

City of Ramsey
Agenda
City Council Work Session
Tuesday, April 27, 2021

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

This meeting is being held in accordance with Minnesota Statutes 13D.021. Due to the COVID-19 Pandemic, it is not practical and prudent for all members of this board to attend in person. Current Minnesota law requires certain social distancing standards that impacts the capacity of the Council Chambers. For these reasons, it is not practical and prudent to have this meeting exclusively in person. Members of the public are welcome to attend in person or remotely.

Remote Attendance available at www.cityoframsey.com/meetings. To maximize social distancing due to the COVID-19 Pandemic, those that can join remotely are encouraged to do so. Those joining remotely and requesting to speak are asked to use a webcam when speaking.

- 1. Call to Order**
- 2. Topics for Discussion**
 1. Fire Department Duty Crew Update
 2. Discuss Seeking Proposals for City Attorney
 3. Review Citizen Survey
- 3. Topics for Future Discussion**
 1. Review Future Topics/Calendar
- 4. Mayor/Council/Staff Input**
- 5. Adjournment**

Meeting Date: 04/27/2021

Information

Title:

Fire Department Duty Crew Update

Purpose/Background:

Since 1988, Ramsey Fire has been a paid-on-call (POC) fire department, which means firefighters are paged out for every call, day or night, hoping that some of them are available to respond. Unfortunately, this model is not very consistent or predictable. In 2020, Ramsey Fire responded to 1133 calls for service. This is a 16% increase from the year before, and a three-year average 17.4% per year increase in calls. This level of call volume can lead to burnout and challenges.

POC firefighters are challenged with the balance between a desire to give back to the community, and enjoying a balanced family life. For example, there are days when firefighters can be called away up to six times in a day. This disruptive demand on our existing paid-on-call fire firefighters prompted staff to look at different ways to improve emergency response and provide better coverage to meet service demands.

For the last year, Ramsey Fire took the opportunity to test a duty crew model. The early days of the pandemic meant that more POC firefighters were at home and available to respond to calls. A duty crew uses the existing POC staffing to work predetermined shifts at the fire station. The crew consists of two firefighters that are paid by the hour to staff the station seven days a week during the specified times of 2:00pm to 10:00pm Monday -Friday, and 10:00am to 10:00 pm Saturday-Sunday. Data shows these times are when our highest call volume occurs.

By staffing the station during these specified times, it eliminates the need for a full department response, thus saving payroll costs by paying 2 firefighters rather than the average response number of 10.3 firefighters per call. Not every emergency requires all our fire staff to respond. This assures there will be firefighters on duty to respond to an emergency call in the City. Typically most calls for medical aid emergencies or smoke detector and carbon monoxide alarms can be managed with one staffed fire engine. An "all call" is only paged out when additional firefighters are needed for multiple or large scale emergencies. When the crew is not on a call during their shift, they have other responsibilities.

Even in this short time, we have seen several benefits to the duty crew station staffing model. The biggest impact is reducing our average enroute time by 5 minutes and 26 seconds, thus reducing average total response time to the scene. Having firefighters already at the station when a call comes in has made a significant difference. With a staffed station, our duty crew and a truck can be out of the station in seconds rather than minutes. It can take the on-call firefighters up to 6 minutes to get from their front door to the fire station. Then, add to that several more minutes to gear up and dispatch to a call. The fire department does not necessarily know where an ambulance is, or where it is coming from, because the city is served by a third-party ambulance service (Allina). Firefighters can have an impact on every call they respond to with the duty crew response model.

Additional benefit include the ability for firefighters to schedule their time. Mandated training is now incorporated into firefighter's shift work when not responding to calls, thus eliminating two training sessions per month. When the entire department is at the weekly training night, there just isn't as much time for individual training. This has allowed opportunities for firefighters to learn from the more experienced firefighters. Consequently, firefighters have become more proficient and have increased their confidence level with all the various pieces of equipment and apparatus. Duty crew staff also complete truck checks, inventory equipment and ensure all tools and equipment is in proper working order, repairing any that are in need.

Perhaps the most visible benefit has been seeing the fire department out-and-about the community more often. With firefighters at the station every day, they have gotten creative, and participate in more community outreach efforts.

The goal of the Ramsey Fire Department continues to be providing the highest quality of customer service we can achieve. The data and experiences from this pilot program has given the city information that will help make future staffing, and allow us to continue to do better for our residents. Having firefighters staffing our station makes us a better fire department. Firefighters are better trained, have quicker response times, and firefighters can better know and plan their schedules, providing the opportunity for a better work-life balance.

Timeframe:

20 minutes

Funding Source:

Responsible Party(ies):

Fire Chief Matt Kohner

Outcome:

For discussion only.

Attachments

[Duty Crew Update April 2021](#)

Form Review

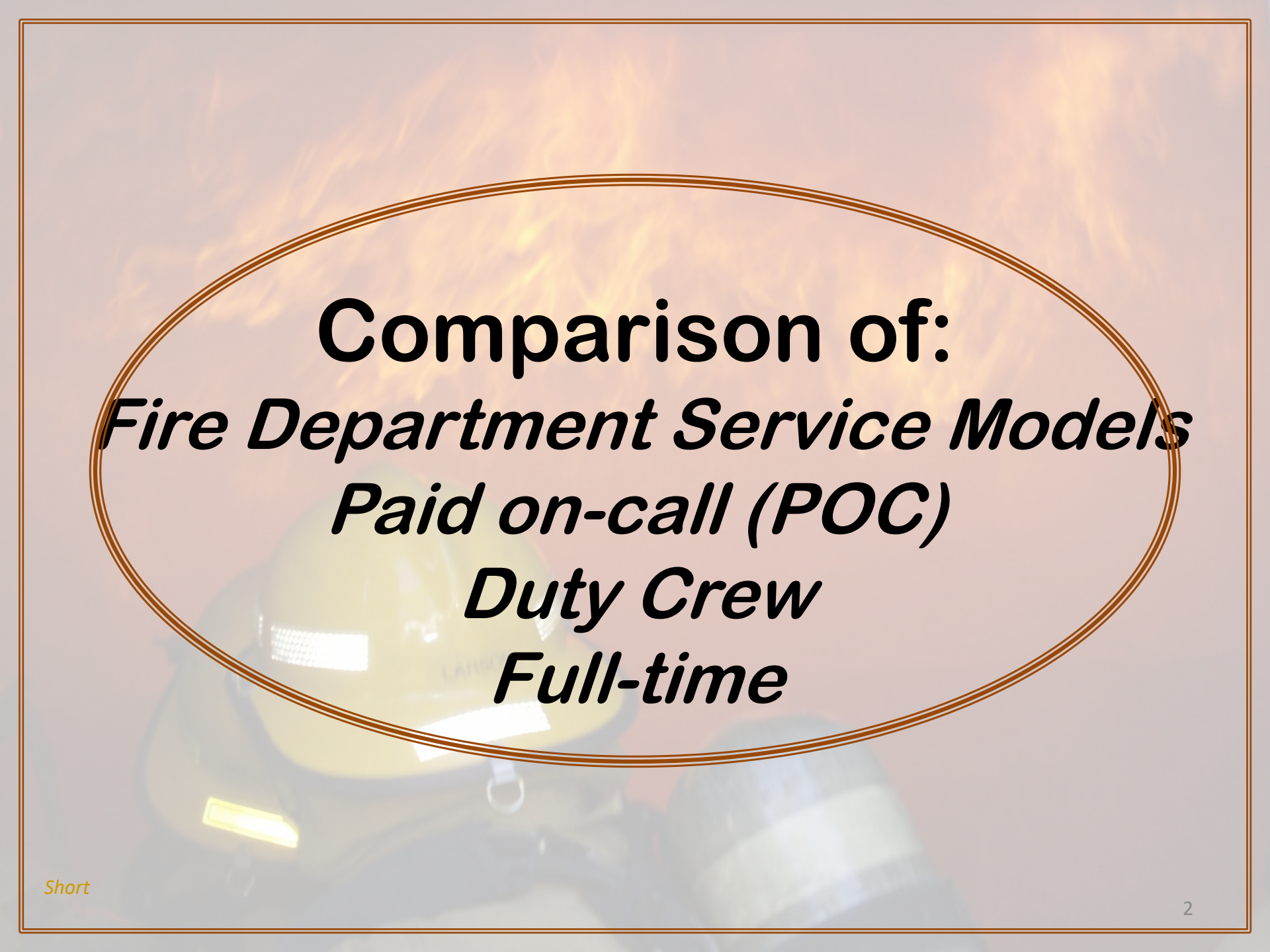
Inbox	Reviewed By	Date
Matt Kohner	Matt Kohner	04/22/2021 10:42 AM
Kurt Ulrich	Kurt Ulrich	04/22/2021 02:25 PM
Form Started By: Colleen Lasher		Started On: 03/16/2021 03:20 PM
Final Approval Date: 04/22/2021		



Ramsey Fire Department Duty Crew Update



Serving and Protecting Our
Community for 32 Years



Comparison of:
Fire Department Service Models
Paid on-call (POC)
Duty Crew
Full-time

History- Current POC model

- Fire Department established in 1988
- POC response model, FF paid per hour
- Firefighters paged out for calls, respond if able
- Since 2015, call volume increased from 496 to 1133 annually
- Training requirement: 4x a month
- FF paid hourly for calls, training, approved activities

POC - Training/Activities

- Weekly Training Scheduled
- Activities involve providing public education, stand-by medical for different events, equipment checks, smoke alarm checks/installations

POC Model - Concerns

- Huge drain on FF's
 - Competes with family time, time needed for full-time job, sleep time, and personal activities
 - Present FF starting to burn out (1200 calls annually)
 - Stressful for FF and for family
- Inconsistent and unreliable response
- Training is scheduled- can't be made up
- Calls are not scheduled, disruptive

The background of the slide features a blurred image of a firefighter's yellow helmet with reflective strips and a nozzle, set against a backdrop of orange and yellow flames. The entire scene is framed by a thin, double-lined brown border.

Temporary Duty Crew Model

What is a duty crew?

- Two FF's (crew) scheduled to work a set shift of 4 hours or more
- Made up of active POC personnel presently on department
- Similar to having FT career staff at various times, but less expensive for taxpayers

Duty Crew Model

- FF will sign up for shift and report to station for assignment
- FF's not on shift will only be "paged" to large scale emergencies
- When pager goes off, off duty FF will know it is a bigger/more serious call
- Duty Crew handled 715 of 1158 calls for service last year
- Pager would only go off about 400 times a year
- Guaranteed response
- Reduced response time
- Other duties- training, truck checks, equipment/facilities maintenance

Duty Crew - Training/Activities

- Hands-on training
 - If working duty crew shift, will attend training - no extra pay
- Classroom training
 - Will be able to do on-line training during shift
- Most activities/events will be done on shift
 - Public education, stand by medical for events, equipment checks, smoke alarm checks/installation

Service Model – Cost Comparison

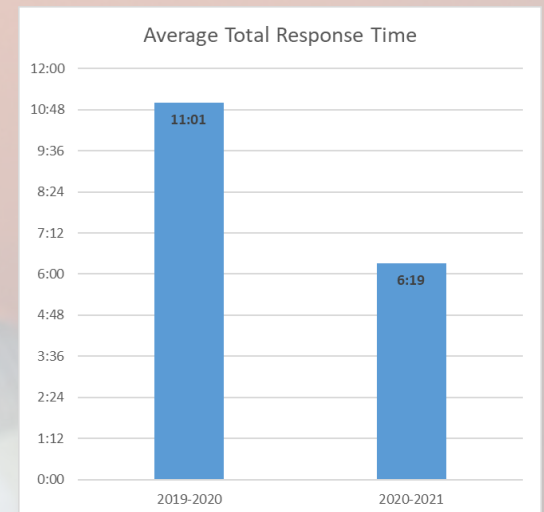
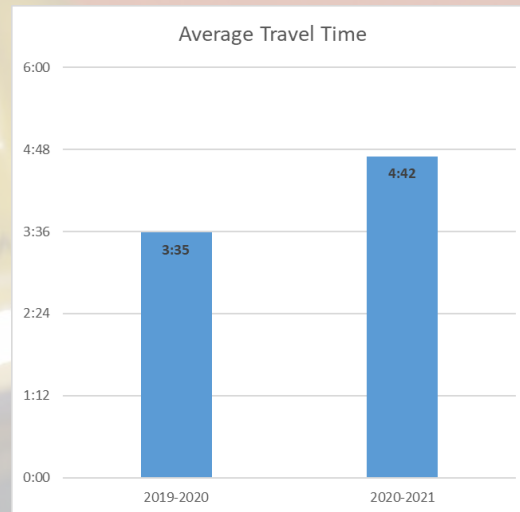
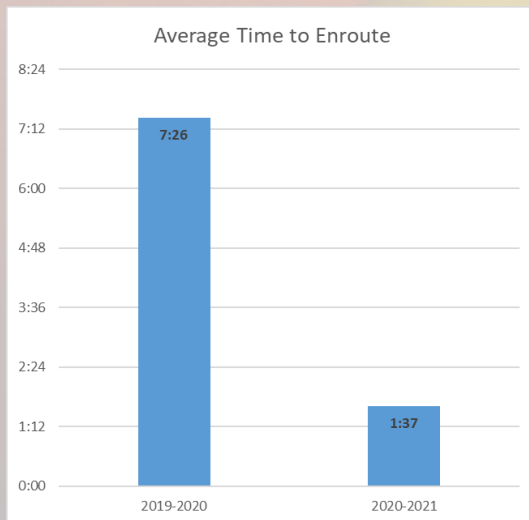
- Duty Crew hours
 - Monday thru Friday: 2:00 pm-10:00 pm
 - Saturday/Sunday: 10:00 am- 10:00 pm
- Average number of FF's responding taken form 2019 annual data

Data: April 1, 2020 through March 31, 2021 (715 of 1158 calls during Duty Crew hours)

Duty Crew model in place	Shift Hours	FF's per shift	Payrate	
	3328	2	\$16.43	\$109,358.08
If POC model was used	Calls	FF's Responding	Payrate	
	715	10.3	\$16.43	\$120,998.73

Duty Crew - Benefits

- Improved Response Times (Data)
- 2019-2020 data (4/1/2019- 3/31/2020) includes only hours that a Duty Crew would have been in place and first arriving unit during that time
- 2020-2021 Data (4/1/2020- 3/31/2021) includes only Duty Crew hours and first arriving unit during that time



Duty Crew - Benefits Cont.

- Less stressful for FF's
 - Pager will not go off as often, majority of calls handled by Duty Crew
 - Firefighters able to schedule their time
- More efficient “right-sized” response
- Some training can be completed on shift
- More consistent response times to calls
- As the city grows and populations ages, call volume will increase
- Allow FF to be available for added customer service programs
 - Blood pressure checks, smoke alarm checks/installations for elderly/disabled
- On duty crew shift: FF's can do additional duties to help move FD forward
 - Pre-plans, building driveway access, key box maintenance, station maintenance, equipment checks/inventories, public ed requests



Questions

CC Work Session

2. 2.

Meeting Date: 04/27/2021

By: Colleen Lasher, Administrative
Services

Information

Title:

Discuss Seeking Proposals for City Attorney

Purpose/Background:

Council Members Howell and Musgrove have requested council consideration of seeking proposals for city attorney.

The last time the city requested proposals for city attorney was in 2013. At that time, an RFP (Request for Proposals) was issued by the city for all legal service, both civil services and prosecution. In the previous process, the City Council interviewed seven of the law firms who had submitted proposals in answer to the City's *RFP for City Attorney - Civil and Prosecution Services*. Following the interviews, the City Council chose to keep the prosecutor, and selected a new civil attorney. Retainer proposals were requested from the final two civil firms and staff conducted telephone interviews with each of their references, prior to the selection of a finalist. The process took approximately 4 months to complete.

The civil attorney is commonly referred to as the City Attorney and is the person/firm that provides legal counsel to the city council and city staff, reviews ordinances, resolutions, and contracts, plus provides advice and counsel on real estate transactions, land use and zoning issues, human resource issues, and the like. The city prosecuting attorney works almost exclusively with the Police Department on the prosecution of criminal cases. The current City Attorney is Joseph Langel of the firm Ratwik, Roszak & Maloney, P.A., and prosecution services are provided by Eckberg, Lammers Attorneys at Law.

The City policy is to review outside professional contracts on a 3-5 year basis, and has been extended annually beyond that with Council approval. The current City Attorney contract has been in place since 2013. The current City Attorney contract may be canceled by either party with a 30-day notice. The current contract is attached as reference.

Observations/Alternatives:

The RFP process is used both to check market pricing for services and to consider options for different representation. Contracts with professional services are generally in-place for a minimum of five years (and often longer) due to the time required for the RFP process, the advantage of accumulated history with the organization, and the inefficiencies of transition.

Recommendation:

Consider an RFP for legal services, civil and/or prosecution, based on Council discussion.

Action:

Based upon discussion.

Attachments

2013 RFP

Form Review

Inbox

Kurt Ulrich

Form Started By: Colleen Lasher

Final Approval Date: 04/22/2021

Reviewed By

Kurt Ulrich

Date

04/22/2021 04:13 PM

Started On: 04/22/2021 10:11 AM

CITY OF RAMSEY
REQUEST FOR QUALIFICATIONS AND PROPOSALS
FOR LEGAL SERVICES
MARCH 2013

7550 SUNWOOD DRIVE NW
RAMSEY, MN 55303

SCHEDULE

REQUEST FOR QUALIFICATIONS AND PROPOSALS

LEGAL SERVICES

Distribute/Advertise RFP's	March 1, 2013
RFP Submittals	DUE April 5, 2013
Staff Committee Evaluation	Completed by April 26, 2013
City Council Interviews	Completed by May 17, 2013
City Council Approval	By June 14, 2013

**CITY OF RAMSEY
REQUEST FOR QUALIFICATIONS AND PROPOSALS
FOR LEGAL SERVICES**

March 1, 2013

Introduction

The City of Ramsey is inviting interested law firms with experience representing cities that have a similar complexity in municipal criminal and/or civil matters to submit written proposals to provide City Attorney services. Municipal experience is defined as representing and/or advising cities on issues that are regularly encountered in the course of municipal activities. **Firms may propose to provide Civil AND Prosecution Legal Services OR Civil Legal Services OR Prosecution Services.** The City Attorney will be selected by the City Council and will also work closely with the Council, City Administrator and other City Staff.

Background

The City of Ramsey is a Charter City, located in Anoka County, with an estimated present population of 24,000. Ramsey operates under the Council/Administrator form of government and is governed by a City Council comprised of a Mayor and six Council members. The Mayor and two members of Council are elected at-large. Four members of Council are elected to represent Wards. All members are elected to four year terms.

Ramsey provides an extensive array of services including public works, police, fire, parks, planning and zoning, economic development, finance and internal management support functions. The City has 63 full-time employees and 2 part-time employees, and 50 paid-on-call firefighters. The City belongs to a property, liability, and workers' comprehensive insurance pool comprised of numerous cities, which is operated by the League of Minnesota Cities Insurance Trust. The City's Economic Development Authority is appointed by the City Council and operates as an advisory board to the City Council. The City's Housing and Redevelopment Authority is the City Council.

This contract for Legal Services is scheduled to start as of July 1, 2013.

General Instructions

- A. Responses must provide complete information as described in this request. Nine (9) copies shall be submitted by 4:30 p.m. on Friday, April 5, 2013. The proposals shall be marked: City of Ramsey, Legal Services RFP and sent to:
City of Ramsey
Attn: Jo Thieling, City Clerk
7550 Sunwood Drive NW
Ramsey, MN 55303
- B. To ensure fairness and uniformity, firms submitting responses are requested to not contact City Staff or the City Council: Questions about this RFP may be made to **Kurt Ulrich, City Administrator** at kulrich@ci.ramsey.mn.us or 763-433-9845, prior to submission deadline.
- C. The City will not reimburse any expenses incurred by the firm submitting responses including, but not limited to, expenses associated with the preparation and submission of the response and attendance at interview(s).
- D. The City reserves the right to reject any and all proposals, to request additional information from any or all Proposers, and to suggest modifications to the terms and conditions or a retainer agreement from that offered by a Proposer.

BASIC SERVICES REQUESTED

Basic services, for the purpose of this proposal, shall include those legal services generally understood within the field of municipal law to fall within the category of “general counsel” work, and shall include, but not necessarily be limited to, the following:

- Routine legal advice, telephone and personal consultations with the City Council, City department heads or authorized representatives.
- Assistance in the preparation and review of ordinances, resolutions, agreements, contracts, forms, notices, certificates, deeds and other documents required by the City.
- Attendance at regular City Council meetings and special meetings as requested. Regular meetings are held on the second and fourth Tuesday of each month at 7:00 p.m.
- Attendance at other board, commission and committee meetings, upon request.
- Three (3) business day response time on council and staff inquiries; five (5) business day turnaround on standard document review (contracts, council cases, legal documents).
- Office hours of 9:00 a.m. to Noon on the first and third Mondays of the month and attendance at staff meetings during those hours for Civil Attorney.
- Office hours of 2:00 p.m. to 4:00 p.m. every other Thursday for Prosecution Attorney.
- Legal work pertaining to criminal matters, up through gross misdemeanor crimes, of the City such as prosecution and initial proceedings.
- Meetings with City staff, upon request.
- Legal advice and opinions concerning legal matters that affect the City.
- Legal advice and opinions regarding the Minnesota Government Data Practices Act.
- Legal work pertaining to initial proceedings and defense of the City in certain litigation.
- Legal work pertaining to the water, wastewater, streets, parks, and planning & zoning departments.
- Guidance on City personnel matters and policies, including employee disciplinary and grievance issues, Veterans preference, FLSA, etc.
- Legal work pertaining to property acquisitions, property disposals, public improvements, easement dedications, right-of-way vacations, annexations, platting, land development, TIF financing & reporting and tax abatement issues.
- Legal work pertaining to the Economic Development Authority and the Housing & Redevelopment Authority.
- Enforcement of City codes, zoning regulations, and building standards through administrative and judicial actions.
- Monitoring of pending and current state and federal legislation and court decisions, as appropriate.
- Notification of League of Minnesota Cities in legal matters where the League may or will defend the City.
- Coordination of outside legal counsel, as needed and as directed by the City Council.

