

# Dakota County, Minnesota

*Residential Survey*

## Report of Results

2008

Prepared by:



# Table of Contents

---

<b>Executive Summary</b> .....	<b>1</b>
<b>Survey Background</b> .....	<b>4</b>
Survey Purpose .....	4
Methods.....	4
“Don’t Know” Responses and Rounding .....	4
Precision of Estimates.....	4
Putting Evaluations onto a 100-point Scale .....	5
Comparing to Previous Survey Results .....	5
Comparing to Other Survey Results.....	5
<b>Report of Results</b> .....	<b>8</b>
Quality of Life .....	8
County Characteristics.....	10
Safety .....	12
Issues Facing the Community .....	14
Potential Problems .....	14
Most Serious Issue Facing Dakota County .....	16
Speed of Growth .....	18
Health Concerns .....	20
Household Financial Status .....	24
Environmental Concerns.....	25
Evaluation of Government Services.....	27
County Government.....	27
Overall Quality of County Services .....	31
County Services.....	32
Comparison of Quality and Awareness.....	35
County Libraries.....	38
Contacting County Government .....	39
Public Information and Communication .....	42
Public Information Sources.....	42
Potential Information Sources .....	44
Internet and Telephone Access .....	46
<b>Respondent Demographics</b> .....	<b>49</b>
<b>Appendix A: Detailed Survey Methodology</b> .....	<b>56</b>
<b>Appendix B: Crosstabulations of Selected Questions by Commissioner District</b> .....	<b>59</b>
<b>Appendix C: Verbatim Responses to Open-End Questions</b> .....	<b>61</b>
<b>Appendix D: Complete Set of Frequencies</b> .....	<b>65</b>
<b>Appendix E: GIS Mapping of Selected Survey Questions</b> .....	<b>81</b>
<b>Appendix F: Comparison with Other Participating Counties</b> .....	<b>83</b>
<b>Appendix G: List of Counties in the Benchmark Comparisons</b> .....	<b>92</b>
<b>Appendix H: Survey Instrument</b> .....	<b>94</b>

# Table of Tables

---

Table 1: Like Most about Living in County Compared by Year .....	9
Table 2: County Characteristics .....	11
Table 3: Average Ratings of County Characteristics Compared by Year.....	11
Table 4: Perception of Safety .....	12
Table 5: Potential Problems .....	14
Table 6: Most Serious Issue Compared by Year .....	17
Table 7: Speed of Growth.....	18
Table 8: Health Concerns .....	21
Table 9: Average Ratings of Health Concerns Compared by Year .....	22
Table 10: Household Future Financial Status .....	24
Table 11: Climate Change .....	25
Table 12: Perception of Government.....	29
Table 13: County Services .....	33
Table 14: Average Ratings of County Services Compared by Year .....	34
Table 15: County Property Tax .....	37
Table 16: Library Visits.....	38
Table 17: Overall Impression .....	40
Table 18: Top Preference for Contact .....	41
Table 19: Desired Internet Information Compared by Year .....	43
Table 20: Potential Information Sources .....	44
Table 21: Potential Sources of County Information Compared by Year .....	45
Table 22: Government Role in Internet Access .....	47
Table 23: Cell-only Household Switch .....	48
Table 24 : Cell-only Household Switch Compared by Gender and Age.....	48

# Table of Figures

---

Figure 1: Quality of Life.....	8
Figure 2: Average Rating of Overall Quality of Life Compared by Year.....	8
Figure 3: Average Ratings of Safety Compared by Year.....	13
Figure 4: Potential Problems Compared by Year.....	15
Figure 5: Speed of Growth.....	19
Figure 6: Health Insurance Status.....	23
Figure 7: Health Insurance Status Compared by Year.....	23
Figure 8: Household Future Financial Status.....	24
Figure 9: Climate Change.....	25
Figure 10: Conservation Promotion.....	26
Figure 11: County Board.....	27
Figure 12: Approval Rating of County Board Compared by Year.....	27
Figure 13: Informing Citizens.....	28
Figure 14: Average Rating of Informing Citizens Compared by Year.....	28
Figure 15: Perception of Government Compared by Year.....	30
Figure 16: Overall Quality of County Services.....	31
Figure 17: Relative Service Quality and Awareness.....	36
Figure 18: Support For a County Property Tax Increase Compared by Year.....	37
Figure 19: Library Visits Compared by Year.....	38
Figure 20: Government Office Contact Compared by Year.....	39
Figure 21: Overall Impression of Most Recent Contact with Dakota County Compared by Year.....	40
Figure 22: Internet Access from Home Compared by Year.....	46
Figure 23: Job-required Home Internet Connection.....	46
Figure 24: Cell-only Household Switch.....	48

# Executive Summary

---

## Background

Understanding the needs of residents is important to Dakota County government, so it has conducted a regular, periodic survey of residents' opinions. This report includes Dakota County's results dating back to 2001. In 2006, Dakota County collaborated on this survey project with neighboring Washington and Scott Counties, hiring National Research Center, Inc. (NRC) to conduct the survey. Olmsted and Carver Counties joined the group administration for 2008. Dakota, Washington, Carver, and Olmsted Counties worked together with NRC to develop a survey instrument with a set of shared questions, as well as questions unique to each county.

The Dakota County Residential Survey was administered by phone to a random sample of 706 residents from March 5 to April 6, 2008. Approximately 100 surveys were completed in each of seven County Commissioner Districts, with an average length of 22 minutes. A total of 9,705 phone numbers were dialed during the survey administration. Some of these numbers are considered ineligible<sup>1</sup> for the survey. Of the approximately 3,246 households called, 706 completed interviews providing a response rate of 22%. Approximately 668 households refused the survey.

Because Dakota County has administered a resident survey before, comparisons could be made between 2008 responses and those from prior years. Generally, comparisons between surveys are made through the conversion of ratings to a 100-point scale. Dakota County also elected to have its results compared to those of other counties around the nation, comparisons made possible through NRC's national benchmark database. This database contains resident perspectives gathered in citizen surveys from approximately 500 jurisdictions, including cities and counties. Benchmark comparisons in this report are made to counties in the NRC database.

## Findings

Overall, findings from 2008 were fairly positive. Some concerns surfaced, with the highest levels of concern expressed about community growth, taxes, public transportation, traffic congestion, the health of residents in the County. Survey results indicated, however, that most residents value a wide variety of aspects of life in Dakota County and the services being provided to them by the County. Ratings of services in Dakota County were mostly similar to or above ratings given by residents in other counties around the nation. There was some fluctuation in results across survey years on repeated questions.

As in previous years, a large majority of Dakota County residents who were surveyed perceived their quality of life to be "good" or "excellent." There were some differences in ratings among districts, with Districts 1 and 2 rating quality of life lower than did residents in the other districts. Overall, though, residents' perceptions placed Dakota County characteristics above the norm for other counties in the United States. Respondents' reasons were varied, as in previous years, but many stated that they enjoyed the location, parks and lakes, the rural quality, and the schools.

The County characteristics that survey respondents rated highest were the availability of parks and the availability of trails, although their ratings of parks and trails were below the national benchmark. Public transit ratings were generally low in 2008 and were lower than in 2006.

---

<sup>1</sup> Disconnected, fax/data line, or business phone numbers were not included as eligible households. For 2,886 phone numbers where the eligibility status of the household was unknown, 33% were estimated to be eligible. This proportion was assumed to hold for those households not contacted, or where the household refused, and therefore prevented knowing the eligibility status, and only 33% of these numbers were included in the final response rate calculation.

Average ratings for the availability of affordable health care, the availability of affordable quality childcare, and the affordability of public transit also dropped from 2008. Preservation of farmland and natural areas and preparedness for bioterrorism and natural disasters had higher ratings than in 2006.

There were some differences in County characteristics among districts, with District 2 rating the availability of affordable childcare, parks, and trails as lower than other districts did. District 1 rated availability of public transit between “fair” and “poor,” which was lower than the other districts’ ratings. Average ratings of County characteristics were mixed relative to the normative benchmarking data available.

As in previous years, the majority of Dakota County residents who responded to the survey felt safe in parks and on trails, safe from crime of all kinds, as well as safe from drunk driving while traveling within the County.

Residents perceived the most serious issues facing Dakota County to be growth and development and taxes. These have been the top two issues since 2001, though the proportions of people citing growth and development and schools as the most serious issue have declined.

As in earlier years, when asked about a variety of potential problems in Dakota County, a majority of respondents cited taxes as the most severe problem. Traffic congestion also was considered a problem by more than half of those surveyed. Ratings for poverty, crime, and traffic congestion have fluctuated through the years, with general improvement in ratings in 2008.

In 2008, residents were asked about the speed of various aspects of growth in the county. Results were mixed, with some thinking growth in certain aspects of the community was “about right,” and others thinking growth was “too fast” or “too slow.”

When asked about potential health concerns in Dakota County, most items listed on the survey were considered at least a “minor” concern by the majority of respondents. Underage alcohol use, drinking and driving, overweight adults and children, and illegal drug use were of most concern in 2008 and in previous survey administrations. Less concern was expressed in 2008 about secondhand smoke, the adequacy of care for young children, tobacco use, and the health of the elderly and disabled compared to previous years. Abuse and neglect of children, however, was seen as a larger concern than in 2006.

Climate change was considered to be a “moderate” problem in general, and less of a problem for Dakota County residents specifically. A large majority of respondents felt that it was at least “somewhat” important for Dakota County government to promote conservation, with more than a third reporting it as “essential.”

Survey respondents were asked a series of questions related to the performance of the Dakota County government and the quality of County services. Generally, ratings were positive, with a majority rating overall County services as “good” or better, placing the County above the national norm. Most County services were similar to or above the national norm for other counties where these questions were asked, with one exception: public transit services was below the norm.

In general, respondents reported positive experiences with the County and they thought that the services provided by the County improved the quality of life in their neighborhood. Just under half of respondents felt they knew the work of the board. Ratings of perceptions of County government fluctuated over survey administrations, when these questions were asked.

Among all County services, County libraries, County parks and recreation, the trail and bikeway system, and snow removal were rated highest again in 2008. For the third survey administration in a row, the lowest rated service was public transit, which also fell below the national benchmark. Most services' ratings remained relatively stable over the years, but the condition of County roads has decreased each year since 2001. The trail and bikeway system, the condition of County roads, services to youth, and public transit were viewed differently in the County Commissioner districts.

When asked about property tax increases to maintain County services at current levels, responses were mixed. Two in five respondents said they would support a tax increase, but 3 in 10 strongly opposed it.

There was only one service that residents seemed to be more highly aware of (i.e., it received a low percentage of "don't know" responses), but which received a lower quality rating: public transportation/transit services. Services that fall into this category of higher resident awareness and lower perceived quality may require more attention than less visible or more highly rated services.

Nearly three-quarters of respondents reported a visit to the County libraries within the past quarter. As in 2006, only about half of respondents had visited or telephoned a Dakota County government office in the past year. Dakota County employees' courteousness, knowledge, and responsiveness were considered "excellent" or "good" by most of those who had made contact, placing the impression Dakota County employees made on residents similar to the norm. Residents reported that their preference for contacting the County was to send an email or call a Commissioner or staff person.

To obtain information about the County, respondents commonly reported using television news broadcasts, weekly community newspapers, other County residents, and daily newspapers. The Internet is increasingly important for residents, as a large majority reported having Internet access from home. About half of respondents thought that the County government should play a role in assuring high speed access for Dakota County residents.

The percentage of respondents using the Internet as a source of information has increased significantly since 2001, although the percentage reporting use of the County Web site has gone down. Similar to previous years, there was a wide variety of suggestions for the type of information or services that should be provided on the County Web site. As in 2006, parks information rose to the top of the list of possible Web content, though cited by a smaller proportion of residents. A relatively large minority (more than in previous years) felt it didn't need any information from the Web site or had no reason to visit it.

Another prevalent mode of communication for Dakota County residents was the cell phone, with one in five saying their household may give up a landline to rely only on a cell phone in the next year. Younger respondents were more likely to report that they plan to switch to a cell-phone only household in the next year. This shift may have implications for survey methodology in the coming years.

# Survey Background

---

## Survey Purpose

The Dakota County Residential Survey provides residents the opportunity to rate the quality of life in the county, as well as service delivery, and their satisfaction with local government. The survey also permits residents to provide feedback to the government on what is working well and what is not, and share their priorities for community planning and resource allocation.

In 2008, Dakota County chose to collaborate on this survey project with neighboring Carver, Olmsted, and Washington Counties. The four counties worked together with National Research Center, Inc. (NRC) to develop a survey instrument with a set of shared questions, as well as questions unique to each County. This report includes Dakota County's results. Comparisons of results by the four participating counties can be found in *Appendix F: Comparison with Other Participating Counties*.

## Methods

The Dakota County Residential Survey was administered by phone to a random sample of 706 residents from March 5 to April 6, 2008. Approximately 100 surveys were completed in each of seven County Commissioner Districts. The survey averaged 22 minutes in length. The response rate was 22%. The survey instrument itself appears in *Appendix H: Survey Instrument*.

Survey results were weighted so that respondent age and gender were represented in the proportions reflective of the entire county, and then adjusted to maintain the equal stratification by County Commissioner District. (For more information see *Appendix A: Detailed Survey Methodology*.)

“Other” responses to open-ended questions appear verbatim in *Appendix C: Verbatim Responses to Open-End Questions*.

## “Don't Know” Responses and Rounding

On many of the questions in the survey, respondents could give an answer of “don't know.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix D: Complete Set of Frequencies* and is discussed in the body of this report if it is 20% or greater. However, the “don't know” responses have been removed from the tables and analyses presented in the body of the report. In other words, the tables and graphs only display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of rounding percentages to the nearest whole number.

## Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95% confidence level for this survey is generally no greater than plus or minus 3.7 percentage points around any given percent reported for the entire sample (706 completed surveys). For each County Commissioner District, the margin of error rises to approximately plus or minus 10 percentage points, as each District has a sample size of about 100.

## Putting Evaluations onto a 100-point Scale

Although responses to many of the evaluative or frequency questions were made on four- or five-point scales with “1” representing the best rating, the scales had different labels (e.g., “essential,” “excellent,” “very safe”). To make comparisons easier, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent” for quality of life, then the result would be 100 on the 0-100 scale. If the average rating for quality of life was “fair,” then the result would be 33. The new scale can be thought of like the thermometer used to represent total giving to United Way: the higher the thermometer reading, the closer to the goal of 100. In this case, a score of 100 would be the most positive response possible. The 95% confidence interval around a score on the 0-100 scale based on all respondents typically will be no greater than plus or minus 2.2 points on the 100-point scale.

## Comparing to Previous Survey Results

The 2008 survey results are presented along with the data from 2006, 2004 and 2001 when available. Sometimes the wording of questions is inconsistent between survey years. Important differences are noted in the appropriate tables and figures. In order to make the results comparable between the survey years, statistical adjustments were made to the 2001 data to account for any question and scale differences when possible. These adjustments are based on NRC’s analysis of citizen surveys from across the nation. Differences of more than 2.2 points on the 100-point scale among average ratings from previous years are “statistically significant.”

## Comparing to Other Survey Results

An average rating of about 67 for service quality is at the “good” mark on a 100-point scale that goes from “excellent” to “poor.” Few services actually receive ratings as high as 67 on the scale, and service ratings range widely. Certain kinds of services tend to be thought better of by residents in many communities across the country. For example, police protection tends to be better received than pothole repair by residents of most American cities. Where possible, the better comparison is not from one service to another in Dakota County, but from Dakota County services to services like them provided by other jurisdictions. This way we can better understand if “good” is good enough for Dakota County service evaluations.

## National Normative Database

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: how to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA), we not only articulated the principles for quality survey methods, we pioneered both the idea of benchmark data for citizen opinion and the method for gathering benchmark data. We called it, “In Search of Standards,” and argued for norms. “What has been missing from a local government’s analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems...”

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that we have conducted with those that others

have conducted. We have described our integration methods thoroughly in *Public Administration Review*, *Journal of Policy Analysis and Management* and in our first book on conducting and using citizen surveys. Scholars who specialize in the analysis of citizen surveys regularly have relied on our work (e.g., Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331-341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in our proprietary databases.

NRC's work on calculating national norms for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

### **The Role of Comparisons**

Normative comparisons are used for benchmarking. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, to measure local government performance. We don't know what is small or tall without comparing. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, we need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. We need to ask more important and harder questions. We need to know how residents' ratings of fire service compare to opinions about fire service in other communities.

A sheriff department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes and keeps the crime rate low – still has a problem to fix if the residents in the county it intends to protect believe services are not very good compared to ratings given by residents in other counties to their own objectively "worse" departments.

The normative data can help that sheriff department – or any county department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. We recommend that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

Jurisdictions in the normative database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to subsets of jurisdictions (within a given region or population category). Most commonly (including in this report), comparisons are made to all counties. Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

### Comparison of Dakota County to the Normative Database

Normative comparisons have been provided when similar questions on the Dakota County survey are included in NRC's database of counties who have conducted a survey in the last five years and there are at least five jurisdictions in which the question was asked, though most questions are compared to more than five other counties across the country. Where comparisons are available, Dakota County results are noted as being "above" the norm, "below" the norm or "similar to" the norm. This evaluation of "above," "below" or "similar to" comes from a statistical comparison of Dakota County's rating to the norm (the average rating from all the comparison jurisdictions where a similar question was asked). Differences of more than 2.2 points on the 100-point scale between Dakota County's ratings and the average based on the appropriate comparisons from the database are considered "statistically significant," and thus are marked as "above" or "below" the norm. When differences between Dakota County's ratings and the national norms are less than 2.2 points, they are marked as "similar to" the norm.

# Report of Results

## Quality of Life

Dakota County residents rated their overall quality of life in the county. Two in five respondents rated their overall quality of life as “excellent,” and half (52%) rated the quality of life as “good.” On a 100-point scale where 0 equals “poor” and 100 equals “excellent,” Dakota County’s average rating was 77, similar to previous years. Dakota County’s overall quality of life was higher than ratings given by other counties in the normative data set.

Respondents living in Districts 1 and 2 tended to give lower ratings to Dakota County’s overall quality of life than did respondents living in other districts (see *Appendix B: Crosstabulations of Selected Questions by Commissioner District*).

Figure 1: Quality of Life

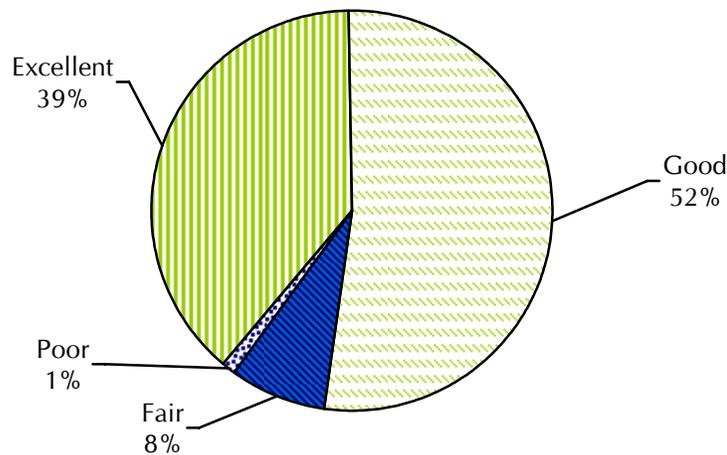
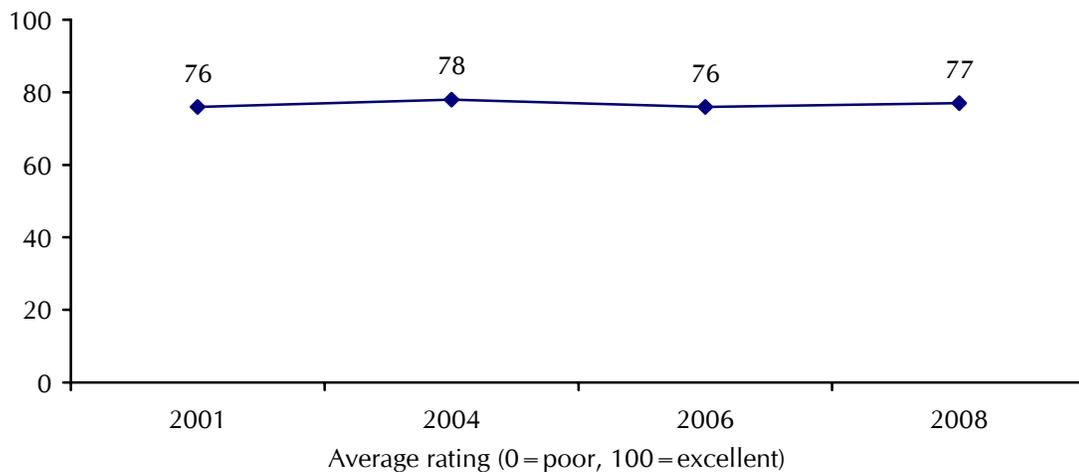


Figure 2: Average Rating of Overall Quality of Life Compared by Year



The scale on the 2001 survey was “Excellent,” “Good,” “Only fair,” “Poor.”

Residents were asked to name the one thing that they liked most about living in Dakota County. This was an open-ended question where respondents were able to give any answer. Many potential categories of response were available to interviewers; they selected the one that best fit each respondent's stated reason. When a respondent identified an unlisted, or "other," reason, the response was entered verbatim. These responses appear in *Appendix C: Verbatim Responses to Open-End Questions*.

One-quarter of respondents cited the location of the county as the thing they liked most. Other more common responses were the parks/lakes (9% of respondents), the rural quality of the county (7%), schools (6%), and Dakota County's small town feel (6%).

Responses in 2008 were similar to responses in previous years. Location remained the most liked characteristic of living in Dakota County.

**Table 1: Like Most about Living in County Compared by Year**

<b>What one thing do you like most about living in Dakota County?</b>	<b>2008</b>	<b>2006</b>	<b>2004</b>	<b>2001</b>
Location	25%	27%	27%	31%
Parks/lakes	9%	8%	7%	4%
Rural	7%	4%	5%	22%
Schools	6%	8%	6%	9%
Small town feel	6%	3%	5%	5%
People	5%	4%	2%	6%
Quality of life in general	5%	4%	3%	0%
Open space	4%	4%	3%	0%
My neighborhood	3%	5%	4%	7%
Quiet	3%	3%	3%	5%
Safe	3%	3%	4%	4%
Services	3%	4%	4%	3%
Libraries	2%	1%	0%	0%
Peaceful	2%	2%	2%	0%
Home	1%	2%	2%	0%
Shopping	1%	3%	2%	4%
Good economy	0%	1%	0%	0%
Job opportunities	0%	0%	1%	0%
Weather	0%	0%	0%	0%
Unsure	2%	1%	0%	0%
No reason	2%	1%	0%	0%
Transportation system	2%	2%	1%	0%
Other	8%	11%	19%	0%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## County Characteristics

Respondents were asked to rate a set of community characteristics. Most characteristics received average ratings that were between “good” and “fair” on a 100-point scale, where zero is equal to “poor,” 33 equals “fair,” 67 represents “good,” and 100 represents “excellent.” (see table on the following page). The highest average ratings were given to the availability of parks (average rating of 77 on the 100-point scale, or above “good”) and the availability of trails (71). The lowest average rating was given to availability of public transit (38 points, or about “fair”). Please note that about two in five respondents reported “don’t know” when asked about the availability of affordable quality childcare, preparedness for bioterrorism and natural disasters, and preparedness for communicable disease outbreak (see *Appendix D: Complete Set of Frequencies*).

Five of nine characteristics could be compared to ratings given in other counties across the country, two of which were above the national benchmark: the availability of affordable quality childcare and the availability of affordable housing; the availability of park, the availability of trails and the availability of affordable health care were rated lower than the national norm.

Three of nine characteristics of Dakota County were rated similarly to ratings given in previous survey years (see table on the following page). The rating for the preservation of farmland and natural areas was rated more positively in 2008 than in 2006 (51 points in 2008 vs. 48 points in 2006). Preparedness for bioterrorism and natural disasters and preparedness for communicable disease outbreak were asked on the scale “major concern,” “moderate concern,” “minor concern,” or “not at all a concern” in previous years. The 2008 ratings for these items increased from 2006. The difference in the scale may at least partially account for the differences in the ratings between survey years. The average ratings for the availability of affordable health care (44 in 2008 vs. 59 in 2006), the availability of affordable quality childcare (51 in 2008 vs. 56 in 2006), and the affordability of public transit (38 in 2008 vs. 46 in 2006) were lower in 2008 than in the previous survey. Several questions were worded differently in earlier surveys, which may account for some of the differences in ratings between 2008 and 2006.

Respondents residing in District 1 rated the availability of public transit less positively than other respondents. The availability of affordable quality childcare, the availability of parks, and the availability of trails received lower ratings from respondents living in District 2 (see *Appendix B: Crosstabulations of Selected Questions by Commissioner District*).

**Table 2: County Characteristics**

Please tell me if you think each of the following characteristics of Dakota County is excellent, good, fair, or poor.	Excellent	Good	Fair	Poor	Total	Average rating (0 = poor, 100 = excellent)	Comparison of Dakota County Rating to Norm
Availability of parks	42%	50%	8%	1%	100%	77	Below the norm
Availability of trails	32%	50%	16%	2%	100%	71	Below the norm
Availability of affordable quality childcare	11%	44%	31%	14%	100%	51	Above the norm
Preservation of farmland and natural areas	12%	44%	28%	16%	100%	51	NA
Preparedness for communicable disease outbreak	8%	48%	29%	15%	100%	50	NA
Availability of affordable housing	7%	41%	36%	16%	100%	47	Above the norm
Preparedness for bioterrorism and natural disasters	10%	42%	28%	20%	100%	47	NA
Availability of affordable health care	9%	37%	30%	24%	100%	44	Below the norm
Availability of public transit	8%	30%	29%	33%	100%	38	NA

**Table 3: Average Ratings of County Characteristics Compared by Year**

Please tell me if you think each of the following characteristics of Dakota County is excellent, good, fair, or poor.	Average rating (0 = poor, 100 = excellent)		
	2008	2006	2004
Availability of parks	77	75	79
Availability of trails	71	69	71
Availability of affordable quality childcare	51	56	59
Preservation of farmland and natural areas	51	48	NA
Preparedness for communicable disease outbreak	50	40	NA
Availability of affordable housing	47	46	50
Preparedness for bioterrorism and natural disasters	47	41	51
Availability of affordable health care	44	59	62
Availability of public transit	38	46	NA

*\*Indicates statistically significant differences between 2008 and 2006.*

*Several question parts were worded differently in earlier surveys. In 2006 and 2004, "Availability of affordable housing" was "Affordable housing;" "Availability of affordable healthcare" was "Access to and availability of affordable, quality health care;" "Availability of affordable quality childcare" was "Access to affordable quality childcare;" "Availability of parks" was "Access to parks;" "Availability of trails" was "Access to trails;" "Availability of public transit" was "Access to public transportation/transit." In 2006 and 2004, "Preparedness for bioterrorism and natural disasters" was asked on the scale "Major concern," "Moderate concern," "Minor concern," "Not at all a concern," as was "Preparedness for communicable disease outbreak. These questions were not asked in 2001.*

## Safety

Dakota County residents were asked how safe they felt both from different types of crimes and drunk driving, as well as safety in different county locations. More than 90% of respondents felt “very” or “somewhat” safe in their neighborhood, on Dakota County parks and trails, and from violent crime. Between 83% and 89% felt at least “somewhat” safe from property crimes, nuisance crimes, and from drunk driving when traveling within the county.

