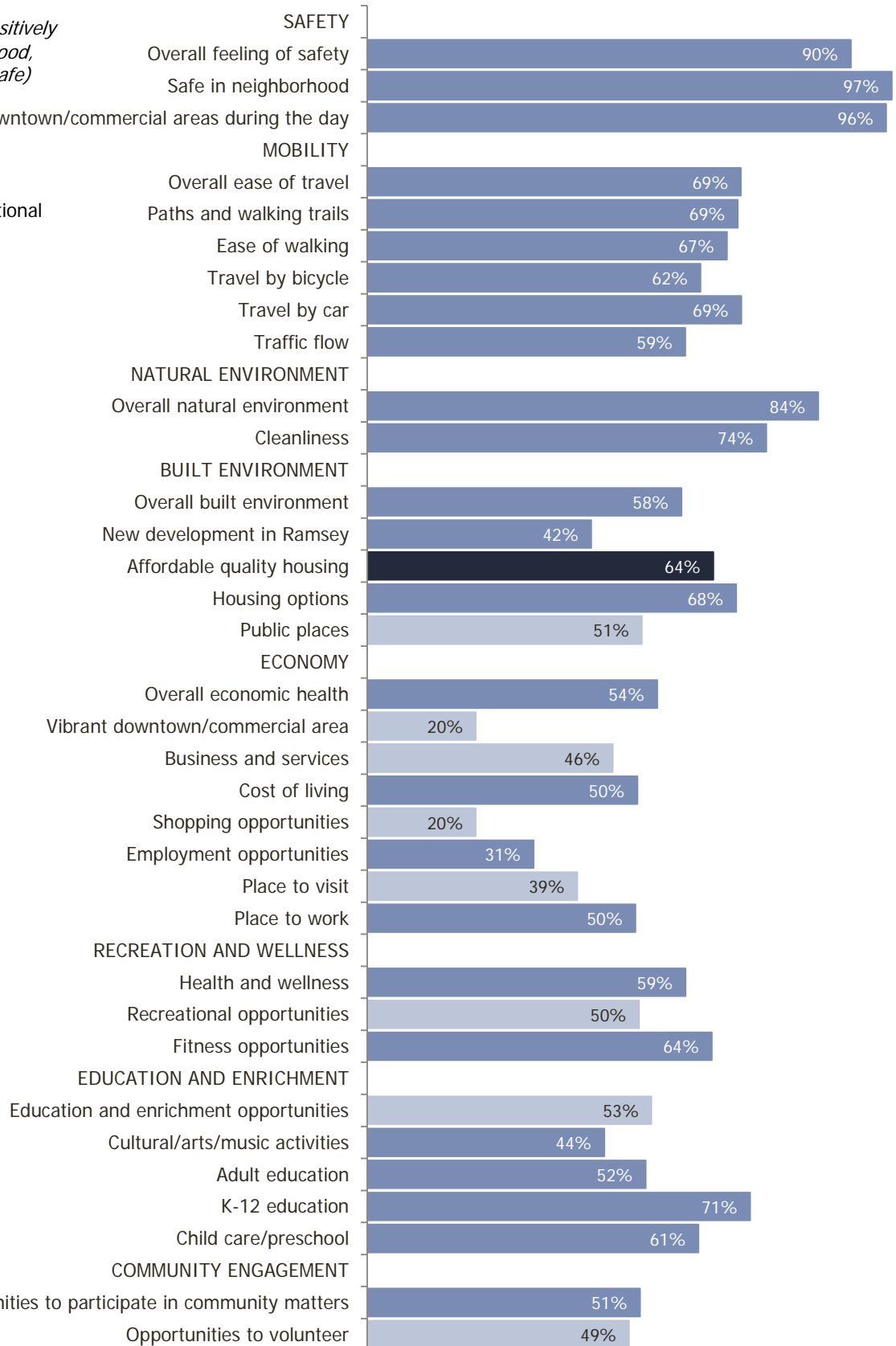
# The National Citizen Survey™

Figure 1: Aspects of Community Characteristics

*Percent rating positively  
(e.g., excellent/good,  
very/somewhat safe)*

Comparison to national  
benchmark

- Higher
- Similar
- Lower



# Governance

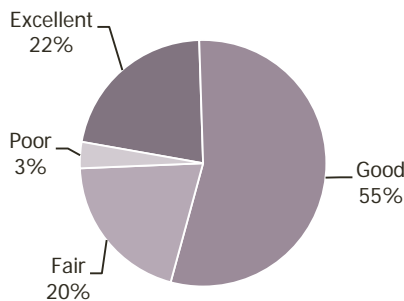
*How well does the government of Ramsey meet the needs and expectations of its residents?*

The overall quality of the services provided by Ramsey as well as the manner in which these services are provided is a key component of how residents rate their quality of life. About three-quarters of residents gave positive reviews to the overall quality of City services while about 4 in 10 favorably rated the services provided by the Federal Government; both of these evaluations were similar to those observed elsewhere across the country.

Survey respondents also rated various aspects of Ramsey’s leadership and governance. About 8 in 10 residents gave favorable marks to the customer service provided by the City, and roughly half were pleased with the remaining aspects of government performance. These ratings were all similar to the national benchmark and several trended up since 2016 (welcoming citizen involvement, confidence in City government, acting in the best interest of Ramsey and being honest).

Respondents evaluated over 30 individual services and amenities available in Ramsey. Most services were rated positively by a majority of respondents and were similar to ratings given in other communities. Several service evaluations improved from 2016 to 2018, including those for traffic signal timing, economic development and most aspects of Built Environment.

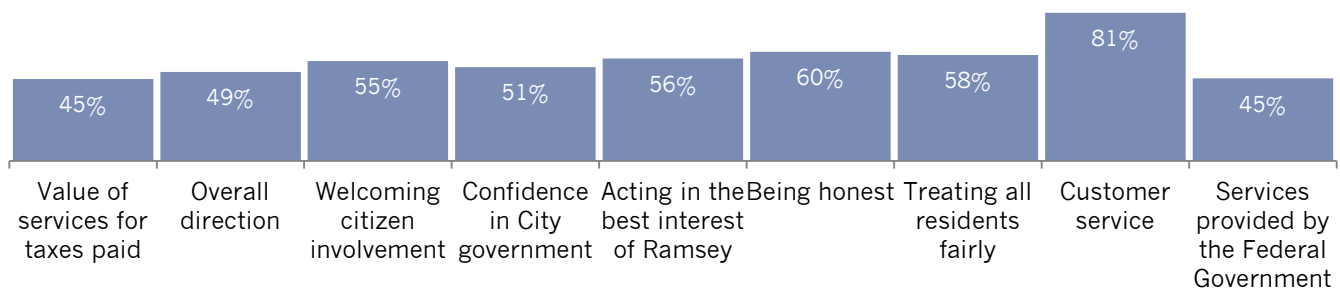
**Overall Quality of City Services**



*Percent rating positively (e.g., excellent/good)*

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



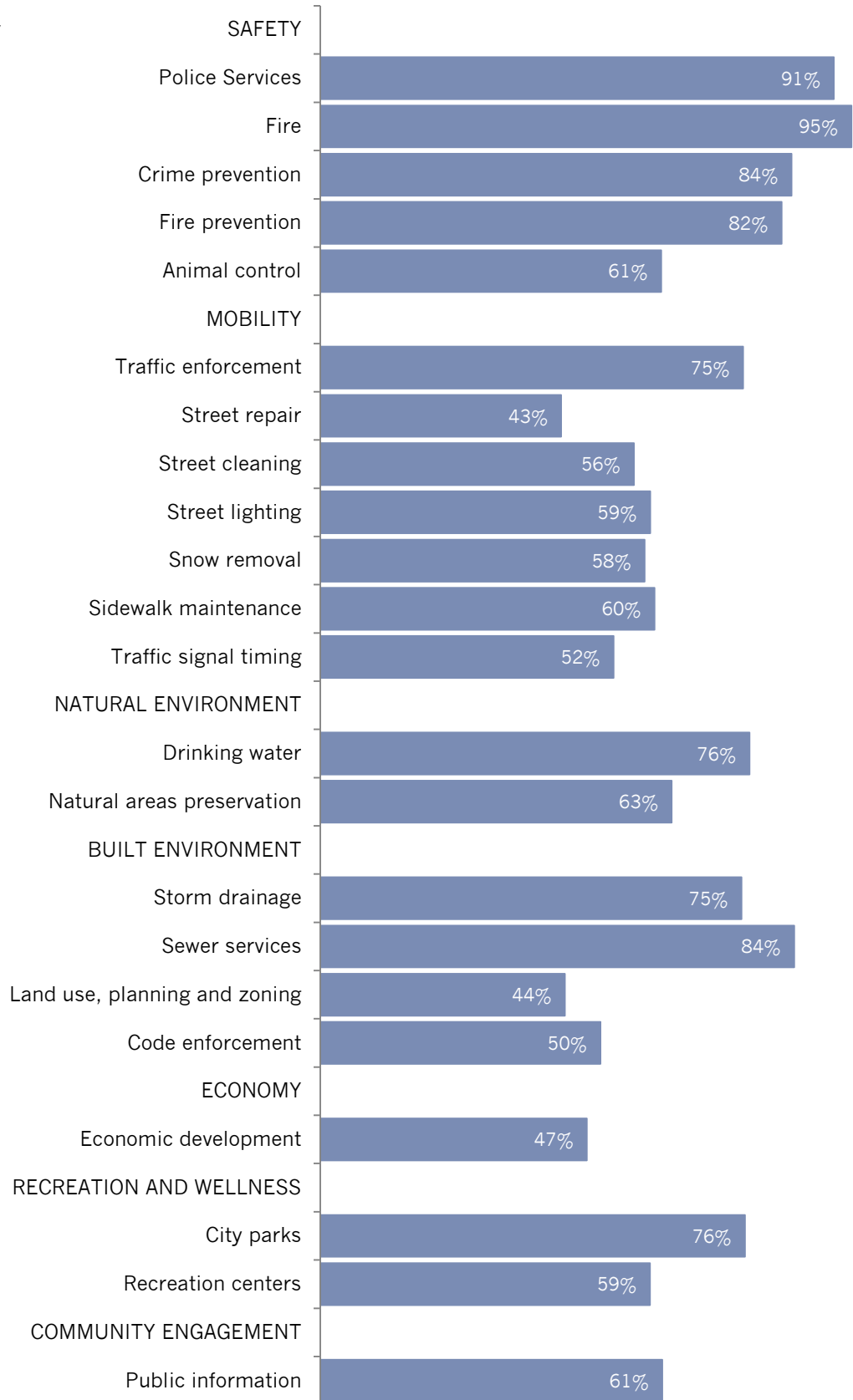
## The National Citizen Survey™

Figure 2: Aspects of Governance

Percent rating positively  
(e.g., excellent/good)

Comparison to national  
benchmark

- Higher
- Similar
- Lower

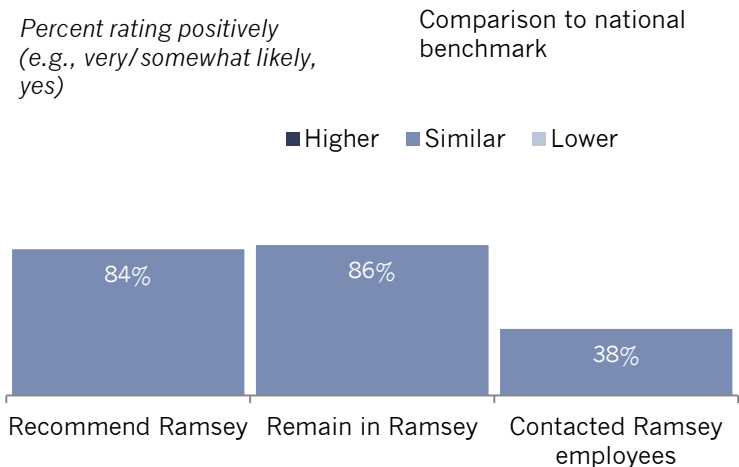
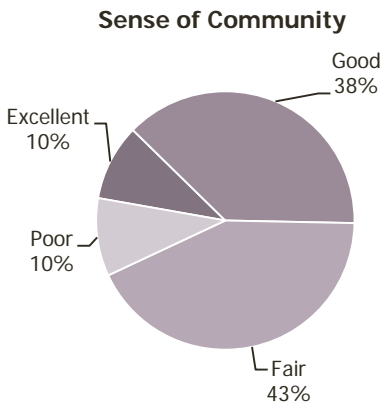


# Participation

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

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community, a shared sense of membership, belonging and history. About half of residents gave excellent or good marks to the sense of community in Ramsey, which was similar to ratings seen in other communities. More than 8 in 10 residents would recommend living in Ramsey to someone who asked and planned to remain there for the next five years; these ratings were also similar to the national benchmark.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Levels of participation tended to vary widely across the different facets, making the comparison to the benchmark (and to Ramsey's ratings over time) helpful for interpreting the results. Participation rates tended to be similar to the national benchmark for most items. However, Ramsey residents were more likely than those who lived in other communities to have recycled at home and to not feel they were under housing cost stress, but less likely to work in Ramsey, to have campaigned for an issue, cause or candidate or to have volunteered. Further, survey respondents were more likely in 2018 than in 2016 to believe the economy would positively impact their income and or to have attended a City-sponsored event.



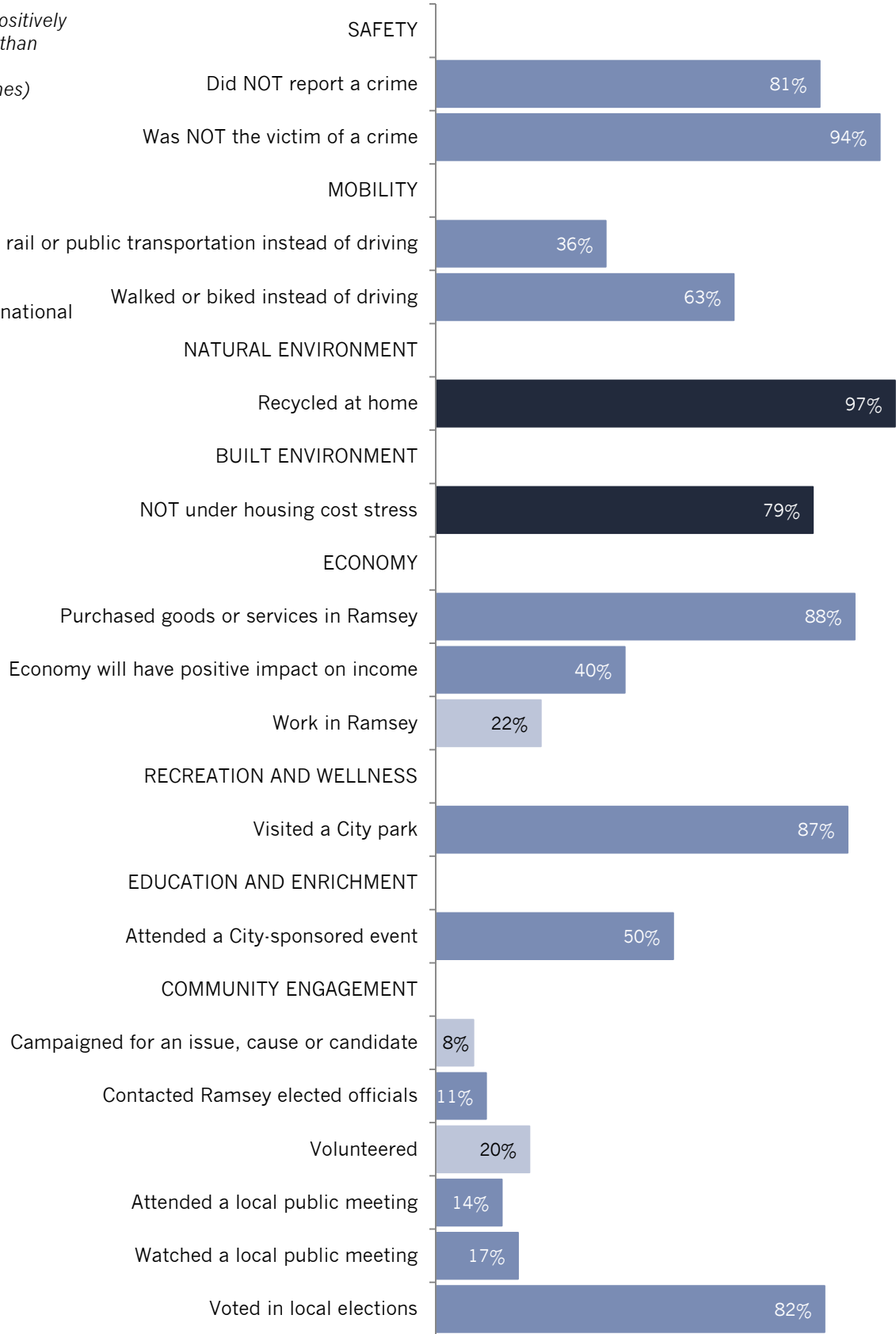
# The National Citizen Survey™

Figure 3: Aspects of Participation

Percent rating positively  
(e.g., yes, more than  
once a month,  
always/sometimes)

Comparison to national  
benchmark

- Higher
- Similar
- Lower

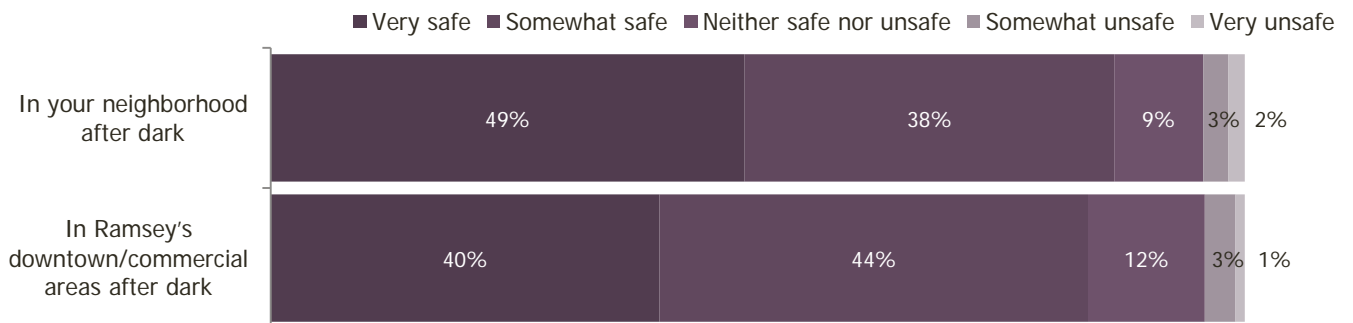


# Special Topics

The City of Ramsey included six questions of special interest on The NCS as well as several line additions to standard questions. Topic areas included sources of City information, changes to new or existing amenities, City priorities and funding options for street maintenance, among others.

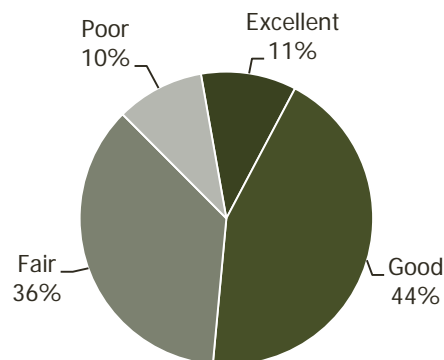
Thinking about their feelings of safety after dark, roughly 9 in 10 residents indicated that they felt safe in their neighborhoods or in Ramsey’s downtown/commercial areas after dark; very few residents felt unsafe in these areas.

Figure 4: Line Additions to Question 4  
Please rate how safe or unsafe you feel:



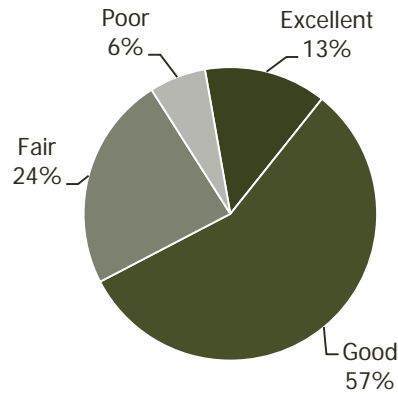
Slightly more than half of residents rated the overall condition of City maintained streets as excellent or good; about one-third thought the roads were in fair condition and 1 in 10 rated them as poor.

Figure 5: Line Addition to Question 5  
Please rate the overall condition of City maintained streets:



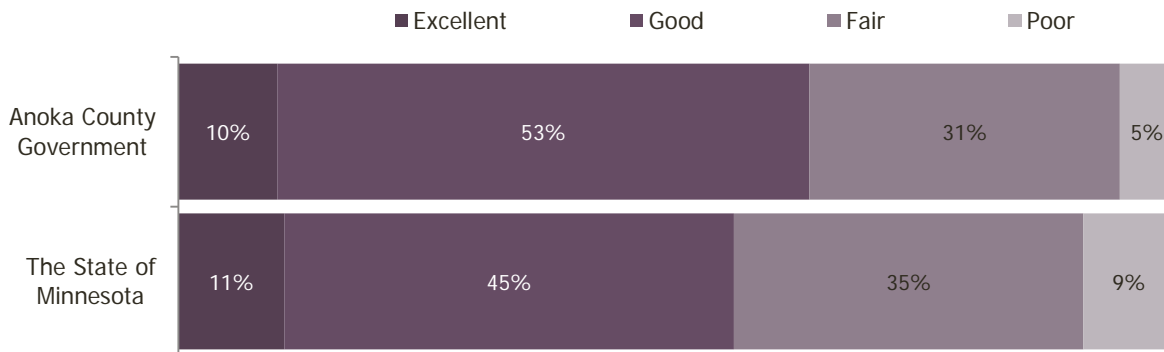
About 7 in 10 residents assessed the quality of Ramsey trail maintenance as excellent or good. About one-quarter rated the quality of the trails as fair and less than 1 in 10 thought it was poor.

Figure 6: Line Addition to Question 10  
*Please rate the quality of trail maintenance in Ramsey:*



Residents' sentiments toward the County and State governments were similar: about 6 in 10 thought each was excellent or good, 3 in 10 thought each was fair and 1 in 10 rated the governments as poor.

Figure 7: Line Additions to Question 11  
*Overall, how would you rate the quality of the services provided by each of the following?*

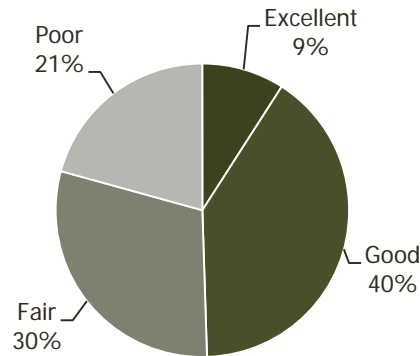


The National Citizen Survey™

When asked about the development and success of a Ramsey strategic plan, about half of residents thought that the Ramsey government had done an excellent or good job. Approximately 3 in 10 residents thought Ramsey had done a fair job on the plan and 2 in 10 rated it poorly.