REQUIRED PROPOSAL ELEMENTS

The proposal must provide specific and succinct answers to all questions and requests for information. Direct, precise and complete responses will serve as an advantage to the applicant. **Proposers may propose to provide Civil and Prosecution Legal Services OR Civil Legal Services OR Prosecution Services.**

BACKGROUND

Describe the nature of your practice or your law firm's practice and your qualifications for providing City Attorney services. Include a professional chronology for the individual who will be designated to serve as City Attorney, as well as for others whom you anticipate being involved with providing legal services to the City.

Provide the overall capabilities, qualifications, training and areas of expertise for each of the principals, partners, and associates of the law firm, including the length of employment for each person and his/her area of specialization.

Provide the following for each person whom you propose to designate as City Attorney and for each person you propose to designate as a deputy or back-up:

- Legal training and number of years of practice, including date of admission to the Minnesota Bar Association, number of years of municipal or other local public section law practice as a full-time local government attorney and/or in a private law office specializing in local government.
- Professional affiliations.
- Knowledge of, and experience with, Minnesota Municipal Law or other public sector experience, and redevelopment law.
- Litigation experience and demonstration of good court track record. Cite examples.
- Knowledge and practice of law relating to land use and planning, environmental law, risk management, redevelopment, general plans, real estate and other related law.
- Experience in the area of contracts and franchises.
- Experience in the area of personnel, disability law rights and obligations, workers' compensation, employee relations and negotiations and employee discrimination claims.
- Experience in the preparation and review of ordinances and resolutions.
- Types of clientele represented and years representing each.
- Office location and accessibility to the City.

If the firm/individual, or any of the attorneys employed by the firm, have ever been sued by cities or other clients for malpractice, been the subject of complaints filed with the State Bar, or had discipline imposed by the State Bar, please provide information about the nature of the incident, the dates of when the matter began and was concluded, and the results of the situation.

CITY/CITY ATTORNEY RELATIONSHIP

Describe how you would structure the working relationship between the City Attorney and the City Council and Staff.

Describe how you would meet the response time described in the RFP for Council/Staff inquiries and document review.

Describe the systems or mechanisms that would be established for monthly reporting on the status of projects, requests and litigation.

Describe the computer resources currently utilized in your office. The City will require compatibility with Microsoft Word for Windows, as well as the maintenance of Internet service, such that email and files that can be transmitted between City staff and City Attorney. City Attorney will be required to access and utilize the City's LaserFiche document system for research of city archive documents.

CLIENTS/CONFLICT OF INTEREST

List all public clients for whom you or your firm currently provide services under a fee for services basis or on a retainer basis. Identify any foreseeable or potential conflicts of interest that could result from such representation and the manner in which you would propose to resolve such conflicts. Identify the process you or your firm utilizes to identify and resolve conflict of interest.

For the person to be designated as City Attorney, list all public clients that person presently represents as city attorney or general counsel, along with the meeting dates and times for each governing body. *(If appointed, the City Attorney shall not accept any client or project, which would knowingly place it in conflict of interest with the services to be provided to the City. If a conflict of interest should develop, the Attorney shall be responsible for taking the necessary steps to comport its representation of the City with the Lawyers Code of Professional Responsibility. The Attorney may be responsible for any additional costs incurred by the City in obtaining legal representation if such representation becomes necessary due to a conflict of interest.)*

COMPENSATION

Provide the pricing schedule you will use to charge the City for providing services as outlined in this Request for Proposal. Describe how the individual or firm intends to provide legal services, either on an hourly rate, or on a monthly retainer, indicate what services are to be provided. It is not the intent of the City to select a firm purely on the basis of compensation, but to negotiate a method of compensation with the successful firm that best satisfies mutual needs of the City and the firm. In addition, provide the following:

- Define what type(s) of work you would consider to be extra or specialized work that would be billed in addition to basic services.
- State the hourly rates for specialized service.
- State the rate for meeting attendance, if any, whether hourly or otherwise.
- Identify the minimum increment of time billed for each service, e.g. phone calls, correspondence, personal conference.
- Define the type and unit rates for reimbursement of expenses such as mileage, reproduction of documents, faxed documents and word processing charges.

PROFESSIONAL REFERENCES

Provide five (5) professional references for the individual designated as City Attorney, including addresses and work telephone numbers. References should be currently employed public agency officials or agents.

EVALUATION AND SELECTION PROCESS

Proposals will be screened and the candidates will be interviewed by the City Council. Qualifications will be verified and references will be checked. In reviewing proposals, the City will carefully weigh the following:

- Depth and breadth of experience and expertise in the practice of law, specifically in those areas most often encountered in municipal government operations.
- Capability to perform legal services promptly and in a manner that permits the City Council and staff to meet established deadlines and to operate in an effective and efficient manner.
- Degree of availability for quick response to inquiries that arise out of day-to-day operating questions or problems.
- Degree to which firm and individual attorneys stay current through continued professional development and active communication with practitioners in the municipal law field.
- Communication skills.
- Cost of services.
- Location of the firm's office.
- Other qualifications/criteria, as deemed appropriate by the City Council.

The contract will require that the individuals or law firm selected as City Attorney maintain general liability, automobile, workers' compensation, and errors and omissions insurance. The contract will also contain provisions requiring the selected individual or law firm to indemnify the City and provide that the City Attorney is an independent contractor serving at the will of the City Council. Other required provisions will include the City Council's right to terminate the agreement, at its sole discretion, upon the provision of notice.

The City requires compliance with Equal Opportunity regulations and therefore, the firm selected shall not discriminate under the contract against any person in accordance with federal, state or local regulation and shall certify to such in their proposal.

The City anticipates the original contract will be two (2) years in length.

The City will not provide reimbursement to anyone for any expense incurred that is associated with the preparation and submission of the proposal and attendance at interviews.

SUBMITTAL REQUIREMENTS

Proposal must be received by 4:30 p.m. on Friday, April 5, 2013.

The City Council reserves the right to reject all proposals, to request additional information concerning any proposal for purposes of clarification, to accept or negotiate any modification to any proposal following the deadline for receipt of all proposals, and to waive any irregularities if such would serve the best interests of the City as determined by the City Council.

CONTRACT FOR CIVIL LEGAL SERVICES

This agreement is entered into by and between the **City of Ramsey**, 7550 Sunwood Drive N.W., Ramsey, MN 55303 (hereinafter "City") and the law firm of **Ratwik, Roszak, & Maloney, P.A.**, 730 Second Avenue South, Suite 300, Minneapolis, MN 55402 (hereinafter "Law Firm"), for the purpose of utilizing the Law Firm to provide civil legal services to the City.

RECITALS

WHEREAS, the City has retained the Law Firm since July 2013 to provide professional civil legal services; and

WHEREAS, the City wishes to continue utilizing the Law Firm for such services.

NOW THEREFORE, IN CONSIDERATION OF the mutual promises contained herein and other good and sufficient consideration the parties agree to the following:

TERMS

1. Scope and Nature of Legal Services: The parties agree to the following description of the nature of the legal services to be provided by the Law Firm to the City:

- 1.1 Retainer Matters:** The Law Firm shall provide the following civil legal services to the City in exchange for the retainer fee set forth in Paragraph 6.1:
- A. Attend monthly staff meetings.
 - D. Review and drafting of ordinances, resolutions, agreements, deeds and other documents requested by the City.
 - E. Advising staff on legal matters by telephone or in person, at our offices or at the Municipal Center.
 - G. Legal research and opinions as directed by City Council, City Administrator and/or Department heads.
 - H. Advice on day-to-day personnel matters.
 - I. EDA representation as directed by City Administrator.

- J. Data practices/open meeting law advice.
- K. Updates on relevant new legislation and case law affecting municipal government.

1.2 Non-Retainer Matters: The parties contemplate that the Law Firm will also provide civil legal services outside the scope of services covered by the retainer as described in paragraph 1.1 above. These non-retainer services shall be handled as follows:

1.2.1 Attendance at Meetings. Attendance at regular and special City Council meetings, Council work sessions, and board, commission and committee meetings shall only occur as directed by the City Administrator or Mayor. Meeting attendance for these meetings will be billed at a flat fee of \$500 per meeting. Unless otherwise provided in this agreement, attendance at any other meetings shall be billed hourly at \$155.00 per hour.

1.2.2 Contested Case Matters: The Law Firm will provide, and the City shall utilize the Law Firm for representation in contested cases. For purposes of this Agreement, a contested case matter means an adversarial proceeding in any arena including, but not limited to, district court or appellate court litigation, arbitration, eminent domain proceedings, civil forfeiture proceedings, abatement proceedings, special assessment proceedings, human rights administrative proceedings, veterans preference proceedings, unemployment hearings, and the like. These legal services will be billed to the City at \$175.00 per hour during the term of this Agreement.

1.2.3 Investigations/Negotiations: The Law Firm will perform investigations as requested by the City, and will provide labor negotiation assistance as requested by the City. These legal services will be billed to the City by the Law Firm at \$155.00 per hour during the term of this Agreement.

1.2.4 Property Matters: The Law Firm will perform legal services related to property matters, including City and EDA real estate sales and/or acquisitions, and easement drafting and acquisition. These legal services will be billed to the City

by the Law Firm at \$155.00 per hour during the term of this Agreement.

1.2.5 Development Matters: The Law Firm will perform legal services in the Land Use Economic Development area where the project proposer is required to reimburse the City for legal services. These legal services will be billed to the City by the Law Firm at \$185.00 per hour during the term of this Agreement.

2. Reimbursable Costs and Expenses.

2.1 General Rule: For all costs associated with retainer and non-retainer work, the City will reimburse the Law Firm for actual, necessary, and reasonable costs and expenses incurred by the Law Firm in the performance of the legal services contained in this Agreement.

2.2 Specific Rates:

<u>Description of Costs</u>	<u>Rate</u>
Mileage	I.R.S. Rates
Parking	Actual Cost
Photocopying	\$.20 per page
Postage	Actual Cost
Messenger	Actual Cost
Court Costs	Actual Cost
Arbitration Costs	Actual Cost
Other Contested Case Costs	Actual Cost

2.3 Billing Procedures: Notwithstanding the provisions of paragraph 5 regarding billing and payment procedures, the parties understand and agree that certain expenses may not be known to the Law Firm until after the monthly bill for legal services has been prepared and mailed to the City for payment. For example, an arbitrator's award and bill may not arrive until months after all legal services have been provided, billed, and paid.

3. Matters Covered by Insurance: Whenever a claim is made with an insurance carrier that arises out of a legal issue within the scope of this Contract for Legal Services, the City will recommend that the Law Firm be utilized by the insurance carrier in the matter for which the claim is made. The City may recommend the Law Firm to an insurance carrier for claims

arising out of matters which are outside of the scope of this Contract for Legal Services. At the point in time when an insurance carrier admits coverage, and to the extent that they will provide retroactive payments for attorneys' fees, the Law Firm will receive its payments for services rendered from the insurance carrier and not the City. To the extent that an insurance carrier does not pay for legal services rendered by the Law Firm, including any deductibles, the City will pay the Law Firm for services rendered at the rates charged to the insurance company, subject to the billing and payment provisions of paragraph 5.

4. **Responsible Attorney and Staff.** Joseph J. Langel shall be the primary attorney for the City. Mr. Langel shall be responsible for the performance of this agreement, although he may be assisted by other attorneys or support staff in the firm. Mr. Langel shall supervise all work performed on behalf of the City.

5. **Conflict of Interest and Attorney/Client Privilege Issues:**

5.1 **Conflict of Interest:** The Law Firm will notify the City if the Law Firm represents or has ever represented an opposing party in a legal matter, whether within or outside of any of the retainers. The Law Firm declares that it represents many school districts, cities, counties, and other public entities throughout the State of Minnesota, and in the area of the City of Ramsey.

5.2 **Attorney/Client Privilege:** The Law Firm is authorized to utilize e-mail without encryption to transmit and receive confidential client information. Cordless and cellular telephones may be used by the Law Firm to transmit and receive confidential client information. The City specifically acknowledges that it understands the confidentiality risks associated with inadvertent interception.

6. **Billing Format, Cycle, Payment Expectations and Interests.**

6.1 **Retainers:** The retainer for the retainer services described in Paragraph 1.1 shall be as follows:

2021	\$3,215/month
2022	\$3,375/month

6.2 **Billing Format:** The Law Firm will submit monthly statements for both retainer and non-retainer matters, itemizing legal services rendered for the prior month broken down into categories. These

categories shall include: retainer, non-retainer contested case, and non-retainer developer reimbursable.

- 6.3 Billing Cycle:** The Law Firm will bill monthly for legal services rendered in the prior month. Generally, bills will go out approximately fifteen (15) days after the end of the prior month.
- 6.4 Payment Expectations:** The City will pay the bill of the Law Firm within thirty (30) days or less of its receipt of the bill by forwarding a check to the Law Firm paying for both legal services and expenses shown on the Law Firm's bill.
- 6.5 Disputes:** In the event that the City disputes any aspect of the Law Firm's bill, the appropriate City representative will contact Joseph J. Langel at the Law Firm stating the nature of the dispute. The parties pledge their mutual good faith in resolving any disputes.
- 6.6 Interest:** Because the City will be paying the Law Firm's bills within thirty (30) days from their receipt, no interest will be charged. If the City determines that it will be necessary to deviate from that payment schedule, then it will notify the Law Firm. An interest rate of 8% per annum will be charged to the City if it elects a payment schedule greater than thirty (30) days, subject to change as may be mutually agreed between the parties.
- 6.7 Term:** The term of this Agreement will be from January 1, 2021 to December 31, 2022, subject to the following provisions:
1. During the term of the Agreement, either party may terminate the Agreement upon thirty (30) calendar days written notice to the other party.
- 6.8 City Approval:** The City Council has approved the Law Firm's performance of legal services for the City during the term of this agreement. The signing of this agreement will be ministerial, and the Law Firm is authorized to commence performing services immediately.
- 6.9 Severability.** Upon termination of this agreement, the City shall only be responsible for the pro rata portion of the annual retainer under Section 6.1.

6.10 Other. The City expressly reserves its right to hire independent counsel on matters it determines requires an attorney with more expertise or expertise in a particular field. In such a situation, the City shall remain responsible to the Attorney for the monthly fee provided under this agreement along with any billings not related to the matter for which special counsel was retained. The City shall only be responsible to the Attorney for extra expenses in relation to the matter for which special counsel is retained if the City names the Attorney as co-counsel in the matter or otherwise requests the Attorney's participation.

THE CITY OF RAMSEY

RATWIK, ROSZAK & MALONEY, P.A.

By: _____
Its Mayor

By: _____
Ann R. Goering, President

By: _____
Its City Administrator

Meeting Date: 04/27/2021

Information

Title:

Review Citizen Survey

Purpose/Background:

The purpose of this case is to review findings of the report on the most recent citizen survey. The following is the introduction section of the report:

The report provides the opinions of a representative sample of 459 residents of the City of Ramsey collected from November 24, 2020 to January 12, 2021. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2020 survey was 27%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Ramsey...

How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, 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.). 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 the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five 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. In each tab, 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. Being rated as “higher” or “lower” than the benchmark means that Ramsey’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Ramsey’s average rating was more than 20 points different when compared to the benchmark.

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The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was

collected prior to the pandemic. This may impact how your City's 2020 ratings compare to other communities' ratings from the past five years.

Trends over time

Trend data for Ramsey represent important comparison data and should be examined for improvements or declines*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than 7% percentage points between the 2018 and 2020 surveys, the change is statistically significant.

* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

The city plans to summarize and include these results in the next newsletter. The City is also able to offer residents a version of this survey online for residents that were not included in the random sample, if the council desires.

Timeframe:

30 Minutes

Funding Source:

Not applicable.

Responsible Party(ies):

City Administrator

Outcome:

Discuss survey results.

Attachments

[NCS Ramsey Report](#)

Form Review

Inbox	Reviewed By	Date
Kurt Ulrich	Kurt Ulrich	04/22/2021 04:37 PM
Form Started By: Kathy Schmitz		Started On: 04/22/2021 09:37 AM
Final Approval Date: 04/22/2021		

Ramsey, MN

The National Community Survey

Report of Results
2020

Report by:



Visit us online!
www.polco.us

About The NCS™

The National Community 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 considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 459 residents of the City of Ramsey collected from November 24, 2020 to January 12, 2021. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2020 survey was 27%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Ramsey...

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Methods

Selecting survey recipients

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. Addresses located outside of the City of Ramsey boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the four City Wards or two City Precincts. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

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 introduction of the survey.

Conducting the survey

The 1,700 randomly selected households received mailings beginning on November 24, 2020 and the survey remained open for seven weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 1% of the 1,700 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,675 households that received the invitations to participate, 459 completed the survey, providing an overall response rate of 27%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

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. 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 (459 completed surveys).

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2017 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 age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

		Unweighted	Weighted	Target*
Age	18-34	9%	30%	31%
	35-54	32%	41%	40%
	55+	59%	29%	28%
Area	Ward 1/Precinct 1	18%	17%	17%
	Ward 1/Precinct 2	4%	5%	5%

	Ward 2/Precinct 1	8%	8%	8%
	Ward 2/Precinct 2	20%	16%	16%
	Ward 3/Precinct 1	21%	23%	23%
	Ward 3/Precinct 2	5%	8%	8%
	Ward 4/Precinct 1	11%	12%	12%
	Ward 4/Precinct 2	12%	11%	11%
Hispanic origin	Not Spanish, Hispanic or Latino	99%	99%	99%
	Spanish, Hispanic or Latino	1%	1%	1%
Housing tenure	Own	92%	87%	87%
	Rent	8%	13%	13%
Housing type	Attached	19%	18%	18%
	Detached	81%	82%	82%
Race & Hispanic origin	Not white alone	10%	7%	8%
	White alone, not Hispanic or Latino	90%	93%	92%
Sex	Female	53%	50%	49%
	Male	47%	50%	51%
Sex/age	Female 18-34	6%	16%	15%
	Female 35-54	17%	20%	20%
	Female 55+	30%	15%	14%
	Male 18-34	3%	15%	16%
	Male 35-54	16%	21%	21%
	Male 55+	28%	14%	14%

National Research Center aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups. When there is an insufficient number of respondents within a category for those subgroups to be able to make meaningful comparisons (generally, less than 50), that subgroup has been excluded from the analysis.

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. 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 the tab “Complete data”. 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.

Contact

The City of Ramsey funded this research. Please contact Ramsey City Administrator Kurt Ulrich at kulrich@ci.ramsey.mn.us if you have any questions about the survey.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-validity>

* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2017 American Community Survey

Highlights

Resident ratings of the livability of Ramsey remain positive and stable over time.

About 8 in 10 residents gave excellent or good ratings to Ramsey as a place to live and the overall quality of life in the city, while 9 in 10 were pleased with Ramsey as a place to raise children. Eight in 10 residents would recommend living in Ramsey to someone who asked and planned to remain in Ramsey for the next five years. At least 9 in 10 residents gave positive ratings to the overall image or reputation of Ramsey and the overall feeling of safety in the city. These ratings were similar to those given in other communities across the nation and in communities in Minnesota and Wisconsin with populations similar to Ramsey's.

The Economy is a resident priority and also a community feature.

Ramsey residents rated the facet of Economy as relatively higher than the median in importance and lower than the median in quality when compared to ratings for other facets of community livability, thus highlighting this as an area of focus for the City. Ratings for Economy in Ramsey tended to be similar to or lower than the national benchmarks. About 6 in 10 residents gave excellent or good ratings to the overall economic health of Ramsey, while about half gave favorable scores to Ramsey as a place to work, the overall quality of business and service establishments in the City, and cost of living. Only about 1 in 3 respondents gave positive marks to Ramsey as a place to visit, the variety of business and service establishments in Ramsey, vibrant downtown/commercial area, and employment opportunities. Finally, when asked about important priorities for the City to focus on in the next five years, 91% of respondents thought that creating financial stability for the City was essential or very important.

Government performance ratings remain positive and stable, even during the COVID-19 pandemic.

It is notable that residents' ratings for aspects of Ramsey government performance have largely remained stable since the previous survey iteration in 2018. Roughly half of residents gave excellent or good ratings to the job Ramsey government does at welcoming resident involvement, overall confidence in City government, generally acting in the best interest of the community, being honest, and being open and transparent to the public; these ratings were on par with those given elsewhere across the country. Two-thirds of residents gave favorable marks to public information services, while 8 in 10 were pleased with the overall customer service by Ramsey employees.

Parks and the Natural Environment are community features, with residents supporting improvements to these amenities.