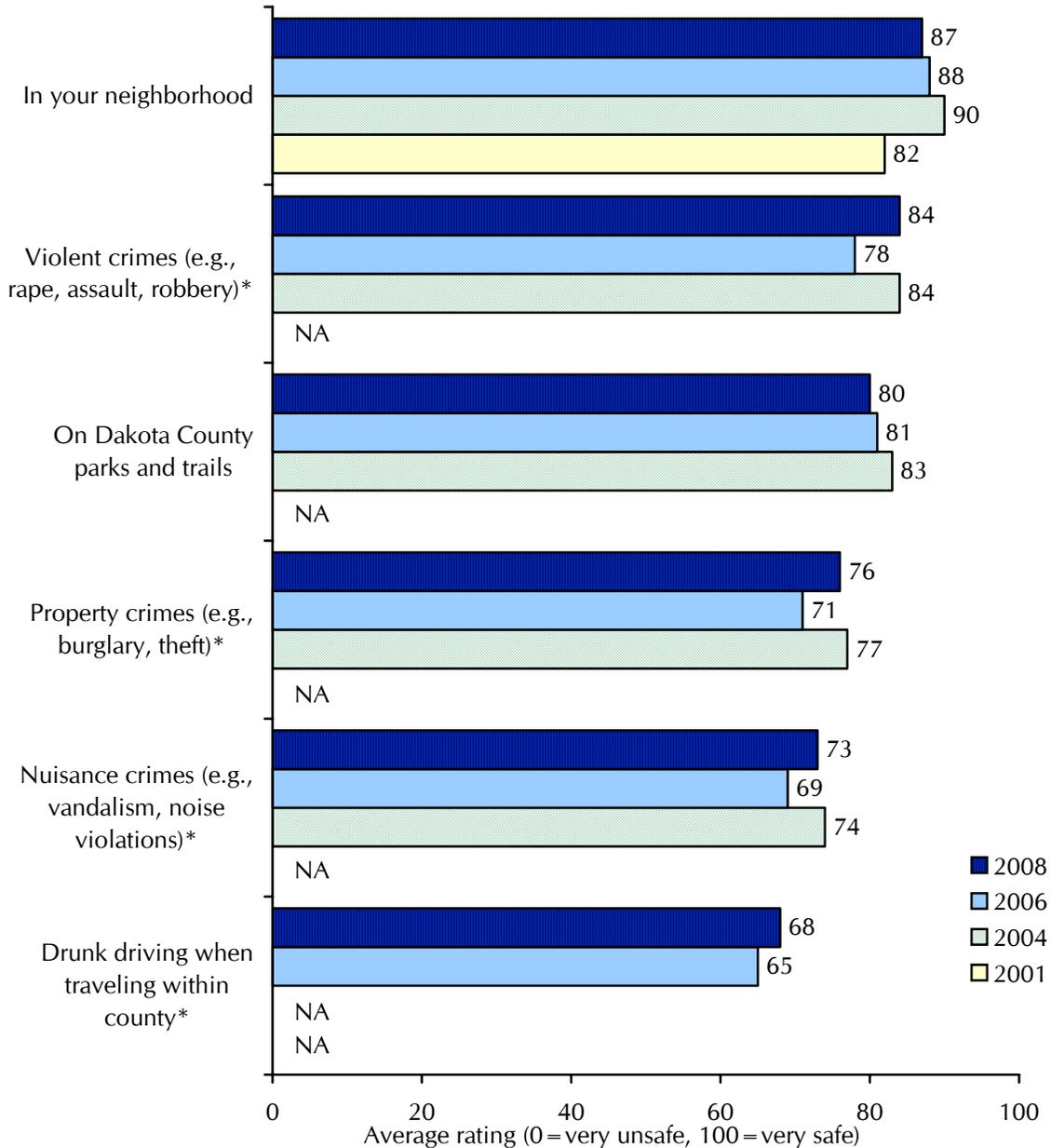
Responses to this question were converted to the 100-point scale where zero equals “very unsafe,” 33 is equal to “somewhat unsafe,” 67 represents “somewhat safe,” and 100 represents “very safe.” Each item received an average rating that was equal to “somewhat” safe or better. Respondents felt safest in their neighborhoods, which received an average rating of 87 on the 100-point scale.

Four of six 2008 safety ratings were more positive than those reported in 2006 (the other two were similar), and higher than the national norm where comparisons were available. Safety in the neighborhood received a rating of 87, or between “somewhat” and “very” safe, which was similar to the 2006 rating. Some of the differences in ratings may be explained by question changes since 2006.

**Table 4: Perception of Safety**

Do you feel very safe, somewhat safe, somewhat unsafe, or very unsafe in Dakota County?	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Total	Average rating (0 = very unsafe, 100 = very safe)	Comparison of Dakota County Rating to Norm
In your neighborhood	68%	27%	5%	0%	100%	87	NA
Violent crimes (e.g., rape, assault, robbery)	61%	33%	6%	1%	100%	84	Above the norm
On Dakota County parks and trails	47%	46%	5%	1%	100%	80	NA
Property crimes (e.g., burglary, theft)	42%	47%	10%	2%	100%	76	Above the norm
Nuisance crimes (e.g., vandalism, noise violations)	37%	48%	12%	4%	100%	73	NA
Drunk driving when traveling within county	26%	57%	14%	4%	100%	68	NA

**Figure 3: Average Ratings of Safety Compared by Year**



\*Indicates statistically significant differences between 2008 and 2006.

Several question parts were worded differently in earlier surveys. In 2006, "from drunk driving when traveling within the county" was "traveling on county roads;" safety "in your neighborhood" was a separate question; "In Dakota County parks" and "on trails in Dakota County parks" were combined in 2006 as follows: "on Dakota County parks and trails." Safety from "drunk driving" and "safety on parks and trails" were not asked in 2004. In 2001, a question was asked about "How safe would you feel walking alone in your neighborhood in general?" with a response scale of "very safe," "reasonably safe," "very unsafe."

## Issues Facing the Community

The survey contained questions about possible problems and environmental issues in the county and asked residents to identify the most serious issue facing the County. Residents were also asked about the speed of growth and a variety of health issues and asked to rate their level of concern.

### Potential Problems

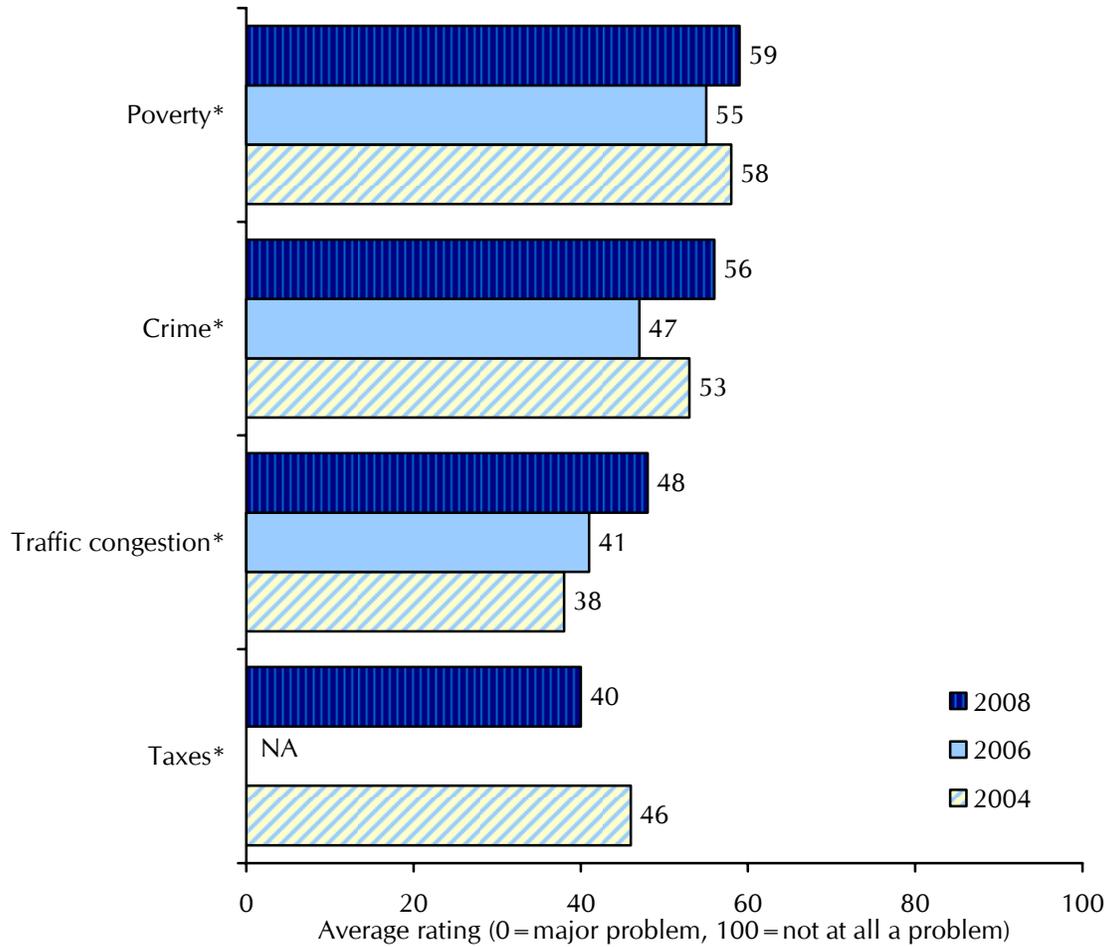
Respondents were read a list of potential problems and were asked whether they thought each was a “major problem,” a “moderate problem,” a “minor problem,” or “not at all a problem” in Dakota County. Two-thirds of respondents felt that taxes were a “major” or “moderate” problem in Dakota County and just over half of respondents reported that traffic congestion was at least a “moderate” problem in the county, up from ratings given in previous years. Poverty and crime were viewed as “moderate” or “major” problems by at least a third of respondents.

The 2008 ratings were more positive than the 2006 ratings for poverty, crime, and traffic congestion, while taxes were more problematic in 2008 (40 vs. 46 in 2006).

**Table 5: Potential Problems**

<b>Please tell me to what degree, if at all, each of these is a problem in your county.</b>	<b>Major problem</b>	<b>Moderate problem</b>	<b>Minor problem</b>	<b>Not at all a problem</b>	<b>Total</b>	<b>Average rating (0 = major problem, 100 = not at all a problem)</b>
Poverty	5%	30%	48%	17%	100%	59
Crime	6%	36%	44%	15%	100%	56
Traffic congestion	18%	37%	32%	14%	100%	48
Taxes	23%	44%	22%	11%	100%	40

**Figure 4: Potential Problems Compared by Year**



\*Indicates statistically significant differences between 2008 and most recent survey year.  
 The scale differed between years. In 2008, the bottom of the scale read "Not at all a problem," whereas in 2004 and 2006, it read "Not a problem." These questions were not asked in 2001.

## Most Serious Issue Facing Dakota County

Survey respondents provided unprompted responses to a question about the most serious issue facing the County. This was an open-ended question where respondents were able to give any answer. Many potential categories of response were available to interviewers; they selected the one that best fit each respondent's stated issue. When a respondent identified an unlisted, or "other," issue, the response was entered verbatim. These responses appear in *Appendix C: Verbatim Responses to Open-End Questions*.

Growth and development (mentioned by 17% of respondents) and taxes (also mentioned by 17% of respondents) topped the list in 2008. These issues also were most commonly mentioned in previous years. The following table shows that most of the remaining categories were similar in the three survey years, although the proportion of 2008 respondents mentioning growth and development was down from previous years. The proportion of respondents mentioning growth and development as the most serious issue facing Dakota County (17% in 2008) declined significantly from previous years (from 27% in 2001; 22% in 2004; 24% in 2006). The proportion of respondents mentioning schools as a serious issue facing the County decreased incrementally each year since 2001 (22% in 2001 vs. 7% in 2008).

**Table 6: Most Serious Issue Compared by Year**

<b>What do you feel is the most serious issue facing Dakota County at this time?</b>	<b>2008</b>	<b>2006</b>	<b>2004</b>	<b>2001</b>
Growth/development	17%	24%	22%	27%
Taxes	17%	13%	10%	16%
Schools	7%	10%	12%	22%
Traffic congestion	7%	8%	9%	7%
Condition of roads	6%	4%	5%	4%
Crime	5%	6%	4%	8%
Affordable housing	4%	4%	3%	0%
Economic development	3%	2%	3%	0%
Jobs	3%	2%	2%	0%
Bridges/river crossings	2%	0%	0%	0%
Teen drug/alcohol use	2%	1%	2%	0%
Property crime	1%	0%	0%	0%
Lack of businesses/attracting businesses	1%	0%	1%	3%
Loss of rural feel	1%	0%	0%	0%
Politics/political issues	1%	0%	0%	0%
Pollution	1%	1%	1%	0%
Preserving natural areas/protecting natural resources	1%	1%	2%	0%
Quality housing	1%	0%	0%	0%
Quality of county services	1%	1%	1%	0%
Affordable property	0%	1%	0%	0%
Amount of county services	0%	0%	2%	0%
Violent crime	0%	0%	0%	0%
Juvenile crime	0%	0%	0%	0%
Keeping farms	0%	0%	1%	0%
Lack of recreational opportunities	0%	1%	0%	0%
Native American land issues	0%	0%	0%	0%
Parking	0%	0%	0%	0%
Safety	0%	0%	0%	0%
Traffic law enforcement	0%	3%	0%	0%
Zoning laws	0%	4%	0%	0%
No issue	4%	6%	5%	0%
Other	14%	7%	14%	14%

## Speed of Growth

As in previous years, the 2008 survey covered the topic of growth, but using a new more detailed set of questions to better understand residents' perspectives on this multi-faceted issue.

When asked to rate the speed of various aspects of growth, results were mixed. While about half of respondents (49%) felt that the rate of population growth in the county was "too fast," a similar proportion (47%) felt it was the "right amount." Three in five (58%) reported the growth of housing developments in Dakota County as "too fast," with a third stating there was the "right amount" of housing development growth. When asked about retail growth, just over half of respondents (54%) thought Dakota County had the "right amount" of growth in this area, 27% reported growth in this areas as "too fast" and about one in five respondents (19%) said it was "too slow." Jobs growth was viewed as "too slow" by half of respondents, with about 10% rating this as "too fast," and 41% reporting that Dakota County had the "right amount" of jobs growth.

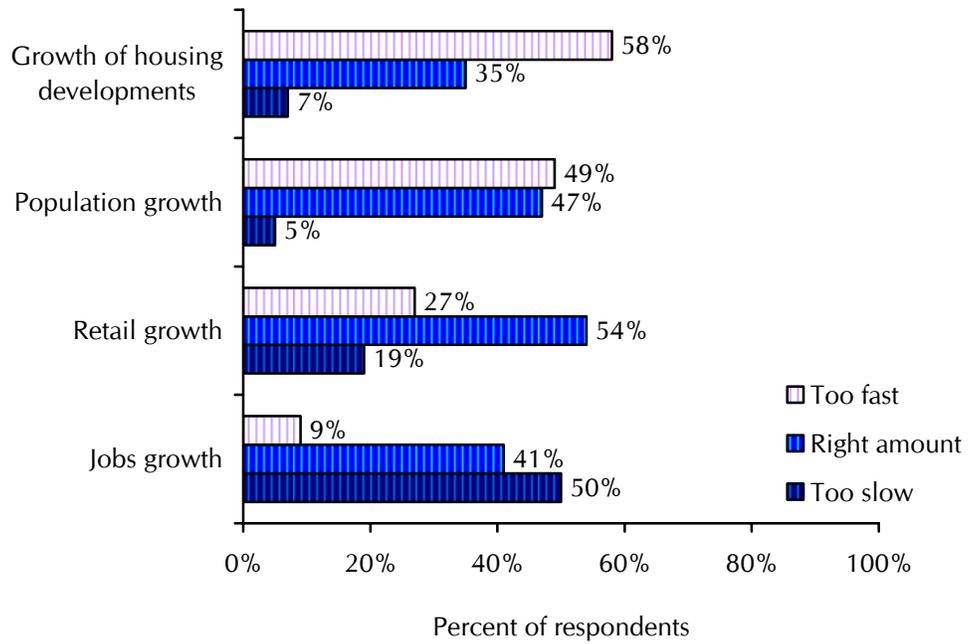
In previous years, "growth" was asked about as a potential problem facing the county.<sup>2</sup> The average rating for "growth" in 2006 and 2004 was equivalent to just above "moderate problem." Though the 2008 results cannot be compared directly with previous results, the new findings suggest that residents critical of "growth" in 2006 and 2004 were concerned with housing and population increases and a lack of retail and jobs growth.

**Table 7: Speed of Growth**

<b>Please rate the speed of growth in the following categories in Dakota County over the past two years.</b>	<b>Much too slow</b>	<b>Somewhat too slow</b>	<b>Right amount</b>	<b>Somewhat too fast</b>	<b>Much too fast</b>	<b>Total</b>
Growth of housing developments	2%	5%	35%	34%	24%	100%
Population growth	1%	4%	47%	31%	18%	100%
Retail growth	4%	15%	54%	18%	9%	100%
Jobs growth	12%	38%	41%	2%	7%	100%

<sup>2</sup> In 2006 and 2004, the response scale was "not a problem," "a minor problem," "a moderate problem," or "a major problem." The results were converted to the 100-point scale where zero is equal to "major problem," 33 is equal to "moderate problem," 67 represents "minor problem" and 100 is "not a problem." The 2006 rating was 41 and the 2004 rating was 40.

**Figure 5: Speed of Growth**



## Health Concerns

Respondents also were asked to rate potential health concerns in Dakota County. Most items were rated as a “moderate” or “major” concern by at least half of respondents; 70% or more rated each as at least a “minor” concern on some level. Respondents were least concerned about suicide as a health concern, but 28% of the respondents still named it as a “major” or “moderate” concern. Please note that about a quarter of respondents said “don’t know” when asked if sexually transmitted diseases, unplanned pregnancies, and the adequacy of care and parenting for infants and young children were of concern in Dakota County; one in five didn’t know if suicide was a concern in the county. (See *Appendix D: Complete Set of Frequencies.*)

As in previous years, underage alcohol use (30 points on the 100-point scale where zero is equal to “major concern,” 33 is equal to “moderate concern,” 67 represents “minor concern” and 100 is equal to “not at all a concern”) and illegal drug use (33) were of most concern in 2008; overweight adults and children (33) and drinking and driving (33) received similar ratings.

The 2008 ratings generally were more positive than ratings given in 2006. Items that were less of a concern to 2008 respondents than to 2006 respondents were: exposure to secondhand smoke was rated (63 points on the 100-point scale in 2008 vs. 45 points in 2006); suicide (54 in 2008 vs. 51 in 2006); the adequacy of care and parenting for infants and young children (52 in 2008 vs. 45 in 2006); tobacco use (50 in 2008 vs. 39 in 2006); the health and support for our elderly and disabled (44 in 2008 vs. 34 in 2006); and illegal drug use (33 in 2008 vs. 28 in 2006). One item was rated less positively in 2008 than it was in 2006: Overweight adults and children (33 in 2008 vs. 36 in 2006). Several question parts were worded differently in earlier surveys and some items were asked in a different question using a different scale (for example the abuse and neglect of children and drinking and driving were included in a different question set that used a different scale). These changes could account for some of the differences in average ratings between 2008 and previous years’ ratings.

**Table 8: Health Concerns**

<b>To what degree, if at all, is each of the following a health concern in Dakota County?</b>	<b>Major concern</b>	<b>Moderate concern</b>	<b>Minor concern</b>	<b>Not at all a concern</b>	<b>Total</b>	<b>Average rating (0 = major concern, 100 = not at all a concern)</b>
Exposure to secondhand smoke	10%	18%	44%	27%	100%	63
Suicide	10%	32%	42%	16%	100%	54
The adequacy of care and parenting for infants and young children	10%	39%	34%	17%	100%	52
Tobacco use	16%	33%	35%	16%	100%	50
Depression	15%	43%	32%	10%	100%	45
Alcohol abuse among adults	18%	41%	31%	11%	100%	45
Unplanned pregnancy	15%	44%	31%	9%	100%	45
Sexually transmitted diseases	21%	35%	33%	11%	100%	45
Abuse and neglect of children	21%	33%	36%	10%	100%	45
The health and support for our elderly and disabled	18%	44%	26%	12%	100%	44
Physical inactivity	21%	39%	27%	13%	100%	44
Motor vehicle accidents	12%	48%	35%	5%	100%	44
Illegal drug use	33%	40%	22%	5%	100%	33
Overweight adults and children	29%	49%	16%	6%	100%	33
Drinking and driving	32%	42%	20%	5%	100%	33
Underage alcohol use	35%	43%	17%	5%	100%	30

**Table 9: Average Ratings of Health Concerns Compared by Year**

Please tell me if you think each of the following characteristics of Dakota County is excellent, good, fair, or poor.	Average rating (0 = major concern, 100 = not at all a concern)		
	2008	2006	2004
Exposure to secondhand smoke	63	45	52
Suicide	54	51	57
The adequacy of care and parenting for infants and young children	52	45	53
Tobacco use	50	39	42
Depression	45	43	50
Alcohol abuse among adults	45	NA	NA
Unplanned pregnancy	45	43	49
Sexually transmitted diseases	45	44	51
Abuse and neglect of children	45	52	54
The health and support for our elderly and disabled	44	34	NA
Physical inactivity	44	43	44
Motor vehicle accidents	44	NA	NA
Illegal drug use	33	28	NA
Overweight adults and children	33	36	37
Drinking and driving	33	42	43
Underage alcohol use	30	29	34

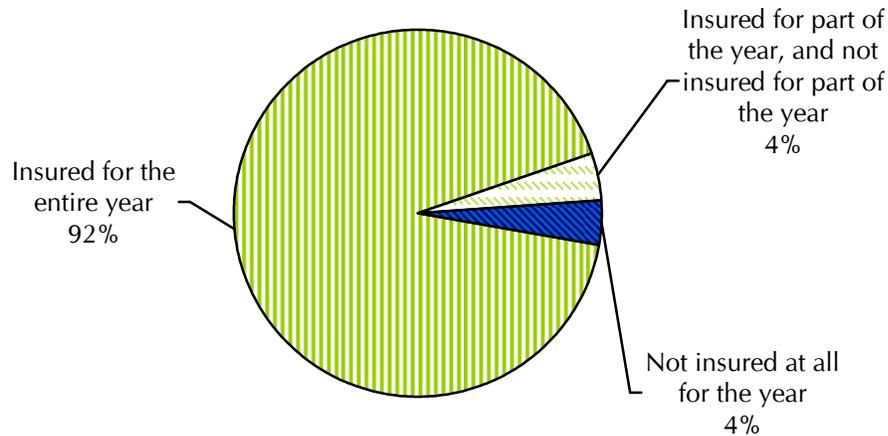
*Grey shading indicates statistically significant differences between 2008 and 2006.*

*Several question parts were worded differently in earlier surveys. In 2006, "Tobacco use" was "Youth tobacco use;" in 2006 and 2004 "Underage alcohol use" was "underage drinking;" "Overweight adults and children" was "Obesity." Neither "Illegal drug use" nor "The health and support of our elderly and disabled" was asked in 2004. In 2004, "The adequacy of care and parenting for infants and young children" was "Inadequate care and parenting for infants and young children." In 2006 and 2004, "Abuse and neglect of children" and "Drinking and driving" were included in a different question set and used a different scale: "Major problem," "Moderate problem," "Minor problem," "Not a problem." These questions were not asked in 2001.*

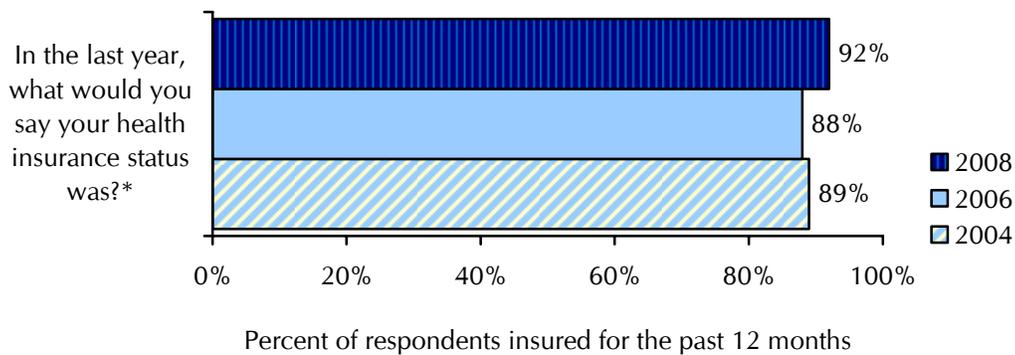
Dakota County residents responding to the survey were asked what their health insurance status was in the last year; approximately 9 in 10 respondents reported they had been insured for the entire year. A small proportion (4%) reported only being insured for part of the year, and 4% said they had not been insured at all in the past year.

The proportion of residents reporting that they had been insured for the entire year was higher than in 2006 and similar to the proportion responding this way in 2004. Please note that the question was worded slightly differently in previous years, which could account, in part, for the difference between 2008 and 2006.

**Figure 6: Health Insurance Status**



**Figure 7: Health Insurance Status Compared by Year**



\*Indicates statistically significant differences between 2008 and 2006.