Figure 8: Line Addition to Question 12

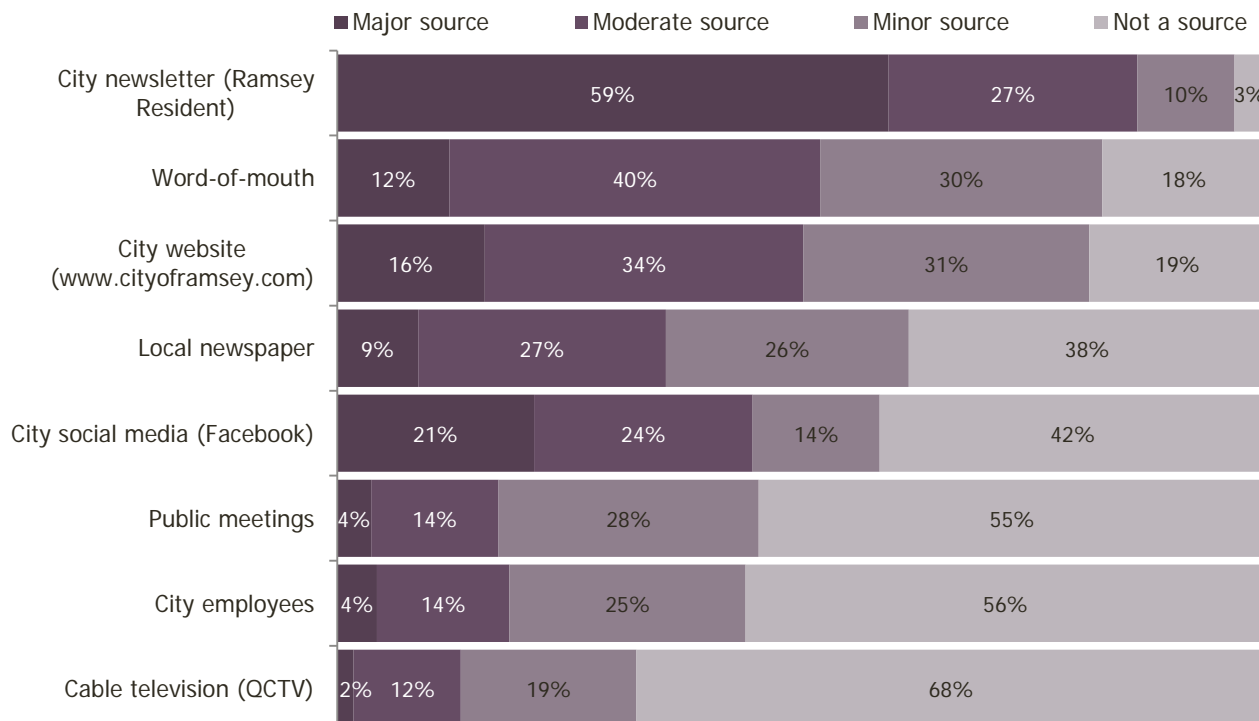
Please rate the following categories of Ramsey government performance: Development and success of a strategic action plan



Residents evaluated a list of sources of City information and indicated whether they considered each to be a major, moderate, minor or not a source of information. About 8 in 10 residents used the City newsletter as a major or moderate information source and another 1 in 10 considered it a minor source. About half of residents used word-of-mouth or the City website as major or moderate sources of information and another 3 in 10 used each of these as a minor source. The least-utilized sources of City information were public meetings, City employees and cable television; less than half of residents used any of these modes as an information source.

Figure 9: Sources of City Information

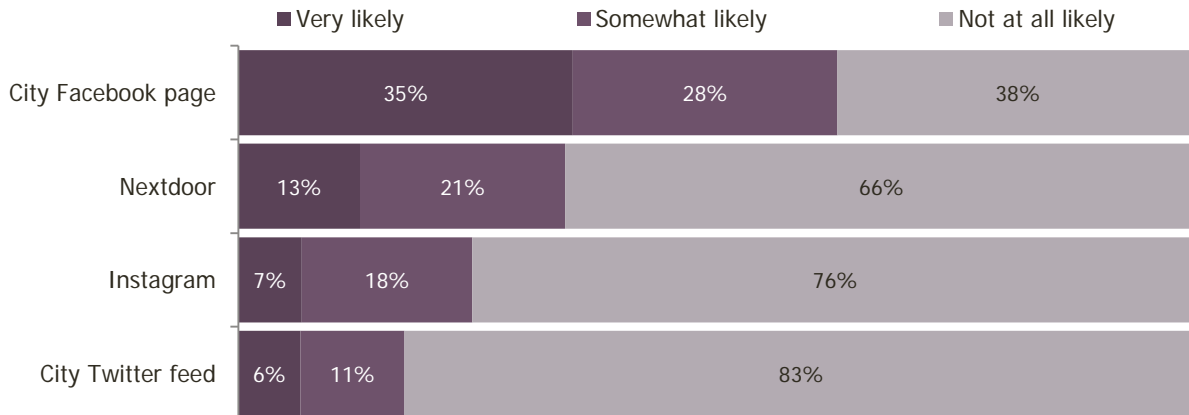
To what extent are each of the following a source of information for you about Ramsey city government and its activities?



When prompted about social media outlets, residents indicated they would be most likely to engage with the City in the future on Facebook (62% very or somewhat likely). In addition, about 4 in 10 would engage with the City on Nextdoor, one-quarter on Instagram and about 2 in 10 residents would be interested in engaging on the City Twitter feed.

Figure 10: Likelihood of Social Media Engagement

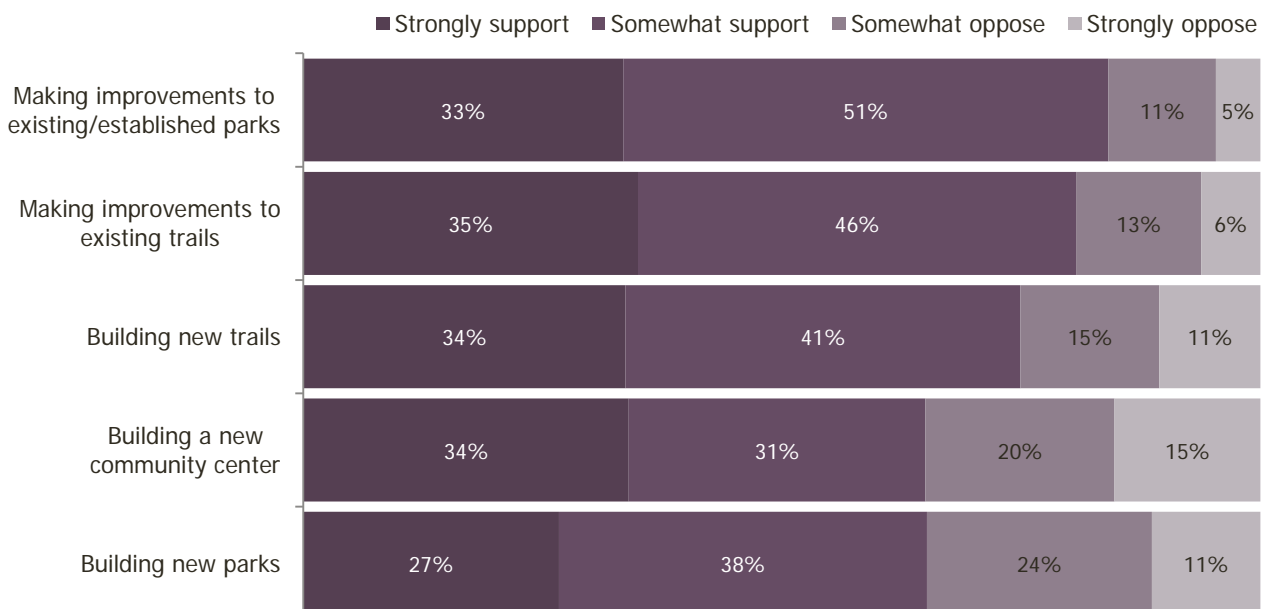
Please indicate how likely you would be, if at all, to engage with the City on the following social media platforms in the future:



Residents considered a list of City amenities and indicated the extent to which they would support or oppose the City investigating changes to each. Even though they were informed that changes to amenities could result in a tax increase, a strong majority of residents strongly or somewhat supported the City investigating each of the potential changes. Support was strongest for making improvements to existing/established parks and to existing trails as well as building new trails.

Figure 11: Support for Changes to City Amenities

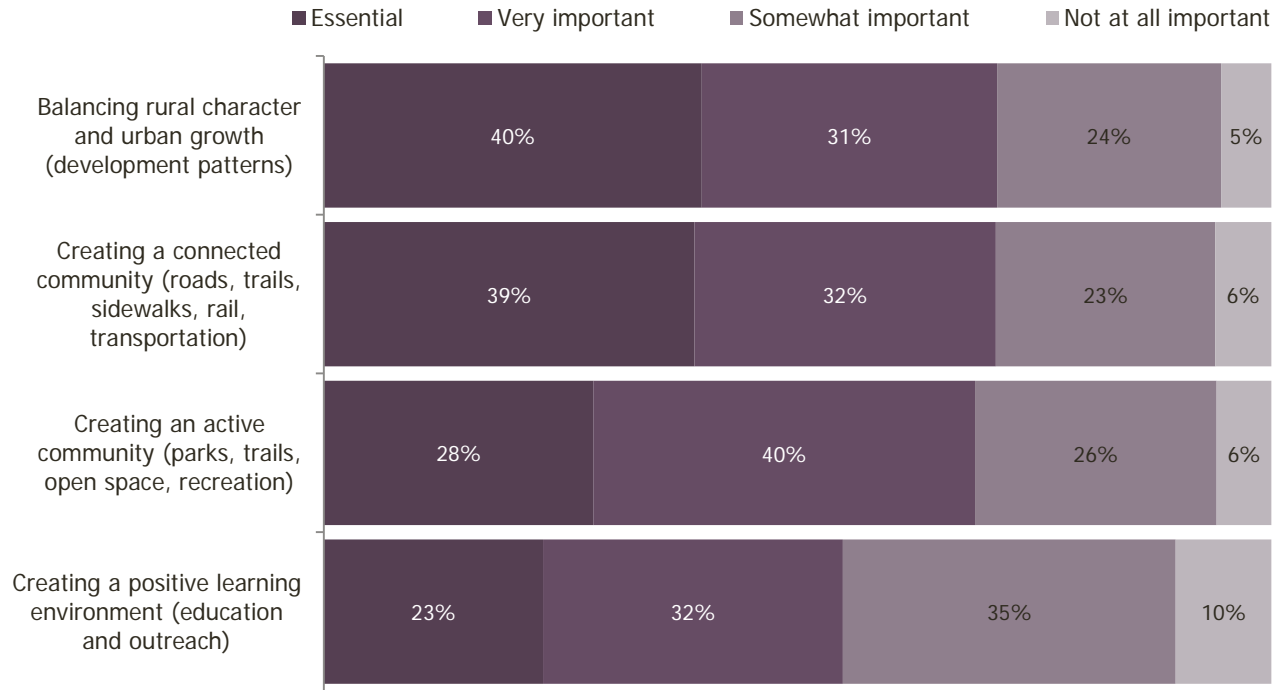
Please indicate to what extent you support or oppose the city investigating the following changes to new or existing amenities, each of which could accordingly result in an increase to the tax levy:



Thinking about the importance of four City priorities, about 7 in 10 residents thought that balancing rural character and urban growth, creating a connected community and creating an active community were each essential or very important. Creating a positive learning environment was rated as at least very important by a majority of Ramsey residents

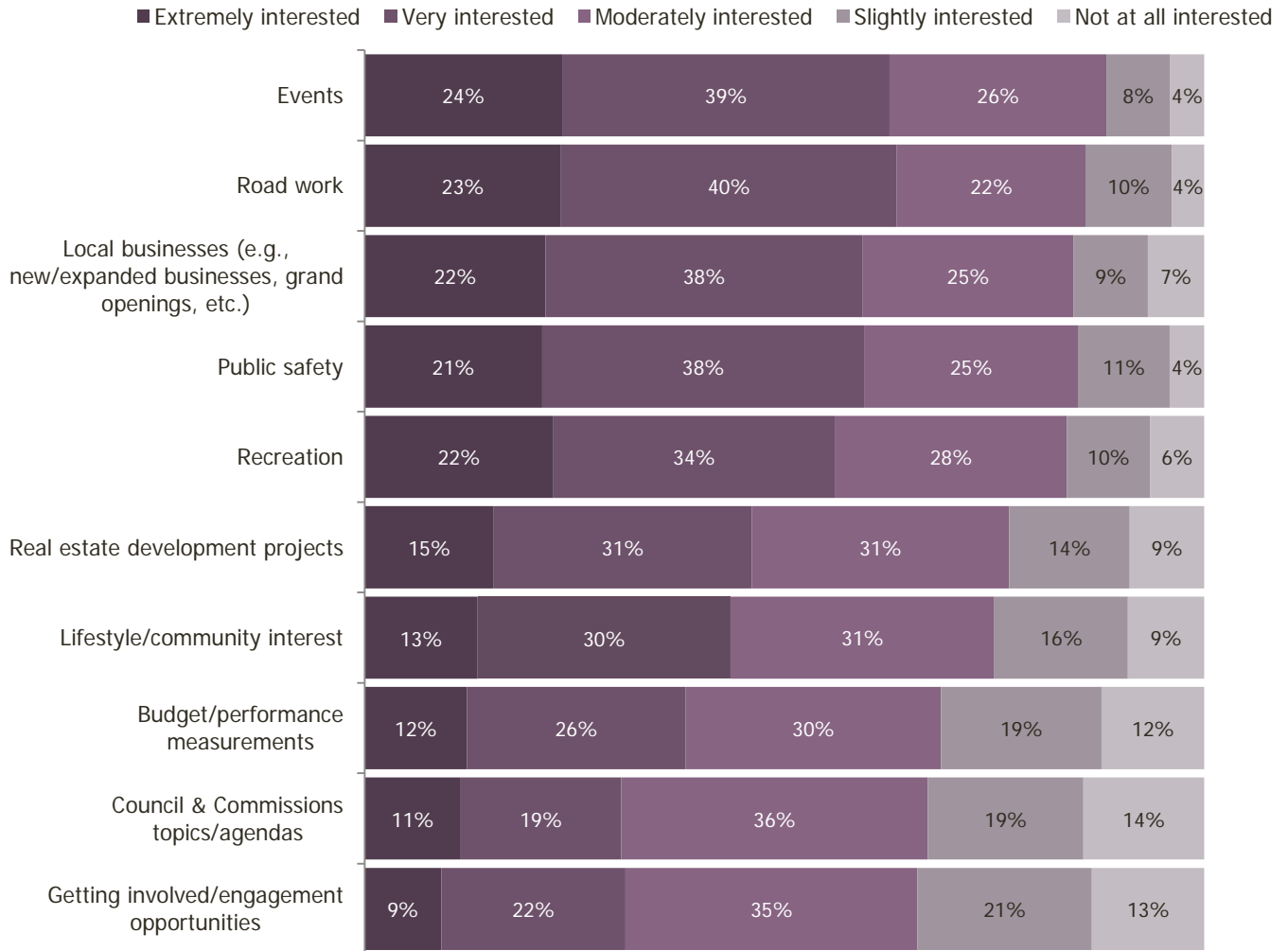
Figure 12: Importance of City Priorities

Please rate how important, if at all, you think each of the following priorities are for the City to focus on in the next five years:



Residents considered a list of news topics and indicated how interested they were in receiving information about each. About 8 in 10 residents were at least moderately interested in receiving information about events, road work, local business, public safety and recreation. Respondents were least interested in receiving information about Council and Commissions topics/agendas and getting involved/engagement opportunities; however, about 7 in 10 residents still expressed at least moderate interest in these topics.

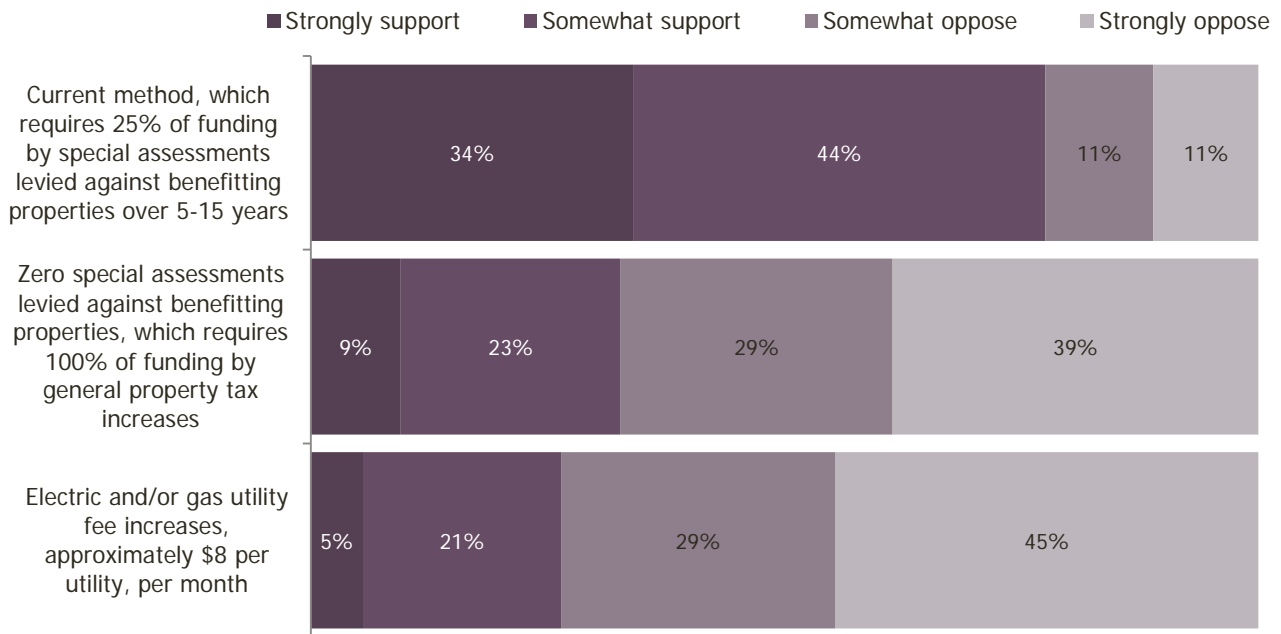
Figure 13: Interest in City Information  
*How interested are you, if at all, in receiving information from the City about each of the following topics?*



For the final special interest question on the survey, residents indicated their level of support for three different funding options for City street maintenance. About 8 in 10 residents strongly or somewhat supported the current method of funding which requires 25% of funding by special assessments of benefitting properties. Residents indicated stronger opposition to the other two types of funding described (general property tax increases or utility fee increases).

Figure 14: Sources of Funding for City Street Maintenance

*The City employs a long-term maintenance program to cost-effectively maintain all 175-plus miles of City streets. Currently, street reconstruction projects are funded 25% by special assessments levied against benefitting properties, and 75% by street reconstruction bonds, which are paid back using general property taxes. The City periodically evaluates funding sources for this on-going program. Please indicate the extent to which you would support or oppose the following funding sources:*



# 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, including the value of services for taxes paid, the overall direction of the City and the job Ramsey government does at welcoming citizen involvement. These ratings were all similar to the national benchmark. 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. Further, ratings for select City services, such as traffic signal timing, land use, planning and zoning, and code enforcement also increased since the last survey iteration, and no services declined in ratings during that time.

## The Economy continues to be a priority for residents.

As in 2016, 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 elsewhere. Further, resident sentiment toward employment opportunities and economic development improved since 2016, and more residents in 2018 believed that the economy would have a positive impact on their income in the next six months. Also, about 8 in 10 residents were quite interested in receiving information from the City about local business (e.g., new/expanded businesses, grand openings, etc.).

However, ratings for 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 6 in 10 residents or more gave positive ratings to most aspects of Mobility, including overall ease of travel, ease of travel by car, availability of paths and walking trails and traffic enforcement; these ratings were all similar to those given in other communities across the nation.

Road maintenance was important to residents with nearly 85% of respondents reporting they were interested in receiving information from the City about road work; the only type of information of greater interest 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% of funding by special assessments of benefitting properties.

Finally, connectivity is a priority for Ramsey residents. Seven in 10 residents thought that creating a connected community (roads, trails, sidewalks, rail, and transportation) was essential or very important to the future of the community. Further, when asked to consider a number of community enhancements (with a potential for a tax increase), a strong majority of residents supported the City making improvements to existing trails as well as building new trails.