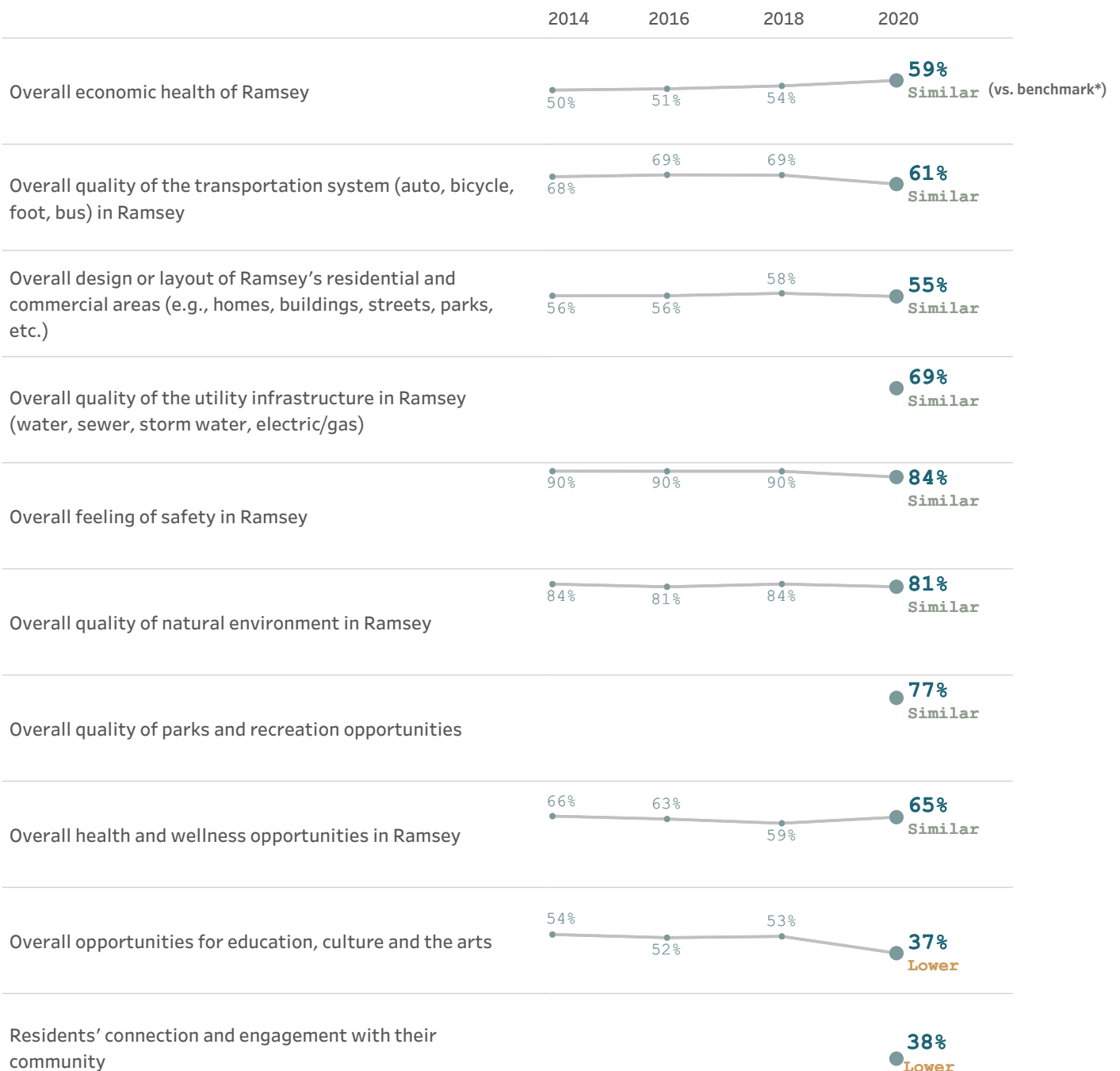
About 8 in 10 residents gave excellent or good ratings to the overall quality of the natural environment in Ramsey, the cleanliness of the city, overall quality of parks and recreation opportunities, City parks, and the availability of paths and walking trails (which was rated higher than the national benchmark). Nine in 10 respondents were pleased with air quality. When asked to rate their level of support for potential changes to new or existing amenities related to parks and recreation, 8 in 10 residents indicated support for making improvements to existing/established parks and existing trails; roughly 7 in 10 supported building new parks or new trails. Finally, when thinking about the importance of various priorities for the City to address, two-thirds thought it was essential or very important to create an active community around parks, trails, open space, and recreation. ...

Facets of livability

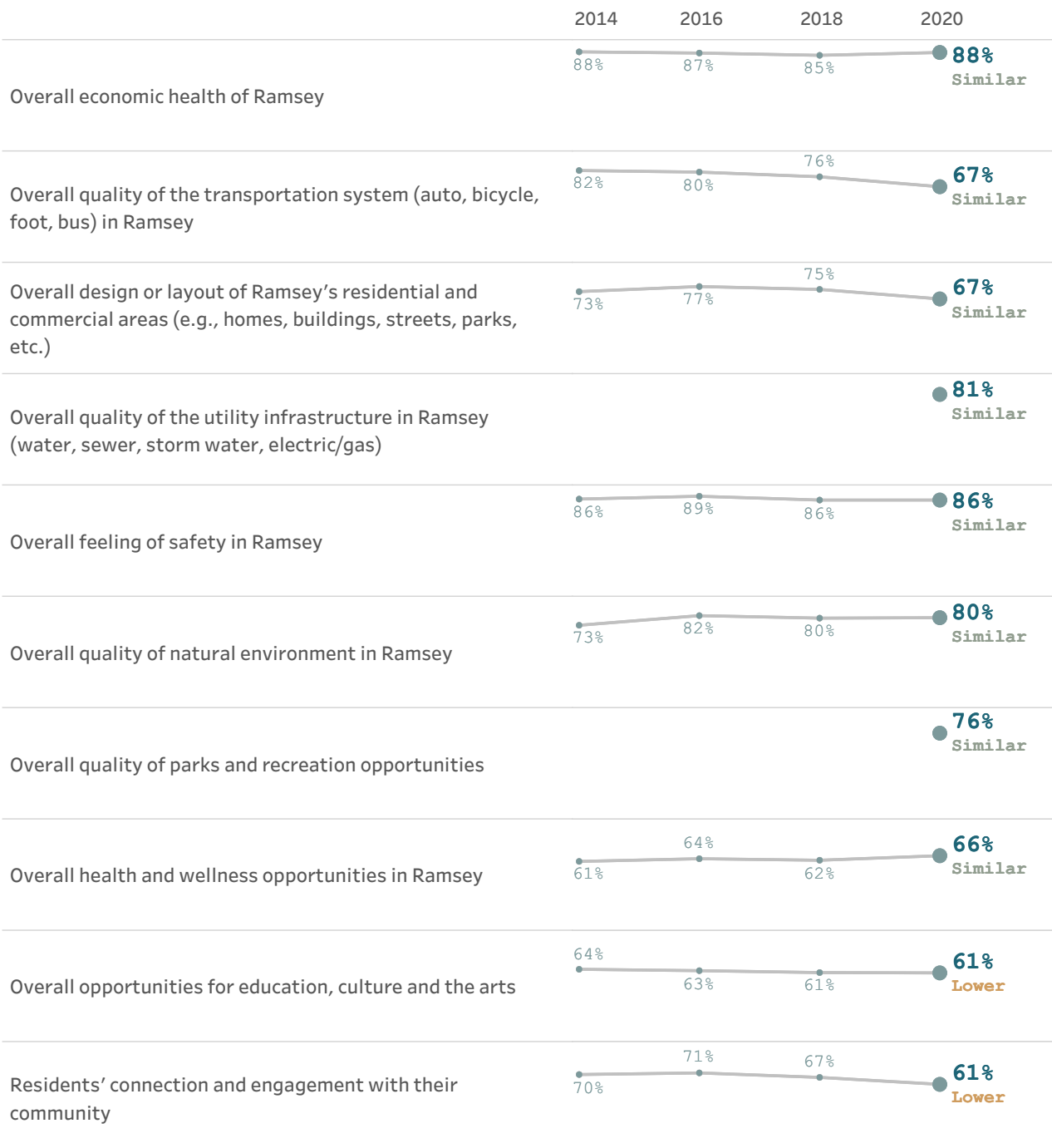
Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Ramsey as a whole.
(% excellent or good)



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 or very important)



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as

of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 65% or more of respondents were considered of “higher quality” and those with ratings lower than 65% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 76% or more of respondents. Services were rated as “less important” if they received a rating of less than 76%. This classification uses the median ratings for quality and importance to divide the services in half.

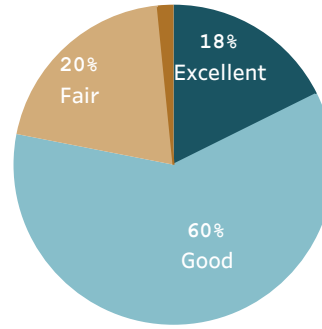
The quadrants in the figure below show which community facets were given higher or lower importance ratings (up-down) and which had higher or lower quality ratings (right-left). Services categorized as higher in importance and lower in quality may warrant further investigation to see if changes to their delivery are necessary.



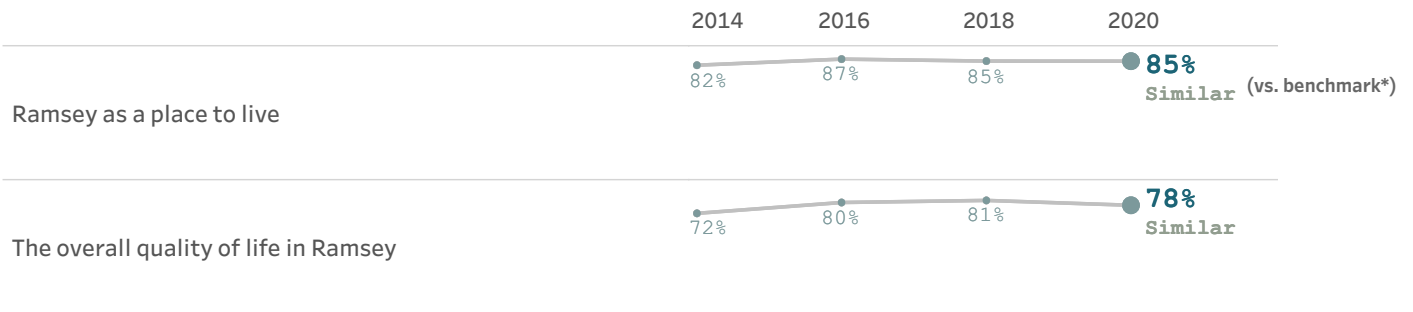
Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in Ramsey, 2020



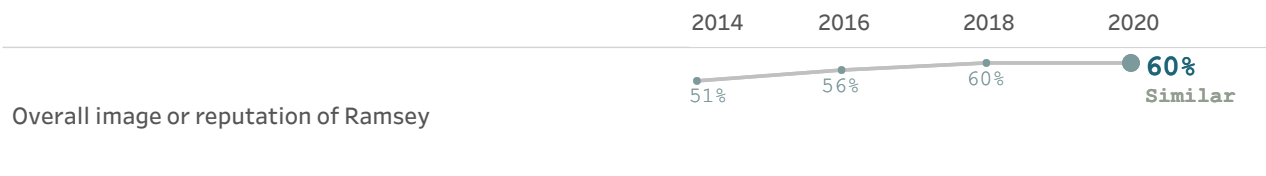
Please rate each of the following aspects of quality of life in Ramsey.
(% excellent or good)



Please indicate how likely or unlikely you are to do each of the following.
(% very or somewhat likely)



Please rate each of the following characteristics as they relate to Ramsey as a whole.
(% excellent or good)

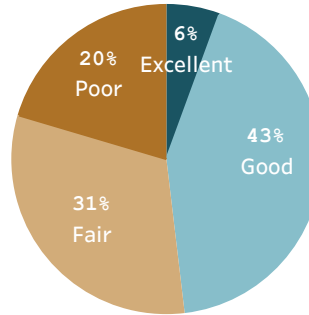


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

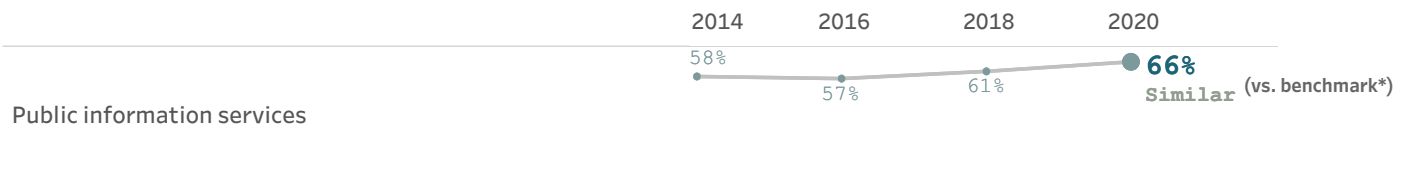
Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

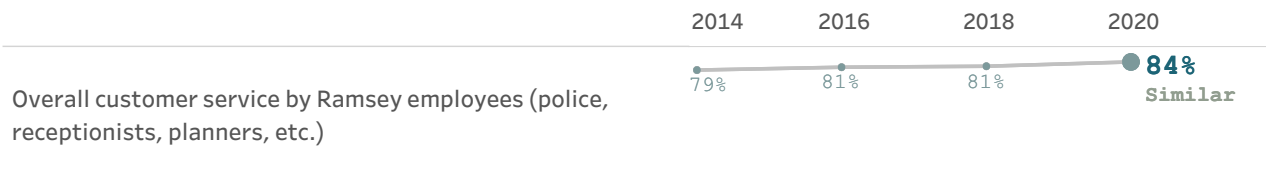
Overall confidence in Ramsey government, 2020



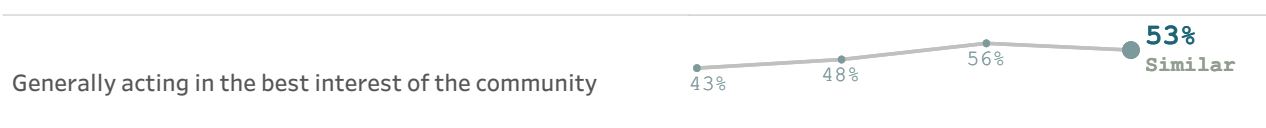
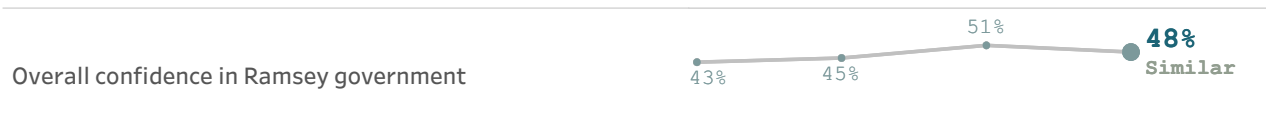
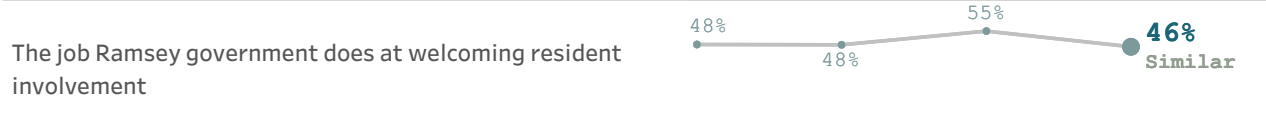
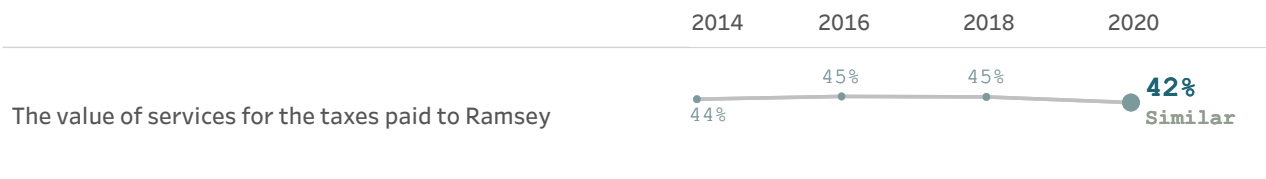
Please rate the quality of each of the following services in Ramsey. (% excellent or good)



Please rate the quality of each of the following services in Ramsey. (% excellent or good)

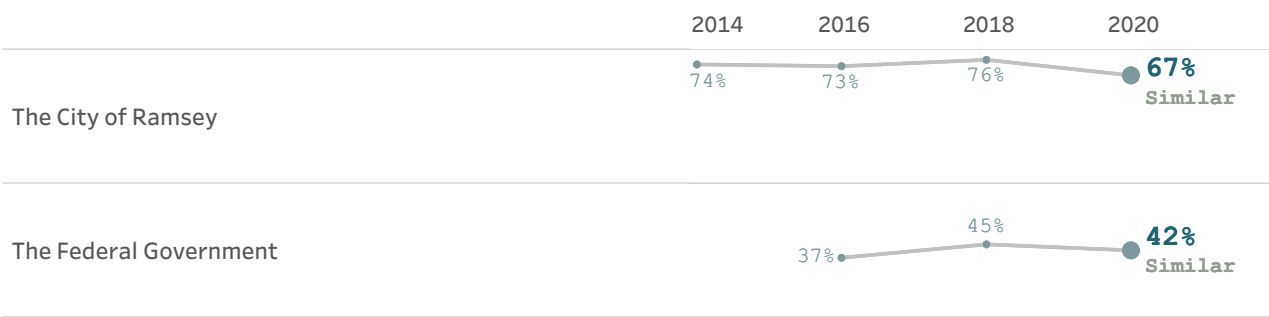


Please rate the following categories of Ramsey government performance. (% excellent or good)





**Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)**

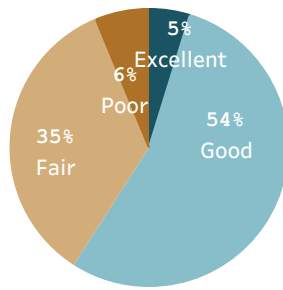


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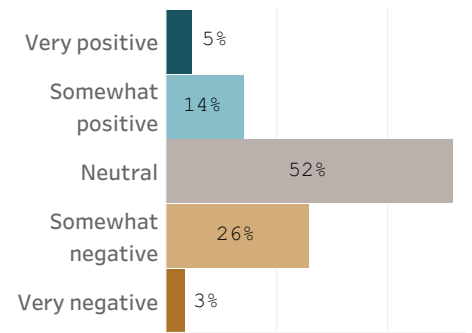
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

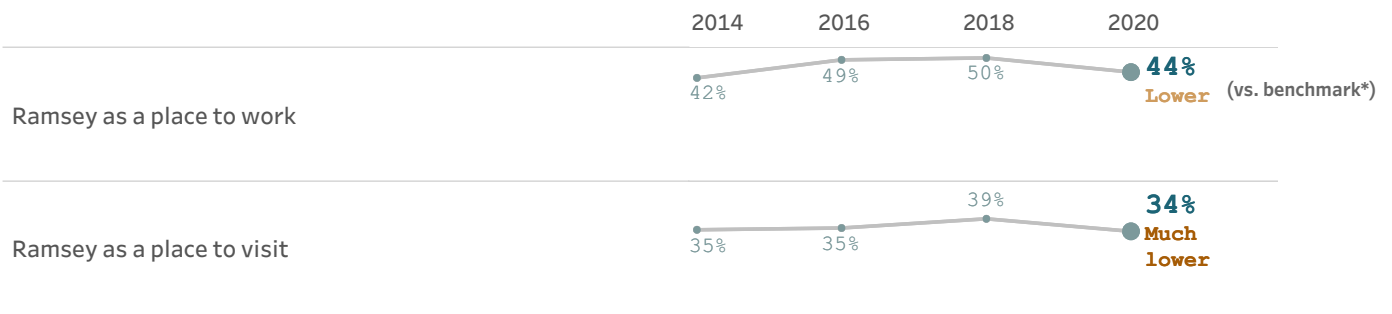
Overall economic health of Ramsey, 2020



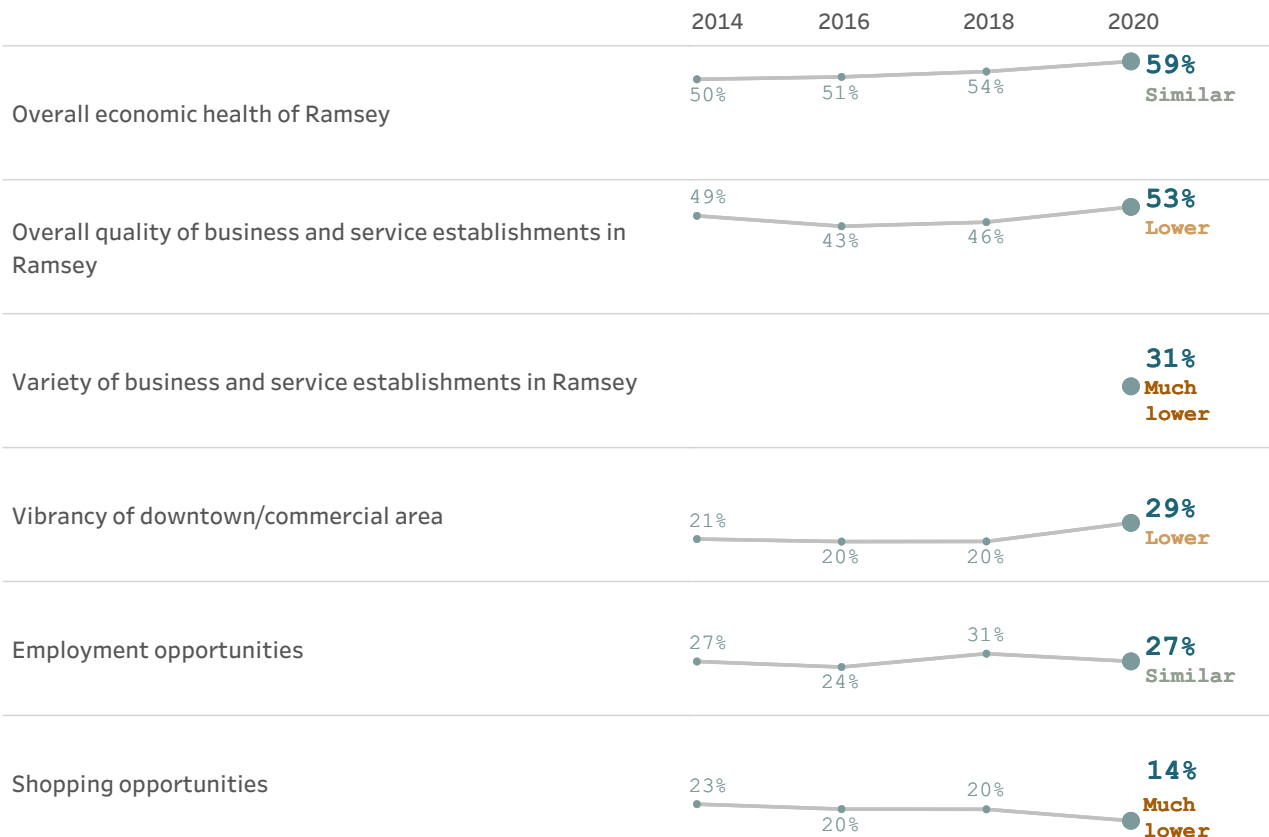
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



Please rate each of the following aspects of quality of life in Ramsey. (% excellent or good)



Please rate each of the following characteristics as they relate to Ramsey as a whole. (% excellent or good)





Please rate the quality of each of the following services in Ramsey.
 (% excellent or good)



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 or somewhat positive)