*In 2004 and 2006, the question was "Have you had health insurance coverage such as your employer, spousal, medical assistance, Medicare/Medicaid, or other coverage for the entirety of the past 12 months?" This question was not asked in 2001.*

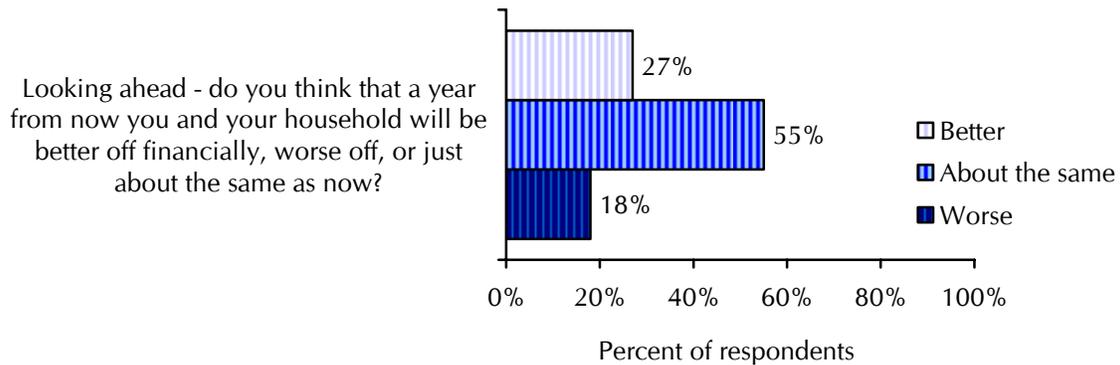
## Household Financial Status

The 2008 survey included a new question that asked respondents to indicate if they thought their household would be better off financially, worse off or about the same a year from now. Twenty-seven percent thought their household would be better off financially in a year, 18% thought their household would be worse off, and just over half (55%) thought their household finances would be about the same.

**Table 10: Household Future Financial Status**

Looking ahead, do you think that a year from now you and your household will be better off financially, worse off, or just about the same as now?	Percent of respondents
Much better	8%
Somewhat better	19%
About the same	55%
Somewhat worse	12%
Much worse	5%
Total	100%

**Figure 8: Household Future Financial Status**



## Environmental Concerns

New questions were added to the survey in 2008 regarding climate change. For the purposes of this survey, climate change was defined as “the result of using carbon-based fuels such as gasoline and home and business heating oil that increase the amount of carbon dioxide in our atmosphere.” Dakota County residents were asked to indicate the extent to which they thought climate change was a problem in general as well as for people living in Dakota County.

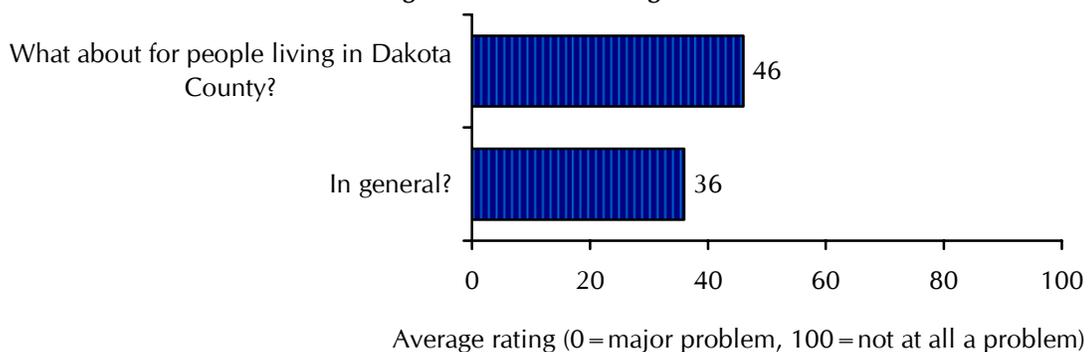
About two in five respondents (39%) generally thought that climate change was a “major” problem, while one-quarter (25%) thought that climate change was a “major” problem for people living in Dakota County.

Responses to this question were converted to the 100-point scale where zero is equal to “major problem,” 33 represents “moderate problem,” 67 is equal to “minor problem,” and 100 equals “not at all a problem.” The average rating for climate change in general was 36, or “moderate” problem. Respondents were a bit more positive when rating how much of a problem climate change is for people living in Dakota County (46), or between “moderate” problem and “minor” problem on the 100-point scale.

**Table 11: Climate Change**

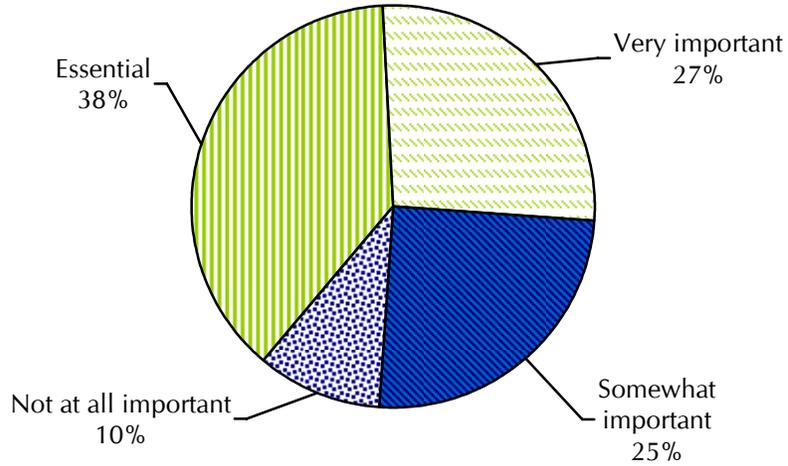
To what extent do you think climate change is a problem?	Major problem	Moderate problem	Minor problem	Not at all a problem	Total	Average rating (0 = major problem, 100 = not at all a problem)
What about for people living in Dakota County?	25%	32%	26%	18%	100%	46
In general?	39%	28%	19%	14%	100%	36

**Figure 9: Climate Change**



Residents were asked to indicate how important it is for local government to help people living in Dakota County find ways to promote conservation and reduce their reliance on energy that generates greenhouse gases. Nine in 10 respondents felt that it was at least “somewhat” important for government to promote conservation, with more than a third of respondents (38%) reporting it as “essential.”

**Figure 10: Conservation Promotion**



## Evaluation of Government Services

Survey respondents were asked a series of questions related to the performance of the Dakota County government and the quality of County services.

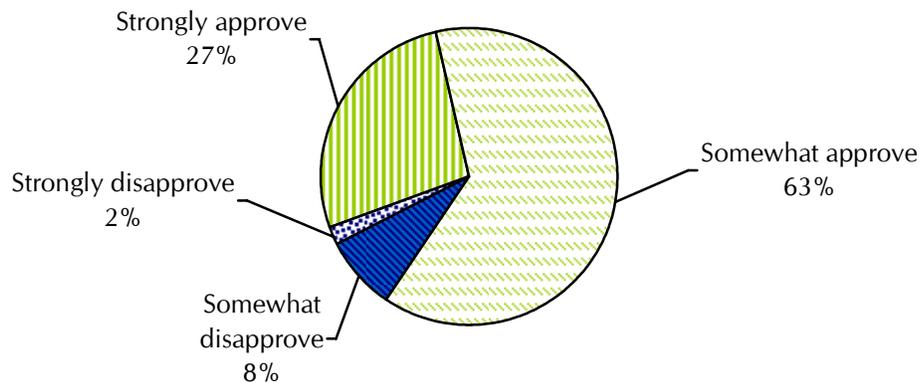
### County Government

A majority of respondents (90%) approved of the job the Dakota County Board is doing, about 10% of respondents disapproved of the County government performance. Please note that about a quarter of respondents (23%) reported “don’t know” when asked this question (see *Appendix D: Complete Set of Frequencies*).

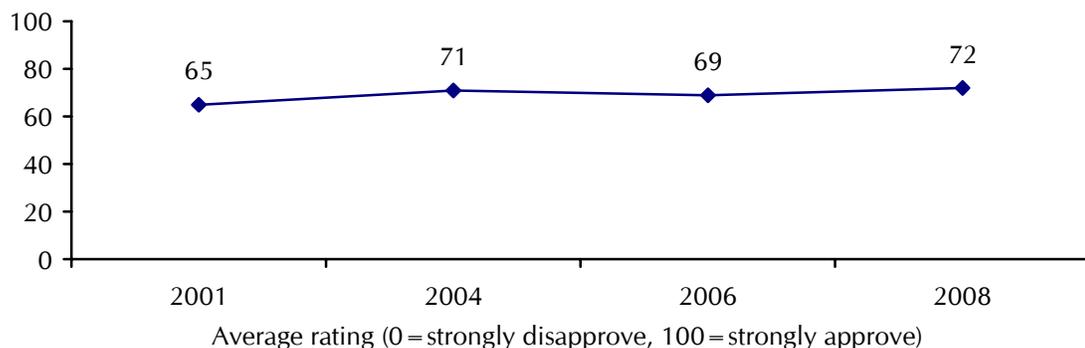
When converted to the 100-point scale where zero represents “strongly disapprove” and 100 equals “strongly approve,” the average rating for how well the Dakota County Board is doing was 72, or just above “somewhat” approve.

This rating was higher than the 2006 rating (72 vs. 69). Please note that the question and response scale wording in 2001 varied from how this question was asked in 2008 and other recent surveys.

**Figure 11: County Board**



**Figure 12: Approval Rating of County Board Compared by Year**

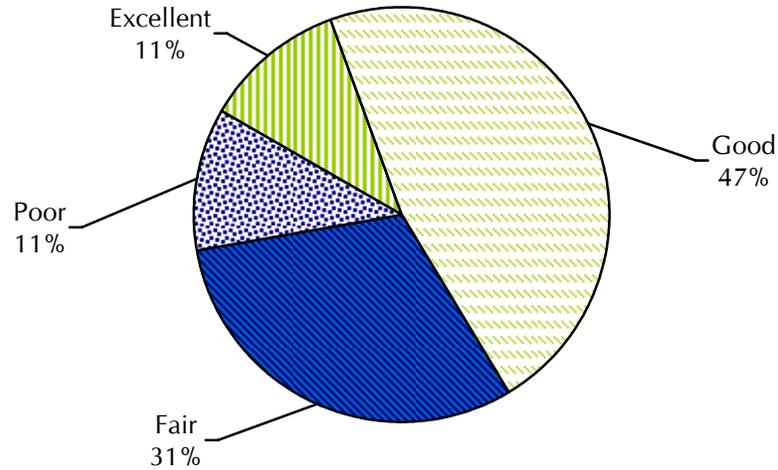


Note: differences between 2008 and 2006 were statistically significant.

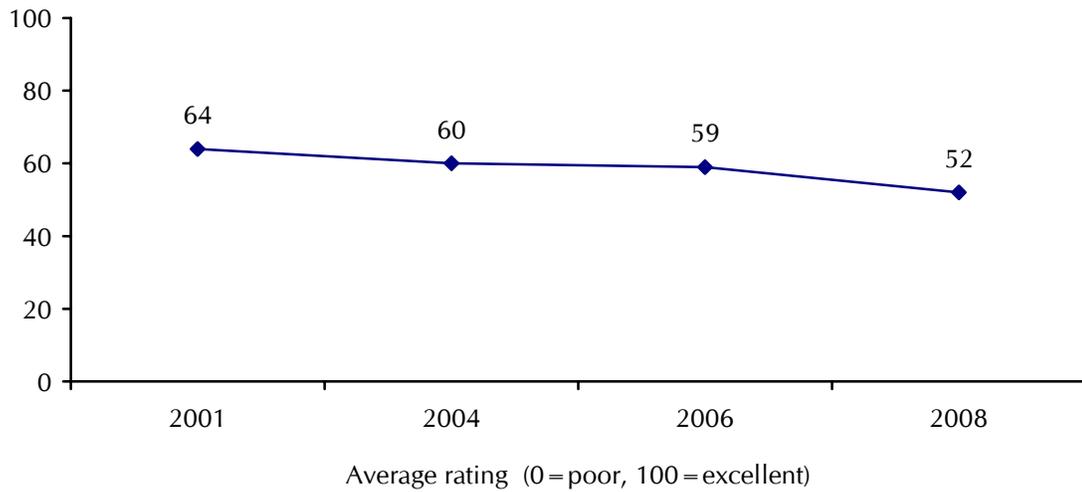
In 2001, this question was worded differently: “From what you know, do you approve or disapprove of the job the County Board is doing? And do you feel strongly that way?” and the response options were: “approve/strongly,” “approve,” “disapprove,” “disapprove/strongly.”

Respondents gave less positive ratings when asked to rate the job the County does of informing its citizens. The majority of respondents gave a “good” or “fair” rating; the average rating was 52 points on a 100-point scale, or between “good” and “fair.” This rating was similar to ratings given in other counties across the nation and lower than in previous years.

**Figure 13: Informing Citizens**



**Figure 14: Average Rating of Informing Citizens Compared by Year**



*Note: differences between 2008 and 2006 were statistically significant.*

Respondents were asked how much they agreed or disagreed with several statements about Dakota County government. In general, respondents reported positive experiences with the County and they thought that the services provided by the County improved the quality of life in their neighborhood. About 90% of respondents “somewhat” or “strongly” agreed that the services provided by Dakota County are important to the quality of life in their neighborhood. About three-quarters of respondents (77%) agreed that they receive good value for the Dakota County taxes they pay, 83% thought that Dakota County government listens to citizens, and 75% believed that overall, Dakota County does a good job of managing tax dollars. One area rated less positively was “I feel I know about the work of the Dakota Board;” about half of respondents (48%) reported agreement with this statement.

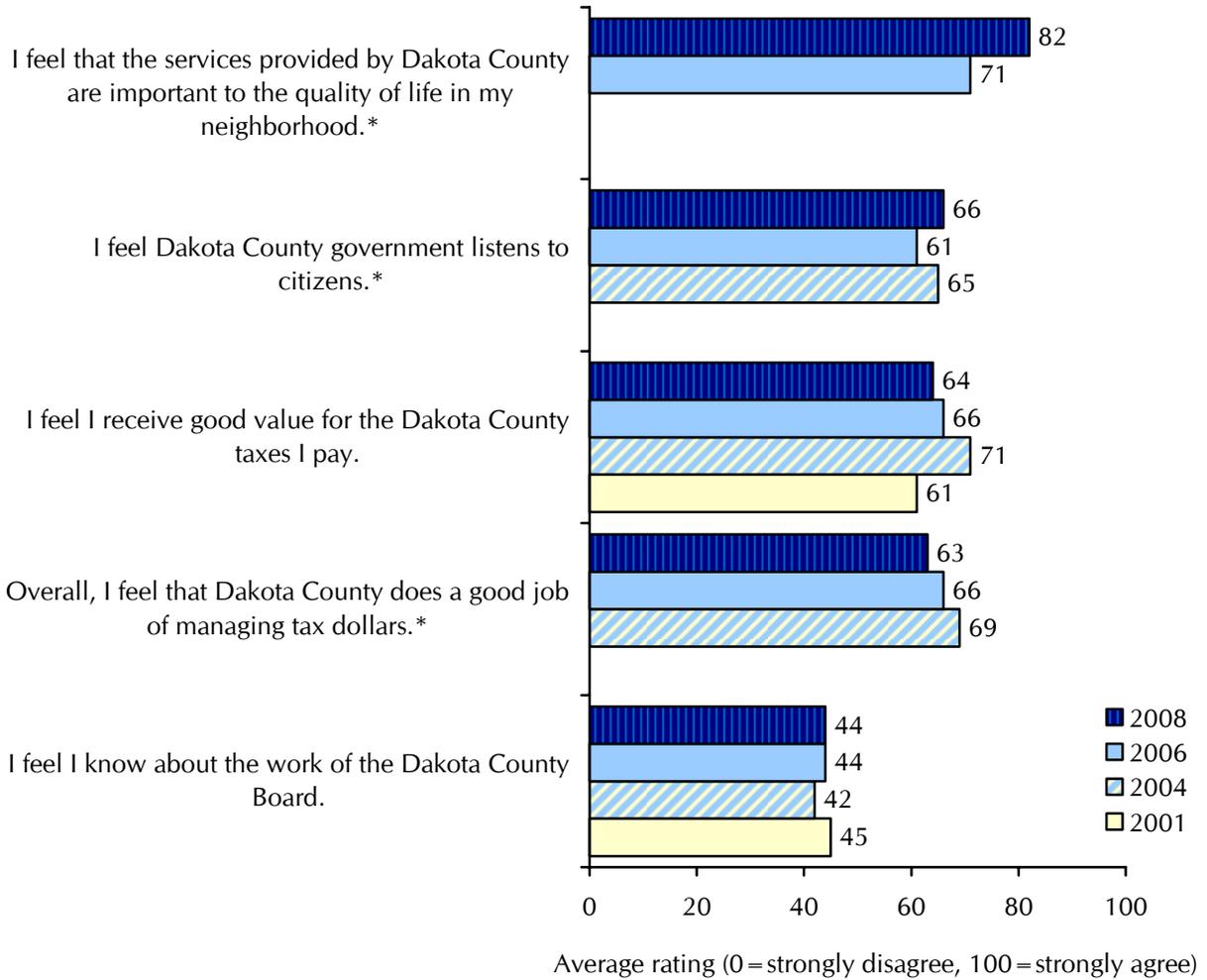
Two items received higher ratings in 2008 than in 2006: “I feel Dakota County government listens to citizens” (66 points on the 100-point scale in 2008 vs. 61 points in 2006) and “I feel that the services provided by Dakota County are important to the quality of life in my neighborhood” (82 in 2008 vs. 71 in 2006). This item was worded differently in 2006, which could account for some of the difference in ratings between survey years. One item (“Overall, I feel that Dakota County does a good job of managing tax dollars”) was rated lower in 2008 than in 2006 (63 in 2008 vs. 66 in 2006). The other two had similar ratings in comparison to 2006.

Compared to counties across the nation, Dakota County was above the norm for citizens feeling they receive good value for County taxes they pay and that their County government listens to them. Comparisons were not available for other statements in this section.

**Table 12: Perception of Government**

<b>Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of these statements about Dakota County government?</b>	<b>Strongly agree</b>	<b>Somewhat agree</b>	<b>Somewhat disagree</b>	<b>Strongly disagree</b>	<b>Total</b>	<b>Average rating (0 = strongly disagree, 100 = strongly agree)</b>	<b>Comparison of Dakota County Rating to Norm</b>
I feel that the services provided by Dakota County are important to the quality of life in my neighborhood.	54%	38%	5%	2%	100%	82	NA
I feel Dakota government listens to citizens.	21%	62%	12%	5%	100%	66	Above the norm
I feel I receive good value for the Dakota taxes I pay.	21%	56%	16%	7%	100%	64	Above the norm
Overall, I feel that Dakota County does a good job of managing tax dollars.	22%	53%	16%	9%	100%	63	NA
I feel I know about the work of the Dakota Board.	8%	40%	29%	23%	100%	44	NA

**Figure 15: Perception of Government Compared by Year**



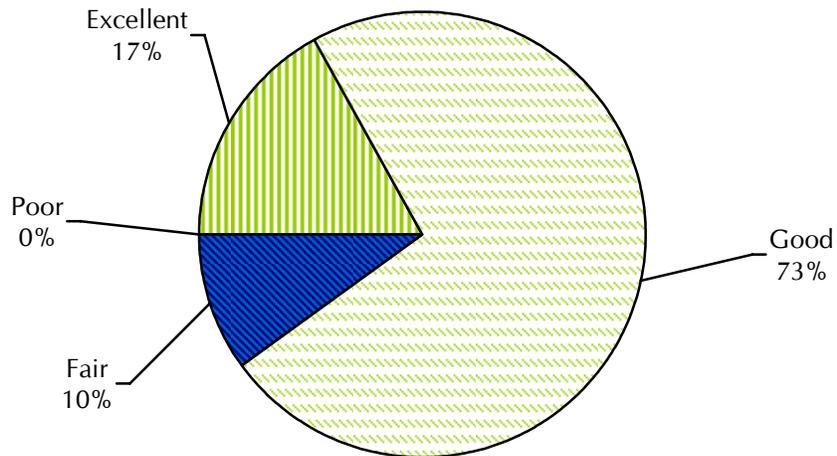
\*Indicates statistically significant differences between 2008 and 2006.

In 2006, "I feel that the services provided by Dakota County are important to the quality of life in my neighborhood" was "The services that the County provides improve the quality of life in my neighborhood."

## Overall Quality of County Services

A new question was added in 2008 that asked residents to rate the overall quality of services provided by Dakota County. Nine in 10 respondents rated the overall quality of services as “good” or better and no respondents gave a “poor” rating. The average rating of 69 on the 100-point scale was higher than the national benchmark.

**Figure 16: Overall Quality of County Services**



## County Services

County libraries were rated the highest among County services (81 on the 100-point scale) that respondents were asked to rate. As in previous years, this was followed by County parks and recreation (76), the trail and bikeway system (72), snow removal (70), and Sheriff services (69), all at or above “good.” For the third year in a row, the lowest rated service was public transportation/transit services with an average rating of 43 on the 100-point scale. Please note that one in five respondents said “don’t know” when asked to rate the quality Sheriff services; about a quarter responded “don’t know” when asked to rate services to youth; between 33% and 38% didn’t know enough about social services to seniors, child protection services, services to low income residents and employment support services to provide a quality rating; and nearly half of respondents reported “don’t know” when asked about the quality of self-service options on County Web site. (See *Appendix D: Complete Set of Frequencies.*)

Twelve of 14 services could be compared to 2006, eight of which were similar between the two years. County libraries (81 vs. 78) and snow and ice removal (70 vs. 67) both saw three-point increases over 2006. The condition of County roads has shown a decline from 2006 and from previous years’ ratings (53 in 2008 vs. 57 in 2006, 59 in 2004, and 63 in 2001); quality ratings for public transportation/transit services also have decreased over time (43 in 2008, 47 in 2006, 48 in 2004).

The County received average ratings higher than the norm for 5 of 11 services for which a comparison could be made: County parks and recreation, snow and ice removal on County roads, services to youth, condition of County roads and services to low income residents. Four services were given average ratings that were similar to other counties: Sheriff services, the trail and bikeway system in Dakota County, child protection services and social services to seniors. In 2008, two services were rated below the national norm: public transportation/transit services and sheriff services.

The trail and bikeway system in Dakota County received lower ratings from respondents living in Districts 2 and 7. The condition of County roads was viewed as lower quality by Commissioner District 1 respondents. Those residing in Districts 1 and 2 felt that services to youth was lower in quality than did those living in other districts. Public transportation/transit services received an average rating of 28, or below “fair” on the 100-point scale by Commissioner District 1 respondents (see *Appendix B: Crosstabulations of Selected Questions by Commissioner District.*)

**Table 13: County Services**

<b>Please tell me whether you would rate the quality of each of the following services as excellent, good, fair, or poor.</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Total</b>	<b>Average rating (0=poor, 100=excellent)</b>	<b>Comparison of Dakota County Rating to Norm</b>
County libraries	50%	43%	7%	0%	100%	81	Similar to the norm
County parks and recreation	36%	55%	8%	1%	100%	76	Above the norm
Trail and bikeway system in Dakota County	31%	56%	11%	2%	100%	72	Similar to the norm
Snow and ice removal on County roads	29%	54%	14%	3%	100%	70	Above the norm
Sheriff services	23%	62%	14%	1%	100%	69	Below the norm
Child protection services	17%	59%	21%	4%	100%	63	Similar to the norm
Self-service options on County Web site	12%	60%	25%	4%	100%	60	NA
Social services to seniors	16%	51%	29%	4%	100%	59	Similar to the norm
Services to youth	15%	55%	24%	7%	100%	59	Above the norm
Environmental protection	12%	53%	30%	5%	100%	57	NA
Condition of County roads	11%	49%	28%	12%	100%	53	Above the norm
Services to low income residents	11%	44%	34%	11%	100%	52	Above the norm
Employment support services	10%	43%	37%	10%	100%	51	NA
Public transportation/transit services	11%	34%	31%	25%	100%	43	Below the norm

**Table 14: Average Ratings of County Services Compared by Year**

I'm going to read you a list of services provided by Dakota County. Please tell me whether you would rate the quality of each service as excellent, good, fair, or poor.	Average rating (0 = poor, 100 = excellent)			
	2008	2006	2004	2001
County libraries	81	78	80	82
County parks and recreation	76	74	77	76
Trail and bikeway system in Dakota County	72	70	73	70
Snow and ice removal on County roads	70	67	65	73
Sheriff services	69	70	70	72
Child protection services	63	61	63	NA
Self-service options on County Web site	60	NA	NA	NA
Social services to seniors	59	61	62	NA
Services to youth	59	60	61	NA
Environmental protection	57	59	63	NA
Condition of County roads	53	57	59	63
Services to low income residents	52	51	54	NA
Employment support services	51	NA	58	NA
Public transportation/transit services	43	47	48	NA

Grey shading indicates statistically significant differences between 2008 and 2006.

One question part was not included in 2004: "employment support services." In 2001, a few of these question parts were separate questions: "County libraries" was "overall, how would you rate the quality of services provided by the Dakota County libraries?" "County parks and recreation" was "in general, how would you rate the quality of the county park system?" "Trail and bikeway system" was "how would you rate the quality of the County trail and bikeway system?" "Sheriff services" was "in general, how would you rate the services provided by the Sheriff's department?" "Snow and ice removal" was "how would you rate the snow and ice removal operations on county roads?" In 2001, the scale for all was "excellent," "good," "only fair," "poor."

## Comparison of Quality and Awareness

The Dakota County Residential Survey is designed to capture county residents' perceptions of various aspects of community life. There is no restriction that only those residents who have used a particular service can comment on its quality. Generally, even those residents who have not experienced a service directly have perceptions about its quality. In fact, Dakota County residents often expressed an opinion about the quality of each county service, as opposed to selecting the "don't know" response. When the percent of "don't know" responses for a given service was higher, respondents were considered to be less aware of the service. It is reasonable to assume that services about which residents are less aware tend to be lower profile services that do not typically receive the most public attention. Because of this lower awareness, residents may be less supportive of these services and consider them to be of lower importance in their overall perceptions of quality of life in Dakota County.

By balancing quality and awareness, along with comparisons to the normative data, Dakota County can make informed decisions about where to focus its efforts. All services were ranked from highest perceived quality to lowest perceived quality and from highest perceived awareness to lowest perceived awareness. Some services were in the top half of both lists (higher quality and higher awareness); some were in the top half of one list but the bottom half of the other (higher quality and lower awareness or lower quality and higher awareness); and some services were in the bottom half of both lists.

Ratings of awareness were compared to ratings of quality. (See the following table.) Services for which less than 16% of respondents said "don't know" were defined as having higher awareness. Lower awareness services were those for which 16% or more of respondents reported "don't know."