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The National Citizen Survey<sup>TM</sup>

## Ramsey, MN

Dashboard Summary of Findings

2018



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# Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report summarizes Ramsey’s performance in the eight facets of community livability with the “General” rating as a summary of results from the overarching questions not shown within any of the eight facets. The “Overall” represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Ramsey’s community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Broadly, ratings for most aspects of community livability were positive and similar to the national benchmark. Levels of participation within the facets of Natural Environment and Built Environment were higher than those seen in communities elsewhere. This information can be helpful in identifying the areas of community strength and areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	1	32	8	0	32	0	2	16	3
General	0	7	0	0	3	0	0	3	0
Safety	0	3	0	0	5	0	0	2	0
Mobility	0	6	0	0	7	0	0	2	0
Natural Environment	0	2	0	0	2	0	1	0	0
Built Environment	1	3	1	0	4	0	1	0	0
Economy	0	4	4	0	1	0	0	2	1
Recreation and Wellness	0	2	1	0	2	0	0	1	0
Education and Enrichment	0	4	1	0	0	0	0	1	0
Community Engagement	0	1	1	0	8	0	0	5	2

National Benchmark	
	Higher
	Similar
	Lower

# The National Citizen Survey™

Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↔	↔	68%	Customer service	↔	↔	81%	Recommend Ramsey	↔	↔	84%
	Overall quality of life	↔	↔	81%	Services provided by Ramsey	↔	↔	76%	Remain in Ramsey	↔	↔	86%
	Place to retire	↑	↔	55%	Services provided by the Federal Government	↑	↔	45%	Contacted Ramsey employees	↔	↔	38%
	Place to raise children	↔	↔	87%								
	Place to live	↔	↔	85%								
	Neighborhood	↔	↔	82%								
Safety	Overall image	↔	↔	60%								
	Overall feeling of safety	↔	↔	90%	Police	↔	↔	91%	Was NOT the victim of a crime	↔	↔	94%
	Safe in neighborhood	↔	↔	97%	Crime prevention	↔	↔	84%	Did NOT report a crime	↔	↔	81%
	Safe downtown/commercial areas	↔	↔	96%	Fire	↔	↔	95%				
					Fire prevention	↔	↔	82%				
Mobility					Animal control	↔	↔	61%				
	Traffic flow	↔	↔	59%	Traffic enforcement	↔	↔	75%	Walked or biked instead of driving	↔	↔	63%
	Travel by car	↔	↔	69%	Street repair	↔	↔	43%	Used public transportation instead of driving	↔	↔	36%
	Travel by bicycle	↔	↔	62%	Street cleaning	↔	↔	56%				
	Ease of walking	↔	↔	67%	Street lighting	↔	↔	59%				
	Overall ease of travel	↔	↔	69%	Snow removal	↔	↔	58%				
Natural Environment	Paths and walking trails	↔	↔	69%	Sidewalk maintenance	↔	↔	60%				
					Traffic signal timing	↑	↔	52%				
	Overall natural environment	↔	↔	84%	Drinking water	↔	↔	76%	Recycled at home	↔	↑	97%
Built Environment	Cleanliness	↔	↔	74%	Natural areas preservation	↔	↔	63%				
	New development in Ramsey	↔	↔	42%	Sewer services	↑	↔	84%	NOT experiencing housing cost stress	↔	↑	79%
	Affordable quality housing	↔	↑	64%	Storm drainage	↔	↔	75%				
	Housing options	↔	↔	68%	Land use, planning and zoning	↑	↔	44%				
	Overall built environment	↔	↔	58%	Code enforcement	↑	↔	50%				
	Public places	↔	↓	51%								

**Legend**

↑↑ Much higher    ↑ Higher    ↔ Similar    ↓ Lower    ↓↓ Much lower    \* Not available

# The National Citizen Survey™

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Economy	Overall economic health	↔	↔	54%	Economic development	↑	↔	47%	Economy will have positive impact on income	↑	↔	40%
	Shopping opportunities	↔	↓↓	20%					Purchased goods or services in Ramsey	↔	↔	88%
	Employment opportunities	↑	↔	31%					Work in Ramsey	↔	↓	22%
	Place to visit	↔	↓	39%								
	Cost of living	↔	↔	50%								
	Vibrant downtown/commercial area	↔	↓↓	20%								
	Place to work	↔	↔	50%								
Recreation and Wellness	Business and services	↔	↓	46%								
	Fitness opportunities	↑	↔	64%	City parks	↔	↔	76%	Visited a City park	↔	↔	87%
	Recreational opportunities	↔	↓	50%	Recreation centers	↔	↔	59%				
Education and Enrichment	Health and wellness	↔	↔	59%								
	K-12 education	↔	↔	71%					Attended a City-sponsored event	↑	↔	50%
	Cultural/arts/music activities	↑	↔	44%								
	Child care/preschool	↔	↔	61%								
	Adult education	↔	↔	52%								
Community Engagement	Overall education and enrichment	↔	↓	53%								
	Opportunities to participate in community matters	↔	↔	51%	Public information	↔	↔	61%	Sense of community	↔	↔	48%
	Opportunities to volunteer	↔	↓	49%	Overall direction	↔	↔	49%	Voted in local elections	↔	↔	82%
					Value of services for taxes paid	↔	↔	45%	Attended a local public meeting	↔	↔	14%
					Welcoming citizen involvement	↑	↔	55%	Watched a local public meeting	↔	↔	17%
					Confidence in City government	↑	↔	51%	Volunteered	↔	↓↓	20%
					Acting in the best interest of Ramsey	↑	↔	56%	Campaigned for an issue, cause or candidate	↔	↓	8%
					Being honest	↑	↔	60%	Contacted Ramsey elected officials	↔	↔	11%
				Treating all residents fairly	↔	↔	58%					

**Legend**

↑↑ Much higher      ↑ Higher      ↔ Similar      ↓ Lower      ↓↓ Much lower      \* Not available



**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

# Ramsey, MN

Technical Appendices

2018



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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

# Appendix A: Complete Survey Responses

## Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Ramsey:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Ramsey as a place to live	28%	N=130	57%	N=264	14%	N=64	1%	N=4	100%	N=462
Your neighborhood as a place to live	37%	N=172	45%	N=210	15%	N=67	3%	N=15	100%	N=463
Ramsey as a place to raise children	29%	N=118	58%	N=232	11%	N=45	2%	N=8	100%	N=402
Ramsey as a place to work	11%	N=30	39%	N=107	30%	N=83	20%	N=55	100%	N=276
Ramsey as a place to visit	11%	N=46	28%	N=122	39%	N=169	22%	N=95	100%	N=432
Ramsey as a place to retire	14%	N=52	41%	N=147	30%	N=109	14%	N=52	100%	N=360
The overall quality of life in Ramsey	18%	N=83	63%	N=293	17%	N=77	2%	N=8	100%	N=461

Table 2: Question 2

Please rate each of the following characteristics as they relate to Ramsey as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Ramsey	29%	N=134	61%	N=280	10%	N=45	1%	N=3	100%	N=462
Overall ease of getting to the places you usually have to visit	19%	N=86	51%	N=235	23%	N=105	8%	N=38	100%	N=463
Quality of overall natural environment in Ramsey	24%	N=108	60%	N=272	14%	N=66	2%	N=9	100%	N=455
Overall “built environment” of Ramsey (including overall design, buildings, parks and transportation systems)	10%	N=48	48%	N=218	32%	N=144	10%	N=46	100%	N=455
Health and wellness opportunities in Ramsey	13%	N=56	46%	N=189	32%	N=133	9%	N=37	100%	N=415
Overall opportunities for education and enrichment	7%	N=28	45%	N=173	37%	N=141	10%	N=40	100%	N=381
Overall economic health of Ramsey	8%	N=29	46%	N=177	37%	N=142	9%	N=35	100%	N=383
Sense of community	10%	N=43	38%	N=170	43%	N=191	10%	N=44	100%	N=447
Overall image or reputation of Ramsey	11%	N=47	49%	N=216	32%	N=141	8%	N=36	100%	N=440

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Ramsey to someone who asks	45%	N=206	39%	N=177	12%	N=55	4%	N=21	100%	N=459
Remain in Ramsey for the next five years	57%	N=257	29%	N=133	10%	N=46	4%	N=18	100%	N=454

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	80%	N=372	17%	N=78	1%	N=4	1%	N=3	1%	N=6	100%	N=463
In Ramsey’s downtown/commercial areas during the day	76%	N=329	20%	N=87	2%	N=10	1%	N=3	1%	N=4	100%	N=432
In your neighborhood after dark	49%	N=223	38%	N=174	9%	N=42	3%	N=12	2%	N=8	100%	N=459
In Ramsey’s downtown/commercial areas after dark	40%	N=157	44%	N=173	12%	N=47	3%	N=12	1%	N=4	100%	N=394

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Ramsey as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	11%	N=50	48%	N=223	27%	N=125	14%	N=65	100%	N=462
Ease of travel by car in Ramsey	17%	N=80	52%	N=242	23%	N=108	7%	N=34	100%	N=464
Ease of travel by bicycle in Ramsey	18%	N=65	44%	N=162	27%	N=99	11%	N=41	100%	N=367
Ease of walking in Ramsey	19%	N=83	48%	N=207	25%	N=109	8%	N=35	100%	N=435
Availability of paths and walking trails	22%	N=98	47%	N=208	23%	N=104	8%	N=35	100%	N=446
Cleanliness of Ramsey	19%	N=87	55%	N=254	23%	N=105	3%	N=16	100%	N=461
Overall appearance of Ramsey	15%	N=69	53%	N=242	29%	N=131	3%	N=14	100%	N=456
Public places where people want to spend time	10%	N=45	41%	N=182	35%	N=156	14%	N=63	100%	N=445
Variety of housing options	16%	N=67	53%	N=225	27%	N=114	5%	N=21	100%	N=426
Availability of affordable quality housing	12%	N=46	52%	N=196	26%	N=97	10%	N=38	100%	N=378
Fitness opportunities (including exercise classes and paths or trails, etc.)	12%	N=52	52%	N=227	27%	N=120	9%	N=38	100%	N=437
Recreational opportunities	8%	N=34	43%	N=185	38%	N=167	11%	N=48	100%	N=433
Overall condition of City maintained streets	11%	N=48	44%	N=201	36%	N=166	10%	N=45	100%	N=460

Table 6: Question 6

Please rate each of the following characteristics as they relate to Ramsey as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	12%	N=24	49%	N=93	31%	N=60	7%	N=14	100%	N=190
K-12 education	18%	N=54	53%	N=163	21%	N=63	8%	N=26	100%	N=307
Adult educational opportunities	7%	N=20	45%	N=133	35%	N=104	13%	N=39	100%	N=296
Opportunities to attend cultural/arts/music activities	5%	N=19	39%	N=144	42%	N=155	14%	N=54	100%	N=372
Employment opportunities	4%	N=12	27%	N=76	42%	N=120	27%	N=77	100%	N=285
Shopping opportunities	2%	N=7	19%	N=83	35%	N=158	45%	N=200	100%	N=449
Cost of living in Ramsey	11%	N=49	39%	N=180	43%	N=196	7%	N=32	100%	N=457
Overall quality of business and service establishments in Ramsey	6%	N=25	40%	N=179	38%	N=170	17%	N=75	100%	N=449
Vibrant downtown/commercial area	3%	N=15	17%	N=73	40%	N=176	40%	N=175	100%	N=440
Overall quality of new development in Ramsey	6%	N=27	35%	N=151	40%	N=173	18%	N=77	100%	N=427
Opportunities to volunteer	5%	N=12	44%	N=103	39%	N=93	12%	N=29	100%	N=237
Opportunities to participate in community matters	7%	N=21	44%	N=132	42%	N=127	8%	N=23	100%	N=304

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Household member was a victim of a crime in Ramsey	94%	N=431	6%	N=30	100%	N=461
Reported a crime to the police in Ramsey	81%	N=373	19%	N=88	100%	N=461
Campaigned or advocated for an issue, cause or candidate	92%	N=424	8%	N=37	100%	N=461
Contacted the City of Ramsey (in-person, phone, email or web) for help or information	62%	N=286	38%	N=175	100%	N=461
Contacted Ramsey elected officials (in-person, phone, email or web) to express your opinion	89%	N=412	11%	N=49	100%	N=461

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Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Ramsey?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Visited a neighborhood park or City park	21%	N=96	30%	N=140	36%	N=164	13%	N=61	100%	N=461
Attended a City-sponsored event	1%	N=4	5%	N=22	44%	N=204	50%	N=230	100%	N=461
Used rail or other public transportation instead of driving	7%	N=30	4%	N=18	25%	N=117	64%	N=297	100%	N=463
Walked or biked instead of driving	7%	N=33	21%	N=96	35%	N=159	37%	N=171	100%	N=461
Volunteered your time to some group/activity in Ramsey	2%	N=9	6%	N=26	12%	N=56	80%	N=371	100%	N=463

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=0	1%	N=5	13%	N=59	86%	N=396	100%	N=460
Watched (online or on television) a local public meeting	1%	N=3	2%	N=10	14%	N=67	83%	N=381	100%	N=461

Table 10: Question 10

Please rate the quality of each of the following services in Ramsey:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police services	44%	N=190	47%	N=201	7%	N=31	1%	N=6	100%	N=428
Fire services	45%	N=159	50%	N=177	5%	N=18	0%	N=1	100%	N=355
Crime prevention	26%	N=92	58%	N=209	14%	N=51	2%	N=6	100%	N=359
Fire prevention and education	32%	N=97	51%	N=155	16%	N=50	2%	N=5	100%	N=307
Traffic enforcement	19%	N=73	56%	N=215	18%	N=70	6%	N=24	100%	N=383
Street repair	6%	N=28	37%	N=164	39%	N=177	18%	N=79	100%	N=448
Street cleaning	9%	N=43	46%	N=208	32%	N=143	12%	N=55	100%	N=449
Street lighting	10%	N=45	49%	N=214	26%	N=115	15%	N=68	100%	N=442
Snow removal	13%	N=59	45%	N=203	26%	N=119	16%	N=72	100%	N=453
Sidewalk maintenance	11%	N=41	48%	N=173	27%	N=95	14%	N=50	100%	N=359
Traffic signal timing	8%	N=35	45%	N=202	31%	N=142	16%	N=74	100%	N=453
Storm drainage	14%	N=56	61%	N=236	22%	N=86	3%	N=12	100%	N=390
Drinking water	23%	N=80	53%	N=183	20%	N=69	4%	N=12	100%	N=345
Sewer services	20%	N=59	65%	N=192	14%	N=42	1%	N=4	100%	N=297
City parks	20%	N=86	56%	N=246	21%	N=91	4%	N=16	100%	N=440
Recreation centers or facilities	14%	N=48	45%	N=159	29%	N=102	12%	N=43	100%	N=352
Land use, planning and zoning	8%	N=29	35%	N=129	32%	N=117	24%	N=88	100%	N=363
Code enforcement (weeds, abandoned buildings, etc.)	9%	N=32	41%	N=143	30%	N=107	20%	N=70	100%	N=352
Animal control	15%	N=51	46%	N=161	29%	N=101	10%	N=36	100%	N=348
Economic development	10%	N=37	37%	N=138	33%	N=122	19%	N=72	100%	N=369
Public information services	12%	N=46	49%	N=182	34%	N=128	5%	N=17	100%	N=373
Preservation of natural areas such as open space, farmlands and greenbelts	13%	N=51	50%	N=199	26%	N=103	12%	N=46	100%	N=400
Overall customer service by Ramsey employees (police, receptionists, planners, etc.)	28%	N=110	54%	N=212	15%	N=61	3%	N=13	100%	N=396
Trail maintenance	13%	N=53	57%	N=224	24%	N=93	6%	N=25	100%	N=395

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Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Ramsey	22%	N=92	55%	N=233	20%	N=85	3%	N=15	100%	N=425
The Federal Government	7%	N=26	38%	N=144	38%	N=144	17%	N=62	100%	N=376
Anoka County Government	10%	N=40	53%	N=215	31%	N=125	5%	N=22	100%	N=402
The State of Minnesota	11%	N=41	45%	N=176	35%	N=137	9%	N=36	100%	N=389

Table 12: Question 12

Please rate the following categories of Ramsey government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Ramsey	6%	N=24	39%	N=167	40%	N=169	15%	N=66	100%	N=425
The overall direction that Ramsey is taking	7%	N=31	41%	N=173	33%	N=138	18%	N=76	100%	N=418
The job Ramsey government does at welcoming citizen involvement	11%	N=40	44%	N=156	33%	N=118	12%	N=44	100%	N=358
Overall confidence in Ramsey government	7%	N=29	44%	N=178	34%	N=136	15%	N=59	100%	N=402
Generally acting in the best interest of the community	9%	N=39	47%	N=191	31%	N=126	13%	N=54	100%	N=409
Being honest	12%	N=44	48%	N=170	29%	N=102	11%	N=41	100%	N=357
Treating all residents fairly	12%	N=42	46%	N=167	32%	N=116	10%	N=34	100%	N=359
Development and success of a strategic action plan	9%	N=31	40%	N=138	30%	N=101	21%	N=70	100%	N=340

Table 13: Question 13

Please rate how important, if at all, you think it is for the Ramsey community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Ramsey	50%	N=229	36%	N=163	14%	N=64	0%	N=2	100%	N=459
Overall ease of getting to the places you usually have to visit	29%	N=135	47%	N=214	21%	N=98	3%	N=12	100%	N=459
Quality of overall natural environment in Ramsey	31%	N=140	49%	N=225	17%	N=80	3%	N=14	100%	N=460
Overall "built environment" of Ramsey (including overall design, buildings, parks and transportation systems)	30%	N=137	45%	N=206	23%	N=107	2%	N=8	100%	N=458
Health and wellness opportunities in Ramsey	23%	N=106	39%	N=181	33%	N=150	5%	N=23	100%	N=460
Overall opportunities for education and enrichment	25%	N=115	36%	N=166	33%	N=151	6%	N=25	100%	N=457
Overall economic health of Ramsey	40%	N=184	45%	N=206	14%	N=64	1%	N=5	100%	N=458
Sense of community	23%	N=107	44%	N=201	31%	N=143	2%	N=7	100%	N=457

Table 14: Question 14

To what extent are each of the following a source of information for you about Ramsey city government and its activities?	Major source		Moderate source		Minor source		Not a source		Total	
City newsletter (Ramsey Resident)	59%	N=275	27%	N=124	10%	N=49	3%	N=15	100%	N=464
Local newspaper	9%	N=41	27%	N=123	26%	N=121	38%	N=178	100%	N=463
City website (www.cityoframsey.com)	16%	N=73	34%	N=157	31%	N=141	19%	N=87	100%	N=457
Word-of-mouth	12%	N=56	40%	N=184	30%	N=140	18%	N=81	100%	N=461
Cable television (QCTV)	2%	N=8	12%	N=53	19%	N=87	68%	N=311	100%	N=459
City employees	4%	N=20	14%	N=66	25%	N=117	56%	N=257	100%	N=459
Public meetings	4%	N=17	14%	N=63	28%	N=130	55%	N=252	100%	N=462
City social media (Facebook)	21%	N=98	24%	N=108	14%	N=63	42%	N=191	100%	N=460

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Table 15: Question 15

Please indicate how likely you would be, if at all, to engage with the City on the following social media platforms in the future:	Very likely		Somewhat likely		Not at all likely		Total	
	%	N	%	N	%	N	%	N
City Facebook page	35%	N=147	28%	N=117	38%	N=159	100%	N=423
City Twitter feed	6%	N=25	11%	N=42	83%	N=318	100%	N=385
Nextdoor	13%	N=44	21%	N=74	66%	N=229	100%	N=348
Instagram	7%	N=25	18%	N=68	76%	N=288	100%	N=381

Table 16: Question 16

Please indicate to what extent you support or oppose the city investigating the following changes to new or existing amenities, each of which could accordingly result in an increase to the tax levy:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
	%	N	%	N	%	N	%	N	%	N
Making improvements to existing/established parks	33%	N=149	51%	N=226	11%	N=50	5%	N=21	100%	N=446
Building new parks	27%	N=117	38%	N=168	24%	N=103	11%	N=50	100%	N=438
Making improvements to existing trails	35%	N=155	46%	N=203	13%	N=58	6%	N=27	100%	N=444
Building new trails	34%	N=149	41%	N=182	15%	N=64	11%	N=47	100%	N=441
Building a new community center	34%	N=141	31%	N=129	20%	N=82	15%	N=63	100%	N=415

Table 17: Question 17

Please rate how important, if at all, you think each of the following priorities are for the City to focus on in the next five years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Balancing rural character and urban growth (development patterns)	40%	N=183	31%	N=143	24%	N=109	5%	N=24	100%	N=460
Creating an active community (parks, trails, open space, recreation)	28%	N=131	40%	N=185	26%	N=117	6%	N=27	100%	N=460
Creating a connected community (roads, trails, sidewalks, rail, transportation)	39%	N=179	32%	N=146	23%	N=106	6%	N=27	100%	N=459
Creating a positive learning environment (education and outreach)	23%	N=106	32%	N=145	35%	N=161	10%	N=46	100%	N=459

Table 18: Question 18

How interested are you, if at all, in receiving information from the City about each of the following topics?	Extremely interested		Very interested		Moderately interested		Slightly interested		Not at all interested		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Council & Commissions topics/agendas	11%	N=52	19%	N=87	36%	N=167	19%	N=85	14%	N=66	100%	N=457
Lifestyle/community interest	13%	N=61	30%	N=137	31%	N=143	16%	N=73	9%	N=41	100%	N=456
Recreation	22%	N=103	34%	N=153	28%	N=127	10%	N=45	6%	N=30	100%	N=457
Local businesses (e.g., new/expanded businesses, grand openings, etc.)	22%	N=98	38%	N=173	25%	N=115	9%	N=40	7%	N=31	100%	N=457
Public safety	21%	N=96	38%	N=175	25%	N=116	11%	N=50	4%	N=19	100%	N=457
Events	24%	N=108	39%	N=179	26%	N=118	8%	N=35	4%	N=19	100%	N=458
Road work	23%	N=107	40%	N=183	22%	N=103	10%	N=47	4%	N=18	100%	N=458
Real estate development projects	15%	N=70	31%	N=140	31%	N=140	14%	N=66	9%	N=40	100%	N=456
Getting involved/engagement opportunities	9%	N=41	22%	N=100	35%	N=158	21%	N=94	13%	N=61	100%	N=454
Budget/performance measurements	12%	N=56	26%	N=119	30%	N=139	19%	N=87	12%	N=56	100%	N=456

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Table 19: Question 19

The City employs a long-term maintenance program to cost-effectively maintain all 175-plus miles of City streets. Currently, street reconstruction projects are funded 25% by special assessments levied against benefitting properties, and 75% by street reconstruction bonds, which are paid back using general property taxes. The City periodically evaluates funding sources for this on-going program. Please indicate the extent to which you would support or oppose the following funding sources:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
Current method, which requires 25% of funding by special assessments levied against benefitting properties over 5-15 years	34%	N=132	44%	N=169	11%	N=44	11%	N=43	100%	N=390
Zero special assessments levied against benefitting properties, which requires 100% of funding by general property tax increases	9%	N=36	23%	N=89	29%	N=110	39%	N=148	100%	N=383
Electric and/or gas utility fee increases, approximately \$8 per utility, per month	5%	N=21	21%	N=82	29%	N=113	45%	N=175	100%	N=391

Table 20: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	2%	N=8	1%	N=7	4%	N=18	20%	N=90	73%	N=337	100%	N=460
Purchase goods or services from a business located in Ramsey	1%	N=5	11%	N=49	43%	N=197	33%	N=152	12%	N=57	100%	N=460
Vote in local elections	10%	N=46	8%	N=37	16%	N=72	27%	N=125	39%	N=176	100%	N=456

Table 21: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	8%	N=38
Somewhat positive	32%	N=145
Neutral	50%	N=231
Somewhat negative	8%	N=37
Very negative	2%	N=8
Total	100%	N=459

Table 22: Question D4

What is your employment status?	Percent	Number
Working full time for pay	74%	N=339
Working part time for pay	6%	N=28
Unemployed, looking for paid work	2%	N=10
Unemployed, not looking for paid work	2%	N=11
Fully retired	16%	N=72
Total	100%	N=460

Table 23: Question D5

Do you work inside the boundaries of Ramsey?	Percent	Number
Yes, outside the home	15%	N=67
Yes, from home	7%	N=33
No	78%	N=352
Total	100%	N=452

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Table 24: Question D6

How many years have you lived in Ramsey?	Percent	Number
Less than 2 years	16%	N=72
2 to 5 years	25%	N=116
6 to 10 years	13%	N=60
11 to 20 years	20%	N=95
More than 20 years	26%	N=120
Total	100%	N=463

Table 25: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	82%	N=377
Building with two or more homes (duplex, townhome, apartment or condominium)	18%	N=81
Mobile home	0%	N=0
Other	1%	N=3
Total	100%	N=462

Table 26: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	6%	N=29
Owned	94%	N=432
Total	100%	N=461

Table 27: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	3%	N=11
\$300 to \$599 per month	6%	N=28
\$600 to \$999 per month	13%	N=58
\$1,000 to \$1,499 per month	34%	N=152
\$1,500 to \$2,499 per month	38%	N=173
\$2,500 or more per month	6%	N=27
Total	100%	N=450

Table 28: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	54%	N=250
Yes	46%	N=212
Total	100%	N=463

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Table 29: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	79%	N=362
Yes	21%	N=97
Total	100%	N=459

Table 30: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	3%	N=13
\$25,000 to \$49,999	9%	N=42
\$50,000 to \$99,999	39%	N=171
\$100,000 to \$149,999	35%	N=154
\$150,000 or more	14%	N=62
Total	100%	N=443

Table 31: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	98%	N=450
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=7
Total	100%	N=457

Table 32: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=5
Asian, Asian Indian or Pacific Islander	3%	N=14
Black or African American	1%	N=5
White	93%	N=428
Other	3%	N=15

Total may exceed 100% as respondents could select more than one option.