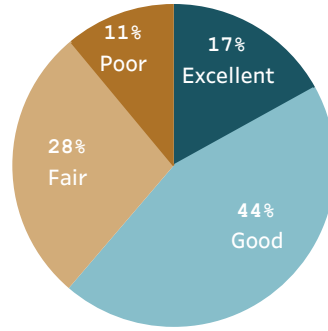


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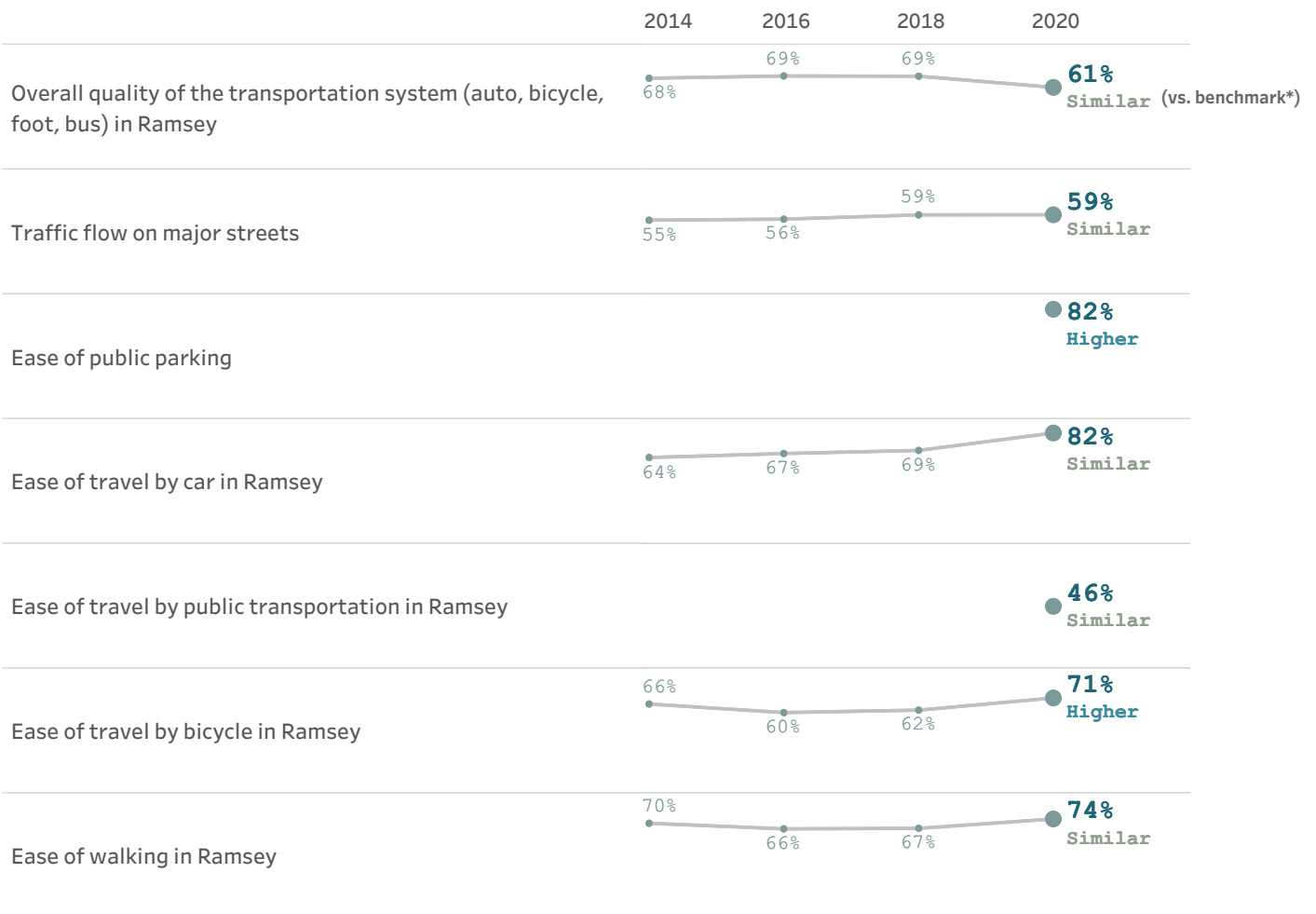
Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

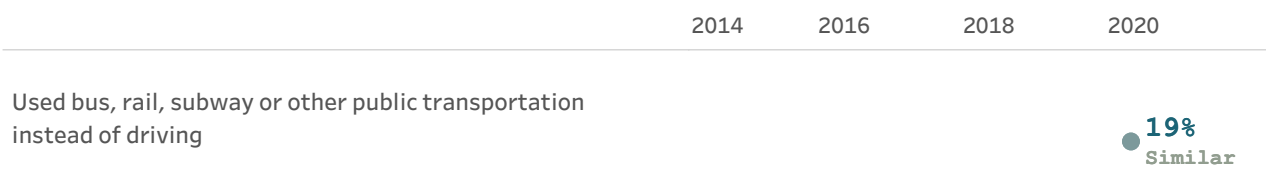
Overall quality of the transportation system in Ramsey, 2020



Please rate each of the following characteristics as they relate to Ramsey as a whole. (% excellent or good)



Please indicate whether or not you have done each of the following in the last 12 months. (% yes)



Carpooled with other adults or children instead of driving alone

● **35%**
Similar

Walked or biked instead of driving

● **53%**
Similar

**Please rate the quality of each of the following services in Ramsey.
(% excellent or good)**



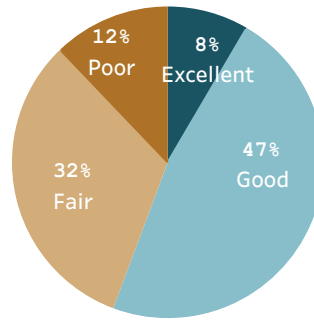
Note: Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit". Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

..

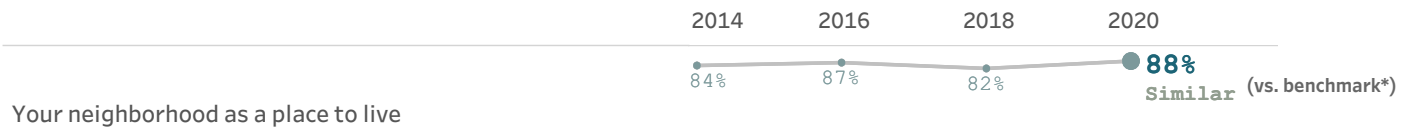
Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

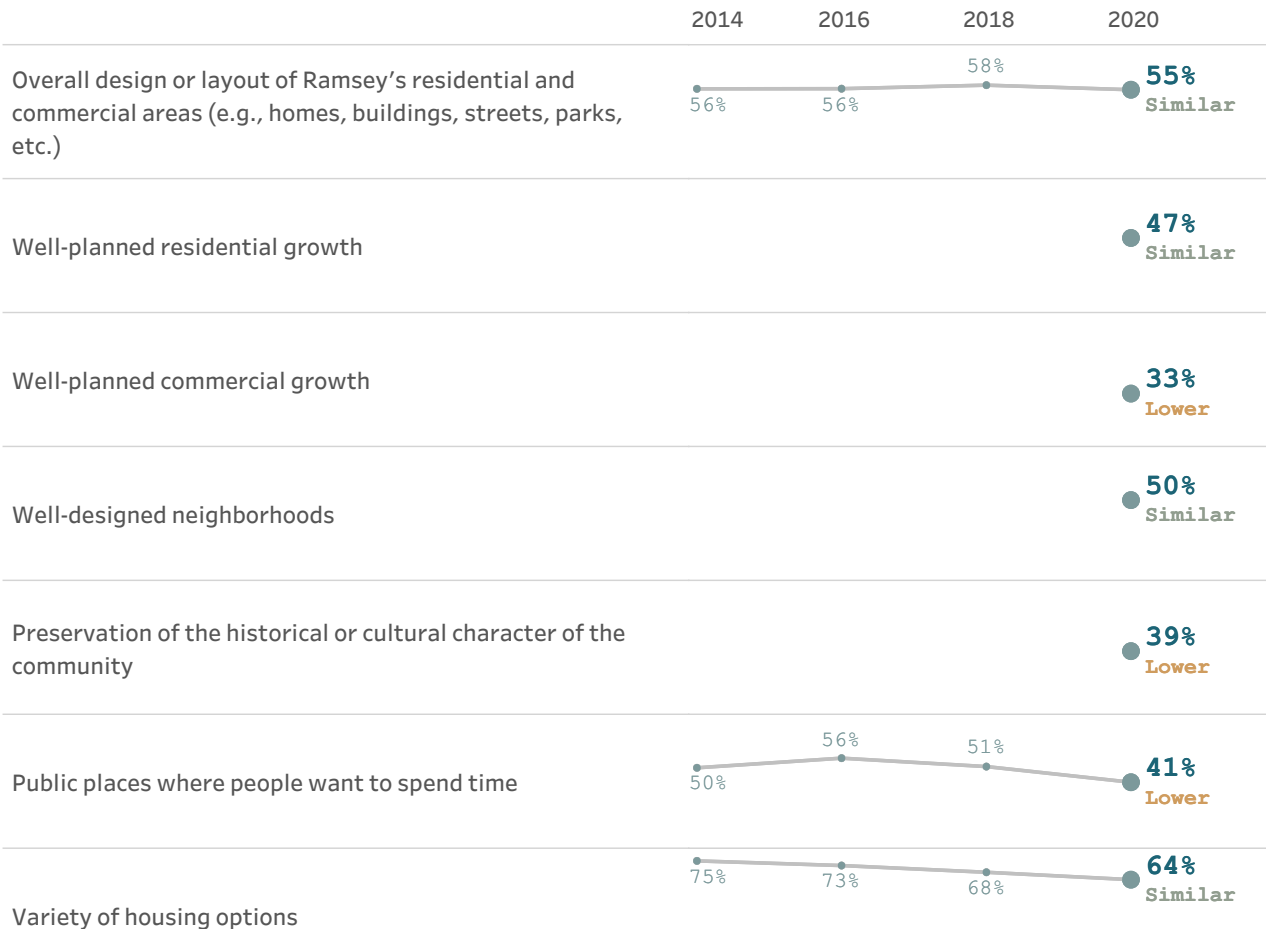
Overall design or layout of Ramsey's residential and commercial areas, 2020

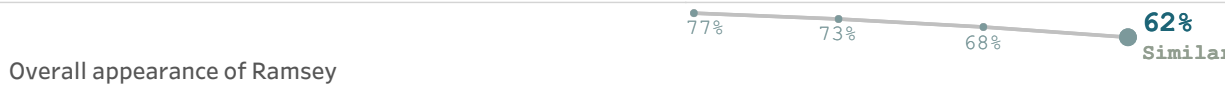


Please rate each of the following aspects of quality of life in Ramsey.
(% excellent or good)

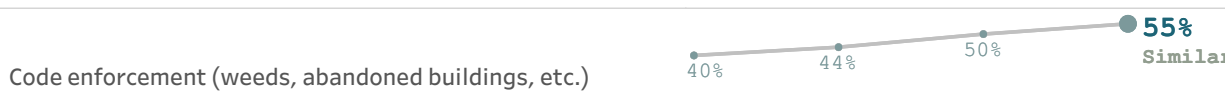
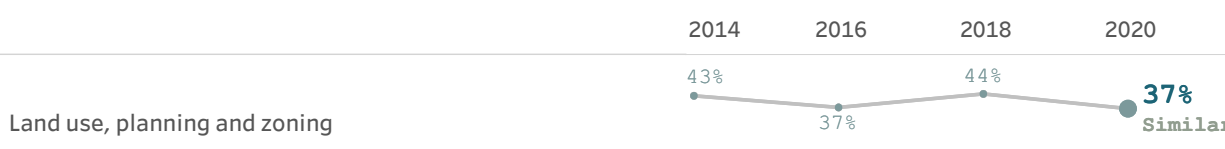


Please rate each of the following characteristics as they relate to Ramsey as a whole.
(% excellent or good)



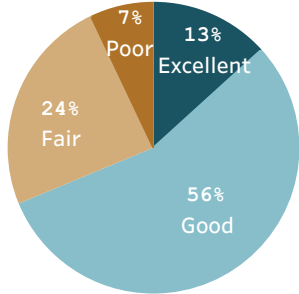


**Please rate the quality of each of the following services in Ramsey.
(% excellent or good)**



* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of the utility infrastructure in Ramsey, 2020



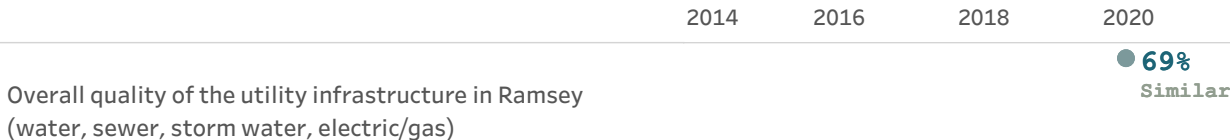
Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Please rate the quality of each of the following services in Ramsey. (% excellent or good)



Please rate each of the following characteristics as they relate to Ramsey as a whole. (% excellent or good)

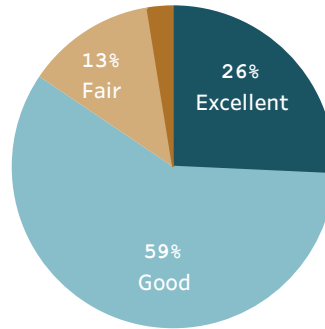


*Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

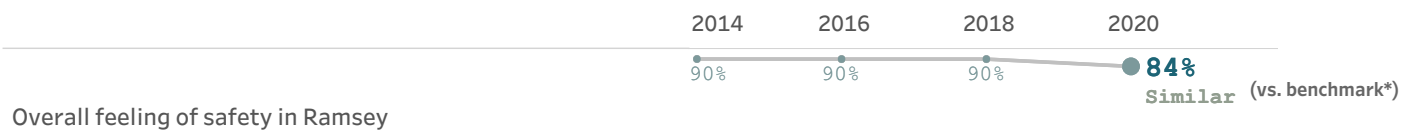
Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

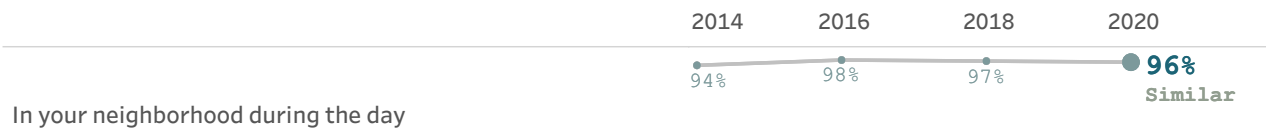
Overall feeling of safety in Ramsey, 2020



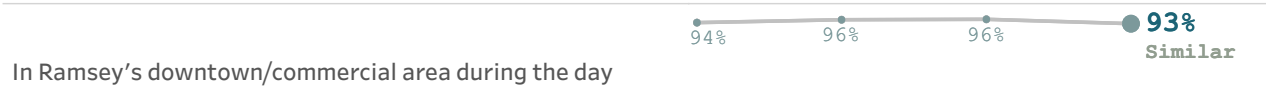
Please rate each of the following characteristics as they relate to Ramsey as a whole.
(% excellent or good)



Please rate how safe or unsafe you feel:
(% very or somewhat safe)



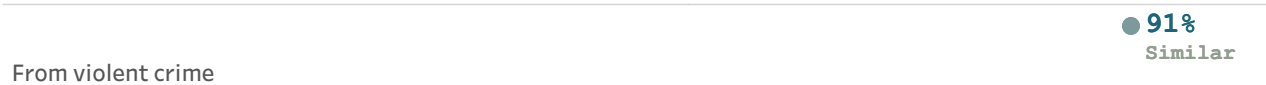
In your neighborhood during the day



In Ramsey's downtown/commercial area during the day



From property crime



From violent crime



From fire, flood or other natural disaster

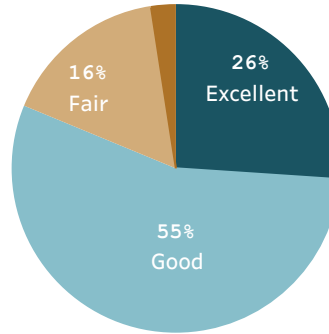
Please rate the quality of each of the following services in Ramsey.
(% excellent or good)





* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

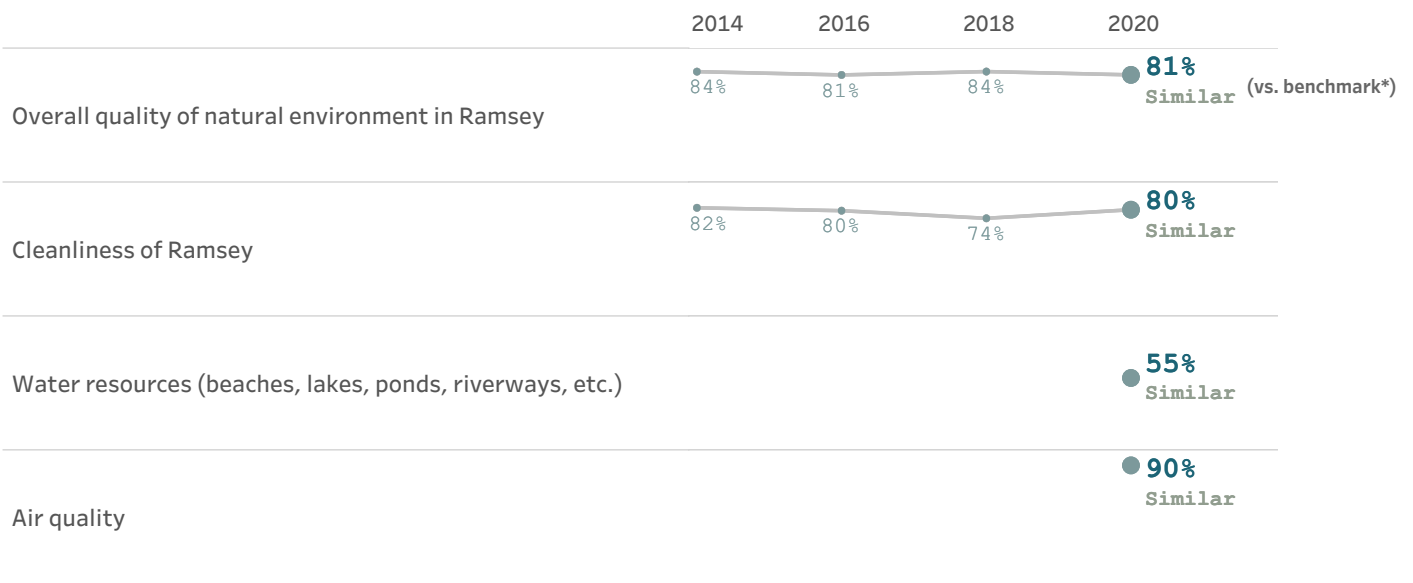
Overall quality of natural environment in Ramsey, 2020



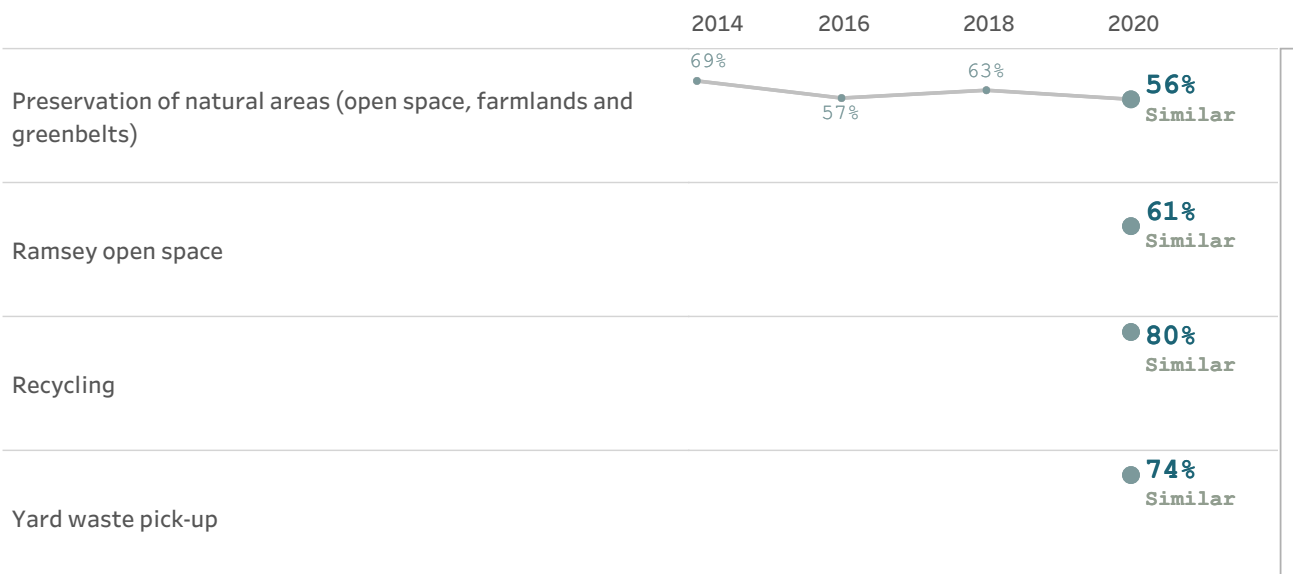
Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

Please rate each of the following characteristics as they relate to Ramsey as a whole.
(% excellent or good)



Please rate the quality of each of the following services in Ramsey.
(% excellent or good)