Services rated as lower relative quality among those respondents who had an opinion were any services that received an average rating of 59 or lower, while higher quality services had an average rating of 60 or more.

Also included in the table is a reminder of the position of each service relative to normative data for other counties. By considering these data in concert with one another, Dakota County can identify those services about which residents are relatively more aware, but are considered of lower quality. As shown in the following table, there was only one service (public transportation/transit services) about which residents were more aware and that received a quality rating that was below the norm. The condition of county roads also had a relatively lower quality rating, but it was still above the national average when compared to other counties across the nation.

Figure 17: Relative Service Quality and Awareness

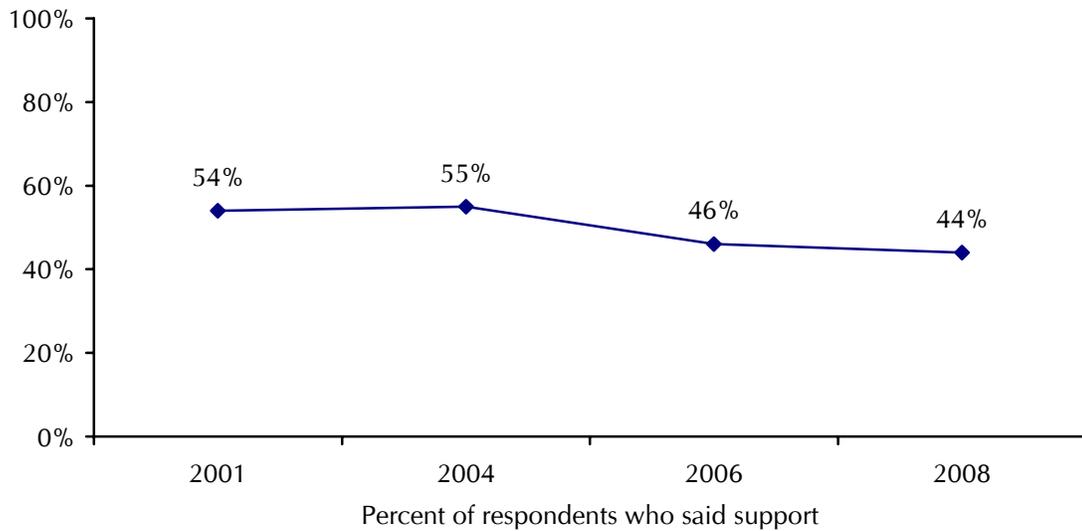
		Relative Perceived Quality			
		Higher (Average rating of 60 or more)		Lower (Average rating of less than 60)	
		Relative Resident Awareness	Higher (Less than 16% said "don't know")	Above the norm	<ul style="list-style-type: none"> <li>County parks and recreation</li> <li>Snow and ice removal on County roads</li> </ul>
Similar to the norm	<ul style="list-style-type: none"> <li>County libraries</li> <li>Trail and bikeway system in Dakota County</li> </ul>			Similar to the norm	
Below the norm				Below the norm	<ul style="list-style-type: none"> <li>Public transportation/transit services</li> </ul>
				No norm available for: environmental protection	
Lower (16% or more said "don't know")	Above the norm			Above the norm	<ul style="list-style-type: none"> <li>Services to youth</li> <li>Services to low-income residents</li> </ul>
	Similar to the norm		<ul style="list-style-type: none"> <li>Child protection services</li> </ul>	Similar to the norm	<ul style="list-style-type: none"> <li>Social Services to seniors</li> </ul>
	Below the norm		<ul style="list-style-type: none"> <li>Sheriff services</li> </ul>	Below the norm	
	No norm available for: Self-service options on County Web site		No norm available for: Employment support services		

County residents were asked whether they would support or oppose increasing their property tax to maintain services at current levels. Forty-four percent of respondents said they would “somewhat” or “strongly” support a property tax increase. Strong support was offered by 10% of respondents, compared with strong opposition from 32% of respondents. This is similar to 2006 and lower than in previous years.

**Table 15: County Property Tax**

<b>Would you strongly support, somewhat support, somewhat oppose, or strongly oppose an increase in your County property tax if it were needed to maintain County services at their current levels?</b>	<b>Percent of respondents</b>
Strongly support	10%
Somewhat support	34%
Somewhat oppose	25%
Strongly oppose	32%
Total	100%

**Figure 18: Support For a County Property Tax Increase Compared by Year**



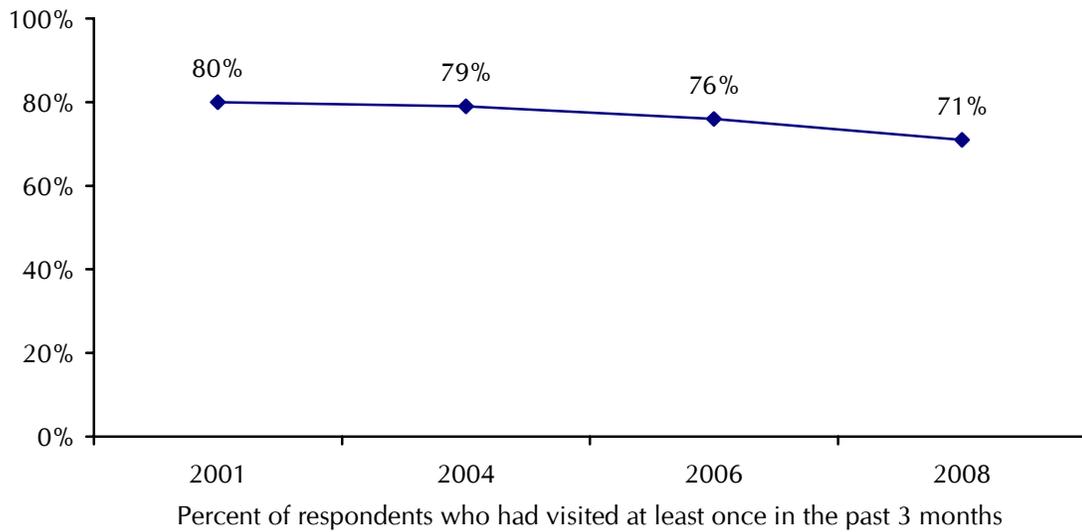
## County Libraries

When asked about Dakota County libraries, 71% of respondents indicated that they had visited a library at least once in the past three months, lower than in previous survey years.

**Table 16: Library Visits**

How many times in the past 3 months have you or a member of your family visited a Dakota County Library?	Percent of respondents
Never/zero times	29%
Once or twice	25%
3-6 times	23%
More than 6 times	23%
Total	100%

**Figure 19: Library Visits Compared by Year**

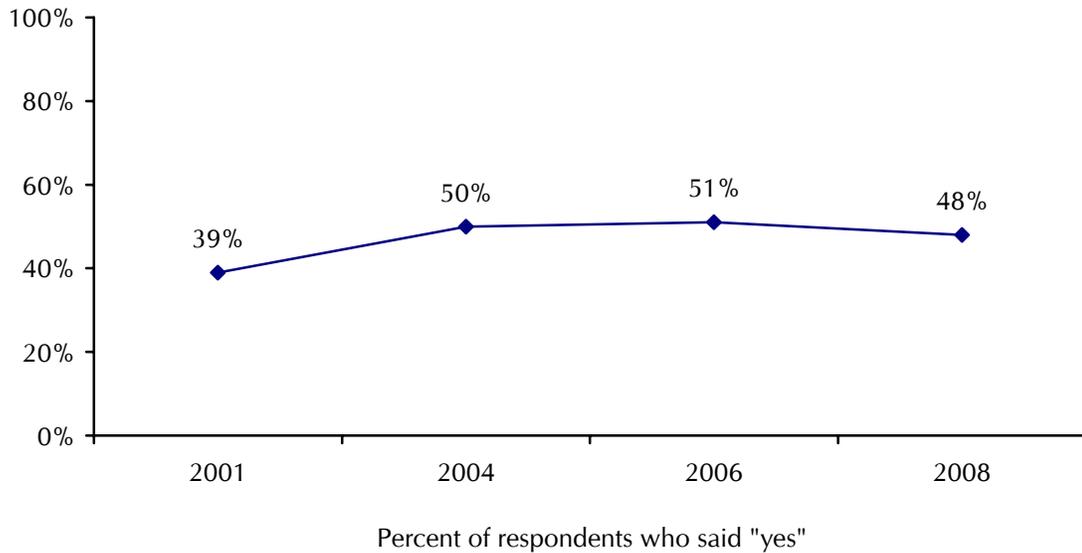


*Note: differences between 2008 and 2006 were statistically significant.*

## Contacting County Government

As in past years, about half of respondents (48%) in 2008 said that they had visited or telephoned a County government office within the previous 12 months. Please note that in 2001 the question wording and response options differed slightly, which could, at least in part, account for the differences in the by year comparison.

**Figure 20: Government Office Contact Compared by Year**



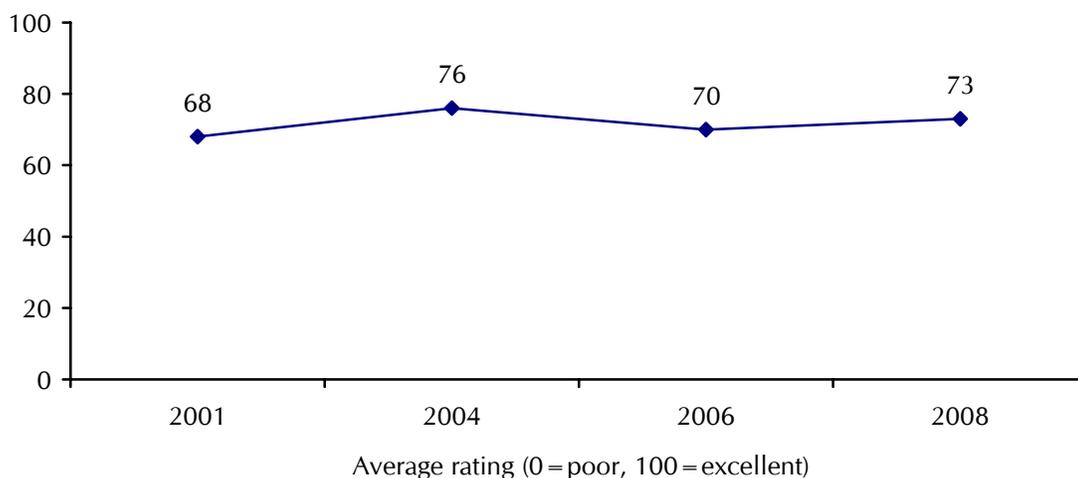
*In 2001, this question was "During the past year, have you visited or telephoned one of these service centers [locations preceded the question]? Response scale was: "no;" "yes, visited;" "yes, telephoned;" "yes, both."*

More than 8 in 10 residents who had contacted a government office in the last 12 months rated their overall impression of Dakota County employees as “excellent” or “good.” Only 7% rated this contact as “poor.” The average rating of 73 on the 100-point scale was slightly higher than the 2006 ratings and above ratings from other counties across the country.

**Table 17: Overall Impression**

	Excellent	Good	Fair	Poor	Total	Average rating (0 = poor, 100 = excellent)	Comparison of Dakota County Rating to Norm
What was your overall impression of your most recent contact with Dakota County?	41%	43%	8%	7%	100%	73	Above the norm

**Figure 21: Overall Impression of Most Recent Contact with Dakota County Compared by Year**



Note: differences between 2008 and 2006 were statistically significant.

In 2001, the survey contained a question asking, “Which department [in a government service center] did you contact or visit?” This question was then followed by “How would you rate the service overall?” Overall service had a response scale ranging from 1 to 5, with only values 5 (“excellent”) and 1 (“poor”) labeled.

The 2008 survey included a question listed various methods of contacting County government and that asked residents which method was their top preference for reporting a suggestion or concern. Forty-three percent reported that sending an email was their choice for contacting County government and 39% reported that calling a commissioner or staff person would be their top preference for contacting Dakota County. About 1 in 10 or fewer reported other methods as their top preference.

**Table 18: Top Preference for Contact**

<b>Please tell me which method is your top preference for contacting Dakota County government if you had a suggestion or concern.</b>	<b>Percent of respondents</b>
Send an email	43%
Call a commissioner or staff person	39%
Go to a public meeting	9%
Fill out an online survey	6%
Appointment to County advisory committee	2%
Other	2%
Total	100%

## *Public Information and Communication*

The survey contained questions about public information sources as well as household Internet and telephone access. It also included a new question that asked respondents how likely or unlikely their household would be to switch to a cell-phone only household in the next 12 months; results differed by respondent age for this question.

### **Public Information Sources**

Unprompted responses about the information that residents would like to see on the Dakota County Web site appear in the following table. This was an open-ended question where respondents were able to give any answer. Many potential categories of response were available to interviewers; they selected the one that best fit each respondent's stated response. When a respondent identified an unlisted, or "other," response for what they would like to see on the Dakota County Web site, the response was entered verbatim. These responses appear in *Appendix C: Verbatim Responses to Open-End Questions*.

Information about parks was the most desired information for the Web site in 2008 as it was in previous survey years, though the proportion of respondents mentioning this item in 2008 was lower than in 2006 and 2004. Responses were many and varied, but 12% of respondents said they wanted to access information about parks (down from previous years), 7% wanted to access service information, and 6% were interested in obtaining garbage and recycling information from the County's Web site. Paying fees, fines, or property taxes; obtaining meeting calendars, agendas, and/or minutes; and general information about the county each were mentioned by 5% of respondents. Please note that compared to previous years, 37% reported "none" in 2008 when asked what they would like to see on the Dakota County Web site, up from 18% in 2006; another 16% reported "don't know" when asked this question in 2008, down from 32% in 2006. (see *Appendix D: Complete Set of Frequencies*).

**Table 19: Desired Internet Information Compared by Year**

<b>What kind of Dakota County service or information would you like to access via the Internet?</b>	<b>2008</b>	<b>2006</b>	<b>2004</b>	<b>2001</b>
Park information (e.g., reservation at a regional park facility)	12%	24%	31%	NA
Service information	7%	6%	8%	NA
Garbage and recycling	6%	2%	NA	NA
Pay fees, fines, or property taxes	5%	6%	3%	NA
General information about the county	5%	5%	10%	NA
Meeting calendar, agenda, and/or minutes	4%	5%	6%	NA
Data	3%	1%	2%	NA
Road construction areas	3%	1%	NA	NA
Renew or apply for a license, permit, or other application	2%	3%	2%	NA
Apply for a library card and/or utilize library resources	2%	4%	4%	NA
Access public county records	2%	4%	2%	NA
Researched property sales/information	2%	4%	4%	NA
Budget documents	2%	1%	3%	NA
Job search	2%	5%	6%	NA
Directions/hours of service	2%	2%	2%	NA
Attend a county event	2%	2%	3%	NA
Library catalogs	2%	4%	3%	NA
Jail services	2%	NA	NA	NA
Court services	2%	NA	NA	NA
Dispatch and control services	2%	NA	NA	NA
Apply to be a foster parent	1%	1%	NA	NA
Make an appointment for a county service	1%	0%	1%	NA
Register a complaint	1%	1%	1%	NA
Newsletters	1%	2%	2%	NA
Policies	1%	3%	0%	NA
Public transportation schedules	1%	0%	0%	NA
Reserve meeting space	1%	NA	0%	NA
Zoning and code requirements	1%	1%	3%	NA
Project information	1%	2%	2%	NA
Maps	1%	2%	2%	NA
Registrations	1%	0%	1%	NA
Contact county commissioners	1%	1%	1%	NA
Subscribe to listserv	1%	NA	NA	NA
Civil process services	1%	NA	NA	NA
Advisory committee	0%	NA	1%	NA
Department/employee contacts	0%	1%	2%	NA
Economic development	0%	0%	1%	NA
Contact staff	0%	0%	1%	NA
Historical information	0%	0%	1%	NA
No purpose/none	37%	18%	21%	NA
Other	16%	32%	NA	NA

*Grey shading indicates statistically significant differences between 2008 and 2006. This question was not asked in the 2001 survey.*

## Potential Information Sources

Respondents were asked to indicate which potential sources of information about Dakota County government they used most often. Television news broadcasts, weekly community newspapers, other County residents (e.g., neighbors or friends), and daily newspapers were reported as at least “minor” sources of information by at least 8 in 10 respondents. The Internet and the Dakota County newsletter were used as at least “minor” sources of information by approximately three-quarters of respondents and about two-thirds of respondents used cable television programming and the County Web site as “minor” or “major” sources of information about Dakota County. At least half of respondents reported that community meetings, Dakota County employees and County listservs and other County electronic newsletters were at least a minor source of information for them.

Residents responding to the 2008 survey were more likely to consider many of the information source as a “minor” or “major” source of information about Dakota County government than did those responding to this question in 2006. Other County residents such as neighbors or friends was reported as at least a “minor” source of information by 82% of respondents in 2008 versus 78% in 2006. The Internet continues to be an information source for more and more respondents over time, with twice as many using this as a source in 2008 (78%) than in 2001 (38%); the use of the County Web site and County listservs increased by at least 7% from 2006 to 2008. The use of cable television programming and community meetings for information about Dakota County government also has increased at a steady rate over time. Please note that in 2001 some sources were worded differently (“other County residents” was “word-of-mouth or the ‘grapevine,’ in 2001; “The Dakota County newsletter” was “The county newsletter, ‘The Dakota County Update.’”) These changes could, at least in part, be explain some of the differences in responses over time.

**Table 20: Potential Information Sources**

<b>Please tell me whether you use each of these potential sources of information about Dakota County government as a major or minor source of information, or not at all.</b>	<b>Major Source</b>	<b>Minor Source</b>	<b>Not at all</b>	<b>Total</b>
Television news broadcasts	44%	38%	18%	100%
Weekly community newspapers	40%	42%	18%	100%
Other County residents (e.g., neighbors or friends)	28%	54%	18%	100%
Daily newspapers	43%	38%	20%	100%
The Internet/“the World Wide Web”	45%	32%	22%	100%
Dakota County newsletter, the “Dakota County Update”	33%	44%	23%	100%
Cable television programming	24%	43%	33%	100%
County Web site on the Internet	27%	38%	34%	100%
Community meetings	8%	48%	44%	100%
Dakota employees	9%	41%	50%	100%
County listservs and other County electronic newsletters	9%	41%	50%	100%

**Table 21: Potential Sources of County Information Compared by Year**

Please tell me whether you use each of these potential sources of information about Dakota County government as a major or minor source of information, or not at all?	Percent using as a minor or major source			
	2008	2006	2004	2001
Other County residents (e.g., neighbors or friends)	82%	78%	79%	75%
Weekly community newspapers	82%	82%	80%	93%
Television news broadcasts	82%	79%	80%	NA
Daily newspapers	80%	79%	79%	NA
The Internet/"the World Wide Web"	78%	71%	67%	38%
Dakota County newsletter, the "Dakota County Update"	77%	79%	80%	87%
Cable television programming	67%	60%	59%	47%
County Web site on the Internet	66%	59%	NA	NA
Community meetings	56%	50%	48%	43%
Dakota County employees	50%	51%	50%	NA
County listservs and other County electronic newsletters	50%	42%	NA	NA

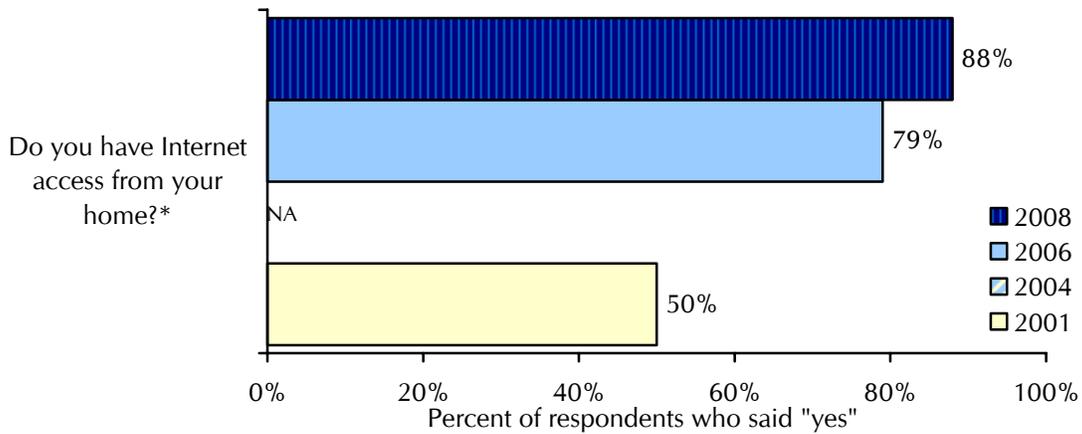
*Grey shading indicates statistically significant differences between 2008 and 2006.*

*In 2001, "other County residents" was "word-of-mouth or the 'grapevine,'" "The Dakota County newsletter" was "The county newsletter, 'The Dakota County Update.'" In 2001, the response scale was: "a major source," "a minor source," "not a source" of information.*

## Internet and Telephone Access

A strong majority of respondents (88%) reported having Internet access from their homes, up by nearly 10 percentage points from 2006 and by more than 30 percentage points since 2001.

**Figure 22: Internet Access from Home Compared by Year**

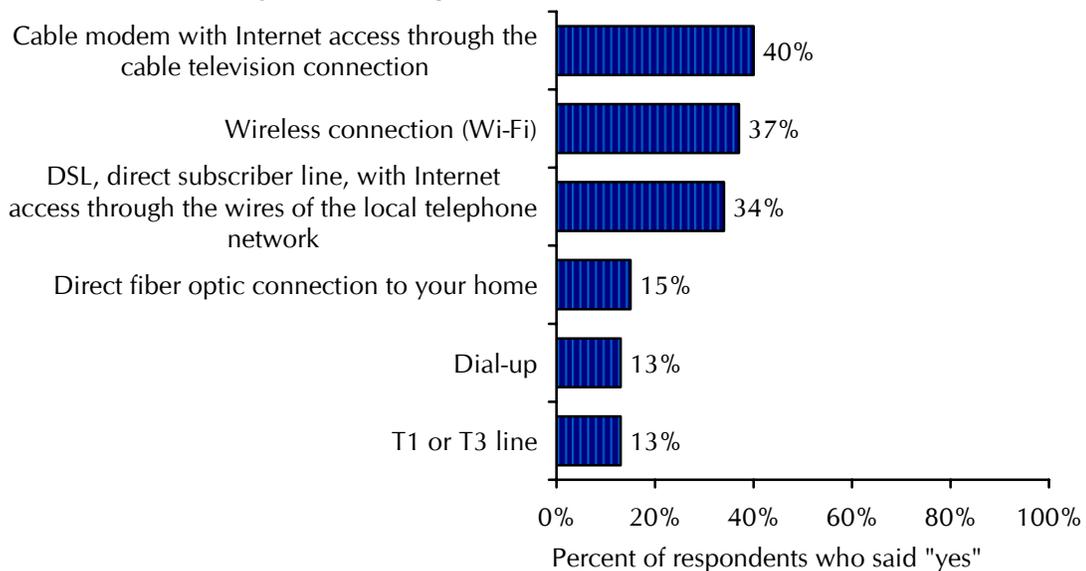


\*Indicates statistically significant differences between 2008 and 2006.

In 2001, the question was "Do you have access to the Internet from your home?" and if the answer was yes, the follow-up question was: "On average, how often do you access the Internet?" This question was not asked in 2004.

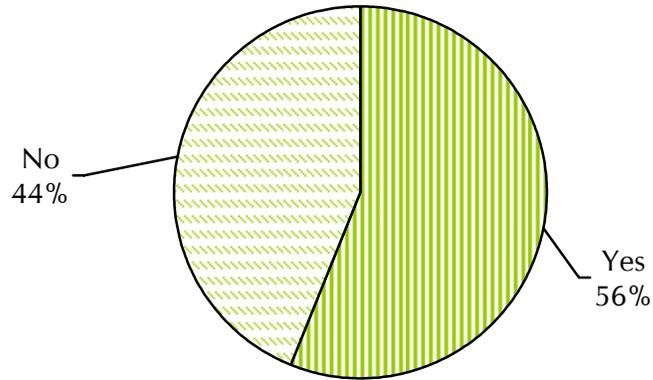
When asked if they expected that their job would require them to have any Internet connections at home sometime in the near future, a higher proportion of respondents said "no" to each type of Internet connection than those who said "yes." One-third to 40% expected to need cable, DSL, or wireless.

**Figure 23: Job-required Home Internet Connection**



A new survey question asked residents to indicate if they thought city or county government should play a role in assuring that high-speed Internet access is available to residents living in the county; just over half of respondents (56%) agreed with this idea.

**Table 22: Government Role in Internet Access**

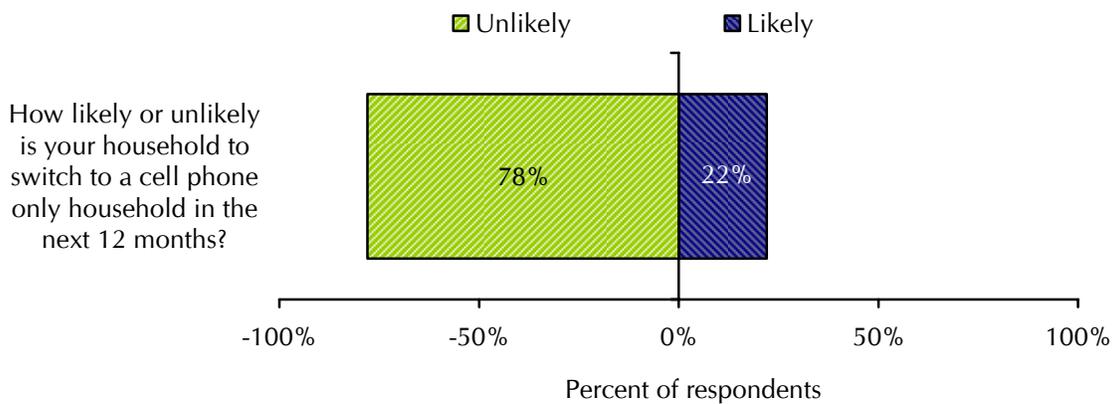


As the prevalence of cell-phone only households continues to increase across the nation, Dakota County thought it was important to find out how likely or unlikely Dakota County households were to switch to a cell-phone only household in the next 12 months. While a majority of respondents reported they were unlikely to switch to cell-phone only, 22% said that they were at least somewhat likely to do so in the next year. Younger respondents were more likely to report that they plan to switch to a cell-phone only household in the next 12 months, with 38% of females age 18-34 and 41% of males age 18-34 indicating that they were at least “somewhat” likely to make the switch in the next year.