Table 33: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=11
25 to 34 years	27%	N=125
35 to 44 years	23%	N=106
45 to 54 years	21%	N=96
55 to 64 years	11%	N=49
65 to 74 years	11%	N=52
75 years or older	4%	N=20
Total	100%	N=459

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Table 34: Question D16

What is your sex?	Percent	Number
Female	50%	N=225
Male	50%	N=226
Total	100%	N=451

Table 35: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	73%	N=337
Land line	12%	N=56
Both	15%	N=67
Total	100%	N=460

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Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 36: Question 1

Please rate each of the following aspects of quality of life in Ramsey:	Excellent		Good		Fair		Poor		Don't know		Total	
Ramsey as a place to live	28%	N=130	57%	N=264	14%	N=64	1%	N=4	0%	N=1	100%	N=464
Your neighborhood as a place to live	37%	N=172	45%	N=210	14%	N=67	3%	N=15	0%	N=1	100%	N=465
Ramsey as a place to raise children	25%	N=118	50%	N=232	10%	N=45	2%	N=8	13%	N=61	100%	N=463
Ramsey as a place to work	7%	N=30	23%	N=107	18%	N=83	12%	N=55	40%	N=185	100%	N=461
Ramsey as a place to visit	10%	N=46	26%	N=122	36%	N=169	20%	N=95	7%	N=32	100%	N=464
Ramsey as a place to retire	11%	N=52	32%	N=147	24%	N=109	11%	N=52	22%	N=103	100%	N=462
The overall quality of life in Ramsey	18%	N=83	63%	N=293	17%	N=77	2%	N=8	1%	N=4	100%	N=465

Table 37: Question 2

Please rate each of the following characteristics as they relate to Ramsey as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Ramsey	29%	N=134	60%	N=280	10%	N=45	1%	N=3	0%	N=2	100%	N=464
Overall ease of getting to the places you usually have to visit	19%	N=86	51%	N=235	23%	N=105	8%	N=38	0%	N=1	100%	N=464
Quality of overall natural environment in Ramsey	23%	N=108	59%	N=272	14%	N=66	2%	N=9	1%	N=5	100%	N=460
Overall “built environment” of Ramsey (including overall design, buildings, parks and transportation systems)	10%	N=48	47%	N=218	31%	N=144	10%	N=46	2%	N=7	100%	N=463
Health and wellness opportunities in Ramsey	12%	N=56	41%	N=189	29%	N=133	8%	N=37	10%	N=46	100%	N=461
Overall opportunities for education and enrichment	6%	N=28	37%	N=173	30%	N=141	9%	N=40	18%	N=82	100%	N=463
Overall economic health of Ramsey	6%	N=29	38%	N=177	31%	N=142	8%	N=35	17%	N=81	100%	N=464
Sense of community	9%	N=43	37%	N=170	42%	N=191	10%	N=44	2%	N=11	100%	N=458
Overall image or reputation of Ramsey	10%	N=47	47%	N=216	31%	N=141	8%	N=36	5%	N=22	100%	N=462

Table 38: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Ramsey to someone who asks	45%	N=206	38%	N=177	12%	N=55	4%	N=21	1%	N=3	100%	N=462
Remain in Ramsey for the next five years	56%	N=257	29%	N=133	10%	N=46	4%	N=18	1%	N=5	100%	N=459

Table 39: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	80%	N=372	17%	N=78	1%	N=4	1%	N=3	1%	N=6	0%	N=1	100%	N=464
In Ramsey's downtown/commercial areas during the day	71%	N=329	19%	N=87	2%	N=10	1%	N=3	1%	N=4	7%	N=31	100%	N=463
In your neighborhood after dark	48%	N=223	38%	N=174	9%	N=42	3%	N=12	2%	N=8	1%	N=4	100%	N=464
In Ramsey's downtown/commercial areas after dark	34%	N=157	37%	N=173	10%	N=47	3%	N=12	1%	N=4	15%	N=69	100%	N=463

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Table 40: Question 5

Please rate each of the following characteristics as they relate to Ramsey as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	11%	N=50	48%	N=223	27%	N=125	14%	N=65	0%	N=0	100%	N=462
Ease of travel by car in Ramsey	17%	N=80	52%	N=242	23%	N=108	7%	N=34	0%	N=0	100%	N=464
Ease of travel by bicycle in Ramsey	14%	N=65	35%	N=162	21%	N=99	9%	N=41	21%	N=96	100%	N=463
Ease of walking in Ramsey	18%	N=83	45%	N=207	24%	N=109	8%	N=35	5%	N=23	100%	N=458
Availability of paths and walking trails	21%	N=98	45%	N=208	23%	N=104	8%	N=35	4%	N=17	100%	N=463
Cleanliness of Ramsey	19%	N=87	55%	N=254	23%	N=105	3%	N=16	0%	N=2	100%	N=463
Overall appearance of Ramsey	15%	N=69	52%	N=242	28%	N=131	3%	N=14	1%	N=6	100%	N=462
Public places where people want to spend time	10%	N=45	39%	N=182	34%	N=156	14%	N=63	4%	N=18	100%	N=463
Variety of housing options	14%	N=67	49%	N=225	25%	N=114	4%	N=21	8%	N=36	100%	N=462
Availability of affordable quality housing	10%	N=46	43%	N=196	21%	N=97	8%	N=38	18%	N=82	100%	N=460
Fitness opportunities (including exercise classes and paths or trails, etc.)	11%	N=52	49%	N=227	26%	N=120	8%	N=38	6%	N=26	100%	N=463
Recreational opportunities	7%	N=34	40%	N=185	36%	N=167	10%	N=48	6%	N=29	100%	N=462
Overall condition of City maintained streets	10%	N=48	43%	N=201	36%	N=166	10%	N=45	1%	N=3	100%	N=463

Table 41: Question 6

Please rate each of the following characteristics as they relate to Ramsey as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	5%	N=24	20%	N=93	13%	N=60	3%	N=14	58%	N=266	100%	N=457
K-12 education	12%	N=54	36%	N=163	14%	N=63	6%	N=26	33%	N=151	100%	N=458
Adult educational opportunities	4%	N=20	29%	N=133	23%	N=104	9%	N=39	35%	N=161	100%	N=457
Opportunities to attend cultural/arts/music activities	4%	N=19	31%	N=144	34%	N=155	12%	N=54	19%	N=88	100%	N=460
Employment opportunities	3%	N=12	17%	N=76	26%	N=120	17%	N=77	38%	N=174	100%	N=460
Shopping opportunities	1%	N=7	18%	N=83	34%	N=158	44%	N=200	2%	N=11	100%	N=460
Cost of living in Ramsey	11%	N=49	39%	N=180	42%	N=196	7%	N=32	1%	N=5	100%	N=462
Overall quality of business and service establishments in Ramsey	6%	N=25	39%	N=179	37%	N=170	16%	N=75	2%	N=11	100%	N=460
Vibrant downtown/commercial area	3%	N=15	16%	N=73	38%	N=176	38%	N=175	5%	N=23	100%	N=462
Overall quality of new development in Ramsey	6%	N=27	33%	N=151	37%	N=173	17%	N=77	8%	N=35	100%	N=462
Opportunities to volunteer	3%	N=12	23%	N=103	20%	N=93	6%	N=29	48%	N=217	100%	N=454
Opportunities to participate in community matters	5%	N=21	29%	N=132	27%	N=127	5%	N=23	34%	N=159	100%	N=462

Table 42: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Household member was a victim of a crime in Ramsey	94%	N=431	6%	N=30	100%	N=461
Reported a crime to the police in Ramsey	81%	N=373	19%	N=88	100%	N=461
Campaigned or advocated for an issue, cause or candidate	92%	N=424	8%	N=37	100%	N=461
Contacted the City of Ramsey (in-person, phone, email or web) for help or information	62%	N=286	38%	N=175	100%	N=461
Contacted Ramsey elected officials (in-person, phone, email or web) to express your opinion	89%	N=412	11%	N=49	100%	N=461

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Table 43: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Ramsey?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Visited a neighborhood park or City park	21%	N=96	30%	N=140	36%	N=164	13%	N=61	100%	N=461
Attended a City-sponsored event	1%	N=4	5%	N=22	44%	N=204	50%	N=230	100%	N=461
Used rail or other public transportation instead of driving	7%	N=30	4%	N=18	25%	N=117	64%	N=297	100%	N=463
Walked or biked instead of driving	7%	N=33	21%	N=96	35%	N=159	37%	N=171	100%	N=461
Volunteered your time to some group/activity in Ramsey	2%	N=9	6%	N=26	12%	N=56	80%	N=371	100%	N=463

Table 44: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=0	1%	N=5	13%	N=59	86%	N=396	100%	N=460
Watched (online or on television) a local public meeting	1%	N=3	2%	N=10	14%	N=67	83%	N=381	100%	N=461

Table 45: Question 10

Please rate the quality of each of the following services in Ramsey:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police services	41%	N=190	44%	N=201	7%	N=31	1%	N=6	7%	N=34	100%	N=462
Fire services	34%	N=159	38%	N=177	4%	N=18	0%	N=1	23%	N=107	100%	N=462
Crime prevention	20%	N=92	45%	N=209	11%	N=51	1%	N=6	22%	N=103	100%	N=461
Fire prevention and education	21%	N=97	34%	N=155	11%	N=50	1%	N=5	33%	N=154	100%	N=461
Traffic enforcement	16%	N=73	47%	N=215	15%	N=70	5%	N=24	16%	N=70	100%	N=453
Street repair	6%	N=28	36%	N=164	38%	N=177	17%	N=79	3%	N=12	100%	N=461
Street cleaning	9%	N=43	45%	N=208	31%	N=143	12%	N=55	3%	N=13	100%	N=462
Street lighting	10%	N=45	47%	N=214	25%	N=115	15%	N=68	4%	N=19	100%	N=461
Snow removal	13%	N=59	44%	N=203	26%	N=119	16%	N=72	1%	N=5	100%	N=458
Sidewalk maintenance	9%	N=41	38%	N=173	21%	N=95	11%	N=50	22%	N=101	100%	N=460
Traffic signal timing	8%	N=35	44%	N=202	31%	N=142	16%	N=74	1%	N=7	100%	N=460
Storm drainage	12%	N=56	51%	N=236	19%	N=86	3%	N=12	15%	N=69	100%	N=459
Drinking water	17%	N=80	40%	N=183	15%	N=69	3%	N=12	25%	N=116	100%	N=461
Sewer services	13%	N=59	42%	N=192	9%	N=42	1%	N=4	35%	N=162	100%	N=459
City parks	19%	N=86	54%	N=246	20%	N=91	4%	N=16	4%	N=20	100%	N=460
Recreation centers or facilities	10%	N=48	35%	N=159	22%	N=102	9%	N=43	23%	N=106	100%	N=458
Land use, planning and zoning	6%	N=29	28%	N=129	26%	N=117	19%	N=88	21%	N=96	100%	N=459
Code enforcement (weeds, abandoned buildings, etc.)	7%	N=32	32%	N=143	23%	N=107	15%	N=70	23%	N=103	100%	N=454
Animal control	11%	N=51	35%	N=161	22%	N=101	8%	N=36	24%	N=112	100%	N=460
Economic development	8%	N=37	30%	N=138	27%	N=122	16%	N=72	20%	N=91	100%	N=460
Public information services	10%	N=46	40%	N=182	28%	N=128	4%	N=17	18%	N=83	100%	N=456
Preservation of natural areas such as open space, farmlands and greenbelts	11%	N=51	44%	N=199	23%	N=103	10%	N=46	12%	N=56	100%	N=456

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Please rate the quality of each of the following services in Ramsey:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall customer service by Ramsey employees (police, receptionists, planners, etc.)	25%	N=110	48%	N=212	14%	N=61	3%	N=13	11%	N=50	100%	N=446
Trail maintenance	12%	N=53	49%	N=224	20%	N=93	5%	N=25	14%	N=62	100%	N=457

Table 46: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Ramsey	20%	N=92	51%	N=233	19%	N=85	3%	N=15	6%	N=29	100%	N=454
The Federal Government	6%	N=26	32%	N=144	32%	N=144	14%	N=62	17%	N=78	100%	N=454
Anoka County Government	9%	N=40	47%	N=215	28%	N=125	5%	N=22	12%	N=53	100%	N=455
The State of Minnesota	9%	N=41	39%	N=176	30%	N=137	8%	N=36	15%	N=66	100%	N=455

Table 47: Question 12

Please rate the following categories of Ramsey government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Ramsey	5%	N=24	37%	N=167	37%	N=169	14%	N=66	6%	N=28	100%	N=453
The overall direction that Ramsey is taking	7%	N=31	38%	N=173	30%	N=138	17%	N=76	8%	N=37	100%	N=455
The job Ramsey government does at welcoming citizen involvement	9%	N=40	34%	N=156	26%	N=118	10%	N=44	22%	N=98	100%	N=457
Overall confidence in Ramsey government	6%	N=29	39%	N=178	30%	N=136	13%	N=59	12%	N=54	100%	N=456
Generally acting in the best interest of the community	8%	N=39	42%	N=191	28%	N=126	12%	N=54	10%	N=47	100%	N=456
Being honest	10%	N=44	37%	N=170	22%	N=102	9%	N=41	21%	N=97	100%	N=454
Treating all residents fairly	9%	N=42	37%	N=167	25%	N=116	8%	N=34	21%	N=97	100%	N=456
Development and success of a strategic action plan	7%	N=31	30%	N=138	22%	N=101	15%	N=70	25%	N=115	100%	N=455

Table 48: Question 13

Please rate how important, if at all, you think it is for the Ramsey community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Ramsey	50%	N=229	36%	N=163	14%	N=64	0%	N=2	100%	N=459
Overall ease of getting to the places you usually have to visit	29%	N=135	47%	N=214	21%	N=98	3%	N=12	100%	N=459
Quality of overall natural environment in Ramsey	31%	N=140	49%	N=225	17%	N=80	3%	N=14	100%	N=460
Overall "built environment" of Ramsey (including overall design, buildings, parks and transportation systems)	30%	N=137	45%	N=206	23%	N=107	2%	N=8	100%	N=458
Health and wellness opportunities in Ramsey	23%	N=106	39%	N=181	33%	N=150	5%	N=23	100%	N=460
Overall opportunities for education and enrichment	25%	N=115	36%	N=166	33%	N=151	6%	N=25	100%	N=457
Overall economic health of Ramsey	40%	N=184	45%	N=206	14%	N=64	1%	N=5	100%	N=458
Sense of community	23%	N=107	44%	N=201	31%	N=143	2%	N=7	100%	N=457

Table 49: Question 14

To what extent are each of the following a source of information for you about Ramsey city government and its activities?	Major source		Moderate source		Minor source		Not a source		Total	
City newsletter (Ramsey Resident)	59%	N=275	27%	N=124	10%	N=49	3%	N=15	100%	N=464
Local newspaper	9%	N=41	27%	N=123	26%	N=121	38%	N=178	100%	N=463

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To what extent are each of the following a source of information for you about Ramsey city government and its activities?	Major source		Moderate source		Minor source		Not a source		Total	
City website (www.cityoframsey.com)	16%	N=73	34%	N=157	31%	N=141	19%	N=87	100%	N=457
Word-of-mouth	12%	N=56	40%	N=184	30%	N=140	18%	N=81	100%	N=461
Cable television (QCTV)	2%	N=8	12%	N=53	19%	N=87	68%	N=311	100%	N=459
City employees	4%	N=20	14%	N=66	25%	N=117	56%	N=257	100%	N=459
Public meetings	4%	N=17	14%	N=63	28%	N=130	55%	N=252	100%	N=462
City social media (Facebook)	21%	N=98	24%	N=108	14%	N=63	42%	N=191	100%	N=460

Table 50: Question 15

Please indicate how likely you would be, if at all, to engage with the City on the following social media platforms in the future:	Very likely		Somewhat likely		Not at all likely		Don't know		Total	
City Facebook page	32%	N=147	25%	N=117	34%	N=159	8%	N=38	100%	N=461
City Twitter feed	5%	N=25	9%	N=42	69%	N=318	16%	N=74	100%	N=459
Nextdoor	10%	N=44	16%	N=74	50%	N=229	24%	N=112	100%	N=459
Instagram	5%	N=25	15%	N=68	63%	N=288	17%	N=79	100%	N=460

Table 51: Question 16

Please indicate to what extent you support or oppose the city investigating the following changes to new or existing amenities, each of which could accordingly result in an increase to the tax levy:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
Making improvements to existing/established parks	32%	N=149	49%	N=226	11%	N=50	4%	N=21	3%	N=15	100%	N=461
Building new parks	25%	N=117	36%	N=168	22%	N=103	11%	N=50	5%	N=23	100%	N=461
Making improvements to existing trails	34%	N=155	44%	N=203	13%	N=58	6%	N=27	4%	N=17	100%	N=461
Building new trails	32%	N=149	40%	N=182	14%	N=64	10%	N=47	4%	N=18	100%	N=459
Building a new community center	31%	N=141	28%	N=129	18%	N=82	14%	N=63	10%	N=46	100%	N=461

Table 52: Question 17

Please rate how important, if at all, you think each of the following priorities are for the City to focus on in the next five years:	Essential		Very important		Somewhat important		Not at all important		Total	
Balancing rural character and urban growth (development patterns)	40%	N=183	31%	N=143	24%	N=109	5%	N=24	100%	N=460
Creating an active community (parks, trails, open space, recreation)	28%	N=131	40%	N=185	26%	N=117	6%	N=27	100%	N=460
Creating a connected community (roads, trails, sidewalks, rail, transportation)	39%	N=179	32%	N=146	23%	N=106	6%	N=27	100%	N=459
Creating a positive learning environment (education and outreach)	23%	N=106	32%	N=145	35%	N=161	10%	N=46	100%	N=459

Table 53: Question 18

How interested are you, if at all, in receiving information from the City about each of the following topics?	Extremely interested		Very interested		Moderately interested		Slightly interested		Not at all interested		Total	
Council & Commissions topics/agendas	11%	N=52	19%	N=87	36%	N=167	19%	N=85	14%	N=66	100%	N=457
Lifestyle/community interest	13%	N=61	30%	N=137	31%	N=143	16%	N=73	9%	N=41	100%	N=456
Recreation	22%	N=103	34%	N=153	28%	N=127	10%	N=45	6%	N=30	100%	N=457

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How interested are you, if at all, in receiving information from the City about each of the following topics?	Extremely interested		Very interested		Moderately interested		Slightly interested		Not at all interested		Total	
Local businesses (e.g., new/expanded businesses, grand openings, etc.)	22%	N=98	38%	N=173	25%	N=115	9%	N=40	7%	N=31	100%	N=457
Public safety	21%	N=96	38%	N=175	25%	N=116	11%	N=50	4%	N=19	100%	N=457
Events	24%	N=108	39%	N=179	26%	N=118	8%	N=35	4%	N=19	100%	N=458
Road work	23%	N=107	40%	N=183	22%	N=103	10%	N=47	4%	N=18	100%	N=458
Real estate development projects	15%	N=70	31%	N=140	31%	N=140	14%	N=66	9%	N=40	100%	N=456
Getting involved/engagement opportunities	9%	N=41	22%	N=100	35%	N=158	21%	N=94	13%	N=61	100%	N=454
Budget/performance measurements	12%	N=56	26%	N=119	30%	N=139	19%	N=87	12%	N=56	100%	N=456

Table 54: Question 19

The City employs a long-term maintenance program to cost-effectively maintain all 175-plus miles of City streets. Currently, street reconstruction projects are funded 25% by special assessments levied against benefitting properties, and 75% by street reconstruction bonds, which are paid back using general property taxes. The City periodically evaluates funding sources for this on-going program. Please indicate the extent to which you would support or oppose the following funding sources:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
Current method, which requires 25% of funding by special assessments levied against benefitting properties over 5-15 years	29%	N=132	37%	N=169	10%	N=44	9%	N=43	15%	N=68	100%	N=457
Zero special assessments levied against benefitting properties, which requires 100% of funding by general property tax increases	8%	N=36	19%	N=89	24%	N=110	32%	N=148	16%	N=74	100%	N=457
Electric and/or gas utility fee increases, approximately \$8 per utility, per month	5%	N=21	18%	N=82	25%	N=113	38%	N=175	14%	N=66	100%	N=457

Table 55: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	2%	N=8	1%	N=7	4%	N=18	20%	N=90	73%	N=337	100%	N=460
Purchase goods or services from a business located in Ramsey	1%	N=5	11%	N=49	43%	N=197	33%	N=152	12%	N=57	100%	N=460
Vote in local elections	10%	N=46	8%	N=37	16%	N=72	27%	N=125	39%	N=176	100%	N=456

Table 56: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	8%	N=38
Somewhat positive	32%	N=145
Neutral	50%	N=231
Somewhat negative	8%	N=37
Very negative	2%	N=8
Total	100%	N=459

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Table 57: Question D4

What is your employment status?	Percent	Number
Working full time for pay	74%	N=339
Working part time for pay	6%	N=28
Unemployed, looking for paid work	2%	N=10
Unemployed, not looking for paid work	2%	N=11
Fully retired	16%	N=72
Total	100%	N=460

Table 58: Question D5

Do you work inside the boundaries of Ramsey?	Percent	Number
Yes, outside the home	15%	N=67
Yes, from home	7%	N=33
No	78%	N=352
Total	100%	N=452

Table 59: Question D6

How many years have you lived in Ramsey?	Percent	Number
Less than 2 years	16%	N=72
2 to 5 years	25%	N=116
6 to 10 years	13%	N=60
11 to 20 years	20%	N=95
More than 20 years	26%	N=120
Total	100%	N=463

Table 60: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	82%	N=377
Building with two or more homes (duplex, townhome, apartment or condominium)	18%	N=81
Mobile home	0%	N=0
Other	1%	N=3
Total	100%	N=462

Table 61: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	6%	N=29
Owned	94%	N=432
Total	100%	N=461

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Table 62: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	3%	N=11
\$300 to \$599 per month	6%	N=28
\$600 to \$999 per month	13%	N=58
\$1,000 to \$1,499 per month	34%	N=152
\$1,500 to \$2,499 per month	38%	N=173
\$2,500 or more per month	6%	N=27
Total	100%	N=450

Table 63: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	54%	N=250
Yes	46%	N=212
Total	100%	N=463

Table 64: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	79%	N=362
Yes	21%	N=97
Total	100%	N=459

Table 65: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	3%	N=13
\$25,000 to \$49,999	9%	N=42
\$50,000 to \$99,999	39%	N=171
\$100,000 to \$149,999	35%	N=154
\$150,000 or more	14%	N=62
Total	100%	N=443

Table 66: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	98%	N=450
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=7
Total	100%	N=457

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Table 67: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=5
Asian, Asian Indian or Pacific Islander	3%	N=14
Black or African American	1%	N=5
White	93%	N=428
Other	3%	N=15

Total may exceed 100% as respondents could select more than one option.

Table 68: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=11
25 to 34 years	27%	N=125
35 to 44 years	23%	N=106
45 to 54 years	21%	N=96
55 to 64 years	11%	N=49
65 to 74 years	11%	N=52
75 years or older	4%	N=20
Total	100%	N=459

Table 69: Question D16

What is your sex?	Percent	Number
Female	50%	N=225
Male	50%	N=226
Total	100%	N=451

Table 70: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	73%	N=337
Land line	12%	N=56
Both	15%	N=67
Total	100%	N=460

## Appendix B: Benchmark Comparisons

### Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Ramsey chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (communities in Minnesota and Wisconsin with populations 10,000 to 50,000).

### Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Ramsey’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month. The second column is the rank assigned to Ramsey’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Ramsey’s rating to the benchmark.

In that final column, Ramsey’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Ramsey residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.”