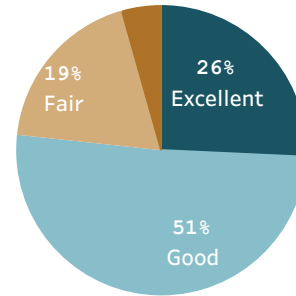


*Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

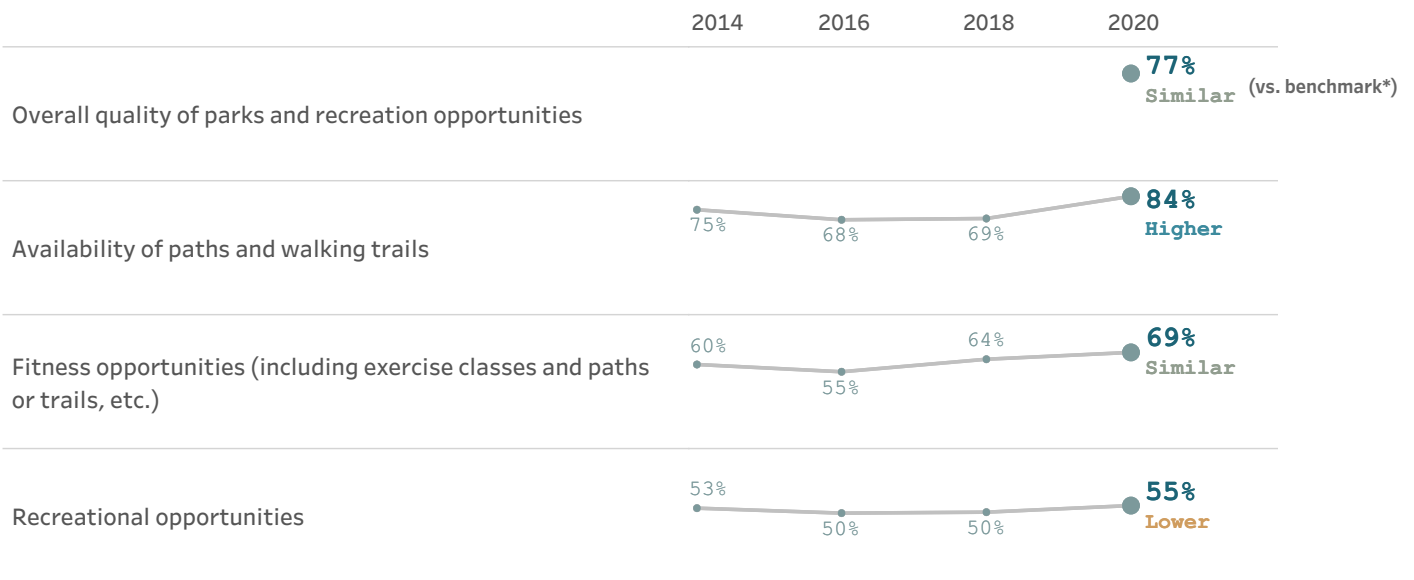
Parks and recreation

“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment.”
 - National Recreation and Park Association

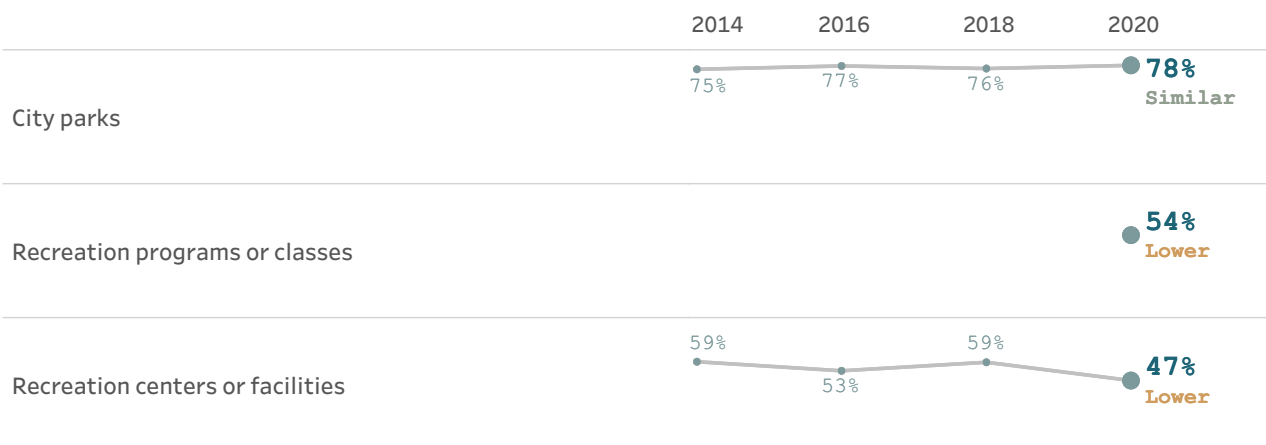
Overall quality of parks and recreation opportunities, 2020



Please rate each of the following characteristics as they relate to Ramsey as a whole.
 (% excellent or good)



Please rate the quality of each of the following services in Ramsey.
 (% excellent or good)

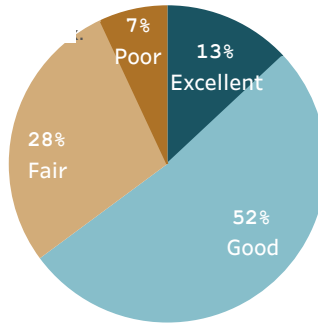


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

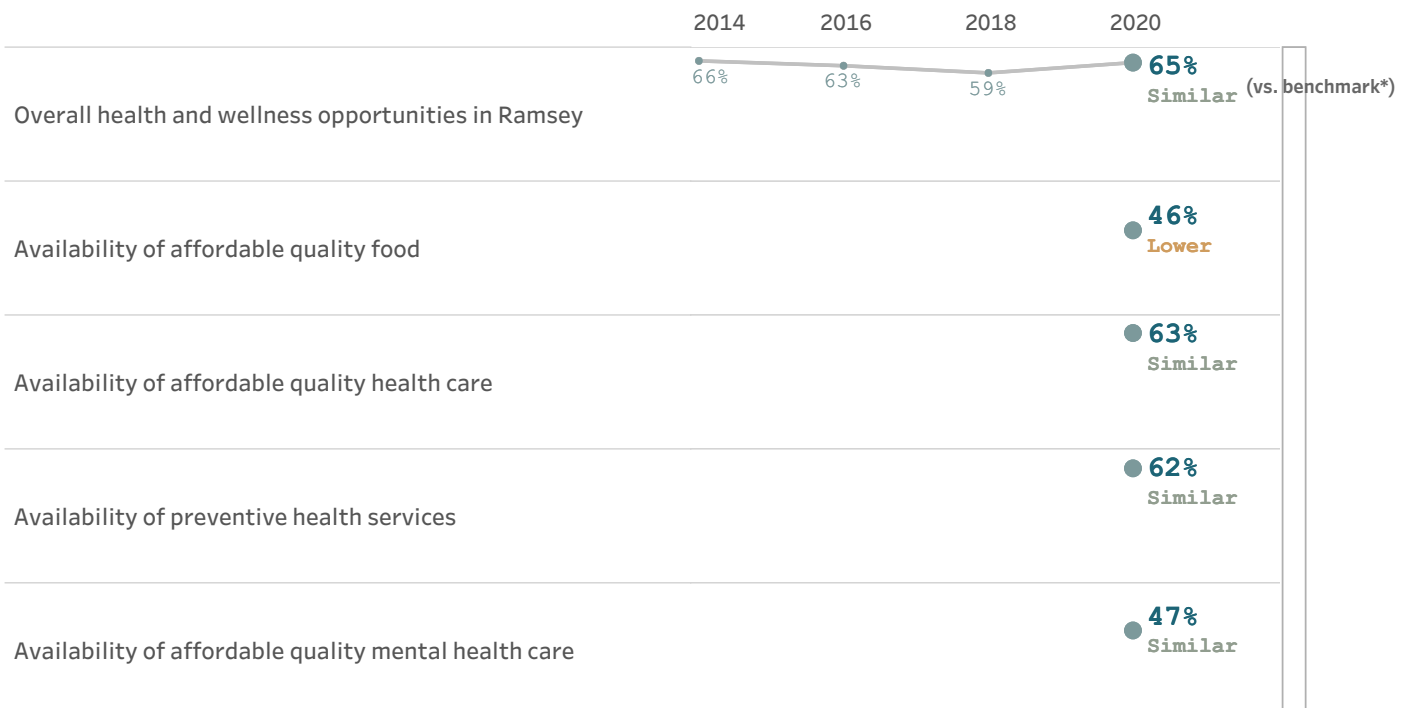
Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

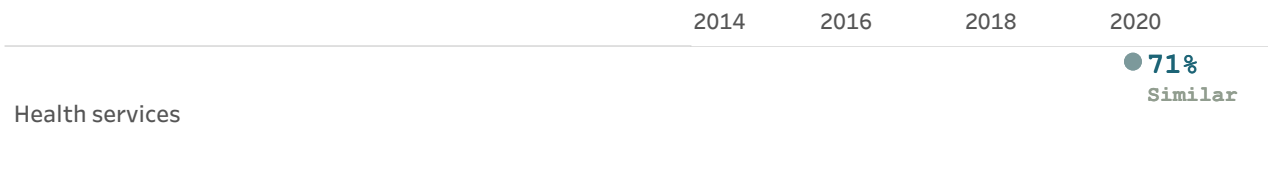
Overall health and wellness opportunities in Ramsey, 2020



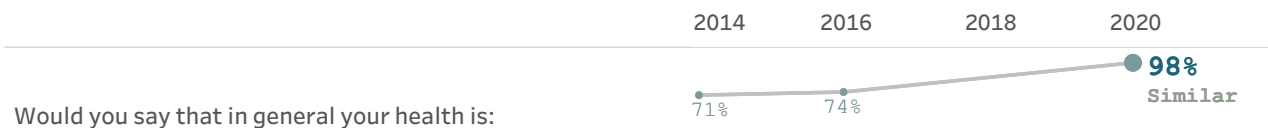
Please rate each of the following characteristics as they relate to Ramsey as a whole. (% excellent or good)



Please rate the quality of each of the following services in Ramsey. (% excellent or good)



Would you say that in general your health is: (% excellent or very good)

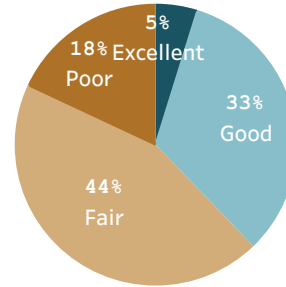


*Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

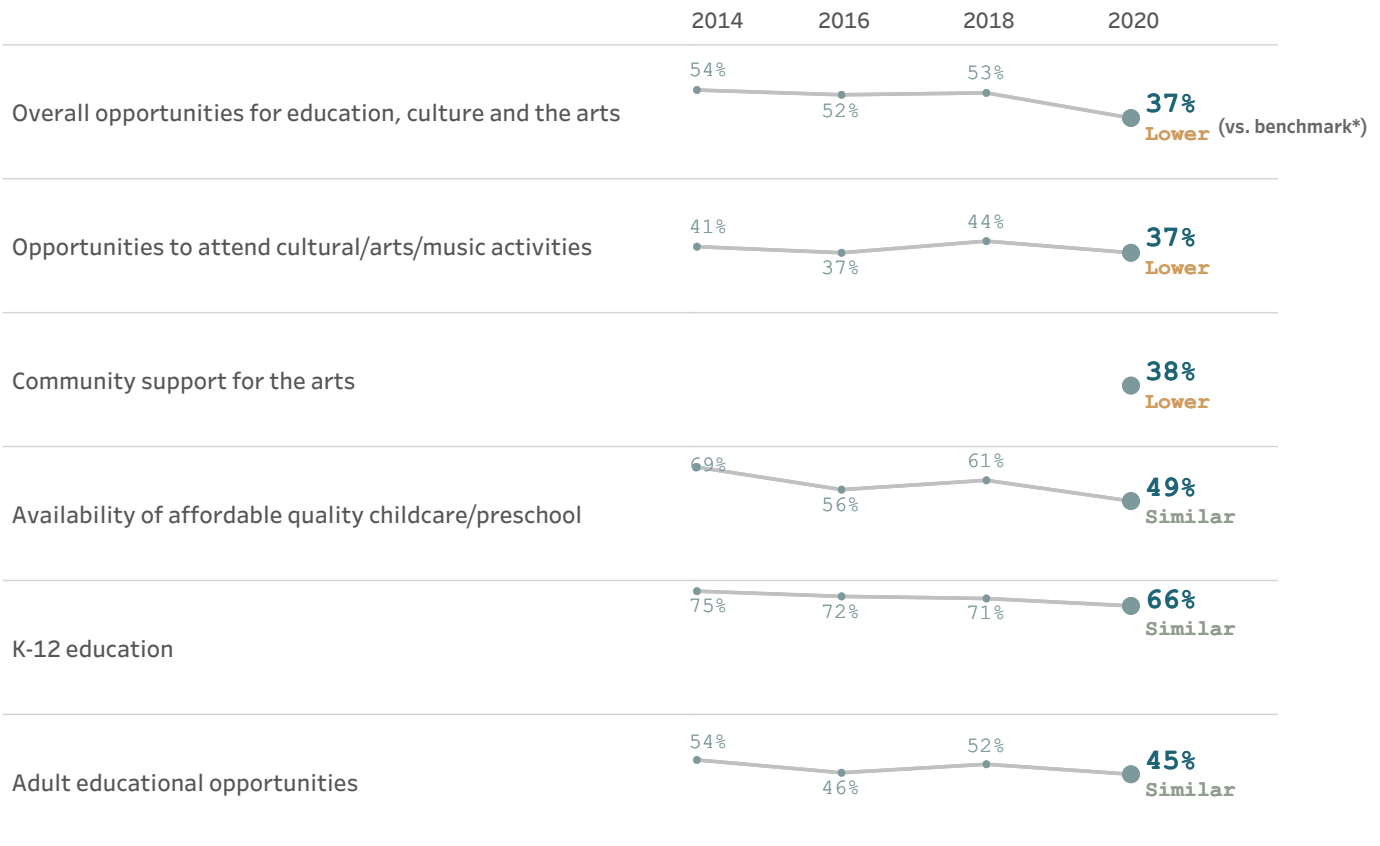
Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

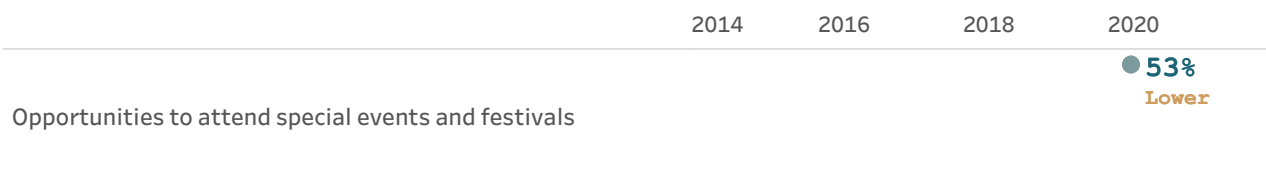
Overall opportunities for education, culture and the arts, 2020



Please rate each of the following characteristics as they relate to Ramsey as a whole. (% excellent or good)



Please rate each of the following characteristics as they relate to Ramsey as a whole. (% excellent or good)



Please rate the quality of each of the following services in Ramsey. (% excellent or good)



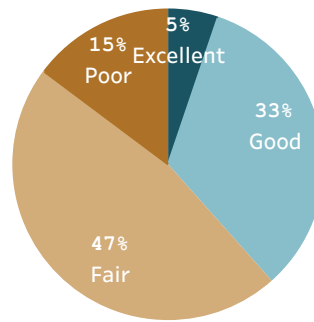
Public library services

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

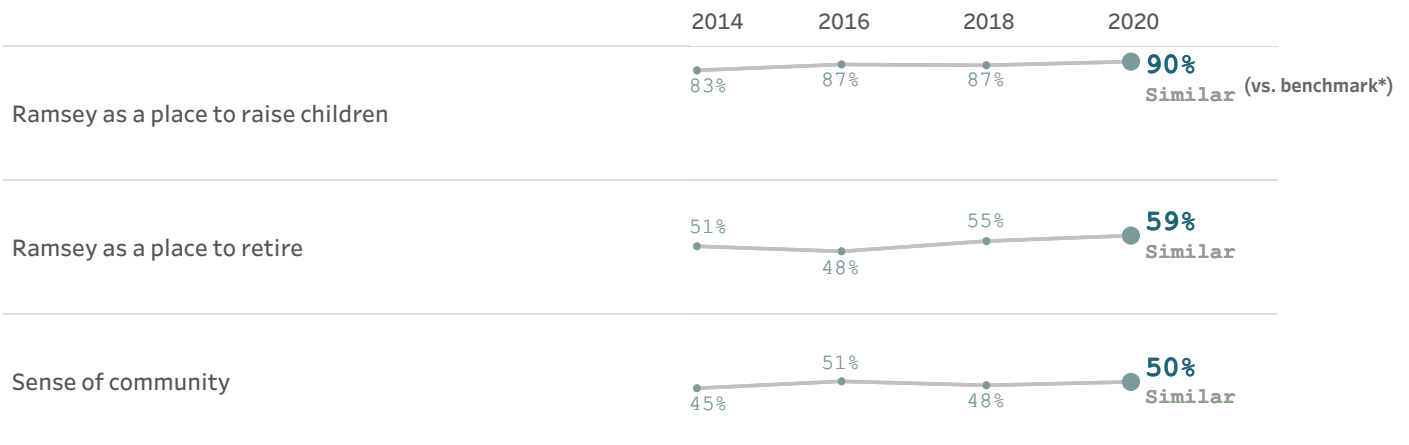
Inclusivity and engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.

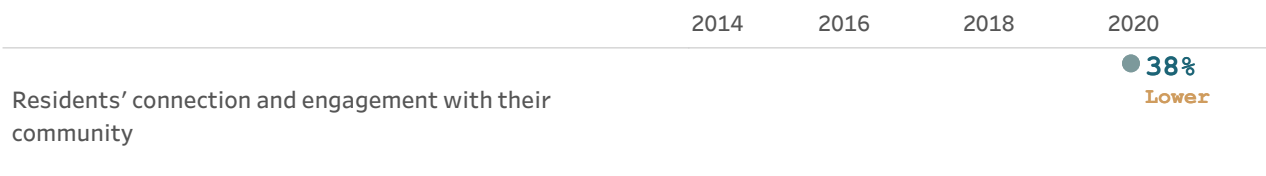
Residents' connection and engagement with their community, 2020



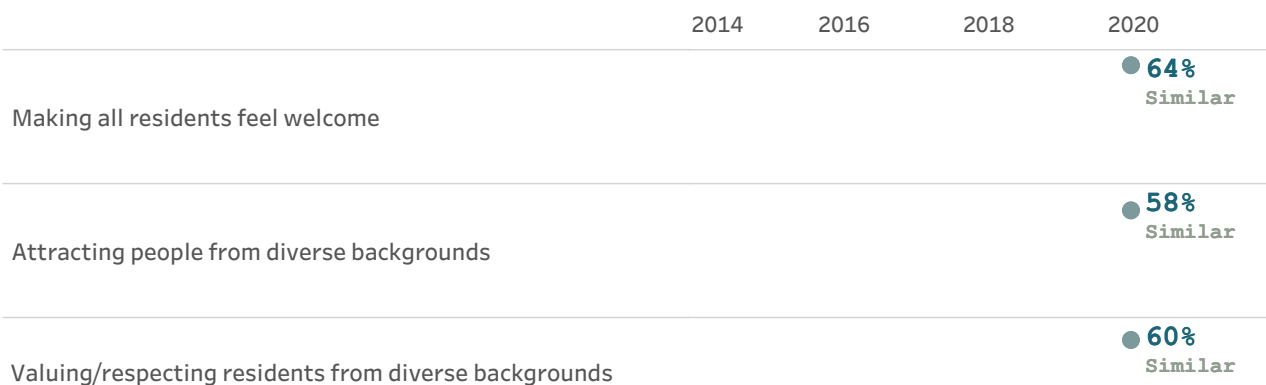
Please rate each of the following aspects of quality of life in Ramsey.
(% excellent or good)



Please rate each of the following characteristics as they relate to Ramsey as a whole.
(% excellent or good)



Please rate the job you feel the Ramsey community does at each of the following.
(% excellent or good)



Taking care of vulnerable residents (elderly, disabled, homeless, etc.)