**Table 23: Cell-only Household Switch**

How likely or unlikely is your household to switch to a cell phone only household in the next 12 months?	Percent of respondents
Very likely	10%
Somewhat likely	12%
Somewhat unlikely	15%
Very unlikely	63%
Total	100%

**Figure 24: Cell-only Household Switch**



**Table 24 : Cell-only Household Switch Compared by Gender and Age**

	Female 18-34	Female 35-54	Female 55+	Male 18-34	Male 35-54	Male 55+
How likely or unlikely is your household to switch to a cell phone only household in the next 12 months?	38%	18%	9%	41%	17%	18%

Percent reporting "somewhat" or "very" likely. Cells shaded in grey indicate statistically significant differences.

## Respondent Demographics

Frequencies for demographic questions appear in the pages that follow. As shown below, equal proportions of respondents from each Commissioner District completed the 2008 survey. Two-thirds of respondents reported being employed and 74% had an annual household income of \$50,000 to \$150,000. About two in five survey respondents said they had lived in Dakota County for more than 20 years. Of those who reported being employed, 13% said they worked in Minneapolis, another 13% reported working in Eagan and 9% in St. Paul. More than half of those who work said that their work commute from their residence was 20 minutes or less, 23% said their commute averaged 21-30 minutes and 16% reported a commute time of more than 30 minutes. When asked what a reasonable work commute would be, one in five (20%) thought 10 minutes or less would be acceptable, 43% said 11-20 minutes, 29% said 21-30 minutes, and 7% thought more than 30 minutes was reasonable. The average number of children for households with at least one child 17 or younger was about 2; the average number of adults under 65 for households with at least one household member under age 65 was about 2; the average number of adults over 65 for households with at least one household member who is over 65 years of age was just about 1.5.

<b>Commissioner District</b>	
	<b>Percent of respondents</b>
Dakota - District 1	14%
Dakota - District 2	14%
Dakota - District 3	14%
Dakota - District 4	14%
Dakota - District 5	14%
Dakota - District 6	14%
Dakota - District 7	14%
Total	100%

<b>City or Township</b>	
<b>In which city or township do you live?</b>	<b>Percent of respondents</b>
Apple Valley (District 7)	8%
Burnsville	16%
Castle Rock Township (District 1)	0%
Coates (District 1)	0%
Douglas Township (District 1)	0%
Eagan	20%
Empire Township (District 1)	0%
Eureka Township (District 1)	1%
Farmington (District 1)	6%
Greenvale Township (District 1)	0%
Hampton (District 1)	0%
Hampton Township (District 1)	0%
Hastings (District 1)	6%
Inver Grove Heights	10%
Lakeville (District 6)	12%
Lilydale (District 3)	0%
Marshan Township (District 1)	0%
Mendota (District 3)	0%
Mendota Heights (District 3)	4%
Miesville (District 1)	0%
New Trier (District 1)	0%
Nininger Township (District 1)	0%
Northfield (District 1)	0%
Randolph (District 1)	0%
Randolph Township (District 1)	0%
Ravenna Township (District 1)	0%
Rosemount (District 7)	6%
Sciota Township (District 1)	0%
South St. Paul (District 2)	4%
Sunfish Lake (District 2)	0%
Vermillion (District 1)	0%
Vermillion Township (District 1)	0%
Waterford Township (District 1)	0%
West St. Paul (District 2)	5%
<b>Total</b>	<b>100%</b>

<b>Household Annual Income</b>	
<b>Please stop me when I reach the category that includes your household's annual income.</b>	<b>Percent of respondents</b>
Under \$25,000	8%
\$25,000 to less than \$50,000	16%
\$50,000 to less than \$75,000	24%
\$75,000 to less than \$100,000	23%
\$100,000 to less than \$150,000	20%
\$150,000 to less than \$200,000	7%
\$200,000 to less than \$250,000	1%
\$250,000 or More	2%
Total	100%

<b>Residence in County</b>	
<b>How long have you lived in the County?</b>	<b>Percent of respondents</b>
Less than 2 years	4%
2 to 5 years	17%
6 to 10 years	13%
11 to 15 years	14%
16 to 20 years	14%
Over 20 years	38%
Total	100%

<b>Respondent Employment Status</b>	
<b>Which of the following best describes you?</b>	<b>Percent of respondents</b>
Employed	67%
Retired	15%
Homemaker	7%
Student	6%
Unemployed, looking for work	5%
Total	100%

<b>Respondent Employment Status (FT/PT)</b>	
<b>Are you employed full-time or part-time?</b>	<b>Percent of respondents</b>
Full-time	81%
Part-time	19%
Total	100%

**Respondent City of Employment**

<b>In what city do you primarily work?</b>	<b>Percent of respondents</b>
I work in a township	11%
Afton	0%
Apple Valley	7%
Arlington	0%
Bayport	0%
Belle Plaine	4%
Birchwood	0%
Bloomington	6%
Buffalo	0%
Burnsville	8%
Byron	0%
Chanhassen	1%
Chaska	4%
Chatfield	0%
Cottage Grove	0%
Delano	0%
Dellwood	0%
Eagan	10%
Eden Prairie	1%
Edina	2%
Excelsior	0%
Eyota	0%
Farmington	2%
Forest Lake	0%
Grant	0%
Grey Cloud Island	0%
Hastings	2%
Hopkins	0%
Hutchinson	0%
Inver Grove Heights	2%
Jordan	0%
Lake Elmo	0%
Lakeland	0%
Lakeville	2%
Litchfield	0%
Mahtomedi	1%
Maplewood	0%
Mayer	0%
Mendota Heights	1%
Minneapolis	10%
Minnetonka	1%
Mound	0%
New Germany	0%
New Prague	0%
Newport	0%
Northfield	0%
Oakdale	0%
Plymouth	0%
Prior Lake	0%
Richfield	1%

**Respondent City of Employment**

<b>In what city do you primarily work?</b>	<b>Percent of respondents</b>
Rochester	1%
Rosemount	1%
Savage	1%
Shakopee	1%
South St. Paul	1%
St. Louis Park	1%
St. Paul	8%
St. Paul Park	1%
St. Bonifacius	0%
Stewartville	0%
Wayzata	0%
West St. Paul	1%
White Bear Lake	0%
Woodbury	0%
Other	3%
Total	100%

<b>Commute Time</b>	
<b>If you work outside of the home, approximately how long does it take you to commute to your workplace from your residence?</b>	<b>Percent of respondents</b>
10 minutes or less	25%
11 to 20 minutes	30%
21 to 25 minutes	11%
26 to 30 minutes	12%
31 to 45 minutes	11%
Over 45 minutes	5%
Not applicable/work at home	5%
Total	100%

<b>Opinion of Reasonable Commute Time</b>	
<b>If you work outside of the home, what would you consider to be a reasonable commuting time to your place of work?</b>	<b>Percent of respondents</b>
5 minutes or less	6%
6 to 10 minutes	14%
11 to 15 minutes	21%
16 to 20 minutes	22%
21 to 25 minutes	8%
26 to 30 minutes	21%
31 to 50 minutes	6%
Over 50 minutes	1%
Not applicable/work at home	0%
Total	100%

<b>Respondent Age</b>	
<b>Please stop me when I reach the category that includes your age.</b>	<b>Percent of respondents</b>
18 to 24 years	10%
25 to 34 years	20%
35 to 44 years	20%
45 to 54 years	26%
55 to 64 years	12%
65 years and over	12%
Total	100%

<b>Children 17 and Under</b>	
<b>How many children age 17 years and under live in your household?</b>	<b>Percent of respondents</b>
1	17%
2	20%
3	4%
4	2%
5	1%
6	0%
10	0%
No children	55%
Total	100%
<i>Average number of children 17 or under for households with at least one child who is 17 years of age or younger.</i>	<i>1.91</i>

---

**Adults Under 65**

---

<b>How many adults under age 65 years live in your household? Please remember to include yourself if you are under age 65.</b>	<b>Percent of respondents</b>
1	15%
2	59%
3	9%
4	4%
5	1%
None	13%
Total	100%
<i>Average number of adults under 65 for households with at least one household member who is under age 65.</i>	2.06

---

**Adults Over 65**

---

<b>How many persons age 65 years and over live in your household? Please remember to include yourself if you are age 65 or over.</b>	<b>Percent of respondents</b>
1	8%
2	7%
3	0%
None	84%
Total	100%
<i>Average number of adults over 65 in households with at least one household member who is over 65 years of age</i>	1.50

---

**Respondent Gender**

---

	<b>Percent of respondents</b>
Female	52%
Male	48%
Total	100%

# Appendix A: Detailed Survey Methodology

---

## Survey Instrument Development

Prior to 2008, Dakota County conducted a general resident survey three times, most recently in 2006. These surveys ask recipients their perspectives about the quality of life in the county, their use of County amenities, their opinion on policy issues facing the county, and their assessment of County service delivery. In 2008, the county decided to conduct another resident survey designed to permit county staff and elected officials to hear from a broad range of the population. The resident survey instrument was developed by starting with the version from the previous implementation in 2006. A list of topics was generated for new questions; topics and questions were modified to find those that were the best fit for the 2008 questionnaire. In an iterative process between County staff and NRC staff, a final questionnaire was crafted that averaged about 22 minutes in length.

## Survey Administration and Response Rate

Phone calls were made from March 5 to April 6, 2008, using a Computer-Assisted Telephone Interviewing system (CATI).<sup>3</sup> The survey was administered and the data were recorded electronically. A majority of the interviews were completed during the evening hours, although calls were made on the weekend and during weekdays also. All phone numbers were dialed at least three times before replacing with another number, with at least one of the attempts on either a weekend or weekday. The dispositions of the numbers dialed during the survey are listed in the table on the following page. A quota system was used to ensure that 100 surveys were completed in each of seven County Commissioner Districts.

A total of 9,705 phone numbers were dialed during the survey administration. Some of these numbers are considered ineligible<sup>4</sup> for the survey. Of the approximately 3,246 households called, 706 completed interviews providing a response rate of 22%. Approximately 668 households refused the survey.

---

<sup>3</sup> CATI is a software program that automatically dials phone numbers, logs dispositions and records responses to completed interviews.

<sup>4</sup> Disconnected, fax/data line, or business phone numbers were not included as eligible households. For 2,886 phone numbers where the eligibility status of the household was unknown, 33% were estimated to be eligible. This proportion was assumed to hold for those households not contacted, or where the household refused, and therefore prevented knowing the eligibility status, and only 33% of these numbers were included in the final response rate calculation.

<b>Dispositions of All Numbers Called for the 2008 Dakota County Residential Survey</b>	
Complete	706
Refusal	668
Mid-interview terminate	84
Respondent never available	756
Language problem	67
Always busy	31
No answer	2,524
Answering machine-don't know if household	115
Call blocking	216
Out of sample - other strata than originally coded	109
Fax/data line	382
Disconnected number	3,234
Non-working number	203
Number changed	22
Cell phone	2
Business, government office, other organizations	379
Quota filled	207
Total phone numbers used	9,705
I = Complete Interviews	706
P = partial Interviews	0
R = Refusal and break off	752
NC = non Contact	756
O = Other	67
e = estimated proportion of cases of unknown eligibility that are eligible <sup>5</sup>	33%
UH = Unknown household	2,886
UO = Unknown other	0
Response rate	22%

## Data Analysis and Weighting

The surveys were analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions and averages are presented in the body of the report. Chi-square tests of significance were applied to breakdowns of selected survey questions by County commissioner district. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of our sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they are marked with grey shading in the appendices.

The demographic characteristics of the survey sample were compared to those found in the 2006 American Community Survey Census estimates for adults in the county. Sample results were weighted using the population norms to reflect the appropriate percent of those residents in each county’s population. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

In addition to weighting the data within each county, an additional weight was applied to include an equal proportion of respondents from each county commissioner district.

<sup>5</sup> Estimate of e is based on proportion of eligible households among all numbers for which a definitive determination of status was obtained (a very conservative estimate).

The variables used for weighting were gender, age and district. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in detecting differences of opinion among subgroups
- The historical use of the variables and the desirability of consistently representing different groups over the years

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting.

A special software program using mathematical algorithms is used to calculate the appropriate weights. A limitation of data weighting is that only 2-3 demographic variables can be adjusted in a single study. Several different weighting “schemes” are tested to ensure the best fit for the data.

The results of the weighting scheme are presented in the following table.

<b>2008 Dakota County Residential Survey Weighting Table</b>			
<b>Characteristic</b>	<b>Percent in population</b>		
	<b>Population Norm<sup>1</sup></b>	<b>Unweighted data</b>	<b>Weighted Data</b>
<b>Gender and Age</b>			
18-34 years of age	30%	12%	30%
35-54 years of age	45%	45%	46%
55+ years of age	25%	43%	24%
Female	51%	65%	52%
Male	49%	35%	48%
Females 18-34	15%	7%	15%
Females 35-54	23%	28%	24%
Females 55+	13%	30%	13%
Males 18-34	15%	5%	15%
Males 35-54	22%	17%	22%
Males 55+	11%	14%	11%
<b>Income</b>			
Less than \$25,000	12%	9%	7%
\$25,000 to \$99,999	60%	63%	63%
\$100,000 or more	29%	28%	30%

<sup>1</sup> Source: U.S. Dept. of Commerce, Bureau of the Census. 2006 American Community Survey.

## Appendix B: Crosstabulations of Selected Questions by Commissioner District

The tables on the following pages show responses to select questions compared by respondent district of residence. Shading indicates statistically significant differences in responses between respondents ( $p \leq .05$ ).

Overall Quality of Life by Commissioner District							
How would you rate your overall quality of life in Dakota County? Would you say it is excellent, good, fair, or poor?	County and District						
	District 1	District 2	District 3	District 4	District 5	District 6	District 7
How would you rate your overall quality of life in Dakota?	71	71	81	78	74	81	80

Average rating (0 = poor, 100 = excellent).

County Characteristics by Commissioner District							
Please tell me if you think each of the following characteristics of Dakota County is excellent, good, fair, or poor.	County and District						
	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Availability of affordable housing	46	42	47	45	53	43	50
Availability of affordable health care	39	41	45	50	47	41	45
Availability of affordable quality childcare	49	42	55	51	46	57	56
Availability of parks	76	69	81	79	77	80	79
Availability of trails	72	63	76	76	69	73	64
Availability of public transit	20	44	41	33	47	37	42
Preservation of farmland and natural areas	55	48	55	51	44	49	51
Preparedness for bioterrorism and natural disasters	41	44	45	52	51	49	51
Preparedness for communicable disease outbreak	49	43	46	51	47	53	58

Average rating (0 = poor, 100 = excellent).

**County Services by Commissioner District**

I'm going to read you a list of services provided by Dakota County. Please tell me whether you would rate the quality of each service as excellent, good, fair, or poor.	County and District						
	District 1	District 2	District 3	District 4	District 5	District 6	District 7
County libraries	79	78	80	84	82	82	82
County parks and recreation	74	73	80	77	75	77	74
Trail and bikeway system in Dakota County	74	68	75	77	70	75	65
Condition of County roads	46	56	57	54	50	49	58
Sheriff services	64	67	69	71	72	70	69
Employment support services	49	46	54	52	51	51	56
Environmental protection	56	56	58	57	56	57	61
Social services to seniors	54	62	62	60	63	56	59
Services to youth	51	52	61	62	63	64	61
Services to low income residents	52	48	57	47	50	54	54
Child protection services	62	64	61	64	60	67	62
Public transportation/transit services	28	47	45	41	54	41	48
Snow and ice removal on County roads	66	73	70	68	73	69	68
Self-service options on County Web site	59	55	60	64	57	61	61
What about the overall quality of services provided by Dakota?	66	68	70	66	71	71	71

Average rating (0 = poor, 100 = excellent).

## Appendix C: Verbatim Responses to Open-End Questions

Following are verbatim responses to the open-ended question on the survey. Responses are grouped by the theme to which they were coded. The verbatim responses were not edited for grammar but punctuation has been added for meaning or clarity.

### **Q4. What one thing do you like most about living in Dakota County?**

- ◆ Affordable
- ◆ Area
- ◆ Atmosphere
- ◆ Beauty, government
- ◆ Better county
- ◆ Big city
- ◆ Bike trails
- ◆ Clean safe & convenient
- ◆ Clean, no crime or air pollution
- ◆ Cleanness
- ◆ Cost of affordable housing
- ◆ Cost of living isn't that bad
- ◆ County and city
- ◆ Environment
- ◆ Everything
- ◆ Everything you need is here.
- ◆ Family values
- ◆ Good environment
- ◆ Good place for kids
- ◆ Good snow removal
- ◆ Government
- ◆ Has everything
- ◆ Help with disability
- ◆ I know my way around
- ◆ I like the cleanliness
- ◆ Information of publications, access
- ◆ It is very well planned out
- ◆ It's all here, don't have to leave
- ◆ It's progressive
- ◆ Kicks of rural and city
- ◆ Low taxes
- ◆ Low taxes
- ◆ Low taxes
- ◆ Low taxes
- ◆ Low taxes in Hastings
- ◆ Lower taxes
- ◆ Lower taxes
- ◆ Lower taxes
- ◆ Nice area
- ◆ Nice houses
- ◆ Pretty much suburb
- ◆ Private property.
- ◆ Suburb
- ◆ Suburb
- ◆ Suburbs
- ◆ Sunny edge and farmland
- ◆ Taxes
- ◆ Taxes
- ◆ Taxes are fairly reasonable
- ◆ Taxes are reasonable.
- ◆ The diversity in the county
- ◆ The trees
- ◆ Urban person
- ◆ Very established

**Q7 What do you feel is the most serious issue facing Dakota County at this time?**

- ◆ Air noise from planes
- ◆ Air traffic
- ◆ Air traffic at low altitudes
- ◆ Air traffic noise
- ◆ Airplane noise
- ◆ Airport
- ◆ Airport noise switched runways are intended
- ◆ Burning trash
- ◆ Construction, not good priorities
- ◆ Cost of living is too high
- ◆ Court system
- ◆ Dealing with the housing problem...we have a fair amount of foreclosure
- ◆ Diversity! Immigrants are having a problem affecting the school.
- ◆ Don't think we have enough citizen participation
- ◆ Economy foreclosure
- ◆ Energy crisis
- ◆ Everything!
- ◆ Fine arts center is a waist of money. Better use out of sports facility
- ◆ Foreclosures are high
- ◆ Funding
- ◆ Funding
- ◆ Healthcare
- ◆ Heart of the city
- ◆ High cost of senior medical nursing home care
- ◆ Housing economy
- ◆ Housing for low-income residents and foreclosures
- ◆ Housing foreclosures
- ◆ Housing market
- ◆ Housing market foreclosures
- ◆ I think it's all the buildings that the city council has approved....
- ◆ Inability to utilize funds
- ◆ Influx of ESL students
- ◆ Judicial system
- ◆ Keeping buses out of here
- ◆ Keeping transportation up
- ◆ Lack of affordable medical insurance
- ◆ Lack of light rails
- ◆ Lack of mass transit
- ◆ Lack of mass transit
- ◆ Lack of public transportation
- ◆ Lack of younger generation more seniors in Dakota County
- ◆ Litter inside of the weeds when I take walks, you notice when you walk
- ◆ Living within their budget
- ◆ Maintaining the quality of life
- ◆ Massive mass transit
- ◆ Minorities increase
- ◆ Money
- ◆ Mortgage mess
- ◆ Planning for the future
- ◆ Poor healthcare
- ◆ Potholes planning for parks
- ◆ Poverty
- ◆ Poverty and don't have enough moderately priced homes
- ◆ Poverty tied in with the section 8 housing
- ◆ Property values
- ◆ Proposed topics and ideas that I believe are not particularly important
- ◆ Public transportation
- ◆ Rundown of Burnsville
- ◆ Storm sewers
- ◆ Subsidizing immigrants / taxes
- ◆ The buildings they've built and not sold
- ◆ The cost of everything
- ◆ Too many people calling for political surveys
- ◆ Traffic congestion and a smelly plant in St. Paul. Discontinued the work
- ◆ Transit
- ◆ Transport
- ◆ Transport infrastructure
- ◆ Transport to downtown
- ◆ Transportation
- ◆ Transportation issues, I would think
- ◆ Transportation light rail
- ◆ Using sirens for storms and not just for tornados
- ◆ Utilities
- ◆ Water
- ◆ Water quality
- ◆ What to do with garbage
- ◆ Widening disparity among population
- ◆ Wi-Fi

**Q16. What kind of Dakota County service or information would you like to access via the Internet?**

- ◆ Adult activities
- ◆ Adult education programs
- ◆ All
- ◆ Anything and everything they can put on there
- ◆ Bill pay information emergency information
- ◆ Caucus location
- ◆ Child care and elderly care
- ◆ Child care assistance
- ◆ Child care providers
- ◆ Childcare and health issues
- ◆ Classes being offered
- ◆ Community education county services available county's plan for development transportation development
- ◆ Community service and parks
- ◆ Community service, computer information for youth and adults
- ◆ Conservation new developments
- ◆ Continuing education
- ◆ Crime and where it happened
- ◆ Crime by neighborhood affordable housing resources for disabled elderly
- ◆ Crime environment
- ◆ Crime info
- ◆ Crime rate information where things (crimes are happening)
- ◆ Crime rate where and when/location
- ◆ Crimes, what crimes are being committed; police outline of what's going on. All crimes including fraud, drug situation, what kind of crime going in companies
- ◆ Deadlines for forms and requirements new business coming in information on growth in the county steps to improve recycling and environmental concerns
- ◆ Education taxes
- ◆ Education-networking for parents
- ◆ Emergency info and what the county's up to
- ◆ Emergency notification
- ◆ Energy conservation
- ◆ Energy conservation safe driving respect for neighbors
- ◆ Environmental
- ◆ Environmental
- ◆ Environmental issues
- ◆ Environmental issues crime alerts
- ◆ Everything
- ◆ Everything
- ◆ Everything from recycling to taxes to parks
- ◆ Future development
- ◆ Getting rid of toxic material
- ◆ Housing info
- ◆ Housing info
- ◆ How Dakota County fairs to drinking and driving amongst other counties
- ◆ Information about hazardous material disposal environmental issues and protection data compost information
- ◆ List of sex offenders/felons
- ◆ Local bull hunts
- ◆ Mail needs to be sent out
- ◆ More information about what crimes are committed and things
- ◆ Plans for people can be informed for many reasons such as bioterrorism and natural disasters plans for informing people in general
- ◆ Programming for families and kids
- ◆ Property records, rules for eco site
- ◆ Public or low income housing
- ◆ Real estate services
- ◆ Real estate services
- ◆ Realist, tourism, business.
- ◆ Safety services
- ◆ School districts spending overall operating budget for Dakota's county, and taxes
- ◆ School transportation tax issues
- ◆ Schools info energy efficient info daycare info county services availability for residents' healthcare
- ◆ Schools information
- ◆ Sex offenders and S.O.
- ◆ Sex offenders—pictures and residences
- ◆ Skiing rental information for trails
- ◆ Soil and water info parks and rec info
- ◆ Summer camps for kids, intramural sporting opportunities
- ◆ Tax environmental parks library
- ◆ Tax info
- ◆ Tax info
- ◆ Tax info.
- ◆ Tax information
- ◆ Tax information
- ◆ Tax schedules
- ◆ Taxes
- ◆ Taxes and parks
- ◆ The availability of citizen's last known residence in Dakota County that currently have a warrant out for their arrest. Also, social services contacts for unwed mothers, on-line, to take away the intimidation factor.
- ◆ Transportation and taxes
- ◆ Update in the local paper about information
- ◆ Warnings co services dangerous predators
- ◆ Water pollution levels, status of process for public transportation
- ◆ Water quality in your area
- ◆ What developments are going on
- ◆ What tax issues are, police reports, road work
- ◆ What's going on with public transportation. And also what are they doing about the homeless
- ◆ When they plow
- ◆ When they plow

**Q28. I'm going to read you a list of ways residents contact Dakota County to express suggestions or concerns to decision-makers. Please tell me which method is your top preference for contacting Dakota County government if you had a suggestion or concern. Would you say... ?**

- ◆ Access the Web site
- ◆ All of them
- ◆ Depends on the level of concern
- ◆ Do all of them
- ◆ Emergency
- ◆ Go knock on door in person
- ◆ Go to county office
- ◆ Has no reason to contact
- ◆ I would throw a rock
- ◆ One on one
- ◆ People that I know, newspaper, news
- ◆ Talk to neighbors
- ◆ Word of mouth

**QD7. In what city do you primarily work?**

- ◆ Blaine
- ◆ Brooklyn Center
- ◆ Brooklyn Center.
- ◆ Coon Rapids
- ◆ Dakota
- ◆ Drive delivery of west Wisconsin
- ◆ Edina
- ◆ Eureka Township
- ◆ Fridley
- ◆ Hastings
- ◆ Hudson
- ◆ I don't necessarily work in one particular city...all over
- ◆ Lacrosse
- ◆ Mankato
- ◆ Mankato
- ◆ Metro Area
- ◆ Redwing
- ◆ Roseville
- ◆ Roseville
- ◆ Self employed metropolitan area
- ◆ Shoreview
- ◆ Shoreview
- ◆ Shoreview
- ◆ St Anthony
- ◆ Whole metro area

## Appendix D: Complete Set of Frequencies

The following pages contain a complete set of responses to each question on the survey. Not all questions were asked by each county; tables for questions not asked by Dakota County are not included in this report.

Question 2	
In which city or township do you live?	Percent of respondents
Apple Valley (District 7)	8%
Burnsville	16%
Castle Rock Township (District 1)	0%
Coates (District 1)	0%
Douglas Township (District 1)	0%
Eagan	20%
Empire Township (District 1)	0%
Eureka Township (District 1)	1%
Farmington (District 1)	6%
Greenvale Township (District 1)	0%
Hampton (District 1)	0%
Hampton Township (District 1)	0%
Hastings (District 1)	6%
Inver Grove Heights	10%
Lakeville (District 6)	12%
Lilydale (District 3)	0%
Marshan Township (District 1)	0%
Mendota (District 3)	0%
Mendota Heights (District 3)	4%
Miesville (District 1)	0%
New Trier (District 1)	0%
Nininger Township (District 1)	0%
Northfield (District 1)	0%
Randolph (District 1)	0%
Randolph Township (District 1)	0%
Ravenna Township (District 1)	0%
Rosemount (District 7)	6%
Sciota Township (District 1)	0%
South St. Paul (District 2)	4%
Sunfish Lake (District 2)	0%
Vermillion (District 1)	0%
Vermillion Township (District 1)	0%
Waterford Township (District 1)	0%
West St. Paul (District 2)	5%
Total	100%

<b>Question 2C</b>	
<b>Do you live west of Interstate Highway 35E/35?</b>	<b>Percent of respondents</b>
Yes (District 5)	87%
No (District 6)	13%
Don't know/refused	0%
Total	100%

<b>Question 2D</b>	
<b>Do you live north of Diffley Road and west of South Robert Trail (State Highway 3)/ County Road 63?</b>	<b>Percent of respondents</b>
Yes (District 3)	51%
No (District 4)	49%
Don't know/refused	0%
Total	100%

<b>Question 2E</b>	
<b>Do you live north of 70th Street and east of Robert Street/South Robert Trail (State Highway 3)/County Road 63?</b>	<b>Percent of respondents</b>
Yes (District 2)	51%
No (District 4)	49%
Don't know/refused	0%
Total	100%

<b>County District</b>	
	<b>Percent of respondents</b>
Dakota - District 1	14%
Dakota - District 2	14%
Dakota - District 3	14%
Dakota - District 4	14%
Dakota - District 5	14%
Dakota - District 6	14%
Dakota - District 7	14%
Total	100%

County and district were derived from answers to the location questions in the Question 2 series.