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

## National Benchmark Comparisons

Table 71: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Ramsey	81%	297	476	Similar
Overall image or reputation of Ramsey	60%	263	363	Similar
Ramsey as a place to live	85%	259	408	Similar
Your neighborhood as a place to live	82%	169	324	Similar
Ramsey as a place to raise children	87%	204	397	Similar
Ramsey as a place to retire	55%	279	371	Similar
Overall appearance of Ramsey	68%	229	372	Similar

Table 72: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Ramsey	90%	153	347	Similar
	In your neighborhood during the day	97%	98	369	Similar
	In Ramsey's downtown/commercial areas during the day	96%	72	323	Similar
Mobility	Overall ease of getting to the places you usually have to visit	69%	177	250	Similar
	Availability of paths and walking trails	69%	141	324	Similar
	Ease of walking in Ramsey	67%	147	312	Similar
	Ease of travel by bicycle in Ramsey	62%	101	314	Similar
	Ease of travel by car in Ramsey	69%	136	313	Similar
	Traffic flow on major streets	59%	114	357	Similar
Natural Environment	Quality of overall natural environment in Ramsey	84%	142	285	Similar
	Cleanliness of Ramsey	74%	174	292	Similar
Built Environment	Overall "built environment" of Ramsey (including overall design, buildings, parks and transportation systems)	58%	156	239	Similar
	Overall quality of new development in Ramsey	42%	243	297	Similar
	Availability of affordable quality housing	64%	43	310	Higher
	Variety of housing options	68%	64	288	Similar
	Public places where people want to spend time	51%	194	232	Lower
	Overall economic health of Ramsey	54%	169	245	Similar
	Vibrant downtown/commercial area	20%	205	223	Much lower
	Overall quality of business and service establishments in Ramsey	46%	250	279	Lower
	Cost of living in Ramsey	50%	62	242	Similar
	Shopping opportunities	20%	288	303	Much lower
Economy	Employment opportunities	31%	210	319	Similar
	Ramsey as a place to visit	39%	231	261	Lower
	Ramsey as a place to work	50%	288	374	Similar
	Health and wellness opportunities in Ramsey	59%	187	240	Similar
	Recreational opportunities	50%	257	308	Lower
Recreation and Wellness	Fitness opportunities (including exercise classes and paths or trails, etc.)	64%	178	230	Similar
Education and Enrichment	Overall opportunities for education and enrichment	53%	194	242	Lower
	Opportunities to attend cultural/arts/music activities	44%	237	306	Similar
	Adult educational opportunities	52%	160	219	Similar
	K-12 education	71%	174	279	Similar
	Availability of affordable quality child care/preschool	61%	86	259	Similar
Community Engagement	Opportunities to participate in community matters	51%	231	280	Similar
	Opportunities to volunteer	49%	263	272	Lower

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Table 73: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Ramsey	76%	196	449	Similar
Overall customer service by Ramsey employees (police, receptionists, planners, etc.)	81%	133	392	Similar
Value of services for the taxes paid to Ramsey	45%	289	418	Similar
Overall direction that Ramsey is taking	49%	245	329	Similar
Job Ramsey government does at welcoming citizen involvement	55%	148	328	Similar
Overall confidence in Ramsey government	51%	150	245	Similar
Generally acting in the best interest of the community	56%	135	245	Similar
Being honest	60%	122	237	Similar
Treating all residents fairly	58%	115	242	Similar
Services provided by the Federal Government	45%	62	254	Similar

Table 74: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	91%	68	487	Similar
	Fire services	95%	170	407	Similar
	Crime prevention	84%	98	376	Similar
	Fire prevention and education	82%	115	296	Similar
	Animal control	61%	203	357	Similar
Mobility	Traffic enforcement	75%	95	389	Similar
	Street repair	43%	253	413	Similar
	Street cleaning	56%	238	333	Similar
	Street lighting	59%	217	344	Similar
	Snow removal	58%	218	305	Similar
	Sidewalk maintenance	60%	151	335	Similar
	Traffic signal timing	52%	149	270	Similar
	Drinking water	76%	123	332	Similar
Natural Environment	Preservation of natural areas such as open space, farmlands and greenbelts	63%	140	263	Similar
Built Environment	Storm drainage	75%	118	370	Similar
	Sewer services	84%	137	337	Similar
	Land use, planning and zoning	44%	216	315	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	50%	214	404	Similar
Economy	Economic development	47%	191	295	Similar
Recreation and Wellness	City parks	76%	246	340	Similar
	Recreation centers or facilities	59%	228	285	Similar
Community Engagement	Public information services	61%	197	294	Similar

Table 75: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	48%	257	321	Similar
Recommend living in Ramsey to someone who asks	84%	198	293	Similar
Remain in Ramsey for the next five years	86%	116	284	Similar
Contacted Ramsey (in-person, phone, email or web) for help or information	38%	268	331	Similar

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Table 76: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Did NOT report a crime to the police	81%	110	237	Similar
	Household member was NOT a victim of a crime	94%	40	281	Similar
Mobility	Used rail or other public transportation instead of driving	36%	52	192	Similar
	Walked or biked instead of driving	63%	81	233	Similar
Natural Environment	Recycle at home	97%	41	265	Higher
Built Environment	NOT experiencing housing costs stress	79%	37	261	Higher
Economy	Purchase goods or services from a business located in Ramsey	88%	222	230	Similar
	Economy will have positive impact on income	40%	41	262	Similar
	Work inside boundaries of Ramsey	22%	222	231	Lower
Recreation and Wellness	Visited a neighborhood park or City park	87%	104	276	Similar
Education and Enrichment	Attended City-sponsored event	50%	158	233	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	8%	214	214	Lower
	Contacted Ramsey elected officials (in-person, phone, email or web) to express your opinion	11%	219	229	Similar
	Volunteered your time to some group/activity in Ramsey	20%	262	270	Much lower
	Attended a local public meeting	14%	242	270	Similar
	Watched (online or on television) a local public meeting	17%	174	231	Similar
	Vote in local elections	82%	164	264	Similar

Communities included in national comparisons

The communities included in Ramsey’s comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO.....	441,603	Athens-Clarke County, GA .....	115,452
Airway Heights city, WA .....	6,114	Auburn city, AL .....	53,380
Albany city, OR .....	50,158	Augusta CCD, GA .....	134,777
Albemarle County, VA.....	98,970	Aurora city, CO .....	325,078
Albert Lea city, MN.....	18,016	Austin city, TX .....	790,390
Alexandria city, VA.....	139,966	Avon town, CO .....	6,447
Algonquin village, IL.....	30,046	Avon town, IN .....	12,446
Aliso Viejo city, CA .....	47,823	Avondale city, AZ .....	76,238
Altoona city, IA .....	14,541	Azusa city, CA.....	46,361
American Canyon city, CA.....	19,454	Bainbridge Island city, WA.....	23,025
Ames city, IA .....	58,965	Baltimore city, MD.....	620,961
Andover CDP, MA.....	8,762	Bartonville town, TX.....	1,469
Ankeny city, IA .....	45,582	Battle Creek city, MI.....	52,347
Ann Arbor city, MI.....	113,934	Bay City city, MI.....	34,932
Annapolis city, MD .....	38,394	Bay Village city, OH.....	15,651
Apache Junction city, AZ.....	35,840	Baytown city, TX.....	71,802
Arapahoe County, CO.....	572,003	Bedford city, TX.....	46,979
Arkansas City city, AR.....	366	Bedford town, MA .....	13,320
Arlington city, TX .....	365,438	Bellevue city, WA .....	122,363
Arvada city, CO.....	106,433	Bellingham city, WA .....	80,885
Asheville city, NC .....	83,393	Benbrook city, TX.....	21,234
Ashland city, OR .....	20,078	Bend city, OR.....	76,639
Ashland town, MA.....	16,593	Bethlehem township, PA.....	23,730
Ashland town, VA.....	7,225	Bettendorf city, IA.....	33,217
Aspen city, CO.....	6,658	Billings city, MT.....	104,170

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Blaine city, MN.....	57,186	Columbia city, MO.....	108,500
Bloomfield Hills city, MI.....	3,869	Columbia city, SC.....	129,272
Bloomington city, IN.....	80,405	Columbia Falls city, MT.....	4,688
Bloomington city, MN.....	82,893	Commerce City city, CO.....	45,913
Blue Springs city, MO.....	52,575	Concord city, CA.....	122,067
Boise City city, ID.....	205,671	Concord town, MA.....	17,668
Bonner Springs city, KS.....	7,314	Conshohocken borough, PA.....	7,833
Boone County, KY.....	118,811	Coolidge city, AZ.....	11,825
Boulder city, CO.....	97,385	Coon Rapids city, MN.....	61,476
Bowling Green city, KY.....	58,067	Copperas Cove city, TX.....	32,032
Bozeman city, MT.....	37,280	Coral Springs city, FL.....	121,096
Brentwood city, MO.....	8,055	Coronado city, CA.....	18,912
Brentwood city, TN.....	37,060	Corvallis city, OR.....	54,462
Brighton city, CO.....	33,352	Cottonwood Heights city, UT.....	33,433
Brighton city, MI.....	7,444	Creve Coeur city, MO.....	17,833
Bristol city, TN.....	26,702	Cross Roads town, TX.....	1,563
Broken Arrow city, OK.....	98,850	Cupertino city, CA.....	58,302
Brookfield city, WI.....	37,920	Dacono city, CO.....	4,152
Brookline CDP, MA.....	58,732	Dade City city, FL.....	6,437
Brooklyn Center city, MN.....	30,104	Dakota County, MN.....	398,552
Brooklyn city, OH.....	11,169	Dallas city, OR.....	14,583
Broomfield city, CO.....	55,889	Dallas city, TX.....	1,197,816
Brownsburg town, IN.....	21,285	Danville city, KY.....	16,218
Buffalo Grove village, IL.....	41,496	Dardenne Prairie city, MO.....	11,494
Burien city, WA.....	33,313	Darien city, IL.....	22,086
Burleson city, TX.....	36,690	Davenport city, FL.....	2,888
Burlingame city, CA.....	28,806	Davenport city, IA.....	99,685
Cabarrus County, NC.....	178,011	Davidson town, NC.....	10,944
Cambridge city, MA.....	105,162	Dayton city, OH.....	141,527
Cannon Beach city, OR.....	1,690	Dayton town, WY.....	757
Cañon City city, CO.....	16,400	Dearborn city, MI.....	98,153
Canton city, SD.....	3,057	Decatur city, GA.....	19,335
Cape Coral city, FL.....	154,305	Del Mar city, CA.....	4,161
Cape Girardeau city, MO.....	37,941	DeLand city, FL.....	27,031
Carlisle borough, PA.....	18,682	Delaware city, OH.....	34,753
Carlsbad city, CA.....	105,328	Delray Beach city, FL.....	60,522
Carroll city, IA.....	10,103	Denison city, TX.....	22,682
Cartersville city, GA.....	19,731	Denton city, TX.....	113,383
Cary town, NC.....	135,234	Denver city, CO.....	600,158
Castine town, ME.....	1,366	Derby city, KS.....	22,158
Castle Pines North city, CO.....	10,360	Des Moines city, IA.....	203,433
Castle Rock town, CO.....	48,231	Des Peres city, MO.....	8,373
Cedar Hill city, TX.....	45,028	Destin city, FL.....	12,305
Cedar Rapids city, IA.....	126,326	Dothan city, AL.....	65,496
Celina city, TX.....	6,028	Douglas County, CO.....	285,465
Centennial city, CO.....	100,377	Dover city, NH.....	29,987
Chandler city, AZ.....	236,123	Dublin city, CA.....	46,036
Chandler city, TX.....	2,734	Dublin city, OH.....	41,751
Chanhassen city, MN.....	22,952	Duluth city, MN.....	86,265
Chapel Hill town, NC.....	57,233	Durham city, NC.....	228,330
Chardon city, OH.....	5,148	Durham County, NC.....	267,587
Charles County, MD.....	146,551	Dyer town, IN.....	16,390
Charlotte city, NC.....	731,424	Eagan city, MN.....	64,206
Charlotte County, FL.....	159,978	Eagle Mountain city, UT.....	21,415
Charlottesville city, VA.....	43,475	Eagle town, CO.....	6,508
Chattanooga city, TN.....	167,674	East Grand Forks city, MN.....	8,601
Chautauqua town, NY.....	4,464	East Lansing city, MI.....	48,579
Chesterfield County, VA.....	316,236	Eau Claire city, WI.....	65,883
Citrus Heights city, CA.....	83,301	Eden Prairie city, MN.....	60,797
Clackamas County, OR.....	375,992	Eden town, VT.....	1,323
Clarendon Hills village, IL.....	8,427	Edgerton city, KS.....	1,671
Clayton city, MO.....	15,939	Edgewater city, CO.....	5,170
Clearwater city, FL.....	107,685	Edina city, MN.....	47,941
Cleveland Heights city, OH.....	46,121	Edmond city, OK.....	81,405
Clinton city, SC.....	8,490	Edmonds city, WA.....	39,709
Clive city, IA.....	15,447	El Cerrito city, CA.....	23,549
Clovis city, CA.....	95,631	El Dorado County, CA.....	181,058
College Park city, MD.....	30,413	El Paso de Robles (Paso Robles) city, CA.....	29,793
College Station city, TX.....	93,857	Elk Grove city, CA.....	153,015
Colleyville city, TX.....	22,807	Elko New Market city, MN.....	4,110

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Elmhurst city, IL.....	44,121	Hooksett town, NH.....	13,451
Encinitas city, CA.....	59,518	Hopkins city, MN.....	17,591
Englewood city, CO.....	30,255	Hopkinton town, MA.....	14,925
Erie town, CO.....	18,135	Hoquiam city, WA.....	8,726
Escambia County, FL.....	297,619	Horry County, SC.....	269,291
Estes Park town, CO.....	5,858	Howard village, WI.....	17,399
Euclid city, OH.....	48,920	Hudson city, OH.....	22,262
Fairview town, TX.....	7,248	Hudson town, CO.....	2,356
Farmers Branch city, TX.....	28,616	Huntley village, IL.....	24,291
Farmersville city, TX.....	3,301	Hurst city, TX.....	37,337
Farmington Hills city, MI.....	79,740	Hutchinson city, MN.....	14,178
Farmington town, CT.....	25,340	Hutto city, TX.....	14,698
Fayetteville city, NC.....	200,564	Independence city, MO.....	116,830
Fernandina Beach city, FL.....	11,487	Indianola city, IA.....	14,782
Fishers town, IN.....	76,794	Indio city, CA.....	76,036
Flagstaff city, AZ.....	65,870	Iowa City city, IA.....	67,862
Flower Mound town, TX.....	64,669	Irving city, TX.....	216,290
Forest Grove city, OR.....	21,083	Issaquah city, WA.....	30,434
Fort Collins city, CO.....	143,986	Jackson city, MO.....	13,758
Fort Lauderdale city, FL.....	165,521	Jackson County, MI.....	160,248
Fort Smith city, AR.....	86,209	James City County, VA.....	67,009
Franklin city, TN.....	62,487	Jefferson County, NY.....	116,229
Fremont city, CA.....	214,089	Jefferson Parish, LA.....	432,552
Friendswood city, TX.....	35,805	Johnson City city, TN.....	63,152
Fruita city, CO.....	12,646	Johnston city, IA.....	17,278
Gahanna city, OH.....	33,248	Jupiter town, FL.....	55,156
Gaithersburg city, MD.....	59,933	Kalamazoo city, MI.....	74,262
Galveston city, TX.....	47,743	Kansas City city, KS.....	145,786
Gardner city, KS.....	19,123	Kansas City city, MO.....	459,787
Georgetown city, TX.....	47,400	Keizer city, OR.....	36,478
Germantown city, TN.....	38,844	Kenmore city, WA.....	20,460
Gilbert town, AZ.....	208,453	Kennedale city, TX.....	6,763
Gillette city, WY.....	29,087	Kennett Square borough, PA.....	6,072
Glen Ellyn village, IL.....	27,450	Kent city, WA.....	92,411
Glendora city, CA.....	50,073	Kerrville city, TX.....	22,347
Glenview village, IL.....	44,692	Kettering city, OH.....	56,163
Globe city, AZ.....	7,532	Key West city, FL.....	24,649
Golden city, CO.....	18,867	King City city, CA.....	12,874
Golden Valley city, MN.....	20,371	King County, WA.....	1,931,249
Goodyear city, AZ.....	65,275	Kirkland city, WA.....	48,787
Grafton village, WI.....	11,459	Kirkwood city, MO.....	27,540
Grand Blanc city, MI.....	8,276	Knoxville city, IA.....	7,313
Grants Pass city, OR.....	34,533	La Plata town, MD.....	8,753
Grass Valley city, CA.....	12,860	La Porte city, TX.....	33,800
Greeley city, CO.....	92,889	La Vista city, NE.....	15,758
Greenville city, NC.....	84,554	Lafayette city, CO.....	24,453
Greenwich town, CT.....	61,171	Laguna Beach city, CA.....	22,723
Greenwood Village city, CO.....	13,925	Laguna Niguel city, CA.....	62,979
Greer city, SC.....	25,515	Lake Forest city, IL.....	19,375
Gunnison County, CO.....	15,324	Lake in the Hills village, IL.....	28,965
Hailey city, ID.....	7,960	Lake Stevens city, WA.....	28,069
Haines Borough, AK.....	2,508	Lake Worth city, FL.....	34,910
Haltom City city, TX.....	42,409	Lake Zurich village, IL.....	19,631
Hamilton city, OH.....	62,477	Lakeville city, MN.....	55,954
Hamilton town, MA.....	7,764	Lakewood city, CO.....	142,980
Hampton city, VA.....	137,436	Lakewood city, WA.....	58,163
Hanover County, VA.....	99,863	Lancaster County, SC.....	76,652
Harrisburg city, SD.....	4,089	Lane County, OR.....	351,715
Harrisonburg city, VA.....	48,914	Lansing city, MI.....	114,297
Harrisonville city, MO.....	10,019	Laramie city, WY.....	30,816
Hastings city, MN.....	22,172	Larimer County, CO.....	299,630
Hayward city, CA.....	144,186	Las Cruces city, NM.....	97,618
Henderson city, NV.....	257,729	Las Vegas city, NM.....	13,753
Herndon town, VA.....	23,292	Las Vegas city, NV.....	583,756
High Point city, NC.....	104,371	Lawrence city, KS.....	87,643
Highland Park city, IL.....	29,763	Lawrenceville city, GA.....	28,546
Highlands Ranch CDP, CO.....	96,713	Lee's Summit city, MO.....	91,364
Holland city, MI.....	33,051	Lehi city, UT.....	47,407
Homer Glen village, IL.....	24,220	Lenexa city, KS.....	48,190
Honolulu County, HI.....	953,207	Lewis County, NY.....	27,087

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Lewiston city, ID	31,894	Murphy city, TX	17,708
Lewisville city, TX	95,290	Naperville city, IL	141,853
Lewisville town, NC	12,639	Napoleon city, OH	8,749
Libertyville village, IL	20,315	Nederland city, TX	17,547
Lincoln city, NE	258,379	Needham CDP, MA	28,886
Lincolnwood village, IL	12,590	Nevada City city, CA	3,068
Lindsborg city, KS	3,458	Nevada County, CA	98,764
Little Chute village, WI	10,449	New Braunfels city, TX	57,740
Littleton city, CO	41,737	New Brighton city, MN	21,456
Livermore city, CA	80,968	New Hanover County, NC	202,667
Lombard village, IL	43,165	New Hope city, MN	20,339
Lone Tree city, CO	10,218	New Orleans city, LA	343,829
Long Grove village, IL	8,043	New Port Richey city, FL	14,911
Longmont city, CO	86,270	New Smyrna Beach city, FL	22,464
Longview city, TX	80,455	New Ulm city, MN	13,522
Lonsdale city, MN	3,674	Newberg city, OR	22,068
Los Alamos County, NM	17,950	Newport city, RI	24,672
Los Altos Hills town, CA	7,922	Newport News city, VA	180,719
Louisville city, CO	18,376	Newton city, IA	15,254
Lower Merion township, PA	57,825	Noblesville city, IN	51,969
Lynchburg city, VA	75,568	Nogales city, AZ	20,837
Lynnwood city, WA	35,836	Norcross city, GA	9,116
Macomb County, MI	840,978	Norfolk city, VA	242,803
Manassas city, VA	37,821	North Mankato city, MN	13,394
Manhattan Beach city, CA	35,135	North Port city, FL	57,357
Manhattan city, KS	52,281	North Richland Hills city, TX	63,343
Mankato city, MN	39,309	North Yarmouth town, ME	3,565
Maple Grove city, MN	61,567	Novato city, CA	51,904
Maplewood city, MN	38,018	Novi city, MI	55,224
Maricopa County, AZ	3,817,117	O'Fallon city, IL	28,281
Marion city, IA	34,768	O'Fallon city, MO	79,329
Mariposa County, CA	18,251	Oak Park village, IL	51,878
Marshfield city, WI	19,118	Oakland city, CA	390,724
Martinez city, CA	35,824	Oakley city, CA	35,432
Marysville city, WA	60,020	Oklahoma City city, OK	579,999
Matthews town, NC	27,198	Olathe city, KS	125,872
McAllen city, TX	129,877	Old Town city, ME	7,840
McKinney city, TX	131,117	Olmsted County, MN	144,248
McMinnville city, OR	32,187	Olympia city, WA	46,478
Menlo Park city, CA	32,026	Orange village, OH	3,323
Menomonee Falls village, WI	35,626	Orland Park village, IL	56,767
Mercer Island city, WA	22,699	Orleans Parish, LA	343,829
Meridian charter township, MI	39,688	Oshkosh city, WI	66,083
Meridian city, ID	75,092	Oshtemo charter township, MI	21,705
Merriam city, KS	11,003	Oswego village, IL	30,355
Mesa city, AZ	439,041	Otsego County, MI	24,164
Mesa County, CO	146,723	Ottawa County, MI	263,801
Miami Beach city, FL	87,779	Overland Park city, KS	173,372
Miami city, FL	399,457	Paducah city, KY	25,024
Middleton city, WI	17,442	Palm Beach Gardens city, FL	48,452
Midland city, MI	41,863	Palm Coast city, FL	75,180
Milford city, DE	9,559	Palo Alto city, CA	64,403
Milton city, GA	32,661	Palos Verdes Estates city, CA	13,438
Minneapolis city, MN	382,578	Papillion city, NE	18,894
Minnetrissa city, MN	6,384	Paradise Valley town, AZ	12,820
Missouri City city, TX	67,358	Park City city, UT	7,558
Modesto city, CA	201,165	Parker town, CO	45,297
Monterey city, CA	27,810	Parkland city, FL	23,962
Montgomery city, MN	2,956	Pasco city, WA	59,781
Montgomery County, MD	971,777	Pasco County, FL	464,697
Monticello city, UT	1,972	Payette city, ID	7,433
Montrose city, CO	19,132	Pearland city, TX	91,252
Monument town, CO	5,530	Peoria city, AZ	154,065
Mooresville town, NC	32,711	Peoria city, IL	115,007
Moraga town, CA	16,016	Pflugerville city, TX	46,936
Morristown city, TN	29,137	Phoenix city, AZ	1,445,632
Morrisville town, NC	18,576	Pinehurst village, NC	13,124
Morro Bay city, CA	10,234	Piqua city, OH	20,522
Mountain Village town, CO	1,320	Pitkin County, CO	17,148
Mountlake Terrace city, WA	19,909	Plano city, TX	259,841