● **56%**
Similar

Please rate each of the following characteristics as they relate to Ramsey as a whole.
(% excellent or good)

2014 2016 2018 2020

Sense of civic/community pride

● **50%**
Lower

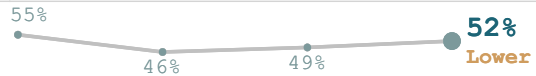
Neighborliness of residents in Ramsey

● **65%**
Similar

Opportunities to participate in social events and activities

● **45%**
Lower

Opportunities to volunteer



Opportunities to participate in community matters



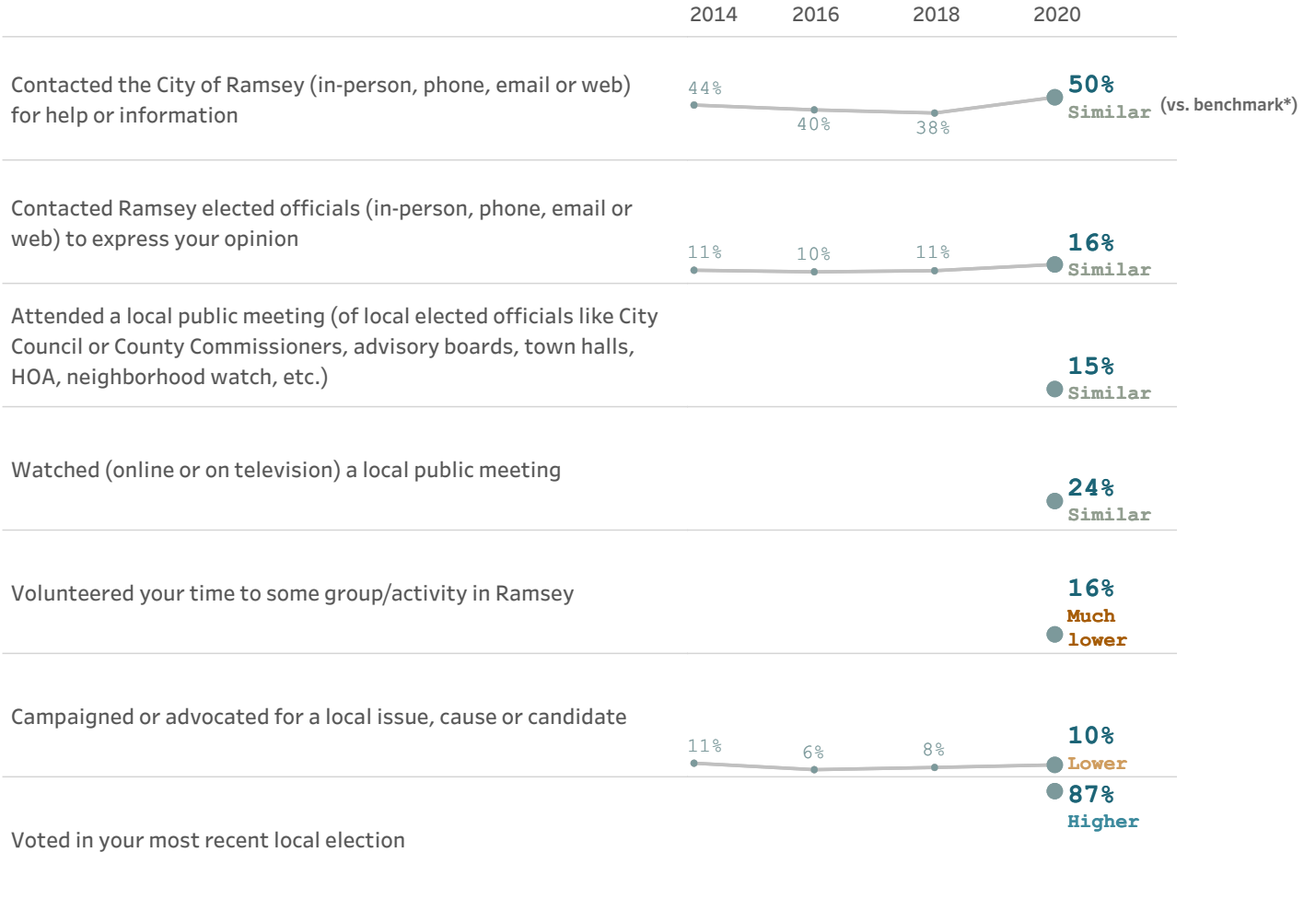
Openness and acceptance of the community toward people of diverse backgrounds

● **53%**
Similar

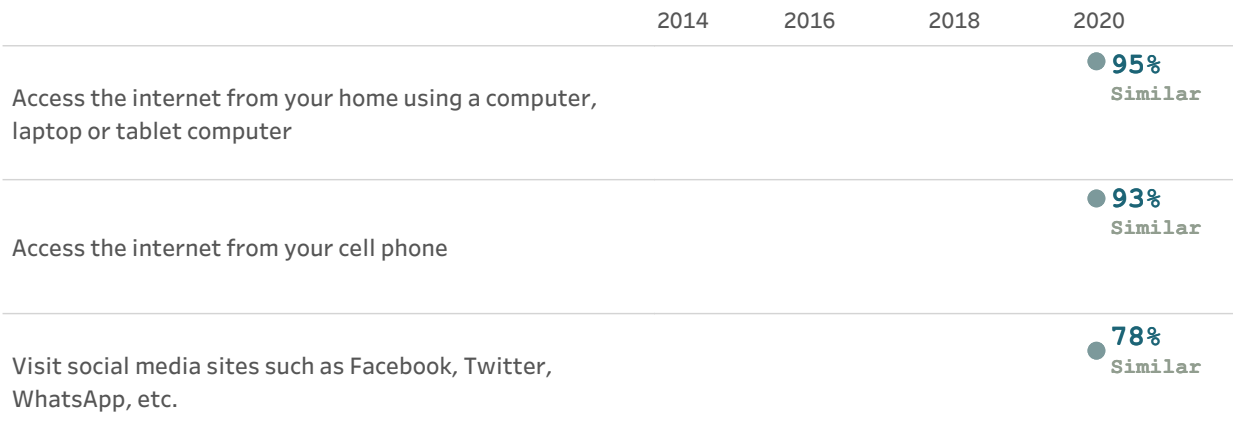
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)



In general, how many times do you:
(% a few times a week or more)



● **92%**
Similar

Use or check email

Share your opinions online

● **18%**
Similar

Shop online

●

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

Below are the results of each custom question on the survey. The percentage of positive responses (major source/moderate source/minor source, strongly support/somewhat support, or essential/very important) is shown. By default, "don't know" responses are excluded, but may be added to the table using the response filter below.



National benchmark tables

This table contains the comparisons of Ramsey’s results to those from other communities. The first column shows the comparison of Ramsey’s rating to the benchmark. Ramsey’s results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Ramsey residents is statistically similar to or different than the benchmark. The second column is Ramsey’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good”). The third column is the rank assigned to Ramsey’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Ramsey’s result -- that is what percent of surveyed communities had a lower rating than Ramsey.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Ramsey.	Ramsey as a place to live	Similar	85%	245	356	32
	Your neighborhood as a place to live	Similar	88%	135	297	55
	Ramsey as a place to raise children	Similar	90%	175	356	51
	Ramsey as a place to work	Lower	44%	300	341	13
	Ramsey as a place to visit	Much lower	34%	269	285	6
	Ramsey as a place to retire	Similar	59%	242	343	30
	The overall quality of life in Ramsey	Similar	78%	264	393	33
	Sense of community	Similar	50%	247	296	17
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Overall economic health of Ramsey	Similar	59%	184	270	32
	Overall quality of the transportation system (auto, bicycle, foot, bus) i..	Similar	61%	212	272	23
	Overall design or layout of Ramsey’s residential and commercial areas ..	Similar	55%	193	265	28
	Overall quality of the utility infrastructure in Ramsey (water, sewer, s..	Similar	69%	32	50	37
	Overall feeling of safety in Ramsey	Similar	84%	191	338	44
	Overall quality of natural environment in Ramsey	Similar	81%	148	275	47
	Overall quality of parks and recreation opportunities	Similar	77%	39	50	24
	Overall health and wellness opportunities in Ramsey	Similar	65%	191	267	29
	Overall opportunities for education, culture and the arts	Lower	37%	251	266	6
	Residents’ connection and engagement with their community	Lower	38%	45	50	11
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Ramsey to someone who asks	Similar	81%	207	282	27
	Remain in Ramsey for the next five years	Similar	82%	185	275	33
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	96%	113	325	66
	In Ramsey’s downtown/commercial area during the day	Similar	93%	107	304	65

Please rate how safe or unsafe you feel:	From property crime	Similar	81%	28	62	55
	From violent crime	Similar	91%	17	62	73
	From fire, flood or other natural disaster	Similar	91%	5	50	91
Please rate the job you feel the Ramsey community does at each of the following.	Making all residents feel welcome	Similar	64%	35	50	31
	Attracting people from diverse backgrounds	Similar	58%	32	50	37
	Valuing/respecting residents from diverse backgrounds	Similar	60%	41	50	19
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Similar	56%	34	50	33
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Overall quality of business and service establishments in Ramsey	Lower	53%	240	273	13
	Variety of business and service establishments in Ramsey	Much lower	31%	48	49	3
	Vibrancy of downtown/commercial area	Lower	29%	219	251	13
	Employment opportunities	Similar	27%	236	298	21
	Shopping opportunities	Much lower	14%	277	286	4
	Cost of living in Ramsey	Similar	45%	113	268	58
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Overall image or reputation of Ramsey	Similar	60%	251	333	25
	Traffic flow on major streets	Similar	59%	91	312	71
	Ease of public parking	Higher	82%	23	236	91
	Ease of travel by car in Ramsey	Similar	82%	57	298	81
	Ease of travel by public transportation in Ramsey	Similar	46%	83	243	66
	Ease of travel by bicycle in Ramsey	Higher	71%	61	299	80
	Ease of walking in Ramsey	Similar	74%	108	299	64
	Well-planned residential growth	Similar	47%	39	52	26
	Well-planned commercial growth	Lower	33%	45	52	14
	Well-designed neighborhoods	Similar	50%	42	52	20
	Preservation of the historical or cultural character of the community	Lower	39%	47	48	3
	Public places where people want to spend time	Lower	41%	241	260	8
	Variety of housing options	Similar	64%	82	276	71
	Availability of affordable quality housing	Higher	51%	51	295	83
	Overall quality of new development in Ramsey	Similar	56%	193	286	33
	Overall appearance of Ramsey	Similar	62%	239	327	28
	Cleanliness of Ramsey	Similar	80%	143	299	53
Water resources (beaches, lakes, ponds, riverways, etc.)	Similar	55%	36	46	22	

Please rate each of the following characteristics as they relate to Ramsey as a whole.	Air quality	Similar	90%	68	252	74
	Availability of paths and walking trails	Higher	84%	66	295	78
	Fitness opportunities (including exercise classes and paths or trails, et..	Similar	69%	160	256	38
	Recreational opportunities	Lower	55%	238	285	17
	Availability of affordable quality food	Lower	46%	232	251	8
	Availability of affordable quality health care	Similar	63%	130	265	51
	Availability of preventive health services	Similar	62%	146	246	41
	Availability of affordable quality mental health care	Similar	47%	111	243	55
	Opportunities to attend cultural/arts/music activities	Lower	37%	254	284	11
	Community support for the arts	Lower	38%	46	50	9
	Availability of affordable quality childcare/preschool	Similar	49%	159	261	40
	K-12 education	Similar	66%	178	261	32
	Adult educational opportunities	Similar	45%	197	251	22
	Sense of civic/community pride	Lower	50%	42	50	17
	Neighborliness of residents in Ramsey	Similar	65%	155	262	41
	Opportunities to participate in social events and activities	Lower	45%	243	266	9
	Opportunities to attend special events and festivals	Lower	53%	243	274	12
Opportunities to volunteer	Lower	52%	252	266	6	
Opportunities to participate in community matters	Similar	51%	242	271	11	
Openness and acceptance of the community toward people of diverse ..	Similar	53%	241	292	18	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Ramsey (in-person, phone, email or web) for help..	Similar	50%	86	320	74
	Contacted Ramsey elected officials (in-person, phone, email or web) to..	Similar	16%	163	259	38
	Attended a local public meeting (of local elected officials like City Coun..	Similar	15%	225	263	15
	Watched (online or on television) a local public meeting	Similar	24%	106	238	56
	Volunteered your time to some group/activity in Ramsey	Much lower	16%	262	267	2
	Campaigned or advocated for a local issue, cause or candidate	Lower	10%	245	249	2
	Voted in your most recent local election	Higher	87%	7	50	87
	Used bus, rail, subway or other public transportation instead of driving	Similar	19%	96	224	58
	Carpooled with other adults or children instead of driving alone	Similar	35%	216	254	15
	Walked or biked instead of driving	Similar	53%	156	260	41
Please rate the quality of each of the following	Public information services	Similar	66%	193	276	31

Please rate the quality of each of the following services in Ramsey.

Economic development	Similar	46%	213	276	23
Traffic enforcement	Similar	70%	139	335	59
Traffic signal timing	Similar	54%	140	261	47
Street repair	Lower	29%	273	322	16
Street cleaning	Similar	56%	197	286	32
Street lighting	Similar	60%	201	316	37
Snow removal	Similar	65%	133	248	47
Sidewalk maintenance	Similar	65%	118	287	60
Bus or transit services	Similar	49%	127	235	46
Land use, planning and zoning	Similar	37%	238	287	18
Code enforcement (weeds, abandoned buildings, etc.)	Similar	55%	151	340	56
Affordable high-speed internet access	Similar	55%	23	47	52
Garbage collection	Similar	85%	174	313	45
Drinking water	Lower	59%	237	281	16
Sewer services	Similar	76%	206	284	28
Storm water management (storm drainage, dams, levees, etc.)	Similar	73%	143	312	55
Power (electric and/or gas) utility	Similar	79%	116	192	40
Utility billing	Similar	73%	153	237	36
Police/Sheriff services	Similar	90%	157	382	60
Crime prevention	Similar	82%	124	337	64
Animal control	Similar	79%	104	300	66
Ambulance or emergency medical services	Similar	89%	237	302	22
Fire services	Similar	89%	240	330	28
Fire prevention and education	Similar	82%	157	275	44
Emergency preparedness (services that prepare the community for na..	Similar	66%	177	276	36
Preservation of natural areas (open space, farmlands and greenbelts)	Similar	56%	179	255	30
Ramsey open space	Similar	61%	136	246	45
Recycling	Similar	80%	168	320	48
Yard waste pick-up	Similar	74%	156	259	41
City parks	Similar	78%	204	295	32
Recreation programs or classes	Lower	54%	253	293	14

Please rate the quality of each of the following services in Ramsey.	Recreation centers or facilities	Lower	47%	252	268	6
	Health services	Similar	71%	143	231	39
	Public library services	Lower	69%	282	294	5
	Overall customer service by Ramsey employees (police, receptionists, ..	Similar	84%	81	351	77
Please rate the following categories of Ramsey government performance.	The value of services for the taxes paid to Ramsey	Similar	42%	281	357	22
	The overall direction that Ramsey is taking	Lower	41%	280	308	10
	The job Ramsey government does at welcoming resident involvement	Similar	46%	236	309	24
	Overall confidence in Ramsey government	Similar	48%	201	270	26
	Generally acting in the best interest of the community	Similar	53%	203	274	26
	Being honest	Similar	58%	156	266	42
	Being open and transparent to the public	Similar	55%	35	50	31
	Informing residents about issues facing the community	Similar	51%	33	55	42
	Treating all residents fairly	Similar	59%	128	269	53
	Treating residents with respect	Similar	63%	30	50	41
Overall, how would you rate the quality of the services provided by each ..	The City of Ramsey	Similar	67%	275	360	24
	The Federal Government	Similar	42%	121	254	53
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.	Overall economic health of Ramsey	Similar	88%	201	246	18
	Overall quality of the transportation system (auto, bicycle, foot, bus) i..	Lower	67%	211	246	14
	Overall design or layout of Ramsey's residential and commercial areas ..	Lower	67%	223	246	9
	Overall quality of the utility infrastructure in Ramsey (water, sewer, s..	Lower	81%	49	50	3
	Overall feeling of safety in Ramsey	Similar	86%	193	246	21
	Overall quality of natural environment in Ramsey	Similar	80%	136	246	45
	Overall quality of parks and recreation opportunities	Similar	76%	33	50	35
	Overall health and wellness opportunities in Ramsey	Lower	66%	222	245	9
	Overall opportunities for education, culture and the arts	Much lower	61%	241	246	2
Residents' connection and engagement with their community	Much lower	61%	245	247	1	
In general, how many times do you:	Access the internet from your home using a computer, laptop or tablet..	Similar	95%	1	50	99
	Access the internet from your cell phone	Similar	93%	3	50	95
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	Similar	78%	8	50	85
	Use or check email	Similar	92%	18	50	65
	Share your opinions online	Similar	18%	15	50	71

In general, how many times do you:	Shop online	Similar	29%	7	50	87
	Would you say that in general your health is:	Similar	98%	42	255	84
	What impact, if any, do you think the economy will have on your family..	Lower	19%	235	258	9

Custom benchmark tables

This table contains the comparisons of results to those from other communities in Minnesota and Wisconsin with populations similar to Ramsey. The first column shows the comparison of Ramsey’s rating to the benchmark. The results are noted as being “higher”, “lower” or “similar” to the benchmark, meaning that the average rating given by Ramsey residents is statistically similar to or different than the benchmark. The second column is Ramsey’s “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good”). The third column is the rank assigned to Ramsey’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Ramsey’s result -- that is what percent of surveyed communities had a lower rating than Ramsey.

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Ramsey.	Ramsey as a place to live	Similar	85%	14	16	18
	Your neighborhood as a place to live	Similar	88%	11	16	36
	Ramsey as a place to raise children	Similar	90%	9	16	48
	Ramsey as a place to work	Lower	44%	16	16	6
	Ramsey as a place to visit	Lower	34%	16	15	1
	Ramsey as a place to retire	Similar	59%	16	16	6
	The overall quality of life in Ramsey	Similar	78%	16	19	16
	Sense of community	Lower	50%	18	17	1
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Overall economic health of Ramsey	Similar	59%	13	15	19
	Overall quality of the transportation system (auto, bicycle, foot, bus) i..	Lower	61%	15	15	7
	Overall design or layout of Ramsey’s residential and commercial areas ..	Lower	55%	16	15	1
	Overall quality of the utility infrastructure in Ramsey (water, sewer, s..	Lower	69%	8	7	1
	Overall feeling of safety in Ramsey	Similar	84%	12	19	41
	Overall quality of natural environment in Ramsey	Similar	81%	13	16	24
	Overall quality of parks and recreation opportunities	Similar	77%	8	7	1
	Overall health and wellness opportunities in Ramsey	Similar	65%	14	15	13
	Overall opportunities for education, culture and the arts	Lower	37%	16	15	1
	Residents’ connection and engagement with their community	Lower	38%	8	7	1
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Ramsey to someone who asks	Similar	81%	15	16	12
	Remain in Ramsey for the next five years	Similar	82%	12	15	26
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	96%	10	16	42
	In Ramsey’s downtown/commercial area during the day	Similar	93%	9	15	44

Please rate how safe or unsafe you feel:	From property crime	Similar	81%	3	8	67
	From violent crime	Similar	91%	2	8	78
	From fire, flood or other natural disaster	Similar	91%	2	7	76
Please rate the job you feel the Ramsey community does at each of the following.	Making all residents feel welcome	Similar	64%	6	7	26
	Attracting people from diverse backgrounds	Similar	58%	5	7	38
	Valuing/respecting residents from diverse backgrounds	Similar	60%	6	7	26
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Similar	56%	8	7	1
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Overall quality of business and service establishments in Ramsey	Lower	53%	16	16	6
	Variety of business and service establishments in Ramsey	Much lower	31%	8	7	1
	Vibrancy of downtown/commercial area	Lower	29%	16	15	1
	Employment opportunities	Lower	27%	17	16	1
	Shopping opportunities	Much lower	14%	17	16	1
	Cost of living in Ramsey	Similar	45%	10	15	38
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Overall image or reputation of Ramsey	Similar	60%	14	16	18
	Traffic flow on major streets	Similar	59%	15	17	17
	Ease of public parking	Similar	82%	5	14	67
	Ease of travel by car in Ramsey	Similar	82%	13	16	24
	Ease of travel by public transportation in Ramsey	Similar	46%	6	14	61
	Ease of travel by bicycle in Ramsey	Similar	71%	11	16	36
	Ease of walking in Ramsey	Similar	74%	13	16	24
	Well-planned residential growth	Lower	47%	8	7	1
	Well-planned commercial growth	Lower	33%	8	7	1
	Well-designed neighborhoods	Lower	50%	7	6	1
	Preservation of the historical or cultural character of the community	Much lower	39%	8	7	1
	Public places where people want to spend time	Lower	41%	15	14	1
	Variety of housing options	Similar	64%	9	16	48
	Availability of affordable quality housing	Similar	51%	6	16	65
	Overall quality of new development in Ramsey	Similar	56%	16	16	6
	Overall appearance of Ramsey	Lower	62%	18	17	1
	Cleanliness of Ramsey	Similar	80%	11	17	39
	Water resources (beaches, lakes, ponds, riverways, etc.)	Similar	55%	8	7	1
	Air quality	Similar	90%	8	15	51

Please rate each of the following characteristics as they relate to Ramsey as a whole.	Availability of paths and walking trails	Similar	84%	7	17	62
	Fitness opportunities (including exercise classes and paths or trails, et..	Similar	69%	16	15	1
	Recreational opportunities	Lower	55%	17	16	1
	Availability of affordable quality food	Lower	46%	15	15	7
	Availability of affordable quality health care	Similar	63%	12	15	26
	Availability of preventive health services	Similar	62%	15	15	7
	Availability of affordable quality mental health care	Similar	47%	10	15	38
	Opportunities to attend cultural/arts/music activities	Lower	37%	17	16	1
	Community support for the arts	Lower	38%	8	7	1
	Availability of affordable quality childcare/preschool	Similar	49%	15	15	7
	K-12 education	Lower	66%	14	16	18
	Adult educational opportunities	Lower	45%	16	15	1
	Sense of civic/community pride	Lower	50%	8	7	1
	Neighborliness of residents in Ramsey	Similar	65%	10	15	34
	Opportunities to participate in social events and activities	Lower	45%	16	15	1
	Opportunities to attend special events and festivals	Lower	53%	15	15	7
	Opportunities to volunteer	Lower	52%	17	16	1
	Opportunities to participate in community matters	Similar	51%	16	15	1
	Openness and acceptance of the community toward people of diverse ..	Similar	53%	14	16	18
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Ramsey (in-person, phone, email or web) for help..	Similar	50%	2	16	89
	Contacted Ramsey elected officials (in-person, phone, email or web) to..	Similar	16%	7	15	57
	Attended a local public meeting (of local elected officials like City Coun..	Similar	15%	13	16	24
	Watched (online or on television) a local public meeting	Similar	24%	7	16	59
	Volunteered your time to some group/activity in Ramsey	Lower	16%	16	16	6
	Campaigned or advocated for a local issue, cause or candidate	Similar	10%	14	15	13
	Voted in your most recent local election	Higher	87%	1	7	88
	Used bus, rail, subway or other public transportation instead of driving	Similar	19%	6	13	58
	Carpooled with other adults or children instead of driving alone	Similar	35%	13	14	14
	Walked or biked instead of driving	Lower	53%	14	14	7
Please rate the quality of each of the following services in Ramsey.	Public information services	Similar	66%	16	16	6
	Economic development	Lower	46%	17	17	6
	Traffic enforcement	Similar	70%	13	17	28

Please rate the quality of each of the following services in Ramsey.