<b>Question 3. Quality of Life</b>	
<b>How would you rate your overall quality of life in Dakota County?</b>	<b>Percent of respondents</b>
Excellent	38%
Good	53%
Fair	7%
Poor	1%
Don't know/refused	1%
Total	100%

**Question 4. Like Most about County**

<b>What one thing do you like most about living in Dakota County?</b>	<b>Percent of respondents</b>
Location	23%
Parks/lakes	9%
Rural	6%
Schools	6%
People	5%
Small town feel	5%
Quality of life in general	4%
My neighborhood	3%
Open space	3%
Quiet	3%
Safe	3%
Services	3%
Libraries	2%
Peaceful	2%
Unsure	2%
No reason	2%
Transportation system (includes roads and transit)	2%
Home	1%
Shopping	1%
Good economy	0%
Job opportunities	0%
Weather	0%
Other	8%
Don't know/refused	8%
<b>Total</b>	<b>100%</b>

**Question 5. County Board**

<b>From what you know, do you strongly approve, somewhat approve, somewhat disapprove, or strongly disapprove of the job the Dakota County Board is doing?</b>	<b>Percent of respondents</b>
Strongly approve	21%
Somewhat approve	48%
Somewhat disapprove	6%
Strongly disapprove	1%
Don't know/refused	23%
<b>Total</b>	<b>100%</b>

**Question 6. Potential Problems**

<b>Please tell me to what degree, if at all, each of these is a problem in your county.</b>	<b>Major problem</b>	<b>Moderate problem</b>	<b>Minor problem</b>	<b>Not at all a problem</b>	<b>Don't know/refused</b>	<b>Total</b>
Crime	5%	36%	44%	15%	1%	100%
Taxes	22%	42%	21%	11%	3%	100%
Traffic congestion	17%	36%	31%	14%	1%	100%
Poverty	5%	28%	44%	16%	8%	100%

**Question 7. Most Serious Issue**

<b>What do you feel is the most important issue facing Dakota County at this time?</b>	<b>Percent of respondents</b>
Growth/development	14%
Taxes	14%
Schools	6%
Traffic congestion	6%
Condition of roads	5%
Crime	4%
Affordable housing	3%
Economic development	3%
Bridges/river crossings	2%
Jobs	2%
Property crime	1%
Lack of businesses/attracting businesses	1%
Loss of rural feel	1%
Politics/political issues	1%
Pollution	1%
Preserving natural areas/protecting natural resources	1%
Quality housing	1%
Teen drug/alcohol use	1%
Affordable property	0%
Amount of county services	0%
Violent crime	0%
Juvenile crime	0%
Keeping farms	0%
Lack of recreational opportunities	0%
Native American land issues	0%
Parking	0%
Quality of county services	0%
Safety	0%
Traffic law enforcement	0%
Zoning laws	0%
No issue	3%
Other	12%
Don't know/refused	16%
<b>Total</b>	<b>100%</b>

**Question 8. County Characteristics**

Please tell me if you think each of the following characteristics of Dakota County is excellent, good, fair, or poor.						Don't know/refused	Total
	Excellent	Good	Fair	Poor			
Availability of affordable housing	7%	38%	33%	14%		8%	100%
Availability of affordable health care	8%	32%	26%	20%		14%	100%
Availability of affordable quality childcare	6%	26%	18%	8%		42%	100%
Availability of parks	42%	49%	8%	1%		1%	100%
Availability of trails	31%	49%	15%	2%		3%	100%
Availability of public transit	8%	28%	27%	31%		7%	100%
Preservation of farmland and natural areas	11%	41%	26%	15%		6%	100%
Preparedness for bioterrorism and natural disasters	6%	25%	17%	12%		40%	100%
Preparedness for communicable disease outbreak	4%	28%	17%	9%		43%	100%

**Question 9. Speed of Growth**

Please rate the speed of growth in the following categories in Dakota County over the past two years.							Total
	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Don't know/refused	
Population growth	1%	4%	45%	30%	17%	3%	100%
Retail growth	4%	15%	54%	18%	9%	1%	100%
Jobs growth	11%	33%	36%	2%	6%	12%	100%
Growth of housing developments	2%	5%	34%	33%	24%	2%	100%

**Question 10. Informing Citizens**

How would you rate the job the County does of informing its citizens?	Percent of respondents
Excellent	10%
Good	46%
Fair	30%
Poor	11%
Don't know/refused	2%
Total	100%

**Question 11. Health Concerns**

<b>To what degree, if at all, is each of the following a health concern in Dakota County?</b>	<b>Major concern</b>	<b>Moderate concern</b>	<b>Minor concern</b>	<b>Not at all a concern</b>	<b>Don't know/refused</b>	<b>Total</b>
Exposure to secondhand smoke	10%	18%	43%	26%	3%	100%
Tobacco use	14%	30%	32%	14%	10%	100%
Depression	13%	36%	27%	8%	16%	100%
Suicide	8%	26%	33%	12%	20%	100%
Underage alcohol use	32%	39%	16%	4%	9%	100%
Alcohol abuse among adults	16%	36%	27%	10%	12%	100%
Illegal drug use	29%	36%	20%	5%	11%	100%
Unplanned pregnancy	11%	34%	24%	7%	24%	100%
The health and support for our elderly and disabled	16%	39%	23%	11%	11%	100%
The adequacy of care and parenting for infants and young children	8%	30%	26%	13%	23%	100%
Sexually transmitted diseases	16%	26%	25%	9%	24%	100%
Physical inactivity	20%	36%	25%	12%	7%	100%
Overweight adults and children	27%	46%	15%	6%	6%	100%
Abuse and neglect of children	17%	28%	30%	9%	16%	100%
Drinking and driving	31%	40%	19%	5%	5%	100%
Motor vehicle accidents	11%	46%	33%	5%	5%	100%

**Question 12. Climate Change**

<b>To what extent do you think climate change is a problem?</b>	<b>Major problem</b>	<b>Moderate problem</b>	<b>Minor problem</b>	<b>Not at all a problem</b>	<b>Don't know/refused</b>	<b>Total</b>
In general?	38%	28%	19%	14%	1%	100%
What about for people living in Dakota County?	24%	31%	25%	18%	1%	100%

**Question 13. Conservation Promotion**

<b>How important is it for local government to help people living in Dakota County find ways to promote conservation and reduce their reliance on energy that generates greenhouse gases?</b>	<b>Percent of respondents</b>
Essential	37%
Very important	26%
Somewhat important	25%
Not at all important	10%
Don't know/refused	1%
<b>Total</b>	<b>100%</b>

**Question 15. Perception of Safety**

<b>Do you feel very safe, somewhat safe, somewhat unsafe, or very unsafe in Dakota County?</b>	<b>Very safe</b>	<b>Somewhat safe</b>	<b>Somewhat unsafe</b>	<b>Very unsafe</b>	<b>Don't know/refused</b>	<b>Total</b>
Property crimes (e.g., burglary, theft)	41%	47%	10%	2%	0%	100%
Violent crimes (e.g., rape, assault, robbery)	60%	33%	6%	1%	1%	100%
Nuisance crimes (e.g., vandalism, noise violations)	37%	48%	12%	4%	0%	100%
Drunk driving when traveling within county	25%	56%	14%	4%	1%	100%
In your neighborhood	67%	27%	5%	0%	0%	100%
On Dakota County parks and trails	43%	42%	5%	1%	8%	100%

**Question 16. Desired County Internet Information**

<b>What kind of Dakota County service or information would you like to access via the Internet?</b>	<b>Percent of respondents</b>
Park information (e.g., reservation at a regional park facility)	10%
Service information	6%
Garbage and recycling	5%
Pay fees, fines, or property taxes	4%
General information about the county	4%
Meeting calendar, agenda, and/or minutes	3%
Data	3%
Renew or apply for a license, permit, or other application	2%
Apply for a library card and/or utilize library resources	2%
Access public county records	2%
Researched property sales/information	2%
Job search	2%
Directions/hours of service	2%
Attend a county event	2%
Road construction areas	2%
Court services	2%
Dispatch and control services	2%
Apply to be a foster parent	1%
Make an appointment for a county service	1%
Register a complaint	1%
Newsletters	1%
Budget documents	1%
Policies	1%
Public transportation schedules	1%
Zoning and code requirements	1%
Project information	1%
Maps	1%
Registrations	1%
Library catalogs	1%
Contact county commissioners	1%
Jail services	1%
Civil process services	1%
Reserve meeting space	0%
Advisory committee	0%
Department/employee contacts	0%
Economic development	0%
Contact staff	0%
Subscribe to listserv	0%
Historical information	0%
No purpose/none	31%
Other	13%
Don't know/refused	17%

*Total may exceed 100% as respondents could choose multiple options.*

**Question 17. Internet Access**

<b>Do you have Internet access from your home?</b>	<b>Percent of respondents</b>
Yes	88%
No	12%
Don't know/refused	0%
Total	100%

**Question 18. Job-required Home Internet Connection**

<b>Please tell me if you expect that your job will require you to have any of the Internet connections at home sometime in the near future?</b>	<b>Yes</b>	<b>No</b>	<b>I don't work</b>	<b>Work but don't know/refused</b>	<b>Total</b>
Direct fiber optic connection to your home	13%	71%	10%	6%	100%
Cable modem with Internet access through the cable television connection	35%	52%	10%	3%	100%
DSL, direct subscriber line, with Internet access through the wires of the local telephone network	30%	59%	9%	2%	100%
Wireless connection (Wi-Fi)	32%	55%	10%	3%	100%
T1 or T3 line	10%	67%	12%	11%	100%
Dial-up	11%	76%	10%	2%	100%

**Question 19. Government Role in Internet Access**

<b>In your opinion, should the city or county government play a role in assuring that high-speed Internet access is available to residents living in the county?</b>	<b>Percent of respondents</b>
Yes	53%
No	42%
Don't know/refused	5%
Total	100%

**Question 21. Potential Information Sources**

<b>Please tell me whether you use each of these potential sources of information about Dakota County government as a major or minor source of information, or not at all.</b>	<b>Major Source</b>	<b>Minor Source</b>	<b>Not at all</b>	<b>Don't know/refused</b>	<b>Total</b>
Cable television programming	23%	43%	33%	0%	100%
Daily newspapers	43%	37%	19%	1%	100%
Other County residents (e.g., neighbors or friends)	28%	54%	17%	1%	100%
Dakota employees	9%	40%	49%	2%	100%
The Internet/"the World Wide Web"	45%	32%	22%	1%	100%
County Web site on the Internet	27%	38%	34%	1%	100%
Weekly community newspapers	40%	41%	18%	1%	100%
Community meetings	8%	47%	43%	1%	100%
Dakota County newsletter, the "Dakota County Update"	33%	43%	22%	2%	100%
Television news broadcasts	44%	38%	18%	1%	100%
County listservs and other County electronic newsletters	8%	40%	49%	2%	100%

**Question 24. County Services**

Please tell me whether you would rate the quality of each of the following services as excellent, good, fair, or poor.						Don't know/refused	Total
	Excellent	Good	Fair	Poor			
County libraries	48%	42%	6%	0%	3%	100%	
County parks and recreation	35%	53%	8%	1%	4%	100%	
Trail and bikeway system in Dakota County	29%	52%	10%	2%	8%	100%	
Condition of County roads	11%	48%	28%	12%	2%	100%	
Sheriff services	18%	50%	11%	1%	20%	100%	
Employment support services	6%	27%	24%	6%	37%	100%	
Environmental protection	10%	45%	25%	5%	15%	100%	
Social services to seniors	11%	34%	19%	3%	33%	100%	
Services to youth	11%	42%	18%	5%	24%	100%	
Services to low income residents	7%	28%	21%	7%	38%	100%	
Child protection services	11%	38%	13%	2%	36%	100%	
Public transportation/transit services	10%	31%	28%	22%	9%	100%	
Snow and ice removal on County roads	28%	52%	14%	3%	3%	100%	
Self-service options on County Web site	6%	32%	13%	2%	47%	100%	
What about the overall quality of services provided by Dakota?	17%	71%	10%	0%	2%	100%	

**Question 25. Government Office Contact**

Have you visited or telephoned any Dakota County government office within the last 12 months?	Percent of respondents
Yes	48%
No	51%
Don't know/refused	1%
Total	100%

**Question 26. Overall Impression**

What was your overall impression of your most recent contact with Dakota County?	Percent of respondents
Excellent	41%
Good	43%
Fair	8%
Poor	7%
Don't know/refused	1%
Total	100%

**Question 28. Top Preference for Contact**

<b>Please tell me which method is your top preference for contacting Dakota County government if you had a suggestion or concern.</b>	<b>Percent of respondents</b>
Send an email	42%
Call a commissioner or staff person	38%
Go to a public meeting	9%
Fill out an online survey	5%
Appointment to county advisory committee	2%
Other	2%
Don't know/refused	3%
Total	100%

**Question 35. Perception of Government**

<b>Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of these statements about Dakota County government?</b>	<b>Strongly agree</b>	<b>Somewhat agree</b>	<b>Somewhat disagree</b>	<b>Strongly disagree</b>	<b>Don't know/refused</b>	<b>Total</b>
I feel Dakota government listens to citizens.	19%	55%	11%	5%	11%	100%
I feel I know about the work of the Dakota Board.	7%	38%	27%	22%	6%	100%
I feel I receive good value for the Dakota taxes I pay.	21%	54%	16%	7%	3%	100%
Overall, I feel that Dakota County does a good job of managing tax dollars.	21%	50%	15%	8%	6%	100%
I feel that the services provided by Dakota County are important to the quality of life in my neighborhood.	53%	38%	5%	2%	1%	100%

**Question 36. County Property Tax**

<b>Would you strongly support, somewhat support, somewhat oppose, or strongly oppose an increase in your County property tax if it were needed to maintain County services at their current levels?</b>	<b>Percent of respondents</b>
Strongly support	9%
Somewhat support	32%
Somewhat oppose	24%
Strongly oppose	31%
Don't know/refused	4%
Total	100%

**Question 40. Health Insurance Status**

<b>In the last year, what would you say your health insurance status was?</b>	<b>Percent of respondents</b>
Insured for the entire year	91%
Insured for part of the year, and not insured for part of the year	4%
Not insured at all for the year	4%
Don't know/refused	1%
Total	100%

**Question 41. Library Visits**

<b>How many times in the past 3 months have you or a member of your family visited a Dakota County Library?</b>	<b>Percent of respondents</b>
Never/zero times	28%
Once or twice	25%
3-6 times	23%
More than 6 times	23%
Don't know/refused	0%
Total	100%

**Question 46. Cell-only Switch**

<b>How likely or unlikely is your household to switch to a cell phone only household in the next 12 months?</b>	<b>Percent of respondents</b>
Very likely	10%
Somewhat likely	12%
Somewhat unlikely	15%
Very unlikely	61%
Don't know/refused	2%
Total	100%

**Question 49. Household Future Financial Status**

<b>Looking ahead, do you think that a year from now you and your household will be better off financially, or worse off, or just about the same as now?</b>	<b>Percent of respondents</b>
Much better	8%
Somewhat better	18%
About the same	54%
Somewhat worse	12%
Much worse	5%
Don't know/refused	2%
Total	100%

**Question D2. Household Annual Income**

<b>Please stop me when I reach the category that includes your household's annual income.</b>	<b>Percent of respondents</b>
Under \$25,000	6%
\$25,000 to less than \$50,000	14%
\$50,000 to less than \$75,000	20%
\$75,000 to less than \$100,000	20%
\$100,000 to less than \$150,000	17%
\$150,000 to less than \$200,000	6%
\$200,000 to less than \$250,000	1%
\$250,000 or more	2%
Don't know/refused	14%
Total	100%

**Question D3. Residence in County**

<b>How long have you lived in the County?</b>	<b>Percent of respondents</b>
Less than 2 years	4%
2 to 5 years	17%
6 to 10 years	13%
11 to 15 years	14%
16 to 20 years	14%
Over 20 years	38%
Don't know/refused	0%
Total	100%

**Question D5. Respondent Employment Status**

<b>Which of the following best describes you?</b>	<b>Percent of respondents</b>
Employed	67%
Homemaker	7%
Retired	15%
Student	6%
Unemployed, looking for work	5%
Don't know/refused	1%
Total	100%

**Question D6. Respondent Employment Status (FT/PT)**

<b>Are you employed full-time or part-time?</b>	<b>Percent of respondents</b>
Full-time	79%
Part-time	19%
Don't know/refused	2%
Total	100%

**Question D7. Respondent City of Employment**

<b>In what city do you primarily work?</b>	<b>Percent of respondents</b>
1 I work in a township	1%
Apple Valley	2%
Belle Plaine	0%
Bloomington	5%
Burnsville	8%
Chanhassen	1%
Chaska	1%
Eagan	12%
Eden Prairie	1%
Edina	3%
Farmington	2%
Hastings	2%
Inver Grove Heights	3%
Lakeville	3%
Maplewood	0%
Mendota Heights	2%
Minneapolis	14%
Minnetonka	1%
New Prague	0%
Northfield	1%
Prior Lake	1%
Richfield	2%
Savage	2%
Shakopee	1%
South St. Paul	1%
St. Louis Park	1%
St. Paul	9%
West St. Paul	2%
Woodbury	1%
Rosemount	5%
Cottage Grove	0%
Forest Lake	1%
Newport	0%
St. Paul Park	1%
White Bear Lake	0%
Hopkins	1%
Hutchinson	0%
Plymouth	0%
St. Bonifacius	0%
Rochester	0%
Other	7%
Don't know/refused	3%
<b>Total</b>	<b>100%</b>

**Question D8. Commute Time**

<b>If you work outside of the home, approximately how long does it take you to commute to your workplace from your residence?</b>	<b>Percent of respondents</b>
10 minutes or less	25%
11 to 20 minutes	29%
21 to 25 minutes	11%
26 to 30 minutes	12%
31 to 45 minutes	11%
Over 45 minutes	5%
Not applicable/work at home	5%
Don't know/refused	1%
Total	100%

**Question D9. Opinion of Reasonable Commute Time**

<b>If you work outside of the home, what would you consider to be a reasonable commuting time to your place of work?</b>	<b>Percent of respondents</b>
5 minutes or less	6%
6 to 10 minutes	14%
11 to 15 minutes	21%
16 to 20 minutes	22%
21 to 25 minutes	8%
26 to 30 minutes	20%
31 to 50 minutes	6%
Over 50 minutes	1%
Not applicable/work at home	0%
Don't know/refused	2%
Total	100%

**Question D10. Respondent Age**

<b>Please stop me when I reach the category that includes your age.</b>	<b>Percent of respondents</b>
18 to 24 years	10%
25 to 34 years	20%
35 to 44 years	19%
45 to 54 years	26%
55 to 64 years	12%
65 years and over	12%
Refused	2%
Total	100%

**Question D11: Children 17 and Under**

<b>How many children age 17 years and under live in your household?</b>	<b>Percent of respondents</b>
1	17%
2	20%
3	4%
4	2%
5	1%
6	0%
10	0%
No children	55%
Don't know/refused	1%
Total	100%
<i>Average number of children age 17 or under for households with at least one child who is 17 years of age or younger</i>	<i>1.91</i>

**Question D12: Adults Under 65**

<b>How many adults under age 65 years live in your household? Please remember to include yourself if you are under age 65.</b>	<b>Percent of respondents</b>
1	14%
2	58%
3	9%
4	4%
5	1%
6	0%
None	13%
Don't know/refused	1%
Total	100%
<i>Average number of adults under age 65 for households with at least one member who is under age 65</i>	<i>2.06</i>

**Question D13: Adults Over 65**

<b>How many persons age 65 years and over live in your household? Please remember to include yourself if you are age 65 or over.</b>	<b>Percent of respondents</b>
1	8%
2	7%
3	0%
None	84%
Don't know/refused	0%
Total	100%
<i>Average number of adults over 65 years of age for households with at least one household member who is over 65 years of age</i>	<i>1.50</i>

**Question D14. Respondent Gender**

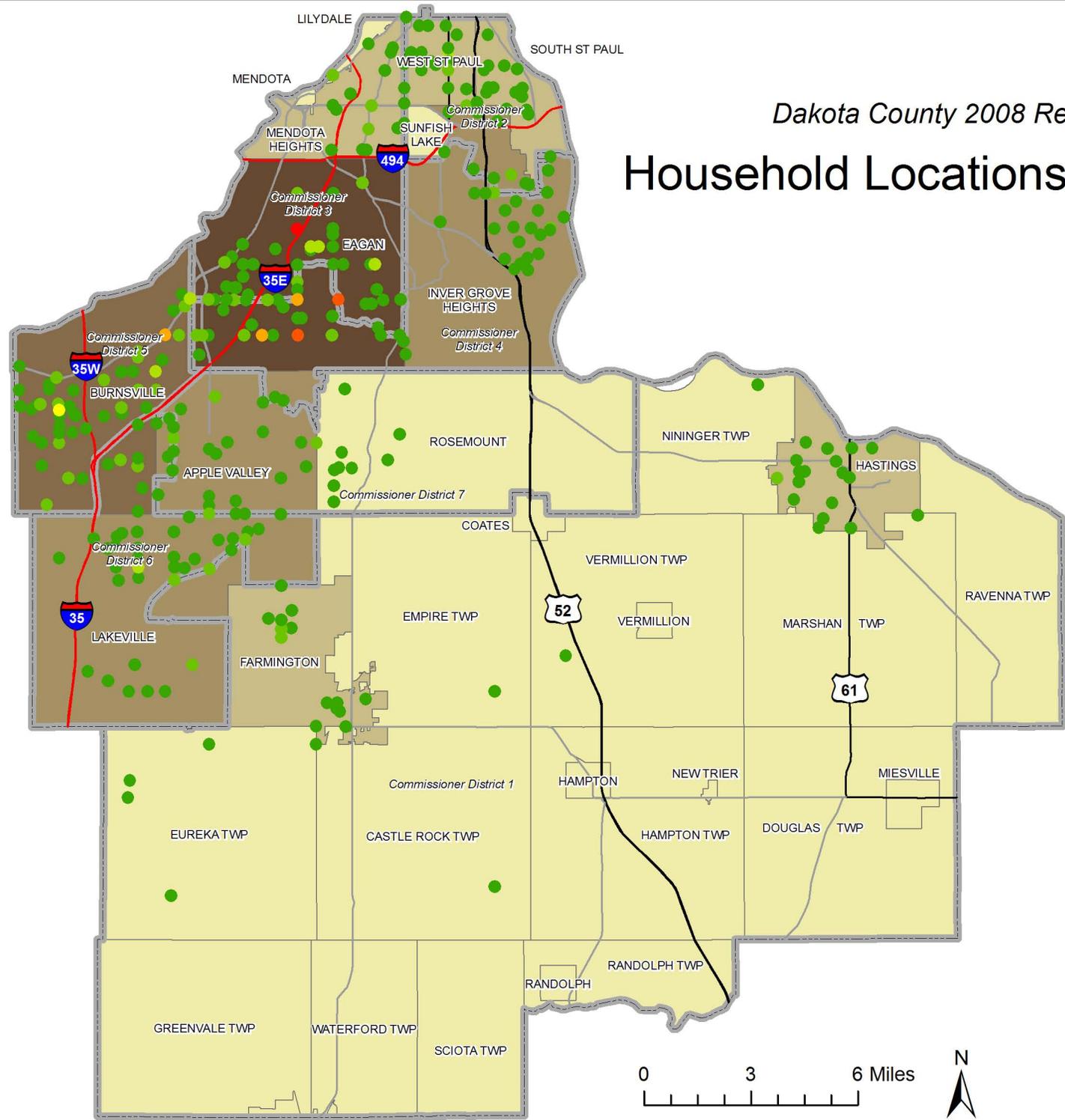
	<b>Percent of respondents</b>
Female	52%
Male	48%
Total	100%

## Appendix E: GIS Mapping of Selected Survey Questions

---

Dakota County 2008 Residential Survey

# Household Locations of Respondents



**Household Locations By Nearest Cross Street**

- 1
- 2
- 3
- 4
- 5
- 6
- 7

**Household Locations By City or Township**

- 0 - 10 respondents
- 11 - 26 respondents
- 27 - 45 respondents
- 46 - 101 respondents
- 102 respondents

□ Commissioner District

## Appendix F: Comparison with Other Participating Counties

Questions asked by more than one Minnesota County in 2008 are included below for comparison. Cells with grey shading indicate statistically significant differences.

Quality of Life				
	Dakota	Washington	Olmsted	Carver
How would you rate your overall quality of life in Carver County?	77	78	74	78

Average rating on the 100-point scale (0 = poor, 100 = excellent).

Like Most				
What one thing do you like most about living in Dakota/Washington/Olmsted/Carver County?	Dakota	Washington	Olmsted	Carver
Location	25%	17%	9%	18%
Parks/lakes	9%	8%	5%	7%
Rural	7%	16%	3%	16%
Schools	6%	6%	6%	3%
Small town feel	6%	4%	4%	18%
People	5%	5%	7%	6%
Quality of life in general	5%	3%	7%	4%
Open space	4%	7%	1%	3%
My neighborhood	3%	4%	2%	3%
Quiet	3%	3%	1%	2%
Safe	3%	7%	6%	2%
Services	3%	1%	6%	2%
Libraries	2%	1%	1%	0%
Peaceful	2%	1%	2%	2%
Transportation system	2%	2%	2%	1%
Home	1%	1%	3%	1%
Shopping	1%	2%	2%	1%
Good economy	0%	1%	2%	0%
Job opportunities	0%	0%	5%	0%
Weather	0%	0%	2%	0%
Unsure	2%	1%	2%	1%
No reason	2%	2%	4%	2%
Other	8%	8%	18%	6%
Total	100%	100%	100%	100%

Statistical significance not tested.