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Platte City city, MO.....	4,691	Schertz city, TX.....	31,465
Pleasant Hill city, IA.....	8,785	Scott County, MN.....	129,928
Pleasanton city, CA.....	70,285	Scottsdale city, AZ.....	217,385
Plymouth city, MN.....	70,576	Seaside city, CA.....	33,025
Polk County, IA.....	430,640	Sedona city, AZ.....	10,031
Pompano Beach city, FL.....	99,845	Sevierville city, TN.....	14,807
Port Orange city, FL.....	56,048	Shakopee city, MN.....	37,076
Port St. Lucie city, FL.....	164,603	Sharonville city, OH.....	13,560
Portland city, OR.....	583,776	Shawnee city, KS.....	62,209
Post Falls city, ID.....	27,574	Shawnee city, OK.....	29,857
Powell city, OH.....	11,500	Sherborn town, MA.....	4,119
Prince William County, VA.....	402,002	Shoreline city, WA.....	53,007
Prior Lake city, MN.....	22,796	Shoreview city, MN.....	25,043
Pueblo city, CO.....	106,595	Shorewood village, IL.....	15,615
Purcellville town, VA.....	7,727	Shorewood village, WI.....	13,162
Queen Creek town, AZ.....	26,361	Sierra Vista city, AZ.....	43,888
Raleigh city, NC.....	403,892	Silverton city, OR.....	9,222
Ramsey city, MN.....	23,668	Sioux Center city, IA.....	7,048
Raymond town, ME.....	4,436	Sioux Falls city, SD.....	153,888
Raymore city, MO.....	19,206	Skokie village, IL.....	64,784
Redmond city, OR.....	26,215	Snellville city, GA.....	18,242
Redmond city, WA.....	54,144	Snoqualmie city, WA.....	10,670
Redwood City city, CA.....	76,815	Snowmass Village town, CO.....	2,826
Reno city, NV.....	225,221	Somerset town, MA.....	18,165
Reston CDP, VA.....	58,404	South Jordan city, UT.....	50,418
Richland city, WA.....	48,058	South Lake Tahoe city, CA.....	21,403
Richmond city, CA.....	103,701	Southlake city, TX.....	26,575
Richmond Heights city, MO.....	8,603	Spearfish city, SD.....	10,494
Rio Rancho city, NM.....	87,521	Spring Hill city, KS.....	5,437
River Falls city, WI.....	15,000	Springboro city, OH.....	17,409
Riverside city, CA.....	303,871	Springfield city, MO.....	159,498
Riverside city, MO.....	2,937	Springville city, UT.....	29,466
Roanoke city, VA.....	97,032	St. Augustine city, FL.....	12,975
Roanoke County, VA.....	92,376	St. Charles city, IL.....	32,974
Rochester Hills city, MI.....	70,995	St. Cloud city, FL.....	35,183
Rock Hill city, SC.....	66,154	St. Cloud city, MN.....	65,842
Rockville city, MD.....	61,209	St. Joseph city, MO.....	76,780
Roeland Park city, KS.....	6,731	St. Joseph town, WI.....	3,842
Rogers city, MN.....	8,597	St. Louis County, MN.....	200,226
Rohnert Park city, CA.....	40,971	State College borough, PA.....	42,034
Rolla city, MO.....	19,559	Steamboat Springs city, CO.....	12,088
Roselle village, IL.....	22,763	Sterling Heights city, MI.....	129,699
Rosemount city, MN.....	21,874	Sugar Grove village, IL.....	8,997
Rosenberg city, TX.....	30,618	Sugar Land city, TX.....	78,817
Roseville city, MN.....	33,660	Suisun City city, CA.....	28,111
Round Rock city, TX.....	99,887	Summit city, NJ.....	21,457
Royal Oak city, MI.....	57,236	Summit County, UT.....	36,324
Royal Palm Beach village, FL.....	34,140	Summit village, IL.....	11,054
Saco city, ME.....	18,482	Sunnyvale city, CA.....	140,081
Sacramento city, CA.....	466,488	Surprise city, AZ.....	117,517
Sahuarita town, AZ.....	25,259	Suwanee city, GA.....	15,355
Salida city, CO.....	5,236	Tacoma city, WA.....	198,397
Sammamish city, WA.....	45,780	Takoma Park city, MD.....	16,715
San Anselmo town, CA.....	12,336	Tamarac city, FL.....	60,427
San Diego city, CA.....	1,307,402	Temecula city, CA.....	100,097
San Francisco city, CA.....	805,235	Tempe city, AZ.....	161,719
San Jose city, CA.....	945,942	Temple city, TX.....	66,102
San Juan County, NM.....	130,044	Texarkana city, TX.....	36,411
San Marcos city, CA.....	83,781	The Woodlands CDP, TX.....	93,847
San Marcos city, TX.....	44,894	Thousand Oaks city, CA.....	126,683
San Rafael city, CA.....	57,713	Tigard city, OR.....	48,035
Sanford city, FL.....	53,570	Tracy city, CA.....	82,922
Sangamon County, IL.....	197,465	Trinidad CCD, CO.....	12,017
Santa Clarita city, CA.....	176,320	Tualatin city, OR.....	26,054
Santa Fe city, NM.....	67,947	Tulsa city, OK.....	391,906
Santa Fe County, NM.....	144,170	Twin Falls city, ID.....	44,125
Santa Monica city, CA.....	89,736	Tyler city, TX.....	96,900
Sarasota County, FL.....	379,448	Unalaska city, AK.....	4,376
Savage city, MN.....	26,911	University Heights city, OH.....	13,539
Schaumburg village, IL.....	74,227	University Park city, TX.....	23,068

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Upper Arlington city, OH.....	33,771	Westlake town, TX.....	992
Urbandale city, IA.....	39,463	Westminster city, CO.....	106,114
Vail town, CO.....	5,305	Weston town, MA.....	11,261
Vancouver city, WA.....	161,791	Wheat Ridge city, CO.....	30,166
Ventura CCD, CA.....	111,889	White House city, TN.....	10,255
Vernon Hills village, IL.....	25,113	Wichita city, KS.....	382,368
Vestavia Hills city, AL.....	34,033	Williamsburg city, VA.....	14,068
Victoria city, MN.....	7,345	Willowbrook village, IL.....	8,540
Vienna town, VA.....	15,687	Wilmington city, NC.....	106,476
Virginia Beach city, VA.....	437,994	Wilsonville city, OR.....	19,509
Walnut Creek city, CA.....	64,173	Windsor town, CO.....	18,644
Warrensburg city, MO.....	18,838	Windsor town, CT.....	29,044
Washington County, MN.....	238,136	Winnetka village, IL.....	12,187
Washington town, NH.....	1,123	Winter Garden city, FL.....	34,568
Washoe County, NV.....	421,407	Woodbury city, MN.....	61,961
Washougal city, WA.....	14,095	Woodinville city, WA.....	10,938
Wauwatosa city, WI.....	46,396	Woodland city, CA.....	55,468
Waverly city, IA.....	9,874	Wrentham town, MA.....	10,955
Weddington town, NC.....	9,459	Wyandotte County, KS.....	157,505
Wentzville city, MO.....	29,070	Yakima city, WA.....	91,067
West Carrollton city, OH.....	13,143	York County, VA.....	65,464
West Chester borough, PA.....	18,461	Yorktown town, IN.....	9,405
West Des Moines city, IA.....	56,609	Yorkville city, IL.....	16,921
Western Springs village, IL.....	12,975	Yountville city, CA.....	2,933
Westerville city, OH.....	36,120		

### Peer Community Benchmark Comparisons

Table 77: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Ramsey	81%	14	20	Similar
Overall image or reputation of Ramsey	60%	10	13	Similar
Ramsey as a place to live	85%	8	12	Similar
Your neighborhood as a place to live	82%	6	12	Similar
Ramsey as a place to raise children	87%	7	12	Similar
Ramsey as a place to retire	55%	11	12	Similar
Overall appearance of Ramsey	68%	12	16	Similar

Table 78: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Ramsey	90%	6	17	Similar
	In your neighborhood during the day	97%	4	12	Similar
	In Ramsey's downtown/commercial areas during the day	96%	3	12	Similar
Mobility	Overall ease of getting to the places you usually have to visit	69%	12	12	Lower
	Availability of paths and walking trails	69%	13	14	Similar
	Ease of walking in Ramsey	67%	11	14	Similar
	Ease of travel by bicycle in Ramsey	62%	9	14	Similar
	Ease of travel by car in Ramsey	69%	13	13	Similar
	Traffic flow on major streets	59%	13	15	Similar
Natural Environment	Quality of overall natural environment in Ramsey	84%	10	13	Similar
	Cleanliness of Ramsey	74%	12	14	Similar
Built Environment	Overall "built environment" of Ramsey (including overall design, buildings, parks and transportation systems)	58%	11	12	Similar
	Overall quality of new development in Ramsey	42%	11	12	Lower
	Availability of affordable quality housing	64%	6	14	Similar
	Variety of housing options	68%	5	14	Similar
	Public places where people want to spend time	51%	12	12	Lower
Economy	Overall economic health of Ramsey	54%	11	12	Lower
	Vibrant downtown/commercial area	20%	10	10	Lower

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Overall quality of business and service establishments in Ramsey	46%	12	13	Lower
	Cost of living in Ramsey	50%	2	12	Similar
	Shopping opportunities	20%	14	14	Much lower
	Employment opportunities	31%	12	13	Lower
	Ramsey as a place to visit	39%	11	11	Lower
	Ramsey as a place to work	50%	11	12	Lower
Recreation and Wellness	Health and wellness opportunities in Ramsey	59%	12	12	Lower
	Recreational opportunities	50%	15	15	Lower
	Fitness opportunities (including exercise classes and paths or trails, etc.)	64%	12	12	Lower
Education and Enrichment	Overall opportunities for education and enrichment	53%	11	12	Lower
	Opportunities to attend cultural/arts/music activities	44%	12	13	Similar
	Adult educational opportunities	52%	12	12	Similar
	K-12 education	71%	10	14	Lower
Community Engagement	Availability of affordable quality child care/preschool	61%	5	11	Similar
	Opportunities to participate in community matters	51%	10	12	Similar
	Opportunities to volunteer	49%	13	13	Lower

Table 79: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Ramsey	76%	10	16	Similar
Overall customer service by Ramsey employees (police, receptionists, planners, etc.)	81%	6	17	Similar
Value of services for the taxes paid to Ramsey	45%	15	18	Similar
Overall direction that Ramsey is taking	49%	11	12	Similar
Job Ramsey government does at welcoming citizen involvement	55%	8	14	Similar
Overall confidence in Ramsey government	51%	10	12	Similar
Generally acting in the best interest of the community	56%	9	12	Similar
Being honest	60%	8	11	Similar
Treating all residents fairly	58%	9	12	Similar
Services provided by the Federal Government	45%	5	10	Similar

Table 80: Governance by Facet

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Police services	91%	3	22	Similar
	Fire services	95%	6	22	Similar
	Crime prevention	84%	5	14	Similar
	Fire prevention and education	82%	7	13	Similar
	Animal control	61%	15	20	Similar
Mobility	Traffic enforcement	75%	6	15	Similar
	Street repair	43%	17	21	Similar
	Street cleaning	56%	13	14	Similar
	Street lighting	59%	16	17	Similar
	Snow removal	58%	23	25	Lower
	Sidewalk maintenance	60%	11	14	Similar
	Traffic signal timing	52%	11	13	Similar
	Drinking water	76%	7	16	Similar
Natural Environment	Preservation of natural areas such as open space, farmlands and greenbelts	63%	9	11	Similar
Built Environment	Storm drainage	75%	13	18	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Sewer services	84%	11	16	Similar
	Land use, planning and zoning	44%	14	15	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	50%	13	17	Similar
Economy	Economic development	47%	13	14	Similar
Recreation and Wellness	City parks	76%	14	14	Similar
	Recreation centers or facilities	59%	13	13	Lower
Community Engagement	Public information services	61%	9	12	Similar

Table 81: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	48%	15	17	Lower
Recommend living in Ramsey to someone who asks	84%	12	13	Similar
Remain in Ramsey for the next five years	86%	7	12	Similar
Contacted Ramsey (in-person, phone, email or web) for help or information	38%	9	11	Similar

Table 82: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Did NOT report a crime to the police	81%	6	11	Similar
Safety	Household member was NOT a victim of a crime	94%	3	12	Similar
	Used rail or other public transportation instead of driving	36%	1	10	Much higher
Mobility	Walked or biked instead of driving	63%	6	11	Similar
Natural Environment	Recycle at home	97%	5	12	Similar
Built Environment	NOT experiencing housing costs stress	79%	3	11	Similar
	Purchase goods or services from a business located in Ramsey	88%	11	11	Similar
	Economy will have positive impact on income	40%	2	12	Similar
Economy	Work inside boundaries of Ramsey	22%	10	11	Lower
Recreation and Wellness	Visited a neighborhood park or City park	87%	10	12	Similar
Education and Enrichment	Attended City-sponsored event	50%	8	10	Similar
	Campaigned or advocated for an issue, cause or candidate	8%	10	10	Lower
	Contacted Ramsey elected officials (in-person, phone, email or web) to express your opinion	11%	11	11	Similar
	Volunteered your time to some group/activity in Ramsey	20%	12	12	Lower
	Attended a local public meeting	14%	9	12	Similar
	Watched (online or on television) a local public meeting	17%	10	12	Similar
Community Engagement	Vote in local elections	82%	11	12	Similar

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Communities included in peer comparisons

The communities included in Ramsey’s custom comparisons are listed below along with their population according to the 2010 Census.

Albert Lea city, MN.....	18,016	Middleton city, WI.....	17,442
Brookfield city, WI.....	37,920	New Brighton city, MN.....	21,456
Brooklyn Center city, MN.....	30,104	New Hope city, MN.....	20,339
Chanhassen city, MN.....	22,952	New Ulm city, MN.....	13,522
Edina city, MN.....	47,941	North Mankato city, MN.....	13,394
Golden Valley city, MN.....	20,371	Prior Lake city, MN.....	22,796
Grafton village, WI.....	11,459	Ramsey city, MN.....	23,668
Hastings city, MN.....	22,172	River Falls city, WI.....	15,000
Hopkins city, MN.....	17,591	Rosemount city, MN.....	21,874
Howard village, WI.....	17,399	Roseville city, MN.....	33,660
Hutchinson city, MN.....	14,178	Savage city, MN.....	26,911
Little Chute village, WI.....	10,449	Shakopee city, MN.....	37,076
Mankato city, MN.....	39,309	Shoreview city, MN.....	25,043
Maplewood city, MN.....	38,018	Shorewood village, WI.....	13,162
Marshfield city, WI.....	19,118	Wauwatosa city, WI.....	46,396
Menomonee Falls village, WI.....	35,626		

## Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Ramsey funded this research. Please contact Kurt Ulrich, Ramsey City Administrator at [kulrich@ci.ramsey.mn.us](mailto:kulrich@ci.ramsey.mn.us) if you have any questions about the survey.

### Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

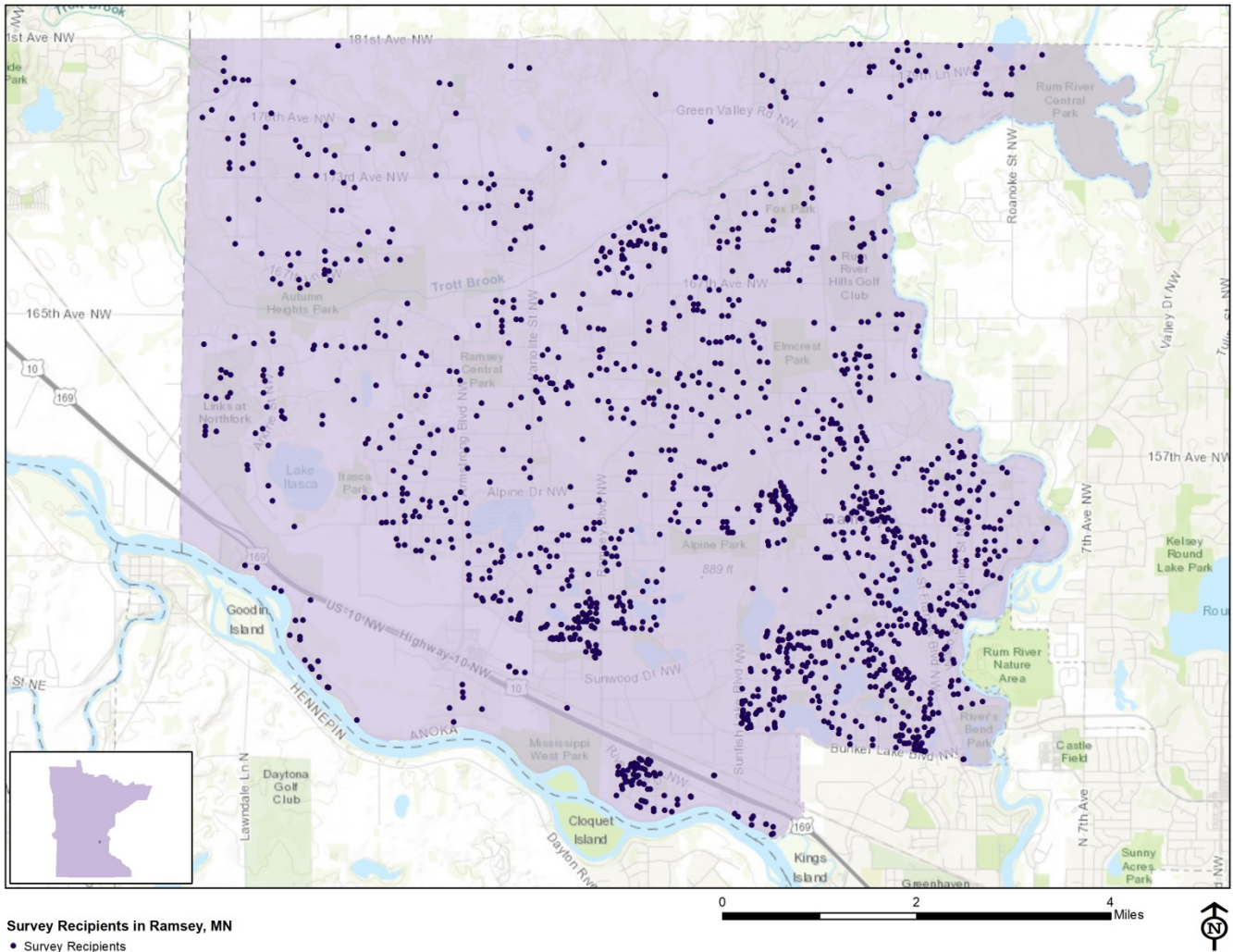
### Selecting Survey Recipients

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Ramsey were eligible to participate in the survey. A list of all households within the zip codes serving Ramsey was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Ramsey households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Ramsey boundaries were removed from consideration.

To choose the 1,600 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *N*th one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

Figure 1: Location of Survey Recipients



## Survey Administration and Response

Selected households received three mailings, one week apart, beginning on April 13, 2018. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English. Completed surveys were collected over the following seven weeks.

About 1% of the 1,600 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,580 households that received the survey, 465 completed the survey, providing an overall response rate of 29%. The response rate was calculated using AAPOR's response rate #2<sup>1</sup> for mailed surveys of unnamed persons.

<sup>1</sup> See AAPOR's Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

Table 83: Survey Response Rate

	Overall
Total sample used	1,600
I=Complete Interviews	463
P=Partial Interviews	2
R=Refusal and break off	0
NC=Non Contact	0
O=Other	0
UH=Unknown household	0
UO=Unknown other	1,115
Response rate: $(I+P)/(I+P) + (R+NC+O) + (UH+UO)$	29%

## Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.<sup>2</sup>

The margin of error for the City of Ramsey survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (465 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

## Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

## Survey Data Weighting

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Ramsey. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were sex and age. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

<sup>2</sup> A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

The National Citizen Survey™

Table 84: Ramsey, MN 2018 Weighting Table

Characteristic	2010 Census	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	9%	6%	6%
Own home	91%	94%	94%
Detached unit*	83%	84%	82%
Attached unit*	17%	16%	18%
<b>Race and Ethnicity</b>			
White	94%	94%	91%
Not white	6%	6%	9%
Not Hispanic	98%	99%	98%
Hispanic	2%	1%	2%
<b>Sex and Age</b>			
Female	50%	52%	50%
Male	50%	48%	50%
18-34 years of age	30%	10%	30%
35-54 years of age	44%	32%	44%
55+ years of age	26%	57%	26%
Females 18-34	15%	7%	15%
Females 35-54	22%	16%	22%
Females 55+	13%	30%	13%
Males 18-34	15%	4%	15%
Males 35-54	22%	16%	22%
Males 55+	13%	28%	13%

\* U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

## Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

## Appendix D: Survey Materials

Dear Ramsey Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better city!

Sincerely,



Sarah Strommen  
Mayor

Dear Ramsey Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better city!

Sincerely,



Sarah Strommen  
Mayor

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Sincerely,



Sarah Strommen  
Mayor

Dear Ramsey Resident,

It won't take much of your time to make a big difference!

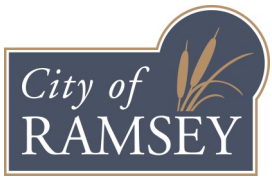
Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better city!

Sincerely,

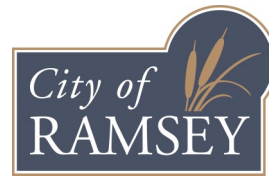


Sarah Strommen  
Mayor



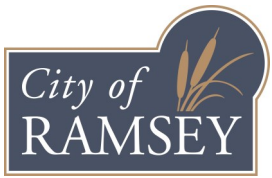
City of Ramsey  
7550 Sunwood Drive NW  
Ramsey, MN 55303

Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94



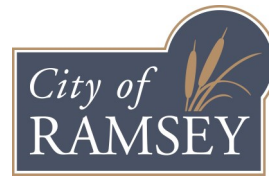
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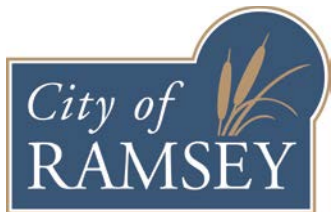
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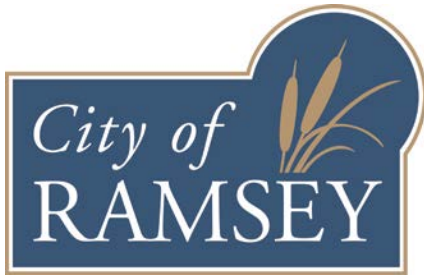
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7550 Sunwood Drive NW • Ramsey, MN 55303  
City Hall: 763-427-1410 • Fax: 763-427-5543  
[www.cityoframsey.com](http://www.cityoframsey.com)

April 2018

Dear City of Ramsey Resident:

Please help us shape the future of Ramsey! You have been selected at random to participate in the 2018 Ramsey Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Ramsey make decisions that affect our city.

**A few things to remember:**

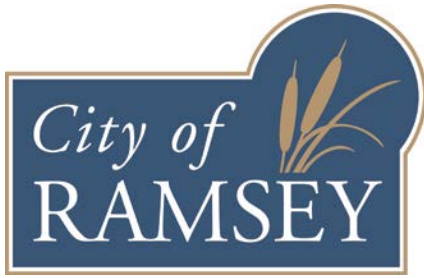
- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope.**

If you have any questions about the survey please call 763-433-9868.

Thank you for your time and participation!

Sincerely,

Sarah Strommen  
Mayor



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7550 Sunwood Drive NW • Ramsey, MN 55303  
City Hall: 763-427-1410 • Fax: 763-427-5543  
[www.cityoframsey.com](http://www.cityoframsey.com)

April 2018

Dear City of Ramsey Resident:

Here's a second chance if you haven't already responded to the 2018 Ramsey Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Ramsey! You have been selected at random to participate in the 2018 Ramsey Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Ramsey make decisions that affect our city.

**A few things to remember:**

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope.**

If you have any questions about the survey please call 763-433-9868.