Traffic signal timing	Similar	54%	17	16	1
Street repair	Much lower	29%	21	20	1
Street cleaning	Lower	56%	16	16	6
Street lighting	Similar	60%	19	18	1
Snow removal	Similar	65%	21	22	9
Sidewalk maintenance	Similar	65%	15	17	17
Bus or transit services	Similar	49%	8	12	39
Land use, planning and zoning	Lower	37%	17	16	1
Code enforcement (weeds, abandoned buildings, etc.)	Similar	55%	15	20	29
Affordable high-speed internet access	Similar	55%	6	7	26
Garbage collection	Similar	85%	12	16	30
Drinking water	Lower	59%	15	16	12
Sewer services	Similar	76%	17	16	1
Storm water management (storm drainage, dams, levees, etc.)	Similar	73%	17	19	16
Power (electric and/or gas) utility	Similar	79%	13	12	1
Utility billing	Similar	73%	15	14	1
Police/Sheriff services	Similar	90%	13	19	36
Crime prevention	Similar	82%	8	17	56
Animal control	Similar	79%	15	19	26
Ambulance or emergency medical services	Similar	89%	16	16	6
Fire services	Similar	89%	19	19	6
Fire prevention and education	Similar	82%	15	16	12
Emergency preparedness (services that prepare the community for na..	Similar	66%	13	14	14
Preservation of natural areas (open space, farmlands and greenbelts)	Lower	56%	16	15	1
Ramsey open space	Similar	61%	15	15	7
Recycling	Similar	80%	16	18	16
Yard waste pick-up	Similar	74%	8	14	47
City parks	Similar	78%	17	16	1
Recreation programs or classes	Lower	54%	18	17	1
Recreation centers or facilities	Lower	47%	17	16	1
Health services	Similar	71%	13	14	14
Public library services	Lower	69%	18	17	1

each of the following services in Ramsey.	Overall customer service by Ramsey employees (police, receptionists, ..	Similar	84%	7	17	62
Please rate the following categories of Ramsey government performance.	The value of services for the taxes paid to Ramsey	Lower	42%	19	19	1
	The overall direction that Ramsey is taking	Lower	41%	16	16	6
	The job Ramsey government does at welcoming resident involvement	Similar	46%	17	17	6
	Overall confidence in Ramsey government	Lower	48%	15	15	7
	Generally acting in the best interest of the community	Lower	53%	15	15	7
	Being honest	Similar	58%	14	15	13
	Being open and transparent to the public	Lower	55%	8	7	1
	Informing residents about issues facing the community	Similar	51%	7	7	13
	Treating all residents fairly	Similar	59%	13	15	19
	Treating residents with respect	Similar	63%	8	7	1
Overall, how would you rate the quality of the services provided by each ..	The City of Ramsey	Lower	67%	19	18	1
	The Federal Government	Similar	42%	11	15	32
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.	Overall economic health of Ramsey	Similar	88%	8	15	51
	Overall quality of the transportation system (auto, bicycle, foot, bus) i..	Similar	67%	10	15	38
	Overall design or layout of Ramsey's residential and commercial areas ..	Similar	67%	12	15	26
	Overall quality of the utility infrastructure in Ramsey (water, sewer, s..	Similar	81%	7	7	13
	Overall feeling of safety in Ramsey	Similar	86%	13	15	19
	Overall quality of natural environment in Ramsey	Similar	80%	7	15	57
	Overall quality of parks and recreation opportunities	Similar	76%	6	7	26
	Overall health and wellness opportunities in Ramsey	Similar	66%	16	15	1
	Overall opportunities for education, culture and the arts	Similar	61%	16	15	1
	Residents' connection and engagement with their community	Similar	61%	16	15	1
In general, how many times do you:	Access the internet from your home using a computer, laptop or tablet..	Similar	95%	1	7	88
	Access the internet from your cell phone	Similar	93%	1	7	88
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	Similar	78%	2	7	76
	Use or check email	Similar	92%	4	7	51
	Share your opinions online	Similar	18%	1	7	88
	Shop online	Higher	29%	1	7	88
	Would you say that in general your health is:	Similar	98%	3	15	82
	What impact, if any, do you think the economy will have on your family..	Similar	19%	11	15	32

Complete set of frequencies





































This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. 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.

In which category is your age?	18-24 years	4%	
	25-34 years	27%	
	35-44 years	21%	
	45-54 years	20%	
	55-64 years	12%	
	65-74 years	11%	
	75 years or older	6%	
What is your gender?	Female	50%	
	Male	50%	
	Identify in another way	0%	
Which best describes the building you live in?	One family house detached from any other houses	82%	
	Building with two or more homes (duplex, townhome, apa..	17%	
	Other	0%	
Do you rent or own your home?	Rent	13%	
	Own	87%	
Please rate each of the following aspects of quality of life in Ramsey.	Ramsey as a place to live	Excellent	25%
		Good	61%
		Fair	13%
		Poor	1%
Your neighborhood as a place to live	Excellent	41%	
	Good	46%	
	Fair	10%	
	Poor	2%	
Ramsey as a place to raise children	Excellent	31%	
	Good	58%	
	Fair	9%	
	Poor	2%	
Ramsey as a place to work	Excellent	9%	
	Good	36%	
	Fair	35%	
	Poor	21%	
Ramsey as a place to visit	Excellent	7%	

Please rate each of the following aspects of quality of life in Ramsey.	Ramsey as a place to visit	Good		27%
		Fair		39%
		Poor		26%
	Ramsey as a place to retire	Excellent		17%
		Good		42%
		Fair		25%
		Poor		16%
	The overall quality of life in Ramsey	Excellent		18%
		Good		60%
		Fair		20%
		Poor		2%
	Sense of community	Excellent		7%
Good			43%	
Fair			38%	
Poor			12%	
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Overall economic health of Ramsey	Excellent		5%
		Good		54%
		Fair		35%
		Poor		6%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Ramsey	Excellent		17%
		Good		44%
		Fair		28%
		Poor		11%
	Overall design or layout of Ramsey's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		8%
		Good		47%
		Fair		32%
		Poor		12%
	Overall quality of the utility infrastructure in Ramsey (water, sewer, storm water, electric/gas)	Excellent		13%
		Good		56%
		Fair		24%
		Poor		7%
	Overall feeling of safety in Ramsey	Excellent		26%
		Good		59%
Fair			13%	
Poor			3%	
Overall quality of natural environment in Ramsey	Excellent		26%	

Please rate each of the following characteristics as they relate to Ramsey as a whole.	Overall quality of natural environment in Ramsey	Good		55%
		Fair		16%
		Poor		2%
	Overall quality of parks and recreation opportunities	Excellent		26%
		Good		51%
		Fair		19%
		Poor		4%
	Overall health and wellness opportunities in Ramsey	Excellent		13%
		Good		52%
		Fair		28%
		Poor		7%
	Overall opportunities for education, culture and the arts	Excellent		5%
Good			33%	
Fair			44%	
Poor			18%	
Residents' connection and engagement with their community	Excellent		5%	
	Good		33%	
	Fair		47%	
	Poor		15%	
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Ramsey to someone who asks	Very likely		38%
		Somewhat likely		43%
		Somewhat unlikely		13%
		Very unlikely		6%
	Remain in Ramsey for the next five years	Very likely		58%
		Somewhat likely		24%
		Somewhat unlikely		10%
		Very unlikely		8%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		78%
		Somewhat safe		18%
		Neither safe nor unsafe		2%
		Somewhat unsafe		1%
	In Ramsey's downtown/commercial area during the day	Very safe		69%
		Somewhat safe		24%
		Neither safe nor unsafe		7%
		Somewhat unsafe		0%
	From property crime	Very safe		35%





































Please rate how safe or unsafe you feel:	From property crime	Somewhat safe		47%
		Neither safe nor unsafe		10%
		Somewhat unsafe		8%
		Very unsafe		1%
	From violent crime	Very safe		66%
		Somewhat safe		26%
		Neither safe nor unsafe		6%
		Somewhat unsafe		2%
		Very unsafe		0%
	From fire, flood or other natural disaster	Very safe		62%
		Somewhat safe		29%
		Neither safe nor unsafe		9%
		Somewhat unsafe		0%
Very unsafe			0%	
Please rate the job you feel the Ramsey community does at each of the following.	Making all residents feel welcome	Excellent		16%
		Good		48%
		Fair		28%
		Poor		8%
	Attracting people from diverse backgrounds	Excellent		13%
		Good		45%
		Fair		29%
		Poor		13%
	Valuing/respecting residents from diverse backgrounds	Excellent		15%
		Good		46%
		Fair		25%
		Poor		15%
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		14%
Good			42%	
Fair			31%	
Poor			14%	
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Overall quality of business and service establishments in Ramsey	Excellent		7%
		Good		46%
		Fair		27%
		Poor		20%
	Variety of business and service establishments in Ramsey	Excellent		5%
		Good		26%

Please rate each of the following characteristics as they relate to Ramsey as a whole.	Variety of business and service establishments in Ramsey	Fair		36%
		Poor		34%
Vibrancy of downtown/commercial area	Excellent		2%	
	Good		28%	
	Fair		36%	
	Poor		34%	
Employment opportunities	Excellent		1%	
	Good		26%	
	Fair		47%	
	Poor		26%	
Shopping opportunities	Excellent		1%	
	Good		13%	
	Fair		31%	
	Poor		55%	
Cost of living in Ramsey	Excellent		11%	
	Good		35%	
	Fair		41%	
	Poor		13%	
Overall image or reputation of Ramsey	Excellent		10%	
	Good		50%	
	Fair		31%	
	Poor		9%	
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Traffic flow on major streets	Excellent		11%
		Good		48%
		Fair		29%
		Poor		12%
Ease of public parking	Excellent		23%	
	Good		59%	
	Fair		17%	
	Poor		2%	
Ease of travel by car in Ramsey	Excellent		28%	
	Good		54%	
	Fair		13%	
	Poor		5%	
Ease of travel by public transportation in Ramsey	Excellent		16%	
	Good		30%	





































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





































Ease of travel by public transportation in Ramsey	Fair		26%
	Poor		28%
Ease of travel by bicycle in Ramsey	Excellent		21%
	Good		50%
	Fair		21%
	Poor		8%
Ease of walking in Ramsey	Excellent		25%
	Good		49%
	Fair		19%
	Poor		7%
Well-planned residential growth	Excellent		6%
	Good		41%
	Fair		33%
	Poor		21%
Well-planned commercial growth	Excellent		5%
	Good		28%
	Fair		35%
	Poor		31%
Well-designed neighborhoods	Excellent		5%
	Good		45%
	Fair		38%
	Poor		11%
Preservation of the historical or cultural character of the community	Excellent		6%
	Good		34%
	Fair		34%
	Poor		26%
Public places where people want to spend time	Excellent		9%
	Good		33%
	Fair		35%
	Poor		24%
Variety of housing options	Excellent		13%
	Good		51%
	Fair		29%
	Poor		7%
Availability of affordable quality housing	Excellent		13%
	Good		39%

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

Availability of affordable quality housing	Fair		37%
	Poor		11%
Overall quality of new development in Ramsey	Excellent		10%
	Good		47%
	Fair		26%
	Poor		18%
Overall appearance of Ramsey	Excellent		13%
	Good		49%
	Fair		32%
	Poor		6%
Cleanliness of Ramsey	Excellent		24%
	Good		57%
	Fair		17%
	Poor		2%
Water resources (beaches, lakes, ponds, riverways, etc.)	Excellent		13%
	Good		41%
	Fair		29%
	Poor		16%
Air quality	Excellent		35%
	Good		54%
	Fair		9%
	Poor		1%
Availability of paths and walking trails	Excellent		36%
	Good		49%
	Fair		11%
	Poor		4%
Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent		19%
	Good		50%
	Fair		24%
	Poor		7%
Recreational opportunities	Excellent		12%
	Good		44%
	Fair		31%
	Poor		14%
Availability of affordable quality food	Excellent		11%
	Good		36%

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

Availability of affordable quality food	Fair		30%
	Poor		23%
Availability of affordable quality health care	Excellent		17%
	Good		46%
	Fair		30%
	Poor		7%
Availability of preventive health services	Excellent		15%
	Good		48%
	Fair		28%
	Poor		9%
Availability of affordable quality mental health care	Excellent		12%
	Good		36%
	Fair		31%
	Poor		21%
Opportunities to attend cultural/arts/music activities	Excellent		10%
	Good		27%
	Fair		37%
	Poor		26%
Community support for the arts	Excellent		9%
	Good		29%
	Fair		33%
	Poor		29%
Availability of affordable quality childcare/preschool	Excellent		7%
	Good		43%
	Fair		33%
	Poor		18%
K-12 education	Excellent		18%
	Good		49%
	Fair		24%
	Poor		9%
Adult educational opportunities	Excellent		10%
	Good		36%
	Fair		34%
	Poor		20%
Sense of civic/community pride	Excellent		7%
	Good		43%




































Please rate each of the following characteristics as they relate to Ramsey as a whole.	Sense of civic/community pride	Fair		33%
		Poor		17%
	Neighborliness of residents in Ramsey	Excellent		12%
		Good		53%
		Fair		25%
		Poor		10%
	Opportunities to participate in social events and activities	Excellent		6%
		Good		40%
		Fair		38%
		Poor		17%
Opportunities to attend special events and festivals	Excellent		11%	
	Good		42%	
	Fair		32%	
	Poor		15%	
Opportunities to volunteer	Excellent		12%	
	Good		40%	
	Fair		35%	
	Poor		13%	
Opportunities to participate in community matters	Excellent		10%	
	Good		41%	
	Fair		34%	
	Poor		15%	
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		12%	
	Good		41%	
	Fair		30%	
	Poor		17%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Ramsey (in-person, phone, email or web) for help or information	No		49%
		Yes		51%
	Contacted Ramsey elected officials (in-person, phone, email or web) to express your opinion	No		85%
		Yes		15%
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HO..	No		86%
		Yes		14%
	Watched (online or on television) a local public meeting	No		77%
		Yes		23%
	Volunteered your time to some group/activity in Ramsey	No		84%
		Yes		16%

Please indicate whether or not you have done each of the following in the last 12 months.	Campaigned or advocated for a local issue, cause or candidate	No	96%	
		Yes	10%	
	Voted in your most recent local election	No	13%	
		Yes	87%	
	Used bus, rail, subway or other public transportation instead of driving	No	81%	
		Yes	19%	
	Carpooled with other adults or children instead of driving alone	No	66%	
		Yes	34%	
	Walked or biked instead of driving	No	47%	
		Yes	53%	
	Please rate the quality of each of the following services in Ramsey.	Public information services	Excellent	10%
			Good	56%
Fair			27%	
Poor			6%	
Economic development		Excellent	5%	
		Good	41%	
		Fair	33%	
		Poor	21%	
Traffic enforcement		Excellent	14%	
		Good	56%	
		Fair	23%	
		Poor	7%	
Traffic signal timing		Excellent	8%	
		Good	46%	
		Fair	32%	
		Poor	14%	
Street repair	Excellent	3%		
	Good	26%		
	Fair	30%		
	Poor	40%		
Street cleaning	Excellent	11%		
	Good	45%		
	Fair	30%		
	Poor	13%		
Street lighting	Excellent	10%		
	Good	50%		





































Please rate the quality of each of the following services in Ramsey.



































Street lighting	Fair		25%
	Poor		15%
Snow removal	Excellent		19%
	Good		46%
	Fair		26%
	Poor		9%
Sidewalk maintenance	Excellent		11%
	Good		54%
	Fair		25%
	Poor		10%
Bus or transit services	Excellent		15%
	Good		34%
	Fair		30%
	Poor		22%
Land use, planning and zoning	Excellent		6%
	Good		32%
	Fair		34%
	Poor		29%
Code enforcement (weeds, abandoned buildings, etc.)	Excellent		13%
	Good		42%
	Fair		27%
	Poor		18%
Affordable high-speed internet access	Excellent		18%
	Good		36%
	Fair		22%
	Poor		23%
Garbage collection	Excellent		31%
	Good		55%
	Fair		12%
	Poor		2%
Drinking water	Excellent		13%
	Good		46%
	Fair		22%
	Poor		19%
Sewer services	Excellent		18%
	Good		58%



































Please rate the quality of each of the following services in Ramsey.

Sewer services	Fair		18%
	Poor		6%
Storm water management (storm drainage, dams, levees, etc.)	Excellent		16%
	Good		57%
	Fair		19%
	Poor		8%
Power (electric and/or gas) utility	Excellent		26%
	Good		54%
	Fair		15%
	Poor		6%
Utility billing	Excellent		13%
	Good		60%
	Fair		17%
	Poor		10%
Police/Sheriff services	Excellent		32%
	Good		58%
	Fair		8%
	Poor		2%
Crime prevention	Excellent		20%
	Good		62%
	Fair		15%
	Poor		2%
Animal control	Excellent		14%
	Good		65%
	Fair		15%
	Poor		6%
Ambulance or emergency medical services	Excellent		25%
	Good		65%
	Fair		9%
	Poor		1%
Fire services	Excellent		37%
	Good		52%
	Fair		9%
	Poor		2%
Fire prevention and education	Excellent		24%
	Good		58%

Please rate the quality of each of the following services in Ramsey.

Fire prevention and education	Fair		16%
	Poor		2%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		14%
	Good		52%
	Fair		21%
	Poor		13%
Preservation of natural areas (open space, farmlands and greenbelts)	Excellent		16%
	Good		41%
	Fair		25%
	Poor		18%
Ramsey open space	Excellent		16%
	Good		46%
	Fair		28%
	Poor		10%
Recycling	Excellent		27%
	Good		54%
	Fair		16%
	Poor		4%
Yard waste pick-up	Excellent		28%
	Good		47%
	Fair		17%
	Poor		8%
City parks	Excellent		26%
	Good		52%
	Fair		18%
	Poor		4%
Recreation programs or classes	Excellent		12%
	Good		43%
	Fair		31%
	Poor		14%
Recreation centers or facilities	Excellent		9%
	Good		38%
	Fair		30%
	Poor		23%
Health services	Excellent		11%
	Good		60%

Please rate the quality of each of the following services in Ramsey.	Health services	Fair		23%
		Poor		6%
	Public library services	Excellent		25%
		Good		44%
Fair			16%	
Poor			14%	
Overall customer service by Ramsey employees (police, receptionists, planners, etc.)	Excellent		34%	
	Good		51%	
	Fair		13%	
	Poor		3%	
Please rate the following categories of Ramsey government performance.	The value of services for the taxes paid to Ramsey	Excellent		4%
		Good		38%
		Fair		40%
		Poor		17%
The overall direction that Ramsey is taking	Excellent		4%	
	Good		37%	
	Fair		36%	
	Poor		23%	
The job Ramsey government does at welcoming resident involvement	Excellent		8%	
	Good		39%	
	Fair		32%	
	Poor		22%	
Overall confidence in Ramsey government	Excellent		6%	
	Good		43%	
	Fair		31%	
	Poor		20%	
Generally acting in the best interest of the community	Excellent		7%	
	Good		46%	
	Fair		26%	
	Poor		22%	
Being honest	Excellent		13%	
	Good		45%	
	Fair		26%	
	Poor		16%	
Being open and transparent to the public	Excellent		9%	
	Good		46%	

Please rate the following categories of Ramsey government performance.	Being open and transparent to the public	Fair		23%
		Poor		22%
	Informing residents about issues facing the community	Excellent		13%
		Good		38%
Fair			29%	
Poor			20%	
Treating all residents fairly	Excellent		16%	
	Good		43%	
	Fair		30%	
	Poor		11%	
Treating residents with respect	Excellent		22%	
	Good		41%	
	Fair		29%	
	Poor		8%	
Overall, how would you rate the quality of the services provided by each of the following?	The City of Ramsey	Excellent		11%
		Good		56%
		Fair		26%
		Poor		7%
	The Federal Government	Excellent		6%
		Good		36%
		Fair		38%
		Poor		20%
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.	Overall economic health of Ramsey	Essential		40%
		Very important		48%
		Somewhat important		12%
		Not at all important		1%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Ramsey	Essential		26%
		Very important		42%
		Somewhat important		30%
		Not at all important		2%
	Overall design or layout of Ramsey's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		26%
		Very important		41%
		Somewhat important		31%
		Not at all important		3%
	Overall quality of the utility infrastructure in Ramsey (water, sewer, storm water, electric/gas)	Essential		34%
		Very important		47%

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.	Overall quality of the utility infrastructure in Ramsey (water, sewer, storm water, electric/gas)	Somewhat important		17%
		Not at all important		2%
Overall feeling of safety in Ramsey	Essential		53%	
	Very important		33%	
	Somewhat important		12%	
	Not at all important		3%	
Overall quality of natural environment in Ramsey	Essential		39%	
	Very important		41%	
	Somewhat important		17%	
	Not at all important		3%	
Overall quality of parks and recreation opportunities	Essential		32%	
	Very important		44%	
	Somewhat important		22%	
	Not at all important		1%	
Overall health and wellness opportunities in Ramsey	Essential		21%	
	Very important		45%	
	Somewhat important		28%	
	Not at all important		5%	
Overall opportunities for education, culture and the arts	Essential		22%	
	Very important		40%	
	Somewhat important		31%	
	Not at all important		8%	
Residents' connection and engagement with their community	Essential		18%	
	Very important		43%	
	Somewhat important		35%	
	Not at all important		4%	
To what extent are each of the following a source of information for you about Ramsey city government and its activities?	City newsletter (Ramsey Resident)	Major source		56%
		Moderate source		27%
		Minor source		11%
		Not a source		6%
Local newspaper	Major source		7%	
	Moderate source		23%	
	Minor source		26%	
	Not a source		44%	
City website (www.cityoframsey.com)	Major source		16%	
	Moderate source		34%	

To what extent are each of the following a source of information for you about Ramsey city government and its activities?	City website (www.cityoframsey.com)	Minor source		32%
		Not a source		18%
	Word-of-mouth	Major source		15%
		Moderate source		33%
		Minor source		34%
		Not a source		19%
	Cable television (QCTV)	Major source		4%
		Moderate source		10%
		Minor source		17%
		Not a source		69%
	City employees	Major source		3%
		Moderate source		14%
		Minor source		28%
		Not a source		54%
	Public meetings	Major source		4%
		Moderate source		17%
Minor source			24%	
Not a source			55%	
City social media (e.g., Facebook, Twitter, Instagram)	Major source		18%	
	Moderate source		27%	
	Minor source		22%	
	Not a source		32%	
Video conference attendance of City meetings (e.g., Zoom, Microsoft Teams, etc.)	Major source		3%	
	Moderate source		12%	
	Minor source		15%	
	Not a source		69%	
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 a tax increase:	Making improvements to existing/established parks	Strongly support		43%
		Somewhat support		39%
		Somewhat oppose		12%
		Strongly oppose		6%
	Building new parks	Strongly support		31%
		Somewhat support		35%
		Somewhat oppose		22%
		Strongly oppose		13%
	Making improvements to existing trails	Strongly support		43%
		Somewhat support		39%