County Board				
	Dakota	Washington	Olmsted	Carver
From what you know, do you strongly approve, somewhat approve, somewhat disapprove, or strongly disapprove of the job the Dakota/Washington/Olmsted County Board is doing?	72	67	67	NA

Average rating on the 100-point scale (0 = strongly disapprove, 100 = strongly approve).

**Potential Problems**

<b>Please tell me to what degree, if at all, each of these is a problem in your county.</b>	<b>Dakota</b>	<b>Washington</b>	<b>Olmsted</b>	<b>Carver</b>
Crime	56	58	45	63
Taxes	40	38	41	34
Traffic congestion	48	51	60	49
Domestic violence	NA	64	NA	69
Poverty	59	62	53	65
Identity theft or financial fraud	NA	61	NA	71
Soil and water contamination	NA	46	NA	65

*Average rating on the 100-point scale (0 = major problem, 100 = not a problem).*

**Most Serious Issue**

<b>What do you feel is the most important issue facing Dakota/Washington/Olmsted/Carver County at this time?</b>	<b>Dakota</b>	<b>Washington</b>	<b>Olmsted</b>	<b>Carver</b>
Growth/development	17%	23%	16%	24%
Taxes	17%	13%	12%	18%
Schools	7%	6%	4%	3%
Traffic congestion	7%	6%	1%	6%
Condition of roads	6%	6%	9%	4%
Crime	5%	4%	12%	0%
Affordable housing	4%	3%	2%	2%
Economic development	3%	3%	3%	6%
Jobs	3%	2%	5%	2%
Bridges/river crossings	2%	4%	0%	0%
Teen drug/alcohol use	2%	0%	0%	0%
Property crime	1%	0%	0%	0%
Lack of businesses/attracting businesses	1%	0%	0%	0%
Loss of rural feel	1%	1%	1%	0%
Politics/political issues	1%	2%	3%	1%
Pollution	1%	8%	1%	0%
Preserving natural areas/protecting natural resources	1%	1%	0%	1%
Quality housing	1%	0%	0%	0%
Quality of county services	1%	1%	2%	0%
Affordable property	0%	0%	0%	0%
Amount of county services	0%	1%	1%	0%
Violent crime	0%	0%	1%	0%
Juvenile crime	0%	0%	2%	0%
Keeping farms	0%	0%	0%	0%
Lack of recreational opportunities	0%	0%	1%	0%
Native American land issues	0%	0%	0%	0%
Parking	0%	0%	0%	0%
Safety	0%	0%	0%	0%
Traffic law enforcement	0%	1%	0%	0%
Zoning laws	0%	1%	0%	0%
No issue	4%	3%	5%	4%
Other	14%	12%	19%	27%
Total	100%	100%	100%	100%

*Statistical significance not tested.*

**County Characteristics**

Please tell me if you think each of the following characteristics of Dakota/Washington/Olmsted/Carver County is excellent, good, fair, or poor.	Dakota	Washington	Olmsted	Carver
Availability of affordable housing	47	43	49	47
Availability of affordable health care	44	49	53	51
Availability of affordable quality childcare	51	51	48	57
Availability of parks	77	77	76	78
Availability of trails	71	73	75	72
Availability of open space	NA	64	64	66
Water quality	NA	NA	68	60
Availability of public transit	38	28	58	38
Preservation of farmland and natural areas	51	NA	NA	53
Preparedness for bioterrorism and natural disasters	47	48	NA	49
Preparedness for communicable disease outbreak	50	52	NA	53

Average rating on the 100-point scale (0=poor, 100=excellent).

**Speed of Growth**

Please rate the speed of growth in the following categories in Dakota/Washington/Olmsted/Carver County over the past two years.		Dakota	Washington	Olmsted	Carver
Population growth	Too slow	5%	3%	1%	4%
	Right amount	47%	43%	49%	39%
	Too fast	49%	55%	50%	57%
	Total	100%	100%	100%	100%
Retail growth	Too slow	19%	20%	16%	40%
	Right amount	54%	39%	48%	44%
	Too fast	27%	41%	36%	16%
	Total	100%	100%	100%	100%
Jobs growth	Too slow	50%	50%	37%	50%
	Right amount	41%	35%	54%	40%
	Too fast	9%	15%	9%	10%
	Total	100%	100%	100%	100%
Growth of housing developments	Too slow	7%	8%	7%	5%
	Right amount	35%	29%	28%	27%
	Too fast	58%	63%	65%	68%
	Total	100%	100%	100%	100%

**Informing Citizens**

	Dakota	Washington	Olmsted	Carver
How would you rate the job the County does of informing its citizens? Would you say it is excellent, good, fair, or poor?	52	56	51	54

Average rating on the 100-point scale (0=poor, 100=excellent).

### Health Concerns

To what degree, if at all, is each of the following a health concern in Dakota/Washington/Olmsted/Carver County?	Dakota	Washington	Olmsted	Carver
Tobacco use	50	46	49	48
Depression	45	43	43	49
Suicide	54	NA	55	60
Underage alcohol use	30	29	32	33
Alcohol abuse among adults	45	NA	44	47
Illegal drug use	33	NA	31	39
Unplanned pregnancy	45	44	44	51
The health and support for our elderly and disabled	44	40	44	49
The adequacy of care and parenting for infants and young children	52	50	52	56
Sexually transmitted diseases	45	45	47	55
Physical inactivity	44	43	41	48
Overweight adults and children	33	34	28	38
Abuse and neglect of children	45	50	44	56
Abuse and neglect of seniors	NA	NA	55	62
Drinking and driving	33	33	32	37
Motor vehicle accidents	44	45	46	45

Average rating on the 100-point scale (0 = major concern, 100 = not at all a concern).

### Potential Environmental Concerns

Now I'm going to read you a list of potential environmental concerns in Washington/Carver County. Please tell me to what degree, if at all, each of these is a concern in Washington/Carver County.	Dakota	Washington	Olmsted	Carver
Exposure to radon	NA	59	NA	65
Quality of outdoor air	NA	53	NA	62
Safety of food in public establishments	NA	54	NA	58
Proper disposal of garbage	NA	53	NA	56
Quality of drinking water	NA	37	NA	53
Quality of water in lakes and streams	NA	35	NA	42

Average rating on the 100-point scale (0 = major concern, 100 = not at all a concern).

### Perception of Safety

Do you feel very safe, somewhat safe, somewhat unsafe, or very unsafe in Dakota County?	Dakota	Washington	Olmsted	Carver
Property crimes (e.g., burglary, theft)	76	74	73	78
Violent crimes (e.g., rape, assault, robbery)	84	81	80	85
Nuisance crimes (e.g., vandalism, noise violations)	73	74	74	74
Drunk driving when traveling within county	68	65	71	68
In your neighborhood	87	NA	84	NA
On Dakota/Carver County parks and trails	80	NA	NA	84

Average rating on the 100-point scale (0 = very unsafe, 100 = very safe).

**Desired County Internet Information**

<b>What kind of Dakota/Washington/Olmsted/Carver County service or information would you like to access via the Internet?</b>	<b>Dakota</b>	<b>Washington</b>	<b>Olmsted</b>	<b>Carver</b>
Park information (e.g., reservation at a regional park facility)	12%	10%	4%	10%
Service information	7%	7%	6%	6%
Garbage and recycling	6%	2%	2%	2%
Pay fees, fines, or property taxes	5%	9%	4%	8%
General information about the county	5%	6%	4%	6%
Meeting calendar, agenda, and/or minutes	4%	5%	5%	3%
Data	3%	3%	2%	1%
Road construction areas	3%	3%	1%	2%
Renew or apply for a license, permit, or other application	2%	5%	4%	2%
Apply for a library card and/or utilize library resources	2%	4%	1%	2%
Access public county records	2%	4%	1%	1%
Researched property sales/information	2%	5%	3%	2%
Budget documents	2%	4%	2%	3%
Job search	2%	3%	2%	0%
Directions/hours of service	2%	1%	1%	0%
Attend a county event	2%	1%	2%	3%
Library catalogs	2%	0%	0%	1%
Jail services	2%	1%	1%	0%
Court services	2%	0%	1%	1%
Dispatch and control services	2%	3%	0%	1%
Apply to be a foster parent	1%	2%	0%	0%
Make an appointment for a county service	1%	3%	1%	0%
Register a complaint	1%	2%	0%	1%
Newsletters	1%	2%	0%	2%
Policies	1%	1%	1%	1%
Public transportation schedules	1%	1%	1%	1%
Reserve meeting space	1%	0%	0%	0%
Zoning and code requirements	1%	3%	2%	0%
Project information	1%	1%	1%	3%
Maps	1%	2%	0%	3%
Registrations	1%	1%	1%	1%
Contact county commissioners	1%	2%	1%	1%
Subscribe to listserve	1%	0%	0%	0%
Civil process services	1%	0%	1%	1%
Advisory committee	0%	1%	0%	1%
Department/employee contacts	0%	1%	1%	1%
Economic development	0%	1%	1%	3%
Contact staff	0%	1%	1%	0%
Historical information	0%	0%	0%	0%
No purpose/none	37%	36%	48%	38%
Other	16%	14%	12%	15%

*Statistical significance not tested.*

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

**Internet Access**

	Dakota	Washington	Olmsted	Carver
Do you have Internet access from your home?	88%	NA	NA	87%
<i>Percent of respondents reporting "yes."</i>				

**Government Role in Internet Access**

	Dakota	Washington	Olmsted	Carver
In your opinion, should the city or county government play a role in assuring that high-speed Internet access is available to residents living in the county?	56%	NA	NA	54%
<i>Percent of respondents reporting "yes."</i>				

**Potential Information Sources**

<b>Please tell me whether you use each of these potential sources of information about Dakota/Washington/Olmsted/Carver County government as a major or minor source of information, or not at all.</b>	Dakota	Washington	Olmsted	Carver
Cable television programming	67%	59%	72%	NA
Cable broadcasts of Carver/Olmsted County Board meetings	NA	NA	46%	42%
Daily newspapers	80%	79%	83%	75%
Other County residents (e.g., neighbors or friends)	82%	81%	83%	85%
Dakota/Washington/Olmsted/Carver County employees	50%	47%	52%	51%
The Internet/"the World Wide Web"	78%	75%	73%	78%
County Web site on the Internet	66%	67%	58%	68%
Weekly community newspapers	82%	80%	66%	85%
Community meetings	56%	50%	50%	53%
Dakota/Carver/Washington County newsletter	77%	80%	NA	63%
Television news broadcasts	82%	NA	87%	NA

*Percent of respondents reporting at least a "minor" source.*

### County Services

Please tell me whether you would rate the quality of each of the following services as excellent, good, fair, or poor.	Dakota	Washington	Olmsted	Carver
County libraries	81	79	NA	76
County parks and recreation	76	77	75	76
Trail and bikeway system in Carver County	72	76	NA	71
Condition of County roads	53	49	45	53
Sheriff services	69	70	70	71
Employment support services	51	52	NA	55
Environmental protection	57	58	58	62
Social services to seniors	59	61	59	59
Services to youth	59	56	55	NA
Services to low income residents	52	52	54	53
Child protection services	63	62	62	64
Public transportation/transit services	43	NA	NA	41
Snow and ice removal on County roads	70	68	63	64
Self-service options on County Web site	60	NA	55	58
Records, vital statistics, licensing, and vehicle registration	NA	70	69	65
Land use and planning information	NA	53	47	53
What about the overall quality of services provided by Carver County?	69	67	65	68

Average rating on the 100-point scale (0 = poor, 100 = excellent).

### Government Office Contact

Have you visited or telephoned any Dakota/Washington/Olmsted/Carver County government office within the last 12 months?	Dakota	Washington	Olmsted	Carver
Have you visited or telephoned any Dakota/Washington/Olmsted/Carver County government office within the last 12 months?	48%	51%	52%	54%

Percent of respondents reporting "yes."

### Overall Impression

What was your overall impression of your most recent contact with Dakota/Olmsted County?	Dakota	Washington	Olmsted	Carver
What was your overall impression of your most recent contact with Dakota/Olmsted County? Would you rate your contact as excellent, good, fair or poor?	73	NA	70	NA

Average rating on the 100-point scale (0 = poor, 100 = excellent).

### Impression of Employees

What was your impression of the employees of xxWashington/Carver County in your most recent contact?	Dakota	Washington	Olmsted	Carver
Their courteousness	NA	80	NA	74
Their knowledge	NA	76	NA	74
Their responsiveness	NA	75	NA	69

Average rating on the 100-point scale (0 = poor, 100 = excellent).

<b>Perception of Government</b>				
<b>Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of these statements about Dakota/Washington/Olmsted County government?</b>	<b>Dakota</b>	<b>Washington</b>	<b>Olmsted</b>	<b>Carver</b>
I feel Dakota/Washington/Olmsted County government listens to citizens.	66	61	61	NA
I feel I know about the work of the Dakota/Washington/Olmsted County Board.	44	49	51	NA
I feel I receive good value for the Dakota/Washington/Olmsted County taxes I pay.	64	62	61	NA
Overall, I feel that Dakota/Washington/Olmsted County does a good job of managing tax dollars.	63	61	60	NA
I feel that the services provided by Dakota/Olmsted County are important to the quality of life in my neighborhood.	82	NA	82	NA

Average rating on the 100-point scale (0 = strongly disagree, 100 = strongly agree).

<b>Perception of Government</b>				
	<b>Dakota</b>	<b>Washington</b>	<b>Olmsted</b>	<b>Carver</b>
Would you strongly support, somewhat support, somewhat oppose, or strongly oppose an increase in your County property tax if it were needed to maintain County services at their current levels?'	43%	44%	NA	NA

Percent of respondents reporting "somewhat" or "strongly" support.

<b>There are many things that people might do to prepare for a serious emergency. Please tell me if you or anyone in your household has done each of the following to prepare for a serious emergency.</b>	<b>Dakota</b>	<b>Washington</b>	<b>Olmsted</b>	<b>Carver</b>
Made a phone list for contacting your family members?	NA	66%	NA	58%
Stored enough food, water and supplies to meet your household needs for at least three days?	NA	67%	NA	67%
Obtained a working battery-operated or hand-cranked radio?	NA	58%	NA	57%
Assembled an emergency kit with basic medical supplies?	NA	58%	NA	52%

Percent of respondents reporting "yes."

<b>Health Insurance Status</b>				
<b>In the last year, what would you say your health insurance status was?</b>	<b>Dakota</b>	<b>Washington</b>	<b>Olmsted</b>	<b>Carver</b>
Insured for the entire year	92%	91%	NA	96%
Insured for part of the year, and not insured for part of the year	4%	5%	NA	3%
Not insured at all for the year	4%	4%	NA	1%
Total	100%	100%	NA	100%

---

---

**Library Visits**

---

	<b>Dakota</b>	<b>Washington</b>	<b>Olmsted</b>	<b>Carver</b>
How many times in the past 3 months have you or another member of your family visited a Dakota/Washington/Carver library. Was it...	71%	76%	NA	66%

*Percent of respondents reporting that they visited a county library at least once in the past 3 months.*

---

---

**Cell-only Household Switch**

---

	<b>Dakota</b>	<b>Washington</b>	<b>Olmsted</b>	<b>Carver</b>
How likely or unlikely is your household to switch to a cell phone only household in the next 12 months?	22%	NA	NA	21%

*Percent of respondents reporting "somewhat" or "very" likely.*

## Appendix G: List of Counties in the Benchmark Comparisons

When possible, comparisons of results were made to other counties in NRC's benchmark database. The counties included in these comparisons are listed below.

Counties in Benchmark Comparisons		
County	State	Population (2000 U.S. Census)
Cococino County	AZ	116,320
San Bernardino County	CA	1,709,434
San Francisco	CA	776,733
Santa Barbara County	CA	399,347
Archuleta County	CO	9,898
Boulder County	CO	291,288
Broomfield	CO	38,272
Denver (City and County)	CO	554,636
Douglas County	CO	175,766
Eagle County	CO	41,659
Grand County	CO	12,442
Jefferson County	CO	527,056
Larimer County	CO	251,494
Mesa County	CO	116,255
Pitkin County	CO	14,872
Summit County	CO	23,548
Brevard County	FL	476,230
Charlotte County	FL	141,627
Collier County	FL	251,377
Duval County	FL	778,879
Hillsborough County	FL	998,948
Pinellas County	FL	921,482
Volusia County	FL	443,343
Walton County	FL	40,601
Honolulu	HI	876,156
Maui	HI	128,094
Iowa County	IA	15,671
Marion	IA	7,144
Polk County	IA	374,601
Peoria County	IL	183,433
Daviess County	KY	91,545
Jefferson Parish	LA	455,466
Orleans Parish	LA	484,674
Montgomery County	MD	873,341
Ottawa County	MI	238,314
Carver County	MN	70,205
Dakota County	MN	355,904
Olmsted County	MN	137,521
Scott County	MN	89,498
St. Louis County	MN	200,528
Washington County	MN	201,130
Washoe County	NV	339,486
Jackson County	OR	181,269
Cumberland County	PA	213,674

**Counties in Benchmark Comparisons**

<b>County</b>	<b>State</b>	<b>Population (2000 U.S. Census)</b>
Pickens County	SC	110,757
Albemarle County	VA	79,236
Arlington County	VA	189,453
Botetourt County	VA	30,496
Chesterfield County	VA	259,903
Hanover County	VA	86,320
James City County	VA	48,102
Northampton County	VA	13,093
Prince William County	VA	280,813
Stafford County	VA	92,446
Chittenden County	VT	146,571
Clark County	WA	345,238
King County	WA	1,737,034
Kitsap County	WA	231,969
Ashland County	WI	16,866
Ozaukee County	WI	82,317
Teton County	WY	18,251

*Population source: 2000 U.S. Census Bureau*

## Appendix H: Survey Instrument

---

The following pages contain the survey instrument.

## The **Dakota**/**Washington**/**Olmsted**/**Carver** County 2008 Residential Survey

[TEXT IN CAPS IS USED AS INSTRUCTIONS OR CODES FOR THE INTERVIEWER ONLY, AND IS NOT READ ALOUD]

Hello, my name is \_\_\_\_\_ and I am calling on behalf of the County. We are conducting a survey about services that the County government provides and the quality of life in the County. The survey is being conducted because the County is interested in your opinions and suggestions. This survey should last approximately 20 minutes.

In order to keep our survey representative of the County's population, I would like to speak to the youngest adult member of your household who is at least 18 years old. Is that you? [IF NOT:] May I speak with that person, please?

Your answers to this survey will be kept confidential, and reported in group form only. [DO NOT PAUSE]

### COMMON QUESTION

1. For verification purposes, can you tell me what county you live in?
  1. DAKOTA [DO NOT READ]
  2. WASHINGTON [DO NOT READ]
  3. OLMSTED [DO NOT READ]
  4. CARVER [DO NOT READ]
  5. OTHER [DO NOT READ]
  6. DON'T KNOW/REFUSED [DO NOT READ]

[IF "Other" OR "Don't know/refused", TERMINATE INTERVIEW: "Thank you for your time. We are only surveying residents of **Dakota**/**Washington**/**Olmsted**/**Carver** County."]

### COMMON QUESTION

2. In which city or township do you live? [DO NOT READ LIST.]

#### [IF Q1=1 DISPLAY] DAKOTA COUNTY

1. APPLE VALLEY (DISTRICT 7)
2. BURNSVILLE [SKIP TO 2C]
3. CASTLE ROCK TOWNSHIP (DISTRICT 1)
4. COATES (DISTRICT 1)
5. DOUGLAS TOWNSHIP (DISTRICT 1)
6. EAGAN [SKIP TO 2D]
7. EMPIRE TOWNSHIP (DISTRICT 1)
8. EUREKA TOWNSHIP (DISTRICT 1)
9. FARMINGTON (DISTRICT 1)
10. GREENVALE TOWNSHIP (DISTRICT 1)
11. HAMPTON (DISTRICT 1)
12. HAMPTON TOWNSHIP (DISTRICT 1)
13. HASTINGS (DISTRICT 1)
14. INVER GROVE HEIGHTS [SKIP TO 2E]
15. LAKEVILLE (DISTRICT 6)
16. LILYDALE (DISTRICT 3)
17. MARSHAN TOWNSHIP (DISTRICT 1)
18. MENDOTA (DISTRICT 3)
19. MENDOTA HEIGHTS (DISTRICT 3)
20. MIESVILLE (DISTRICT 1)
21. NEW TRIER (DISTRICT 1)
22. NININGER TOWNSHIP (DISTRICT 1)
23. NORTHFIELD (DISTRICT 1)
24. RANDOLPH (DISTRICT 1)
25. RANDOLPH TOWNSHIP (DISTRICT 1)
26. RAVENNA TOWNSHIP (DISTRICT 1)

27. ROSEMOUNT (DISTRICT 7)
28. SCIOTA TOWNSHIP (DISTRICT 1)
29. SOUTH ST. PAUL (DISTRICT 2)
30. SUNFISH LAKE (DISTRICT 2)
31. VERMILLION (DISTRICT 1)
32. VERMILLION TOWNSHIP (DISTRICT 1)
33. WATERFORD TOWNSHIP (DISTRICT 1)
34. WEST ST. PAUL (DISTRICT 2)
99. DON'T KNOW/REFUSED [IF DON'T KNOW/REFUSED: "Thank you, but we're looking to speak with residents of specific areas within Dakota County."] TERMINATE INTERVIEW

**[IF Q2=2 BURNSVILLE, ASK:]**

**2C. Do you live west of Interstate Highway 35E/35?**

1. Yes (DISTRICT 5)
2. No (DISTRICT 6)
3. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific areas within Dakota County."] TERMINATE INTERVIEW

**[IF Q2=6 EAGAN, ASK:]**

**2D. Do you live north of Diffley Road and west of South Robert Trail (State Highway 3)/ County Road 63?**

1. Yes (DISTRICT 3)
2. No (DISTRICT 4)
3. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific areas within Dakota County."] TERMINATE INTERVIEW

**[IF Q2=14 INVER GROVE HEIGHTS, ASK:]**

**2E. Do you live north of 70th Street and east of Robert Street/South Robert Trail (State Highway 3)/County Road 63?**

1. Yes (DISTRICT 2)
2. No (DISTRICT 4)
3. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific areas within Dakota County."] TERMINATE INTERVIEW

**[IF Q1=2 DISPLAY] WASHINGTON COUNTY**

35. AFTON (DISTRICT 3)
36. BAYPORT (DISTRICT 3)
37. BAYTOWN TOWNSHIP (DISTRICT 3)
38. BIRCHWOOD (DISTRICT 1)
39. COTTAGE GROVE (DISTRICT 4)
40. DELLWOOD (DISTRICT 1)
41. DENMARK TOWNSHIP (DISTRICT 4)
42. FOREST LAKE (DISTRICT 1)
43. GRANT (DISTRICT 1)
44. GREY CLOUD ISLAND (DISTRICT 4)
45. HASTINGS (DISTRICT 4)
46. HUGO (DISTRICT 1)
47. LAKE ELMO (DISTRICT 2)
48. LAKE ST. CROIX BEACH (DISTRICT 3)
49. LAKELAND (DISTRICT 3)
50. LAKELAND SHORES (DISTRICT 3)
51. LANDFALL (DISTRICT 2)
52. MAHTOMEDI (DISTRICT 1)
53. MARINE ON ST. CROIX (DISTRICT 1)
54. MAY TOWNSHIP (DISTRICT 3)
55. SCANDIA (DISTRICT 1)
56. NEWPORT (DISTRICT 4)
57. OAK PARK HEIGHTS (DISTRICT 3)
58. OAKDALE (DISTRICT 2)
59. PINE SPRINGS (DISTRICT 1)

60. ST. MARY'S POINT (DISTRICT 3)
61. ST. PAUL PARK (DISTRICT 4)
62. STILLWATER (DISTRICT 3)
63. STILLWATER TOWNSHIP (DISTRICT 3)
64. WEST LAKELAND TOWNSHIP (DISTRICT 3)
65. WHITE BEAR LAKE [SKIP TO 2F]
66. WILLERNIE (DISTRICT 1)
67. WOODBURY [SKIP TO 2G]
99. DON'T KNOW/REFUSED [IF DON'T KNOW/REFUSED: "Thank you, but we're looking to speak with residents of specific areas within Washington County."] TERMINATE INTERVIEW

[IF Q2=65 WHITE BEAR LAKE, ASK:]

2F. Do you live east of Highway 120/County Road 27?

1. Yes (DISTRICT 1)
2. No (RAMSEY COUNTY) TERMINATE INTERVIEW: "Thank you for your time. We are only surveying residents of Washington County."
3. DON'T KNOW/REFUSED [IF NO or "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific areas within Washington County."] TERMINATE INTERVIEW

[IF Q2=67 WOODBURY, ASK:]

2G. Do you live east or west of Woodbury Drive/County Road 19?

1. East
2. West [SKIP TO 2I]
3. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific areas within Washington County."] TERMINATE INTERVIEW

[IF Q2=67 WOODBURY AND Q2G=1, ASK:]

2H. Do you live north or south of Bailey Road/County Road 18?

1. North (DISTRICT 2)
2. South (DISTRICT 5)
3. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific areas within Washington County."] TERMINATE INTERVIEW

[IF Q2=67 WOODBURY AND Q2G=2, ASK:]

2I. Do you live north or south of Tamarack Road?