Thank you for your time and participation!

Sincerely,

Sarah Strommen  
Mayor

# The City of Ramsey 2018 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

**1. Please rate each of the following aspects of quality of life in Ramsey:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Ramsey as a place to live .....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Ramsey as a place to raise children .....	1	2	3	4	5
Ramsey as a place to work.....	1	2	3	4	5
Ramsey as a place to visit.....	1	2	3	4	5
Ramsey as a place to retire .....	1	2	3	4	5
The overall quality of life in Ramsey .....	1	2	3	4	5

**2. Please rate each of the following characteristics as they relate to Ramsey as a whole:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Ramsey.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit.....	1	2	3	4	5
Quality of overall natural environment in Ramsey .....	1	2	3	4	5
Overall "built environment" of Ramsey (including overall design, buildings, parks and transportation systems).....	1	2	3	4	5
Health and wellness opportunities in Ramsey .....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Ramsey.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Ramsey.....	1	2	3	4	5

**3. Please indicate how likely or unlikely you are to do each of the following:**

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Ramsey to someone who asks.....	1	2	3	4	5
Remain in Ramsey for the next five years .....	1	2	3	4	5

**4. Please rate how safe or unsafe you feel:**

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Ramsey's downtown/commercial areas during the day ..	1	2	3	4	5	6
In your neighborhood after dark .....	1	2	3	4	5	6
In Ramsey's downtown/commercial areas after dark .....	1	2	3	4	5	6

**5. Please rate each of the following characteristics as they relate to Ramsey as a whole:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets .....	1	2	3	4	5
Ease of travel by car in Ramsey.....	1	2	3	4	5
Ease of travel by bicycle in Ramsey.....	1	2	3	4	5
Ease of walking in Ramsey .....	1	2	3	4	5
Availability of paths and walking trails .....	1	2	3	4	5
Cleanliness of Ramsey .....	1	2	3	4	5
Overall appearance of Ramsey.....	1	2	3	4	5
Public places where people want to spend time .....	1	2	3	4	5
Variety of housing options .....	1	2	3	4	5
Availability of affordable quality housing .....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) .....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Overall condition of City maintained streets .....	1	2	3	4	5

**6. Please rate each of the following characteristics as they relate to Ramsey as a whole:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool .....	1	2	3	4	5
K-12 education .....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities .....	1	2	3	4	5
Employment opportunities .....	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Ramsey .....	1	2	3	4	5
Overall quality of business and service establishments in Ramsey .....	1	2	3	4	5
Vibrant downtown/commercial area .....	1	2	3	4	5
Overall quality of new development in Ramsey .....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters .....	1	2	3	4	5

**7. Please indicate whether or not you have done each of the following in the last 12 months.**

	<i>No</i>	<i>Yes</i>
Household member was a victim of a crime in Ramsey .....	1	2
Reported a crime to the police in Ramsey.....	1	2
Campaigned or advocated for an issue, cause or candidate .....	1	2
Contacted the City of Ramsey (in-person, phone, email or web) for help or information.....	1	2
Contacted Ramsey elected officials (in-person, phone, email or web) to express your opinion.....	1	2

**8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Ramsey?**

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Visited a neighborhood park or City park .....	1	2	3	4
Attended a City-sponsored event.....	1	2	3	4
Used rail or other public transportation instead of driving.....	1	2	3	4
Walked or biked instead of driving .....	1	2	3	4
Volunteered your time to some group/activity in Ramsey.....	1	2	3	4

**9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?**

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Attended a local public meeting .....	1	2	3	4
Watched (online or on television) a local public meeting.....	1	2	3	4

# The City of Ramsey 2018 Citizen Survey

## 10. Please rate the quality of each of the following services in Ramsey:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services .....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement .....	1	2	3	4	5
Street repair .....	1	2	3	4	5
Street cleaning .....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal .....	1	2	3	4	5
Sidewalk maintenance .....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Storm drainage .....	1	2	3	4	5
Drinking water .....	1	2	3	4	5
Sewer services .....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation centers or facilities .....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.) .....	1	2	3	4	5
Animal control .....	1	2	3	4	5
Economic development .....	1	2	3	4	5
Public information services .....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5
Overall customer service by Ramsey employees (police, receptionists, planners, etc.).....	1	2	3	4	5
Trail maintenance.....	1	2	3	4	5

## 11. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Ramsey.....	1	2	3	4	5
The Federal Government .....	1	2	3	4	5
Anoka County Government .....	1	2	3	4	5
The State of Minnesota .....	1	2	3	4	5

## 12. Please rate the following categories of Ramsey government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Ramsey.....	1	2	3	4	5
The overall direction that Ramsey is taking .....	1	2	3	4	5
The job Ramsey government does at welcoming citizen involvement .....	1	2	3	4	5
Overall confidence in Ramsey government.....	1	2	3	4	5
Generally acting in the best interest of the community .....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly .....	1	2	3	4	5
Development and success of a strategic action plan.....	1	2	3	4	5

## 13. Please rate how important, if at all, you think it is for the Ramsey community to focus on each of the following in the coming two years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Ramsey.....	1	2	3	4
Overall ease of getting to the places you usually have to visit.....	1	2	3	4
Quality of overall natural environment in Ramsey .....	1	2	3	4
Overall “built environment” of Ramsey (including overall design, buildings, parks and transportation systems) .....	1	2	3	4
Health and wellness opportunities in Ramsey .....	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Ramsey .....	1	2	3	4
Sense of community.....	1	2	3	4

**14. To what extent are each of the following a source of information for you about Ramsey city government and its activities?**

	<i>Major source</i>	<i>Moderate source</i>	<i>Minor source</i>	<i>Not a source</i>
City newsletter (Ramsey Resident).....	1	2	3	4
Local newspaper .....	1	2	3	4
City website (www.cityoframsey.com).....	1	2	3	4
Word-of-mouth.....	1	2	3	4
Cable television (QCTV) .....	1	2	3	4
City employees.....	1	2	3	4
Public meetings.....	1	2	3	4
City social media (Facebook) .....	1	2	3	4

**15. Please indicate how likely you would be, if at all, to engage with the City on the following social media platforms in the future:**

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Not at all likely</i>	<i>Don't know</i>
City Facebook page .....	1	2	3	4
City Twitter feed.....	1	2	3	4
Nextdoor.....	1	2	3	4
Instagram.....	1	2	3	4

**16. Please indicate to what extent you support or oppose the city investigating the following changes to new or existing amenities, each of which could accordingly result in an increase to the tax levy:**

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>	<i>Don't know</i>
Making improvements to existing/established parks.....	1	2	3	4	5
Building new parks.....	1	2	3	4	5
Making improvements to existing trails .....	1	2	3	4	5
Building new trails .....	1	2	3	4	5
Building a new community center .....	1	2	3	4	5

**17. Please rate how important, if at all, you think each of the following priorities are for the City to focus on in the next five years:**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Balancing rural character and urban growth (development patterns) .....	1	2	3	4
Creating an active community (parks, trails, open space, recreation).....	1	2	3	4
Creating a connected community (roads, trails, sidewalks, rail, transportation).....	1	2	3	4
Creating a positive learning environment (education and outreach).....	1	2	3	4

**18. How interested are you, if at all, in receiving information from the City about each of the following topics?**

	<i>Extremely interested</i>	<i>Very interested</i>	<i>Moderately interested</i>	<i>Slightly interested</i>	<i>Not at all interested</i>
Council & Commissions topics/agendas .....	1	2	3	4	5
Lifestyle/community interest.....	1	2	3	4	5
Recreation .....	1	2	3	4	5
Local businesses (e.g., new/expanded businesses, grand openings, etc.).....	1	2	3	4	5
Public safety.....	1	2	3	4	5
Events .....	1	2	3	4	5
Road work .....	1	2	3	4	5
Real estate development projects.....	1	2	3	4	5
Getting involved/engagement opportunities.....	1	2	3	4	5
Budget/performance measurements .....	1	2	3	4	5

**19. The City employs a long-term maintenance program to cost-effectively maintain all 175-plus miles of City streets. Currently, street reconstruction projects are funded 25% by special assessments levied against benefitting properties, and 75% by street reconstruction bonds, which are paid back using general property taxes. The City periodically evaluates funding sources for this on-going program. Please indicate the extent to which you would support or oppose the following funding sources:**

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>	<i>Don't know</i>
Current method, which requires 25% of funding by special assessments levied against benefitting properties over 5-15 years .....	1	2	3	4	5
Zero special assessments levied against benefitting properties, which requires 100% of funding by general property tax increases.....	1	2	3	4	5
Electric and/or gas utility fee increases, approximately \$8 per utility, per month.....	1	2	3	4	5

# The City of Ramsey 2018 Citizen Survey

**Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.**

**D1. How often, if at all, do you do each of the following, considering all of the times you could?**

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home.....	1	2	3	4	5
Purchase goods or services from a business located in Ramsey.....	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

**D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:**

- Very positive     
  Somewhat positive     
  Neutral     
  Somewhat negative     
  Very negative

**D4. What is your employment status?**

- Working full time for pay  
 Working part time for pay  
 Unemployed, looking for paid work  
 Unemployed, not looking for paid work  
 Fully retired

**D5. Do you work inside the boundaries of Ramsey?**

- Yes, outside the home  
 Yes, from home  
 No

**D6. How many years have you lived in Ramsey?**

- Less than 2 years       11-20 years  
 2-5 years       More than 20 years  
 6-10 years

**D7. Which best describes the building you live in?**

- One family house detached from any other houses  
 Building with two or more homes (duplex, townhome, apartment or condominium)  
 Mobile home  
 Other

**D8. Is this house, apartment or mobile home...**

- Rented  
 Owned

**D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?**

- Less than \$300 per month  
 \$300 to \$599 per month  
 \$600 to \$999 per month  
 \$1,000 to \$1,499 per month  
 \$1,500 to \$2,499 per month  
 \$2,500 or more per month

**D10. Do any children 17 or under live in your household?**

- No       Yes

**D11. Are you or any other members of your household aged 65 or older?**

- No       Yes

**D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**

- Less than \$25,000  
 \$25,000 to \$49,999  
 \$50,000 to \$99,999  
 \$100,000 to \$149,999  
 \$150,000 or more

**Please respond to both questions D13 and D14:**

**D13. Are you Spanish, Hispanic or Latino?**

- No, not Spanish, Hispanic or Latino  
 Yes, I consider myself to be Spanish, Hispanic or Latino

**D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**

- American Indian or Alaskan Native  
 Asian, Asian Indian or Pacific Islander  
 Black or African American  
 White  
 Other

**D15. In which category is your age?**

- 18-24 years       55-64 years  
 25-34 years       65-74 years  
 35-44 years       75 years or older  
 45-54 years

**D16. What is your sex?**

- Female       Male

**D17. Do you consider a cell phone or land line your primary telephone number?**

- Cell       Land line       Both

**Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502**

Table 15: Question 15

Please indicate how likely you would be, if at all, to engage with the City on the following social media platforms in the future:

	Very likely	Somewhat likely	Not at all likely	Total
City Facebook page	35% N=147	28% N=117	38% N=159	100% N=423
City Twitter feed	6% N=25	11% N=42	83% N=318	100% N=385
Nextdoor	13% N=44	21% N=74	66% N=229	100% N=348
Instagram	7% N=25	18% N=68	76% N=288	100% N=381

Table 16: Question 16

Please indicate to what extent you support or oppose the city investigating the following changes to new or existing amenities, each of which could accordingly result in an increase to the tax levy:

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Making improvements to existing/established parks	33% N=149	51% N=226	11% N=50	5% N=21	100% N=446
Building new parks	27% N=117	38% N=168	24% N=103	11% N=50	100% N=438
Making improvements to existing trails	35% N=155	46% N=203	13% N=58	6% N=27	100% N=444
Building new trails	34% N=149	41% N=182	15% N=64	11% N=47	100% N=441
Building a new community center	34% N=141	31% N=129	20% N=82	15% N=63	100% N=415

Table 17: Question 17

Please rate how important, if at all, you think each of the following priorities are for the City to focus on in the next five years:

	Essential	Very important	Somewhat important	Not at all important	Total
Balancing rural character and urban growth (development patterns)	40% N=183	31% N=143	24% N=109	5% N=24	100% N=460
Creating an active community (parks, trails, open space, recreation)	28% N=131	40% N=185	26% N=117	6% N=27	100% N=460
Creating a connected community (roads, trails, sidewalks, rail, transportation)	39% N=179	32% N=146	23% N=106	6% N=27	100% N=459
Creating a positive learning environment (education and outreach)	23% N=106	32% N=145	35% N=161	10% N=46	100% N=459

Table 18: Question 18

How interested are you, if at all, in receiving information from the City about each of the following topics?

	Extremely interested	Very interested	Moderately interested	Slightly interested	Not at all interested	Total
Council & Commissions topics/agendas	11% N=52	19% N=87	36% N=167	19% N=85	14% N=66	100% N=457
Lifestyle/community interest	13% N=61	30% N=137	31% N=143	16% N=73	9% N=41	100% N=456
Recreation	22% N=103	34% N=153	28% N=127	10% N=45	6% N=30	100% N=457
Local businesses (e.g., new/expanded businesses, grand openings, etc.)	22% N=98	38% N=173	25% N=115	9% N=40	7% N=31	100% N=457
Public safety	21% N=96	38% N=175	25% N=116	11% N=50	4% N=19	100% N=457
Events	24% N=108	39% N=179	26% N=118	8% N=35	4% N=19	100% N=458
Road work	23% N=107	40% N=183	22% N=103	10% N=47	4% N=18	100% N=458
Real estate development projects	15% N=70	31% N=140	31% N=140	14% N=66	9% N=40	100% N=456
Getting involved/engagement opportunities	9% N=41	22% N=100	35% N=158	21% N=94	13% N=61	100% N=454
Budget/performance measurements	12% N=56	26% N=119	30% N=139	19% N=87	12% N=56	100% N=456

Table 19: Question 19

The City employs a long-term maintenance program to cost-effectively maintain all 175-plus miles of City streets. Currently, street reconstruction projects are funded 25% by special assessments levied against benefiting properties, and 75% by street reconstruction bonds, which are paid back using general property taxes. The City periodically evaluates funding sources for this on-going program. Please indicate the extent to which you would support or oppose the following funding sources:

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Current method, which requires 25% of funding by special assessments levied against benefiting properties over 5-15 years	34%	44%	11%	11%	100%
Zero special assessments levied against benefiting properties, which requires 100% of funding by general property tax increases	9%	23%	29%	39%	100%
Electric and/or gas utility fee increases, approximately \$8 per utility, per month	5%	21%	29%	45%	100%
<del>#1</del>					
<del>#1</del>					

Table 20: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?

	Never	Rarely	Sometimes	Usually	Always	Total
Recycle at home	2%	1%	4%	20%	73%	100%
Purchase goods or services from a business located in Ramsey	1%	11%	43%	33%	12%	100%
Vote in local elections	10%	8%	16%	27%	39%	100%

Table 21: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

	Percent	Number
Very positive	8%	N=38
Somewhat positive	32%	N=145
Neutral	50%	N=231
Somewhat negative	8%	N=37
Very negative	2%	N=8
Total	100%	N=459

Table 22: Question D4

What is your employment status?

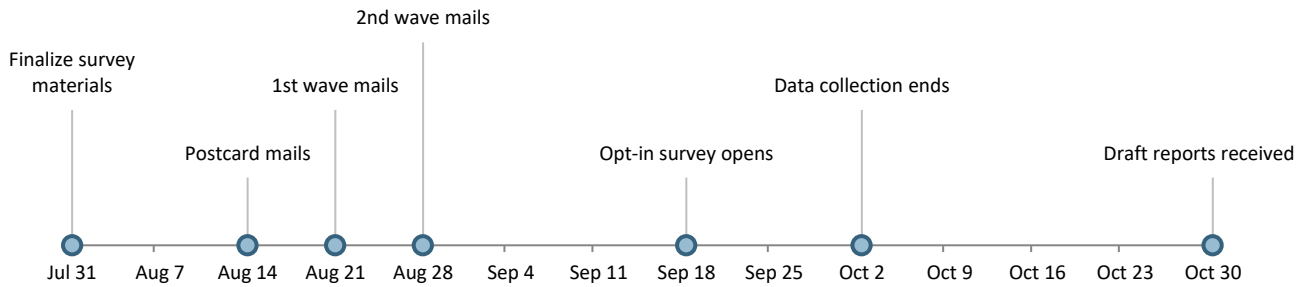
	Percent	Number
Working full time for pay	74%	N=339
Working part time for pay	6%	N=28
Unemployed, looking for paid work	2%	N=10
Unemployed, not looking for paid work	2%	N=11
Fully retired	16%	N=72
Total	100%	N=460

Table 23: Question D5

Do you work inside the boundaries of Ramsey?

	Percent	Number
Yes, outside the home	15%	N=67
Yes, from home	7%	N=33
No	78%	N=352
Total	100%	N=452

## Timeline for The National Community Survey™



Item	Date
<b>Preparing for the Survey</b>	
⦿ The NCS survey process is initiated upon receipt of signed contract	Jun 26
← NRC emails you information to customize The NCS	Jun 26
→ Due to NRC: Selection of add-on options	Jul 10
→ Due to NRC: Drafts of the optional custom questions to be included in the survey	Jul 10
→ Due to NRC: Zip code information and GIS boundary data	Jul 24
⦿ NRC finalizes the survey instrument and mailing materials and sends .pdf samples for your records	Jul 31
⦿ NRC generates the sample of households in your community	Feb 7
⦿ NRC prints materials and prepares mailings	Aug 7
→ Due to NRC: Selection of custom benchmark profile(s) (if custom benchmark add-on selected)	Aug 7
<b>Conducting the survey</b>	
⦿ Survey materials are mailed	Aug 14 to Aug 28
⦿ Prenotification postcards sent	Aug 14
⦿ 1st wave of surveys sent	Aug 21
⦿ 2nd wave of surveys sent	Aug 28
→ Opt-in web survey link posted on your website (source link provided to you by NRC)	Sep 18
⦿ Data collection: surveys received and processed for your community	Aug 21 to Oct 2
→ Due to NRC: Final count of returned postcards	Oct 2
⦿ Survey analysis and report writing	Oct 2 to Oct 30
⦿ During this time, NRC will process the surveys, perform the data analysis, and produce a draft report for your community. The report of results will contain a description of the methodology, information on understanding the results, and graphs and tables of your results, as well as a description of NRC's database of normative data from across the U.S. and actual comparisons to your results, where appropriate.	
← NRC emails draft report (in PDF format) to you along with invoice for balance due on The NCS Basic Service and any additional add-on options	Oct 30
→ Due to NRC: community feedback on the draft report (most final reports are identical to the draft reports, except being labeled as final instead of draft)	Nov 6
← NRC emails final report to you	Nov 13

### Legend

←Indicates when items from NRC are due to you    →Indicates when items from you are due to NRC    ⦿Indicates information items



# The National Community Survey™

2020 Pricing





### **Moving Communities Forward**

Community perspectives that inspire change. National Research Center's gold-standard surveys and benchmarking data deliver reliable insights that guide you to action.

[n-r-c.com](http://n-r-c.com)



### **Let Every Voice Count**

Smarter, more connected communities. Polco's online civic engagement platform provides the tools you need to bring community members and leaders together.

[polco.us](http://polco.us)

Below are descriptions and costs for implementation options for The NCS™ Basic Service. The following pages contain descriptions and costs for add-on options.

# Basic Service



We offer two price levels, one which uses our subscription contract and the second for single year (one-time purchase) projects. Subscriptions can be set for one, two or three year cycles and may be canceled with no penalty.

Pricing options can also be reviewed online at [polco.us](http://polco.us)

## **The NCS™ Basic Service**

Includes assistance with crafting custom questions; choose your multi-contact methods; all survey recipients will have the option to complete the survey online if they prefer; data entry Recommended Method ; draft reports for review; electronic final reports with national benchmark comparisons, analysis and detailed methods; technical assistance in understanding survey results via phone and email with key staff of The NCS; and a community-wide opt-in web survey to be conducted on Polco after the majority of mail data collection has occurred.

## **Recommended Data Collection Method - Mailed Surveys and Invitations**

Multi-contact mailed invitations to 2,700 households (1,200 receive paper surveys with postage paid return envelopes, 1,500 receive postcard invitations to complete the survey online); all survey recipients will have the option to complete the survey online if they prefer

**Subscription \$16,000**

one-time purchase \$18,000

## **Data Collection Method - Online only**

All survey recipients complete the survey online on the Polco platform; online reporting with national benchmark comparisons. No custom questions (although other questions can be posted separately on the platform). City is responsible for recruiting respondents to complete the survey on the Polco platform with guidance from Polco.

**Subscription only \$6,265**

## **Data Collection Method - Online only with mailed invitations**

All survey recipients complete the survey online on the Polco platform; online reporting with national benchmark comparisons. No custom questions (although other questions can be posted separately on the platform). NRC will mail out invitations to complete the survey online to ensure wider response, Three contacts will be made via postcard, letter and reminder postcard. City can also recruit respondents to complete the survey on the Polco platform with guidance from Polco.

**Subscription only \$12,215**

# Survey

**Spanish Translation** Mailing materials will include dual-language instructions so respondents can complete the survey online in Spanish.

**Subscription \$945 / one time purchase \$980**

**Additional Translations** The postcards and cover letters will include an in-language paragraph, giving instructions in-language on how to complete the survey online in the selected language. ( Hard copies of the non-English survey would result in additional fees.)

**Subscription \$2,695 / one time purchase \$2,870**

**Open-ended question** Includes one open-ended question added to the survey. Responses will be categorized and reported in a table under separate cover, accompanied by a complete list of verbatim responses.

**Subscription \$2,240 / one time purchase \$2,380**

**Additional page of custom questions** NRC staff will guide you in developing an additional page of custom questions.

**Subscription \$2,380 / one time purchase \$2,520**

**Additional customization** The Basic Service allows some minor modifications to the template survey, and assistance with custom question development. Inclusion of unique line items and larger changes involve an additional charge.

**Subscription \$945 / one time purchase \$1,015**

# Implementation

NRC may recommend that you consider increasing the mailing size to bring about a better margin of error for the overall reporting and when comparing geographic subgroups.

**Increase the number of surveys mailed** Example levels below for three contact mailing (postcard, survey and reminder survey)

**700** additional addresses **\$2,720**

**1,500** additional addresses **\$5,210**

**Increase the number of postcard invitations mailed to households to complete the survey online**

Households will receive two mailings of postcard invitations, and will NOT receive a hard copy of the survey.

**1,000** additional addresses **Subscription \$2,065** / one time purchase \$2,170

**Reminder postcard** In addition to the standard mailing, households will receive an additional mailing of a reminder postcard.

**1,000** households **Subscription \$1,030** / one time purchase \$1,265

**Unique IDs printed on Surveys** Add unique ID's to track household location.

**Subscription \$735** / one time purchase \$770

# Reporting

**Custom Benchmark Comparisons** In addition to the national benchmarks (included with The NCS Basic Service), NRC can base custom benchmarks on region, population size or other criteria as requested (and available in our dataset).

**Subscription \$1,120 per custom group / one time purchase \$1,175 per custom group**

**Demographic Comparison Report** Crosstabulations will be provided in a separate report for up to five demographic questions on the survey. Statistically significant differences will be noted in the tables.

**Subscription \$945 / one time purchase \$1,015**

**Geographic Comparison Report** Comparisons will be provided in a separate report for geographic subgroups (as predetermined by NRC and jurisdiction staff) by questions on the survey responses, Statistically significant differences will be noted in the tables.