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 a tax increase:	Making improvements to existing trails	Somewhat oppose		13%
		Strongly oppose		6%
	Building new trails	Strongly support		36%
		Somewhat support		36%
		Somewhat oppose		19%
		Strongly oppose		9%
	Building a new community center	Strongly support		29%
		Somewhat support		35%
Somewhat oppose			16%	
Strongly oppose			20%	
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:	Balancing rural character and urban growth (development patterns)	Essential		34%
		Very important		36%
		Somewhat important		22%
		Not at all important		8%
	Creating an active community (parks, trails, open space, recreation)	Essential		31%
		Very important		37%
		Somewhat important		22%
		Not at all important		9%
	Creating a connected community (roads, trails, sidewalks, rail, transportation)	Essential		28%
		Very important		32%
		Somewhat important		32%
		Not at all important		8%
	Creating financial stability for the City (stable tax rates)	Essential		56%
		Very important		34%
		Somewhat important		9%
		Not at all important		1%
Providing quality public safety services (Police and Fire)	Essential		59%	
	Very important		34%	
	Somewhat important		6%	
	Not at all important		1%	
In general, how many times do you:	Access the internet from your home using a computer, laptop or tablet computer	Several times a day		85%
		Once a day		8%
		A few times a week		5%
		Every few weeks		0%
		Less often or never		3%
	Access the internet from your cell phone	Several times a day		90%

In general, how many times do you:	Access the internet from your cell phone	Once a day	3%
		A few times a week	3%
		Every few weeks	1%
		Less often or never	3%
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	Several times a day	66%	
	Once a day	12%	
	A few times a week	6%	
	Every few weeks	2%	
	Less often or never	15%	
Use or check email	Several times a day	77%	
	Once a day	15%	
	A few times a week	5%	
	Every few weeks	1%	
	Less often or never	2%	
Share your opinions online	Several times a day	12%	
	Once a day	6%	
	A few times a week	16%	
	Every few weeks	14%	
	Less often or never	52%	
Shop online	Several times a day	17%	
	Once a day	12%	
	A few times a week	34%	
	Every few weeks	25%	
	Less often or never	13%	
Would you say that in general your health is:	Excellent	23%	
	Good	22%	
	Very good	52%	
	Fair	2%	
	Poor	1%	
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	5%	
	Somewhat positive	14%	
	Neutral	52%	
	Somewhat negative	26%	
	Very negative	3%	
How many years have you lived in Ramsey?	Less than 2 years	12%	
	2-5 years	25%	

How many years have you lived in Ramsey?	6-10 years		18%
	11-20 years		16%
	More than 20 years		29%
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 \$500		5%
	\$500 to \$999		9%
	\$1,000 to \$1,499		23%
	\$1,500 to \$1,999		38%
	\$2,000 to \$2,499		13%
	\$2,500 to \$2,999		8%
	\$3,000 to \$3,499		2%
	\$3,500 or more		3%
Do any children 17 or under live in your household?	No		55%
	Yes		45%
Are you or any other members of your household aged 65 or older?	No		81%
	Yes		19%
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		4%
	\$25,000 to \$49,999		8%
	\$50,000 to \$74,999		11%
	\$75,000 to \$99,999		22%
	\$100,000 to \$149,999		34%
	\$150,000 or more		21%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic or Latino		99%
	Yes, I consider myself to be Spanish, Hispanic or Latino		1%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		1%
	Asian, Asian Indian or Pacific Islander		2%
	Black or African American		2%
	Other		3%
	White		96%

Full trends

This table contains the trends over time for the City of Ramsey. The combined 'percent positive' responses for each survey year are presented (e.g., 'excellent/good' or 'yes'). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2018 and 2020 surveys is greater than seven percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2014	2016	2018	2020
Please rate each of the following aspects of quality of life in Ramsey.	Ramsey as a place to live	82%	87%	85%	85%
	Your neighborhood as a place to live	84%	87%	82%	88%
	Ramsey as a place to raise children	83%	87%	87%	90%
	Ramsey as a place to work	42%	49%	50%	44%
	Ramsey as a place to visit	35%	35%	39%	34%
	Ramsey as a place to retire	51%	48%	55%	59%
	The overall quality of life in Ramsey	72%	80%	81%	78%
	Sense of community	45%	51%	48%	50%
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Overall economic health of Ramsey	50%	51%	54%	59%
	Overall quality of the transportation system (auto, bicycle, foot, bu..	68%	69%	69%	61%
	Overall design or layout of Ramsey's residential and commercial ar..	56%	56%	58%	55%
	Overall quality of the utility infrastructure in Ramsey (water, sewe..				69%
	Overall feeling of safety in Ramsey	90%	90%	90%	84%
	Overall quality of natural environment in Ramsey	84%	81%	84%	81%
	Overall quality of parks and recreation opportunities				77%
	Overall health and wellness opportunities in Ramsey	66%	63%	59%	65%
	Overall opportunities for education, culture and the arts	54%	52%	53%	37%
	Residents' connection and engagement with their community				38%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Ramsey to someone who asks	82%	86%	84%	81%
	Remain in Ramsey for the next five years	85%	86%	86%	82%

Please rate how safe or unsafe you feel:	In your neighborhood during the day	94%	98%	97%	96%
	In Ramsey's downtown/commercial area during the day	94%	96%	96%	93%
	From property crime				81%
	From violent crime				91%
	From fire, flood or other natural disaster				91%
Please rate the job you feel the Ramsey community does at each of the following.	Making all residents feel welcome				64%
	Attracting people from diverse backgrounds				58%
	Valuing/respecting residents from diverse backgrounds				60%
	Taking care of vulnerable residents (elderly, disabled, homeless, et..				56%
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Overall quality of business and service establishments in Ramsey	49%	43%	46%	53%
	Variety of business and service establishments in Ramsey				31%
	Vibrancy of downtown/commercial area	21%	20%	20%	29%
	Employment opportunities	27%	24%	31%	27%
	Shopping opportunities	23%	20%	20%	14%
	Cost of living in Ramsey	49%	49%	50%	45%
	Overall image or reputation of Ramsey	51%	56%	60%	60%
Please rate each of the following characteristics as they relate to Ramsey as a whole.	Traffic flow on major streets	55%	56%	59%	59%
	Ease of public parking				82%
	Ease of travel by car in Ramsey	64%	67%	69%	82%
	Ease of travel by public transportation in Ramsey				46%
	Ease of travel by bicycle in Ramsey	66%	60%	62%	71%
	Ease of walking in Ramsey	70%	66%	67%	74%
	Well-planned residential growth				47%
	Well-planned commercial growth				33%
	Well-designed neighborhoods				50%
	Preservation of the historical or cultural character of the community				39%
	Public places where people want to spend time	50%	56%	51%	41%

Please rate each of the following characteristics as they relate to Ramsey as a whole.	Variety of housing options	75%	73%	68%	64%
	Availability of affordable quality housing	69%	67%	64%	51%
	Overall quality of new development in Ramsey	48%	47%	42%	56%
	Overall appearance of Ramsey	77%	73%	68%	62%
	Cleanliness of Ramsey	82%	80%	74%	80%
	Water resources (beaches, lakes, ponds, riverways, etc.)				55%
	Air quality				90%
	Availability of paths and walking trails	75%	68%	69%	84%
	Fitness opportunities (including exercise classes and paths or trail..	60%	55%	64%	69%
	Recreational opportunities	53%	50%	50%	55%
	Availability of affordable quality food				46%
	Availability of affordable quality health care				63%
	Availability of preventive health services				62%
	Availability of affordable quality mental health care				47%
	Opportunities to attend cultural/arts/music activities	41%	37%	44%	37%
	Community support for the arts				38%
	Availability of affordable quality childcare/preschool	69%	56%	61%	49%
	K-12 education	75%	72%	71%	66%
	Adult educational opportunities	54%	46%	52%	45%
	Sense of civic/community pride				50%
	Neighborliness of residents in Ramsey				65%
	Opportunities to participate in social events and activities				45%
	Opportunities to attend special events and festivals				53%
	Opportunities to volunteer	55%	46%	49%	52%
	Opportunities to participate in community matters	52%	47%	51%	51%
	Openness and acceptance of the community toward people of diver..				53%
	Please indicate whether or not you have done each of the following in	Contacted the City of Ramsey (in-person, phone, email or web) for ..	44%	40%	38%

Please indicate whether or not you have done each of the following in the last 12 months.	Contacted Ramsey elected officials (in-person, phone, email or web..	11%	10%	11%	16%
	Attended a local public meeting (of local elected officials like City C..				15%
	Watched (online or on television) a local public meeting				24%
	Volunteered your time to some group/activity in Ramsey				16%
	Campaigned or advocated for a local issue, cause or candidate	11%	6%	8%	10%
	Voted in your most recent local election				87%
	Used bus, rail, subway or other public transportation instead of dri..				19%
	Carpooled with other adults or children instead of driving alone				35%
	Walked or biked instead of driving				53%
Please rate the quality of each of the following services in Ramsey.	Public information services	58%	57%	61%	66%
	Economic development	43%	41%	47%	46%
	Traffic enforcement	68%	76%	75%	70%
	Traffic signal timing	42%	46%	52%	54%
	Street repair	45%	40%	43%	29%
	Street cleaning	57%	60%	56%	56%
	Street lighting	55%	57%	59%	60%
	Snow removal	55%	62%	58%	65%
	Sidewalk maintenance	61%	65%	60%	65%
	Bus or transit services				49%
	Land use, planning and zoning	43%	37%	44%	37%
	Code enforcement (weeds, abandoned buildings, etc.)	40%	44%	50%	55%
	Affordable high-speed internet access				55%
	Garbage collection				85%
	Drinking water	72%	72%	76%	59%
	Sewer services	81%	78%	84%	76%
Storm water management (storm drainage, dams, levees, etc.)	73%	71%	75%	73%	
Power (electric and/or gas) utility				79%	

Please rate the quality of each of the following services in Ramsey.	Utility billing				73%
	Police/Sheriff services	86%	90%	91%	90%
	Crime prevention	80%	79%	84%	82%
	Animal control	60%	62%	61%	79%
	Ambulance or emergency medical services				89%
	Fire services	92%	93%	95%	89%
	Fire prevention and education	83%	81%	82%	82%
	Emergency preparedness (services that prepare the community for..				66%
	Preservation of natural areas (open space, farmlands and greenbel..	69%	57%	63%	56%
	Ramsey open space				61%
	Recycling				80%
	Yard waste pick-up				74%
	City parks	75%	77%	76%	78%
	Recreation programs or classes				54%
	Recreation centers or facilities	59%	53%	59%	47%
	Health services				71%
	Public library services				69%
	Overall customer service by Ramsey employees (police, receptionis..	79%	81%	81%	84%
	Please rate the following categories of Ramsey government performance.	The value of services for the taxes paid to Ramsey	44%	45%	45%
The overall direction that Ramsey is taking		48%	46%	49%	41%
The job Ramsey government does at welcoming resident involveme..		48%	48%	55%	46%
Overall confidence in Ramsey government		43%	45%	51%	48%
Generally acting in the best interest of the community		43%	48%	56%	53%
Being honest		47%	50%	60%	58%
Being open and transparent to the public					55%
Informing residents about issues facing the community					51%
Treating all residents fairly		52%	56%	58%	59%

categories of Ramsey government performance.	Treating residents with respect	63%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Ramsey	74% 73% 76% 67%
	The Federal Government	37% 45% 42%
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.	Overall economic health of Ramsey	88% 87% 85% 88%
	Overall quality of the transportation system (auto, bicycle, foot, bu..	82% 80% 76% 67%
	Overall design or layout of Ramsey's residential and commercial ar..	73% 77% 75% 67%
	Overall quality of the utility infrastructure in Ramsey (water, sewe..	81%
	Overall feeling of safety in Ramsey	86% 89% 86% 86%
	Overall quality of natural environment in Ramsey	73% 82% 80% 80%
	Overall quality of parks and recreation opportunities	76%
	Overall health and wellness opportunities in Ramsey	61% 64% 62% 66%
	Overall opportunities for education, culture and the arts	64% 63% 61% 61%
	Residents' connection and engagement with their community	70% 71% 67% 61%
	In general, how many times do you:	Access the internet from your home using a computer, laptop or ta..
Access the internet from your cell phone		93%
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.		78%
Use or check email		92%
Share your opinions online		18%
Shop online		29%
	Would you say that in general your health is:	71% 74% 98%
	What impact, if any, do you think the economy will have on your fa..	29% 29% 40% 19%

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 our community. You can go online and complete the survey at:

<https://bit.ly/xxplaceholderxx>

Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

You can also wait a few days for the survey to arrive in the mail.

Thank you for taking the time to improve your community!

Sincerely,



John LeTourneau
Mayor

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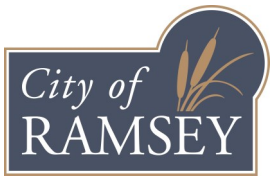
You can also wait a few days for the survey to arrive in the mail.

Thank you for taking the time to improve your community!

Sincerely,

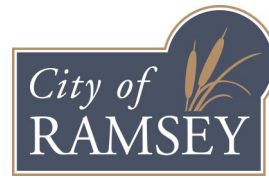


John LeTourneau
Mayor



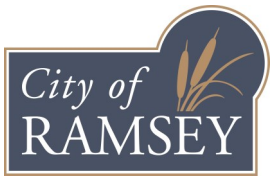
City of Ramsey
7550 Sunwood Drive NW
Ramsey, MN 55303

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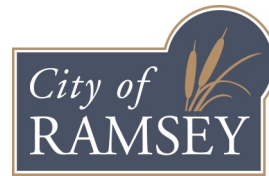
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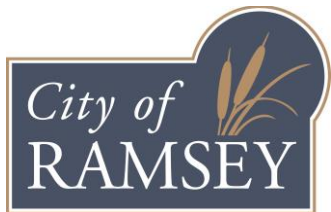
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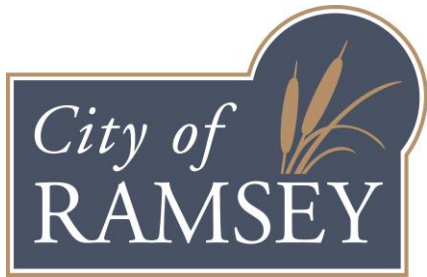
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7550 Sunwood Drive NW • Ramsey, MN 55303
City Hall: 763-427-1410 • Fax: 763-427-5543
www.cityoframsey.com

December 2020

Dear City of Ramsey Resident:

Please help us shape the future of Ramsey! You have been selected at random to participate in the 2020 Ramsey Community 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 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, or you can complete the survey online at:**

<https://bit.ly/xxplaceholderxx>

Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

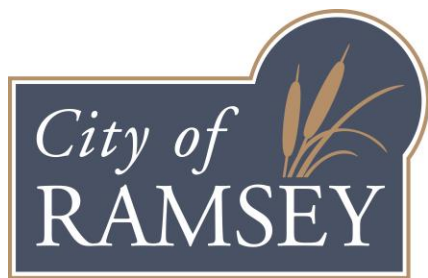
If you have any questions about the survey, please call 763-433-9845.

Thank you for taking the time to improve your community!

Sincerely,

John LeTourneau
Mayor

7550 Sunwood Drive NW • Ramsey, MN 55303
City Hall: 763-427-1410 • Fax: 763-427-5543
www.cityoframsey.com



December 2020

Dear City of Ramsey Resident:

Here's a second chance if you haven't already responded to the 2020 Ramsey Community 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 2020 Ramsey Community 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 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, or you can complete the survey online at:**

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Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

If you have any questions about the survey, please call 763-433-9845.

Thank you for taking the time to improve your community!

Sincerely,

A handwritten signature in black ink, appearing to read "John LeTourneau". The signature is fluid and cursive, written over a white background.

John LeTourneau
Mayor

The City of Ramsey 2020 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). 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.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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
Sense of community.....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Ramsey.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Ramsey.....	1	2	3	4	5
Overall design or layout of Ramsey's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Ramsey (water, sewer, storm water, electric/gas)	1	2	3	4	5
Overall feeling of safety in Ramsey	1	2	3	4	5
Overall quality of natural environment in Ramsey.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Ramsey	1	2	3	4	5
Overall opportunities for education, culture and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

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

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
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:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Ramsey's downtown/commercial area during the day.....	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Ramsey community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Ramsey.....	1	2	3	4	5
Variety of business and service establishments in Ramsey	1	2	3	4	5
Vibrancy of downtown/commercial area	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 image or reputation of Ramsey.....	1	2	3	4	5

7. Please rate each of the following characteristics as they relate to Ramsey as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Ramsey	1	2	3	4	5
Ease of travel by public transportation 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
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods	1	2	3	4	5
Preservation of the historical or cultural character of the community	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
Overall quality of new development in Ramsey	1	2	3	4	5
Overall appearance of Ramsey.....	1	2	3	4	5
Cleanliness of Ramsey.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.)	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	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
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Ramsey	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

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

	<u>No</u>	<u>Yes</u>
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
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Ramsey	1	2
Campaigned or advocated for a local issue, cause or candidate.....	1	2
Voted in your most recent local election	1	2
Used bus, rail, subway or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

The City of Ramsey 2020 Community Survey

9. Please rate the quality of each of the following services in Ramsey.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	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
Bus or transit services.....	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
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands and greenbelts).....	1	2	3	4	5
Ramsey open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Ramsey employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of Ramsey government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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 resident 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
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Ramsey	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. 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.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Ramsey.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Ramsey.....	1	2	3	4
Overall design or layout of Ramsey's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Ramsey (water, sewer, storm water, electric/gas)	1	2	3	4
Overall feeling of safety in Ramsey	1	2	3	4
Overall quality of natural environment in Ramsey.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Ramsey	1	2	3	4
Overall opportunities for education, culture and the arts.....	1	2	3	4
Residents' connection and engagement with their community	1	2	3	4

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

	<u>Major source</u>	<u>Moderate source</u>	<u>Minor source</u>	<u>Not a source</u>
City newsletter (<i>Ramsey Resident</i>)	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 (e.g., Facebook, Twitter, Instagram).....	1	2	3	4
Video conference attendance of City meetings (e.g., Zoom, Microsoft Teams, etc.)	1	2	3	4

14. 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 a tax increase:

	<u>Strongly support</u>	<u>Somewhat support</u>	<u>Somewhat oppose</u>	<u>Strongly oppose</u>
Making improvements to existing/established parks	1	2	3	4
Building new parks.....	1	2	3	4
Making improvements to existing trails	1	2	3	4
Building new trails	1	2	3	4
Building a new community center	1	2	3	4

15. 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:

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
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 financial stability for the City (stable tax rates).....	1	2	3	4
Providing quality public safety services (Police and Fire).....	1	2	3	4

The City of Ramsey 2020 Community 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. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online	1	2	3	4	5	6

D2. Would you say that in general your health is:

- Excellent
 Very good
 Good
 Fair
 Poor

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. How many years have you lived in Ramsey?

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

D5. 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

D6. Do you rent or own your home?

- Rent
 Own

D7. 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 \$500 \$2,000 to \$2,499
 \$500 to \$999 \$2,500 to \$2,999
 \$1,000 to \$1,499 \$3,000 to \$3,499
 \$1,500 to \$1,999 \$3,500 or more

D8. Do any children 17 or under live in your household?

- No Yes

D9. Are you or any other members of your household aged 65 or older?

- No Yes

D10. 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 \$75,000 to \$99,999
 \$25,000 to \$49,999 \$100,000 to \$149,999
 \$50,000 to \$74,999 \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

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

D12. 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

D13. 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

D14. What is your gender?

- Female
 Male
 Identify in another way

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

CC Work Session

3.1.

Meeting Date: 04/27/2021

By: Katie Schmidt, Administrative Services

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.

Attachments

Future Topics List

Form Review

Inbox

Colleen Lasher

Kurt Ulrich

Form Started By: Katie Schmidt

Final Approval Date: 04/22/2021

Reviewed By

Colleen Lasher

Kurt Ulrich

Date

04/22/2021 11:10 AM

04/22/2021 02:51 PM

Started On: 04/16/2021 02:21 PM

<u>Tentative City Council Future Work Session Topics</u>		
Proposed Date	Topic	Minutes (Estimate)
05/11/21	Regular City Council Work Session	
	Discuss allocation of stimulus funds through 12-31-24 - Lund	20
	Ordinance #21-06 Consolidating all Landscape Requirements into a Single Section and Amending Landscape Standards in the Employment Districts - Chris Anderson	20
05/18/21	Special Work Session Immediately Following Public Works Committee	
	Annual Planning Session – Ulrich & Gladhill	Up to 4 Hours
05/25/21	Regular City Council Work Session	
	Discuss Updating City Pricing Strategy for City Owned Land - Sullivan	20
	Fund Balance Quarterly Update – Lund	15
	Review and Discuss the Remote Attendance Policy - Lasher	15
06/08/21	Regular City Council Work Session	
	Discuss Non-union Compensation - Lasher	30
	Review format of cash flows/fund balances - Lund	15
06/22/21	Regular City Council Work Session	
	City Communications Quarterly Update - Staff	15
	Direction on Whether to Continue Waiving Late Fee Penalties on Quarterly Utility Bills	10
07/13/21	Regular City Council Work Session	
	Joint Work Session w/Planning Commission and EDA (The COR Master Plan and Highway 10 Land Use Plan)	TBD
	Discuss 2022 Budget - Lund	30
07/27/21	Regular City Council Work Session	
	Fund Balance Quarterly Update – Diana Lund	
	Draft Trail Maintenance Policy – Westby/Riemer	30
08/10/21	Regular City Council Work Session	
	Draft Stormwater Pond Maintenance Policy – Westby/Riemer	30
08/24/21	Regular City Council Work Session	
	Discussion items TBD	
10/12/21	Regular City Council Work Session	
	Discussion items TBD	
10/26/21	Regular City Council Work Session	
	Fund Balance Quarterly Update – Diana Lund	15

11/09/21	Regular City Council Work Session	
	Discussion items TBD	
11/23/21	Regular City Council Work Session	
	Bi-Annual Communications Update	20
12/14/21	Regular City Council Work Session	
	Discuss 2022 Council Appointments	30
Dates TBD:		
2021	Discuss Audio/video recording of work session meetings - Ulrich	15
2021	Review procedure/policy/best practice for introduction of resolutions/proclamations - Ulrich	20
2021	Discuss the General Topic of Holding Joint Meeting(s) with the Council and Commissions & Other Cities. Based on discussion, future work sessions TBD.	20
2021	Discuss Historic Town Hall - Ulrich	30
2021	City Branding Presentation - Ulrich	40
2021	CR-5 Corridor Study Review - Westby	45
2021	Park System Plan - Riemer/Riverblood	60
2021	Accounting of City Engineering Staff Time for City Projects - Westby	30
2021	Consider Updates to Property Maintenance Code	30