**Subscription \$945 / one time purchase \$1,015**

**Additional Demographic or Geographic Comparison Report** Crosstabulations will be provided in a separate report for up to five additional questions on the survey. Statistically significant differences will be noted in the tables.

**Subscription \$490 / one time purchase \$525**

**Integrate Prior Results (of surveys conducted by other entities)** If you did not use NRC for your past surveys, but have past reports or datasets available, NRC can match your past data to any survey items that are also on The NCS.

**Subscription \$2,135 / one time purchase \$2,275**

# Presentation

**In-person presentation of results** NRC staff member will present survey results with City staff, Council, Boards or other appropriate groups. For this presentation, we use Microsoft® PowerPoint as a visual aid and a copy of the slideshow is left with the City, this pricing is for one presentation.

**Subscription \$3,605 / one time purchase \$3,815**

**Presentation materials only** NRC will create a Microsoft® PowerPoint slideshow for City staff to use in conducting presentations.

**Subscription \$1,190 / one time purchase \$1,260**

**Next Steps Workshop** A senior NRC staff member will lead your through a 3.5 hour workshop with four key activities: debriefing survey data, identifying areas of focus, identifying strategies and creating initial action plans.

**Subscription \$5,670 / one time purchase \$6,020**

**In-person presentation of results and Next Steps Workshop Combination** A senior NRC staff member will present survey results with Village staff, Council, Boards or other appropriate groups. For this presentation, we use Microsoft® PowerPoint as a visual aid and a copy of the slideshow is left with the Village. This representative will also facilitate a half-day interactive workshop and help to develop strategy and offer recommendations.

**Subscription \$7,980 / one time purchase \$8,470**

For further information on The NCS:

Jade Arocha  
jade@n-r-c.com  
303-226-6987

For further details on how communities are using Polco for free:

Matt Fulton  
matt@polco.us  
651-242-2422



Meeting Date: 07/28/2020

**Information**

**Title:**

Receive Update on Code Enforcement Program

**Purpose/Background:**

Staff will provide a presentation on Code Enforcement levels in 2020 and impacts of recent policy changes to the program. Year to date there have been 93 cases assigned to Community Development along for Zoning Code Enforcement. This does not include nuisance code complaints managed by the Police Department that include items such as long grass and motor vehicles.

The COVID-19 Pandemic has had an influence on number of cases as well as Staff Resources available for inspections and case management. In addition, as evidenced by recent comments at Citizen Input as part of previous City Council Meetings along with other comments submitted to City Staff, there appears to be a general expectation that the City provide an enhanced level of service to this program.

As part of this discussion, Staff desires to do a deeper dive on our policy for extensions for compliance. At the end of the day, Staff wants to ensure extensions requested by and granted by the City Council are fair and equitable. Staff acknowledges that every case has an element of uniqueness.

Staff is bringing this discussion forward not only for an update on code enforcement levels, but also to acknowledge that Staff believes that current resource/staffing levels are not adequate to meet current expectations. Staff will discuss several alternatives ranging from resource reassignment to additional resource allocation.

**Timeframe:**

30 minutes

**Funding Source:**

This case is being handled as part of normal Staff duties.

**Responsible Party(ies):**

Deputy City Administrator

**Outcome:**

The City Council is asked to receive an update regarding code enforcement and provide any direction on policy changes desired.

**Attachments**

Current Policies

Resolution #19-023

Resolution #19-034

**Form Review**

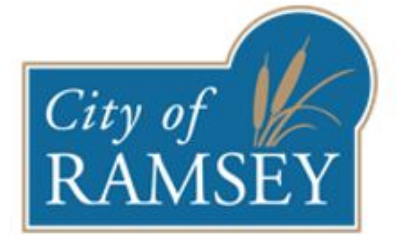
**Inbox**  
Kurt Ulrich

**Reviewed By**  
Kurt Ulrich

**Date**  
07/23/2020 04:44 PM

Form Started By: Tim Gladhill  
Final Approval Date: 07/23/2020

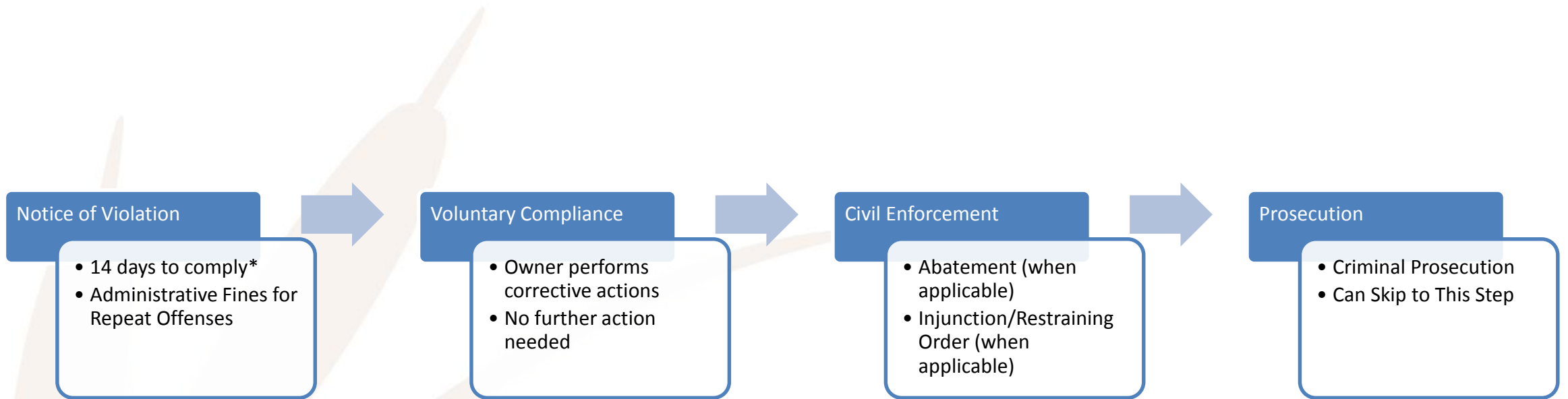
Started On: 07/17/2020 08:56 AM



# CODE ENFORCEMENT PROGRAM OVERVIEW

Lead with Compassion  
Climb the Ladder Faster

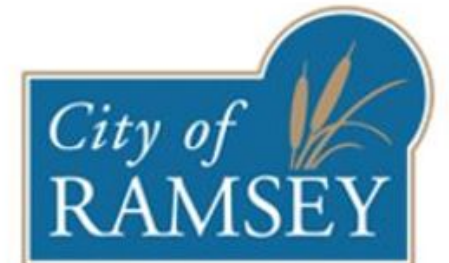
# CODE ENFORCEMENT STANDARD PROCESS



# EXTENSION POLICY

## 1<sup>ST</sup> OFFENSE

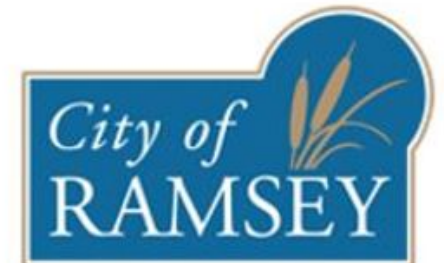
Extension Request	Required Authorization
1 <sup>st</sup> 14 Day Extension	Case Manager
2 <sup>nd</sup> 14 Day Extension	Case Manager
3 <sup>rd</sup> 14 Day Extension	Department Head
4 <sup>th</sup> 14 Day Extension	City Administrator
Additional Extensions	City Council



# EXTENSION POLICY

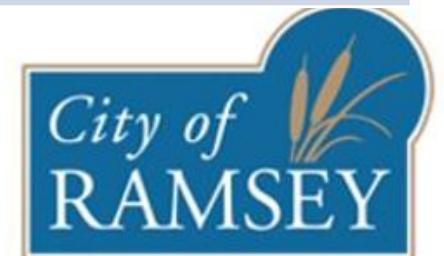
## REPEAT OFFENSE

Extension Request	Required Authorization
1 <sup>st</sup> 14 Day Extension	Department Head
2 <sup>nd</sup> 14 Day Extension	City Administrator
Additional Extensions	City Council



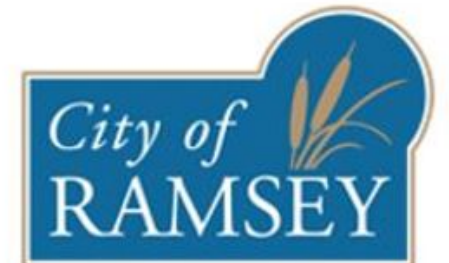
# ADMINISTRATIVE FINE POLICY

Action	Administrative Fine
First Notice, 1 <sup>st</sup> Violation	None
Second Notice, 1 <sup>st</sup> Violation, No Progress	\$75
Each Additional Notice, 1 <sup>st</sup> Violation, No Progress	\$75
First Notice, 2 <sup>nd</sup> Violation	\$250
Second Notice, 2 <sup>nd</sup> Violation	\$250
Each Additional Notice, 2 <sup>nd</sup> Violation	\$250
First Notice, 3 <sup>rd</sup> Violation	\$500
Second Notice, 3 <sup>rd</sup> Violation	\$500
Each Additional Notice, 3 <sup>rd</sup> Violation	\$500



# ABATABLE

Violation Type	Abatable?
Long Grass	Yes
Off-Street Parking	Yes
Home Occupations	Council Approval, Likely Proceed to Prosecution
Commercial/Industrial Districts	Council Approval
Blighted (Safe) Structures	No, Proceed to Prosecution
Unsafe/Hazardous Structures	Council Approval



Councilmember Riley introduced the following resolution and moved for its adoption:

**RESOLUTION # 19-023**

**RESOLUTION APPROVING POLICY CHANGES TO THE CITY'S CODE ENFORCEMENT PROGRAM**

**WHEREAS**, throughout 2018, the City Council responded to multiple inquiries regarding the length of time it takes to resolve nuisance properties; and

**WHEREAS**, the City Council discussed options for improvement while maintaining the current complaint-based approach on November 27, 2018 and December 11, 2018.

**NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF RAMSEY, ANOKA COUNTY, STATE OF MINNESOTA, as follows:**

- 1) Approval of policy changes to the City's Code Enforcement Program as indicated in Exhibit A attached hereto.
- 2) Staff is not authorized to be proactive in code enforcement along Highway 10 and Highway 47.
- 3) Staff is authorized to be proactive in code enforcement along the Mississippi River and Rum River.

The motion for the adoption of the foregoing resolution was duly seconded by Councilmember Kuzma, and upon vote being taken thereon, the following voted in favor thereof:

Mayor LeTourneau  
Councilmember Riley  
Councilmember Kuzma  
Councilmember Heinrich  
Councilmember Musgrove  
Councilmember Shryock

and the following voted against the same:

None

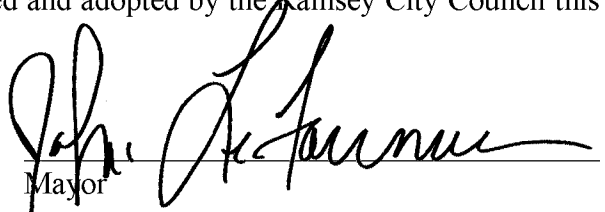
and the following abstained:

None

and the following were absent:

None

Whereupon said resolution was declared duly passed and adopted by the Ramsey City Council this the 8<sup>th</sup> day of January, 2019.

  
\_\_\_\_\_  
Mayor

**ATTEST:**

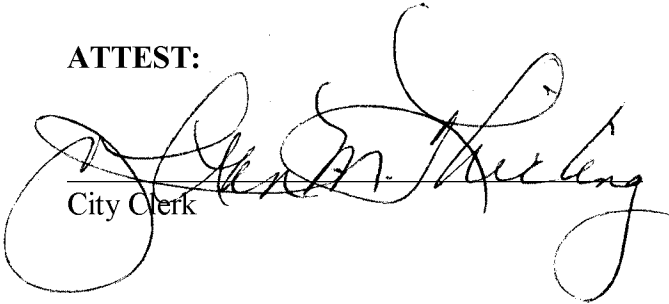
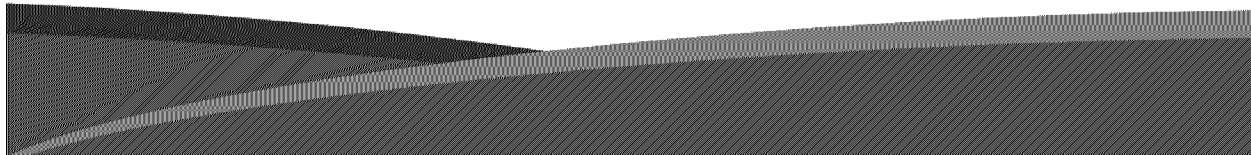
  
\_\_\_\_\_  
City Clerk

Exhibit A  
Outline of Policy Changes to Code Enforcement Program

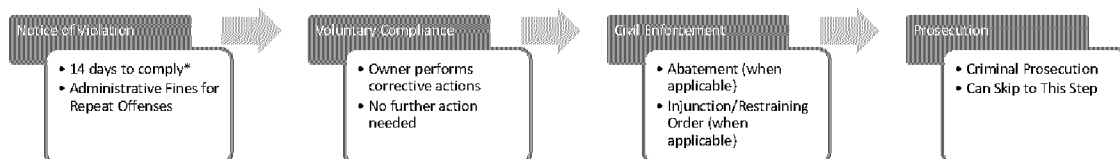


## CODE ENFORCEMENT PROGRAM OVERVIEW

Lead with Compassion  
Climb the Ladder Faster



### CODE ENFORCEMENT STANDARD PROCESS



# EXTENSION POLICY

## 1<sup>ST</sup> OFFENSE

Extension Request	Required Authorization
1 <sup>st</sup> 14 Day Extension	Case Manager
2 <sup>nd</sup> 14 Day Extension	Case Manager
3 <sup>rd</sup> 14 Day Extension	Department Head
4 <sup>th</sup> 14 Day Extension	City Administrator
Additional Extensions	City Council



# EXTENSION POLICY

## REPEAT OFFENSE

Extension Request	Required Authorization
1 <sup>st</sup> 14 Day Extension	Department Head
2 <sup>nd</sup> 14 Day Extension	City Administrator
Additional Extensions	City Council



# ADMINISTRATIVE FINE POLICY

Action	Administrative Fine
First Notice, 1 <sup>st</sup> Violation	None
Second Notice, 1 <sup>st</sup> Violation, No Progress	\$75
Each Additional Notice, 1 <sup>st</sup> Violation, No Progress	\$75
First Notice, 2 <sup>nd</sup> Violation	\$250
Second Notice, 2 <sup>nd</sup> Violation	\$250
Each Additional Notice, 2 <sup>nd</sup> Violation	\$250
First Notice, 3 <sup>rd</sup> Violation	\$500
Second Notice, 3 <sup>rd</sup> Violation	\$500
Each Additional Notice, 3 <sup>rd</sup> Violation	\$500



# ABATABLE

Violation Type	Abatable?
Long Grass	Yes
Off-Street Parking	Yes
Home Occupations	Council Approval, Likely Proceed to Prosecution
Commercial/Industrial Districts	Council Approval
Blighted (Safe) Structures	No, Proceed to Prosecution
Unsafe/Hazardous Structures	Council Approval



Councilmember Kuzma introduced the following resolution and moved for its adoption:

**RESOLUTION #19-034**

**RESOLUTION CLARIFYING DEFINITION OF COMPLAINT BASED CODE ENFORCEMENT**

**WHEREAS**, City Code Chapter 2, Article VII, Chapter 30, and Chapter 117 identify certain property restrictions and a process to correct violations of said City Code provisions; and,

**WHEREAS**, the City currently operates on a complaint-based system when identifying violations of City Code to be corrected.

**NOW THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF RAMSEY, ANOKA COUNTY, STATE OF MINNESOTA, as follows:**

- 1) The City Council hereby defines Complaint Based Code Enforcement as “a formal complaint submitted to City Staff or an observation of a violation by City Staff in the course of their normal duties; complaint-based does not include a proactive sweep of the community or dispatching City Staff for the specific purpose of finding code violations.”

The motion for the adoption of the foregoing resolution was duly seconded by Councilmember Shryock, and upon vote being taken thereon, the following voted in favor thereof:

Mayor LeTourneau  
Councilmember Kuzma  
Councilmember Shryock  
Councilmember Heinrich  
Councilmember Musgrove

and the following voted against the same:

None

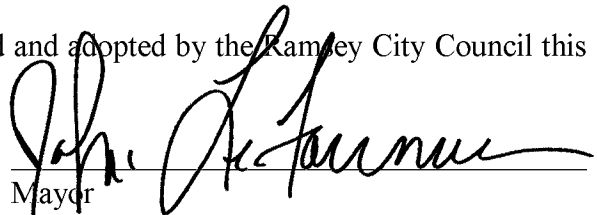
and the following abstained:

None

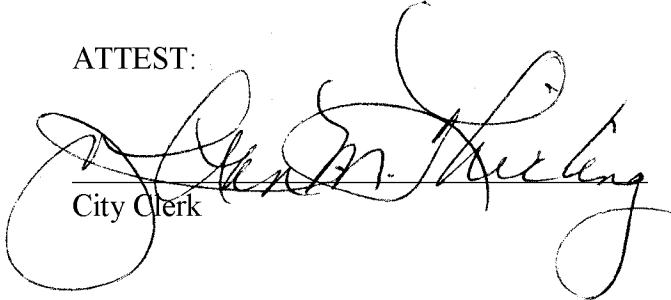
and the following were absent:

Councilmember Riley  
Existing Vacancy

Whereupon said resolution was declared duly passed and adopted by the Ramsey City Council this the 22<sup>nd</sup> day of January 2019.

  
\_\_\_\_\_  
Mayor

ATTEST:

  
\_\_\_\_\_  
City Clerk

Meeting Date: 07/28/2020

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### Information

**Title:**

Discuss Public Input Plan for Ramsey Gateway Plan - US Highway 10/169 Improvements

**Purpose/Background:**

The purpose of this case is to provide a high-level overview of the status of planning and design for Highway 10/169 Improvements as well as seek direction on continuing a communications and public input plan.

Anoka County is the lead agency in the design process for US Highway 10/169 (the Ramsey Gateway). Anoka County has selected Bolton and Menk to complete Preliminary Design and Final Design for the Ramsey Boulevard Interchange. Funding was provided by the Minnesota Legislature through a previous bonding award. In addition, the City was recently awarded a \$40 Million Grant from the US Government through an INFRA Grant. The City Engineer will provide a brief overview of the design process.

During the Planning Study that preceded Engineering Design, the City was the lead agency and led public engagement and communication efforts. During the transition from the City to Anoka County, there have not been additional workshops or major communication efforts. There has been a targeted mailing to properties near the Ramsey Boulevard Interchange from Anoka County providing a status update. Additional updates and public engagement are planned once the design process begins in earnest.

Staff is seeking consensus from the City Council that the City requests additional public engagement and communication within the next 30 days. There have been multiple properties with change in ownership. There are some stakeholders that expect quarterly updates, at minimum. In discussions with several Property Owners, there still appears to be a gap of knowledge of the approved plan for the Ramsey Gateway.

Anoka County has been an excellent partner on this project in planning, communication and securing nearly \$45 Million to date for the project. The intent of this case is to confirm that the City Council desires to communicate to Anoka County a hope to schedule additional communications/updates and perhaps a virtual town hall within the next 30 days. This case comes at the request of Council members.

**Timeframe:**

30 minutes

**Funding Source:**

This case is being handled as part of normal Staff duties.

**Responsible Party(ies):**

Deputy City Administrator  
City Engineer

**Outcome:**

Staff seeks direction from the City Council to request that Anoka County, as lead agency, add additional short-term communication and public input opportunities for the Highway 10/169 Design Process.

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### Attachments

No file(s) attached.

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**Form Review**

**Inbox**

Kurt Ulrich  
Form Started By: Tim Gladhill  
Final Approval Date: 07/23/2020

**Reviewed By**

Kurt Ulrich

**Date**

07/23/2020 04:47 PM  
Started On: 07/21/2020 01:12 PM

Meeting Date: 07/28/2020

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**Information**

**Title:**

Consider Funding Options for Public Works Facility and Pavement Management Program

**Purpose/Background:**

Council Member Musgrove has requested consideration of alternate funding of the Public Works Facility and the Pavement Management Program. The concept is different from previous proposals approved by the Council and therefore, staff requested that Council Member Musgrove bring this matter to the full Council to seek consensus to pursue analysis of such options.

Council member Musgrove will explain her proposal to the Council.

**Timeframe:**

**Funding Source:**

**Responsible Party(ies):**

Council Member Musgrove

**Outcome:**

Consensus in regard to staff consideration of alternative funding scenarios as proposed.

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**Attachments**

*No file(s) attached.*

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**Form Review**

**Inbox**

Kurt Ulrich

Form Started By: Kathy Schmitz

Final Approval Date: 07/23/2020

**Reviewed By**

Kurt Ulrich

**Date**

07/23/2020 05:15 PM

Started On: 07/23/2020 04:48 PM

**CC Work Session**

**3. 1.**

**Meeting Date:** 07/28/2020

**By:** Katie Schmidt, Administrative Services

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**Information**

**Title:**

Review Future Topics/Calendar

**Purpose/Background:**

Attached is the current list of future topics for work session discussion. Items are drawn from Council requests at meetings, or are related to topics that have been identified in the City's strategic plan. Tentative dates have been assigned.

**Recommendation:**

N/A

**Action:**

For Council review - no formal action necessary.

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**Attachments**

Future Topics List

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**Form Review**

**Inbox**

Colleen Lasher

Kurt Ulrich

Form Started By: Katie Schmidt

Final Approval Date: 07/23/2020

**Reviewed By**

Colleen Lasher

Kurt Ulrich

**Date**

07/21/2020 04:32 PM

07/23/2020 01:34 PM

Started On: 07/16/2020 02:22 PM

**City Council Future Topics – Work Session**

**(Tentative Dates)**

<b>Proposed Date</b>	<b>Topics for Discussion – Council Action</b>	<b>Minutes</b>
08/10/2020	Crime Free Multifamily Housing Program - Katers	30
08/25/2020	Joint Fire Services JPA	15
2020	Discussion Regarding Recycling Services - Anderson	30
2020	Discuss the General Topic of Holding Joint Meeting(s) with the Council and Commissions & Other Cities. Based on discussion, future work sessions TBD.	20
	<b>Topics for Discussion – Planning and Budget</b>	
08/10/2020	Review 2021 Budget	30
08/25/2020	Update from the Tinklenberg Group	20
2020	Discuss Historic Town Hall – Ulrich	30
2020	City Branding Presentation - Ulrich	40
2020	Fire Department Duty Crew Analysis - Kohner	20
2020	Comprehensive Plan Review - Gladhill	30-45
2020	CR-5 Corridor Study Review - Westby	45
2020	Park System Plan – Riemer/Riverblood	60
2020	Union Contracts - Lasher	45
2020	Review Council Member Compensation Study	20
	<b>Topics for Discussion – Policy</b>	
8/10/2020	Trail Maintenance Policy – Westby/Riemer	30
8/10/2020	Stormwater Pond Maintenance Policy –Westby/Riemer	30
8/25/2020	Accounting of City Engineering Staff Time for City Projects - Westby	30
11/24/2020	Discussion Regarding the Remote Attendance Policy – Retain unlimited annual use or revise	15