1. North (DISTRICT 2)
2. South (DISTRICT 5)
3. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific areas within Washington County."] TERMINATE INTERVIEW

[IF Q1=3 DISPLAY] OLMSTED COUNTY

68. BYRON (DISTRICT 5)
69. CASCADE TOWNSHIP [SKIP TO 2J]
70. CHATFIELD (DISTRICT 4)
71. DOVER CITY (DISTRICT 4)
72. DOVER TOWNSHIP (DISTRICT 4)
73. ELMIRA TOWNSHIP (DISTRICT 4)
74. EYOTA CITY (DISTRICT 4)
75. EYOTA TOWNSHIP (DISTRICT 4)
76. FARMINGTON TOWNSHIP (DISTRICT 7)
77. HAVERHILL TOWNSHIP (DISTRICT 7)
78. HIGH FOREST TOWNSHIP (DISTRICT 4)
79. KALMAR TOWNSHIP (DISTRICT 5)
80. MARION TOWNSHIP (DISTRICT 7)
81. NEW HAVEN TOWNSHIP (DISTRICT 7)
82. ORONOCO CITY (DISTRICT 7)
83. ORONOCO TOWNSHIP (DISTRICT 7)
84. PINE ISLAND (DISTRICT 7)

85. PLEASANT GROVE TOWNSHIP (DISTRICT 4)
86. QUINCY TOWNSHIP (DISTRICT 4)
87. ROCHESTER CITY [SKIP TO 2K]
88. ROCHESTER TOWNSHIP (DISTRICT 4)
89. ROCK DELL TOWNSHIP (DISTRICT 4)
90. SALEM TOWNSHIP (DISTRICT 4)
91. STEWARTVILLE (DISTRICT 4)
92. VIOLA TOWNSHIP (DISTRICT 4)
99. DON'T KNOW/REFUSED [IF DON'T KNOW/REFUSED: "Thank you, but we're looking to speak with residents of specific areas within Olmsted County."] TERMINATE INTERVIEW

**[IF Q2=69 CASCADE TOWNSHIP, ASK:]**

**2J. Do you live WEST of US HIGHWAY 52?**

1. Yes (DISTRICT 5)
2. No (DISTRICT 7)
3. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific areas within Olmsted County."] TERMINATE INTERVIEW

**[IF Q2=87 ROCHESTER CITY, ASK:]**

**2K. Do you live NORTH of 19TH STREET NW?**

1. No (SKIP TO 2L)
2. AND WEST OF US HIGHWAY 52? Yes (DISTRICT 5) [IF NO, GO TO Q2K, OPTION 3]
3. AND EAST OF US HIGHWAY 52, SOUTH OF 55TH STREET NW, AND WEST OF EAST RIVER ROAD? Yes (DISTRICT 2) [IF NO, GO TO Q2K, OPTION 4]
4. AND EAST OF US HIGHWAY 52 AND NORTH OF 55TH STREET NW? Yes (DISTRICT 7)
5. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific areas within Olmsted County."] TERMINATE INTERVIEW

**2L. Do you live SOUTH of 19TH STREET NW AND WEST OF US HIGHWAY 52 AND NORTH OF SECOND STREET SW?**

1. No (SKIP TO 2M)
2. AND WEST OF WEST CIRCLE DRIVE? Yes (DISTRICT 5) [IF NO, GO TO Q2L, OPTION 3]
3. AND EAST OF WEST CIRCLE DRIVE AND NORTH OF US HIGHWAY 14? Yes (DISTRICT 1) [IF NO, GO TO Q2L, OPTION 4]
4. AND EAST OF WEST CIRCLE DRIVE AND SOUTH OF US HIGHWAY 14? Yes (DISTRICT 6)
5. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific areas within Olmsted County."] TERMINATE INTERVIEW

**2M. Do you live SOUTH of SECOND STREET SW AND WEST OF US 52 AND WEST OF US HIGHWAY 63?**

1. No (SKIP TO 2N)
2. AND NORTH OF THE ZUMBRO RIVER? Yes (DISTRICT 6) [IF NO, GO TO Q2M, OPTION 3]
3. AND SOUTH OF THE ZUMBRO RIVER AND WEST OF 18TH AVENUE SW? Yes (DISTRICT 4) [IF NO, GO TO Q2M, OPTION 4]
4. AND SOUTH OF THE ZUMBRO RIVER, EAST OF 18TH AVENUE SW, AND NORTH OF 40TH STREET SW? Yes (DISTRICT 6) [IF NO, GO TO Q2M, OPTION 5]
5. AND SOUTH OF 40TH STREET SW? Yes (DISTRICT 4)
6. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific areas within Olmsted County."] TERMINATE INTERVIEW

**2N. Do you live SOUTH of 12TH STREET SW AND EAST OF US HIGHWAY 52 AND WEST OF COUNTY ROAD 1 (11TH AVENUE SE)?**

1. No (SKIP TO 2O)
2. AND WEST OF BROADWAY? Yes (DISTRICT 6) [IF NO, GO TO Q2N, OPTION 3]
3. AND EAST OF BROADWAY AND SOUTH OF 16TH STREET SE AND NORTH OF 40TH STREET SE? Yes (DISTRICT 6) [IF NO, GO TO Q2N, OPTION 4]
4. AND EAST OF BROADWAY AND NORTH OF 16TH STREET SE AND WEST OF 6TH AVENUE SE? Yes (DISTRICT 6) [IF NO, GO TO Q2N, OPTION 5]
5. AND EAST OF BROADWAY AND NORTH OF 16TH STREET SE AND EAST OF 6TH AVENUE SE? Yes (DISTRICT 1) [IF NO, GO TO Q2N, OPTION 6]

6. AND EAST OF BROADWAY AND SOUTH OF 40TH STREET SE? Yes (DISTRICT 4)
7. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific areas within Olmsted County."] TERMINATE INTERVIEW

**2-O. Do you live SOUTH of US HIGHWAY 14 AND EAST OF COUNTY ROAD 1?**

1. No (SKIP TO 2P)
2. AND WEST OF MARION ROAD SE AND SOUTH OF BEAR CREEK? Yes (DISTRICT 7) [IF NO, GO TO Q2-O, OPTION 3]
3. AND WEST OF MARION ROAD SE AND NORTH OF BEAR CREEK? Yes (DISTRICT 1) [IF NO, GO TO Q2-O, OPTION 4]
4. AND EAST OF MARION ROAD SE AND SOUTH OF EASTWOOD ROAD SE? Yes (DISTRICT 7) [IF NO, GO TO Q2-O, OPTION 5]
5. AND EAST OF MARION ROAD SE AND NORTH OF EASTWOOD ROAD SE? Yes (DISTRICT 3)
6. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific areas within Olmsted County."] TERMINATE INTERVIEW

**2P. Do you live NORTH OF US HIGHWAY 14 AND EAST OF BROADWAY AND SOUTH OF 19TH STREET NE?**

1. No (SKIP TO 2Q)
2. AND WEST OF THE ZUMBRO RIVER? Yes (DISTRICT 1) [IF NO, GO TO Q2P, OPTION 3]
3. AND WEST OF BEAR CREEK AND SOUTH OF 4TH STREET SE? Yes (DISTRICT 1) [IF NO, GO TO Q2P, OPTION 4]
4. AND EAST OF BEAR CREEK AND SOUTH OF 4TH STREET SE? Yes (DISTRICT 3) [IF NO, GO TO Q2P, OPTION 5]
5. AND NORTH OF 4TH STREET SE AND WEST OF EAST CIRCLE DRIVE? Yes (DISTRICT 3) [IF NO, GO TO Q2P, OPTION 6]
6. AND EAST OF EAST CIRCLE DRIVE? Yes (DISTRICT 7)
7. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific areas within Olmsted County."] TERMINATE INTERVIEW

**2Q. Do you live EAST OF BROADWAY AND NORTH OF 19TH STREET NE AND EAST OF EAST RIVER ROAD?**

1. No (SKIP TO 2R)
2. AND WEST OR SOUTH OF EAST CIRCLE DRIVE? Yes (DISTRICT 3) [IF NO, GO TO Q2Q, OPTION 3]
3. AND NORTH OR EAST OF EAST CIRCLE DRIVE NE? Yes (DISTRICT 7) [IF NO, GO TO Q2Q, OPTION 4]
4. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific areas within Olmsted County."] TERMINATE INTERVIEW

**2R. DO YOU LIVE EAST OF US HIGHWAY 52 AND SOUTH OF 19TH STREET NW AND NORTH OF 12TH STREET SW AND WEST OF BROADWAY?**

1. No: "Thank you, but we're looking to speak with residents of specific areas within Olmsted County."] TERMINATE INTERVIEW
2. AND NORTH OF SECOND STREET SW? Yes (DISTRICT 1) [IF NO, GO TO Q2R, OPTION 3]
3. AND SOUTH OF SECOND STREET SW AND EAST OF 6TH AVENUE SW? Yes (DISTRICT 1) [IF NO, GO TO Q2R, OPTION 4]
4. AND SOUTH OF SECOND STREET SW AND WEST OF 6TH AVENUE SW Yes (DISTRICT 6)
5. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific areas within Olmsted County."] TERMINATE INTERVIEW

**[IF Q1=4, DISPLAY] [CARVER COUNTY]**

93. BENTON TOWNSHIP (DISTRICT 5).
94. CARVER (DISTRICT 3).
95. CAMDEN TOWNSHIP (DISTRICT 5).
96. CHANHASSEN . [SKIP TO 2S]
97. CHASKA . [SKIP TO 2Y]
98. CHASKA TOWNSHIP (DISTRICT 5).
99. COLOGNE (DISTRICT 5).
100. DAHLGREN TOWNSHIP (DISTRICT 5).
101. HAMBURG (DISTRICT 5).
102. HANCOCK TOWNSHIP (DISTRICT 5).

103. HOLLYWOOD TOWNSHIP (DISTRICT 4).
104. LAKETOWN TOWNSHIP (DISTRICT 5).
105. MAYER (DISTRICT 5).
106. NEW GERMANY (DISTRICT 5).
107. NORWOOD YOUNG AMERICA (DISTRICT 5).
108. SAN FRANCISCO TOWNSHIP (DISTRICT 5).
109. VICTORIA (DISTRICT 3).
110. WATERTOWN (DISTRICT 4).
111. WATERTOWN TOWNSHIP (DISTRICT 4).
112. WACONIA TOWNSHIP (DISTRICT 4).
113. WACONIA (DISTRICT 4).
114. YOUNG AMERICA TOWNSHIP (DISTRICT 5).
115. OTHER [IF "OTHER": "Thank you, but we're looking to speak with residents of specific cities within Carver County."]  
TERMINATE INTERVIEW
116. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific cities within Carver County."] TERMINATE INTERVIEW

[IF Q2= 71 ASK 2S OR IF Q2= 72 ASK 2Y - ELSE SKIP TO Q3]

[IF Q2= 71 CHANHASSEN, ASK:]

**2S. Do you live north of Lyman Boulevard?**

1. Yes (ASK 2T)
2. No (DISTRICT 1) [SKIP TO Q3]
3. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific cities within Carver County."] TERMINATE INTERVIEW

**2T. Do you live west of Powers Boulevard?**

1. Yes (DISTRICT 2) [SKIP TO Q3]
2. No (ASK 2U)
3. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific cities within Carver County."] TERMINATE INTERVIEW

**2U. Do you live north of Highway 5?**

1. Yes [SKIP TO 2V]
2. No [SKIP TO 2W]
3. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific cities within Carver County."] TERMINATE INTERVIEW

**2V. Do you live East of Kerber Blvd.?**

1. Yes (DISTRICT 2) [SKIP TO Q3]
2. No (DISTRICT 1) [SKIP TO Q3]
3. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific cities within Carver County."] TERMINATE INTERVIEW

**2W. Do you live east of Hwy 101?**

1. Yes (ASK 2X)
2. No (DISTRICT 1) [SKIP TO Q3]
3. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific cities within Carver County."] TERMINATE INTERVIEW

**2X. Do you live North of Rice Marsh Lake?**

1. Yes (DISTRICT 2) [SKIP TO Q3]
2. No (DISTRICT 1) [SKIP TO Q3]
3. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific cities within Carver County."] TERMINATE INTERVIEW

[IF Q2= 72 CHASKA, ASK:]

2Y. Do you live west of Hwy 41?

1. Yes (District 3)
2. No (District 1)
3. DON'T KNOW/REFUSED [IF "DON'T KNOW/REFUSED": "Thank you, but we're looking to speak with residents of specific cities within Carver County."] TERMINATE INTERVIEW

COMMON QUESTION

3. How would you rate your overall quality of life in **Dakota/Washington/Olmsted/Carver** County? Would you say it is excellent, good, fair, or poor?

1. Excellent
2. Good
3. Fair
4. Poor
5. DON'T KNOW/REFUSED

COMMON QUESTION

4. What one thing do you like most about living in **Dakota/Washington/Olmsted/Carver** County? [DO NOT READ LIST.] [SINGLE RESPONSE]

1. GOOD ECONOMY
2. HOME
3. JOB OPPORTUNITIES
4. LIBRARIES
5. LOCATION
6. MY NEIGHBORHOOD
7. OPEN SPACE
8. PARKS/LAKES
9. PEACEFUL
10. PEOPLE
11. QUALITY OF LIFE IN GENERAL
12. QUIET
13. RURAL
14. SAFE
15. SCHOOLS
16. SERVICES
17. SHOPPING
18. SMALL TOWN FEEL
19. WEATHER
20. UNSURE
21. NO REASON
22. TRANSPORTATION SYSTEM [INCLUDES ROADS AND TRANSIT]
98. OTHER [SPECIFY; ADD CODES AS NECESSARY]
99. DON'T KNOW/REFUSED

[**DAKOTA**, **WASHINGTON** and **OLMSTED** ONLY]

5. From what you know, do you strongly approve, somewhat approve, somewhat disapprove, or strongly disapprove of the job the **Dakota/Washington/Olmsted** County Board is doing?

1. Strongly approve
2. Somewhat approve
3. Somewhat disapprove
4. Strongly disapprove
5. DON'T KNOW/REFUSED

## COMMON QUESTION

6. Now I'm going to read you a list of possible problems in **Dakota/Washington/Olmsted/Carver** County. Please tell me to what degree, if at all, each of these is a problem in your County. [OKAY TO PROMPT WITH:] How about [ROTATE A-J], is this not a problem, a minor problem, a moderate problem, or a major problem?
- a. Crime
  - e. Taxes
  - f. Traffic congestion
  - g. Domestic violence [WASHINGTON AND CARVER ONLY]
  - h. Poverty
  - i. Identity theft or financial fraud [WASHINGTON AND CARVER ONLY]
  - j. Soil and water contamination [WASHINGTON AND CARVER ONLY]
1. Major problem
  2. Moderate problem
  3. Minor problem
  4. Not at all a problem
  5. DON'T KNOW/REFUSED [DO NOT READ]

## COMMON QUESTION

7. What do you feel is the most serious issue facing **Dakota/Washington/Olmsted/Carver** at this time? [DO NOT READ LIST: PLEASE PROBE FOR SPECIFIC ANSWERS. PROBING FOR MEANINGFUL RESPONSE IS IMPORTANT. ALLOW ONLY ONE.]
1. AFFORDABLE HOUSING
  2. AFFORDABLE PROPERTY
  3. AMOUNT OF COUNTY SERVICES
  4. BRIDGES/RIVER CROSSINGS
  5. CONDITION OF ROADS
  6. CRIME
  7. VIOLENT CRIME
  8. PROPERTY CRIME
  9. JUVENILE CRIME
  10. ECONOMIC DEVELOPMENT
  11. GROWTH/DEVELOPMENT
  12. JOBS
  13. KEEPING FARMS
  14. LACK OF BUSINESSES/ATTRACTING BUSINESSES
  15. LACK OF RECREATIONAL OPPORTUNITIES
  16. LOSS OF RURAL FEEL
  17. NATIVE AMERICAN LAND ISSUES
  18. PARKING
  19. POLITICS/POLITICAL ISSUES
  20. POLLUTION
  21. PRESERVING NATURAL AREAS/PROTECTING NATURAL RESOURCES
  22. QUALITY HOUSING
  23. QUALITY OF COUNTY SERVICES
  24. SAFETY
  25. SCHOOLS
  26. TAXES
  27. TEEN DRUG/ALCOHOL USE
  28. TRAFFIC CONGESTION
  29. TRAFFIC LAW ENFORCEMENT
  30. ZONING LAWS
  31. NO ISSUE
  98. OTHER [SPECIFY; ADD CODES AS NECESSARY]
  99. DON'T KNOW/REFUSED

## COMMON QUESTION

8. Please tell me if you think each of the following characteristics of **Dakota/Washington/Olmsted/Carver** County is excellent, good, fair, or poor. How about...?  
[ROTATE A-N] [RE-READ SCALE AS NEEDED]
- a. Availability of affordable housing
  - b. Availability of affordable health care
  - c. Availability of affordable quality childcare
  - d. Availability of parks
  - e. Availability of trails
  - f. Availability of open space [WASHINGTON, OLMSTED, CARVER ONLY]
  - h. Water quality [OLMSTED AND CARVER ONLY]
  - i. Availability of public transit [AS NECESSARY, OKAY TO SAY THAT 'PUBLIC TRANSIT' INCLUDES 'PUBLIC TRANSPORTATION' OR 'BUSES' ]
  - j. Affordability of public transit [AS NECESSARY, OKAY TO SAY THAT 'PUBLIC TRANSIT' INCLUDES 'PUBLIC TRANSPORTATION' OR 'BUSES' ] [OLMSTED ONLY]
  - k. Preservation of farmland and natural areas [DAKOTA AND CARVER ONLY]
  - l. Preparedness for bioterrorism and natural disasters [DAKOTA, CARVER, WASHINGTON ONLY]
  - m. Preparedness for communicable disease outbreak [DAKOTA, CARVER, WASHINGTON ONLY]
  - n. Preservation of historic structures and landscapes [CARVER ONLY]
1. Excellent
  2. Good
  3. Fair
  4. Poor
  5. DON'T KNOW/REFUSED

## COMMON QUESTION

9. Please rate the speed of growth in the following categories in **Dakota/Washington/Olmsted/Carver** County over the past two years as much too slow, somewhat too slow, the right amount, somewhat too fast or much too fast. How about [ROTATE A-D]?
- a. Population growth
  - b. Retail growth, including stores and restaurants
  - c. Jobs growth
  - d. Growth of housing developments
1. Much too slow
  2. Somewhat too slow
  3. Right amount
  4. Somewhat too fast
  5. Much too fast
  6. DON'T KNOW/REFUSED [DO NOT READ]

## COMMON QUESTION

10. How would you rate the job the County does of informing its citizens? Would you say it is excellent, good, fair, or poor?
1. Excellent
  2. Good
  3. Fair
  4. Poor
  5. DON'T KNOW/REFUSED

## COMMON QUESTION

11. I would like to know to what degree, if at all, each of the following is a health concern in **Dakota/Washington/Olmsted/Carver** County. [ROTATE A-R. READ LIST. OKAY TO PROMPT WITH: How about, is it a major concern, a moderate concern, a minor concern, or not at all a concern?]
- a. Exposure to secondhand smoke [DAKOTA ONLY]
  - b. Tobacco use
  - c. Depression
  - d. Suicide [DAKOTA, CARVER AND OLMSETD ONLY]

- e. Underage alcohol use
  - f. Alcohol abuse among adults [DAKOTA, CARVER AND OLMSETD ONLY]
  - g. Illegal drug use [DAKOTA, CARVER AND OLMSETD ONLY]
  - h. Unplanned pregnancy
  - i. The health and support for our elderly and disabled
  - j. The adequacy of care and parenting for infants and young children
  - k. Sexually transmitted diseases
  - l. Physical inactivity
  - m. Overweight adults and children
  - o. Abuse and neglect of children
  - p. Abuse and neglect of seniors [OLMSTED AND CARVER ONLY]
  - q. Drinking and driving
  - r. Motor vehicle accidents
- 1. Major concern
  - 2. Moderate concern
  - 3. Minor concern
  - 4. Not at all a concern
  - 5. DON'T KNOW/REFUSED [DO NOT READ]

**[DAKOTA ONLY]**

12. Now, I have some questions for you about changes in our climate. We'll define climate change as the result of using carbon-based fuels such as gasoline and home and business heating oil that increase the amount of carbon dioxide in our atmosphere. To what extent do you think climate change is a problem... [DO NOT ROTATE A-B]. Would you say it is a major problem, a moderate problem, a minor problem or not at all a problem?
- a. In general?
  - b. What about for people living in Dakota County?
- 1. Major problem
  - 2. Moderate problem
  - 3. Minor problem
  - 4. Not at all a problem
  - 5. DON'T KNOW/REFUSED

**[DAKOTA ONLY]**

13. How important is it, if at all, for local government to help people living in Dakota County to find ways to promote conservation and reduce their reliance on energy, like gasoline or electricity, that generates greenhouse gases, known as carbon pollution? Would you say it is...
- 1. Essential
  - 2. Very important
  - 3. Somewhat important
  - 4. Not at all important
  - 5. DON'T KNOW/REFUSED

**[ALL OF Q14 - WASHINGTON AND CARVER COUNTY]**

14. Now I'm going to read you a list of potential environmental concerns in Washington/Carver County. Please tell me to what degree, if at all, each of these is a concern in Washington/Carver County. [OKAY TO PROMPT WITH:] How about [ROTATE A-I], is this not a concern, a minor concern, a moderate concern, or a major concern?
- a. Exposure to radon [WASHINGTON AND CARVER ONLY]
  - b. Quality of outdoor air [WASHINGTON AND CARVER ONLY]
  - c. Safety of food in public establishments [WASHINGTON AND CARVER ONLY]
  - d. Mold contamination at home or at work [WASHINGTON ONLY]
  - f. Proper disposal of garbage [WASHINGTON AND CARVER ONLY]
  - g. Proper disposal of sewage [CARVER ONLY]
  - h. Quality of drinking water [WASHINGTON AND CARVER ONLY]
  - i. Quality of water in lakes and streams [WASHINGTON AND CARVER ONLY]

1. Major concern
2. Moderate concern
3. Minor concern
4. Not at all a concern
5. DON'T KNOW/REFUSED [DO NOT READ]

## COMMON QUESTION

15. Do you feel very safe, somewhat safe, somewhat unsafe, or very unsafe [ROTATE A-F] in **Dakota/Washington/Olmsted/Carver** County? [RE-READ SCALE AS NEEDED.] [ITEM E IS FOR **DAKOTA AND OLMSTED ONLY**] [ITEM F IS FOR **DAKOTA AND CARVER ONLY**]
- a. from property crimes, such as burglary and theft
  - b. from violent crimes, such as rape, assault, robbery
  - c. from nuisance crimes, such as vandalism, noise violations
  - d. From drunk driving when traveling within the county
  - e. In your neighborhood [**DAKOTA AND OLMSTED ONLY**]
  - f. On **Dakota/Carver** County parks and trails [**DAKOTA AND CARVER ONLY**]
1. Very safe
  2. Somewhat safe
  3. Somewhat unsafe
  4. Very unsafe
  5. DON'T KNOW/REFUSED [DO NOT READ]

## COMMON QUESTION

16. What kind of **Dakota/Washington/Olmsted/Carver** County service or information would you like to access via the Internet [AS NECESSARY, ADD "the World Wide Web"]? [MULTIPLE RESPONSE. PROBE: Is there any other kind of **Dakota/Washington/Olmsted/Carver** County service or information that you would like to access via the Internet?] [DO NOT READ LIST: PLEASE PROBE FOR GREATEST SPECIFICITY]
1. RENEW OR APPLY FOR A LICENSE, PERMIT, OR OTHER APPLICATION
  2. APPLY TO BE A FOSTER PARENT
  3. PAY FEES, FINES, OR PROPERTY TAXES
  4. APPLY FOR A LIBRARY CARD AND/OR UTILIZE LIBRARY RESOURCES
  5. PARK INFORMATION (E.G., MAKE A RESERVATION AT A REGIONAL PARK FACILITY)
  6. ACCESS PUBLIC COUNTY RECORDS
  7. RESEARCHED PROPERTY SALES/INFORMATION
  8. MAKE AN APPOINTMENT FOR A COUNTY SERVICE
  9. REGISTER A COMPLAINT
  10. SERVICE INFORMATION
  11. MEETING CALENDAR, AGENDA, AND/OR MINUTES
  12. NEWSLETTERS
  13. BUDGET DOCUMENTS
  14. POLICIES
  15. PUBLIC TRANSPORTATION SCHEDULES
  16. JOB SEARCH
  17. RESERVE MEETING SPACE
  18. ADVISORY COMMITTEE
  19. ZONING AND CODE REQUIREMENTS
  20. DEPARTMENT/EMPLOYEE CONTACTS
  21. DIRECTIONS/HOURS OF SERVICE
  22. PROJECT INFORMATION
  23. DATA
  24. GENERAL INFORMATION ABOUT THE COUNTY
  25. ECONOMIC DEVELOPMENT
  26. ATTEND A COUNTY EVENT
  27. MAPS
  28. REGISTRATIONS
  29. LIBRARY CATALOGS
  30. CONTACT COUNTY COMMISSIONERS

31. CONTACT STAFF
32. SUBSCRIBE TO LISTSERV
33. HISTORICAL INFORMATION
34. ROAD CONSTRUCTION AREAS
35. GARBAGE AND RECYCLING
36. JAIL SERVICES
37. CIVIL PROCESS SERVICES
38. COURT SERVICES
39. DISPATCH AND PATROL SERVICES
40. NO PURPOSE/NONE
98. OTHER [SPECIFY]
99. DON'T KNOW/REFUSED

[DAKOTA AND CARVER ONLY]

17. Do you have Internet access from your home? [AS NECESSARY, ADD "the World Wide Web"]
1. Yes
  2. No
  3. DON'T KNOW/REFUSED

[DAKOTA ONLY]

18. I'm going to read you a list of various ways to connect to the Internet. Please tell me if you expect that your job will require you to have any of the Internet connections at home sometime in the near future? What about...[ROTATE A-F]?
- a. Direct fiber optic connection to your home
  - b. Cable modem with Internet access through the cable television connection
  - c. DSL, direct subscriber line, with Internet access through the wires of the local telephone network
  - d. Wireless connection (Wi-Fi)
  - e. T1 or T3 line
  - f. Dial-up
1. Yes
  2. No
  3. I DON'T WORK [DO NOT READ]
  4. WORK BUT DON'T KNOW/REFUSED [DO NOT READ]

[DAKOTA AND CARVER ONLY]

19. In your opinion, should the city or county government play a role in assuring that high-speed Internet access is available to residents living in the county?
1. Yes
  2. No
  3. DON'T KNOW/REFUSED [DO NOT READ]

COMMON QUESTION

21. I am going to read you a list of potential sources of information about Dakota/Washington/Olmsted/Carver County government. Please tell me whether you use each as a major or minor source of information, or not at all. How about [ROTATE A-O.] [RE-READ SCALE AS NEEDED.]
- a. Cable television programming [DAKOTA, WASHINGTON AND OLMSTED ONLY]
  - b. Cable broadcasts of Carver/Olmsted County Board meetings [CARVER and OLMSTED ONLY]
  - c. Daily newspapers
  - d. Other County residents (such as neighbors or friends)
  - e. Dakota/Washington/Olmsted/Carver County employees
  - f. The Internet [AS NECESSARY, ADD "the World Wide Web"]
  - g. County Web site on the Internet
  - h. Weekly community newspapers
  - i. Community meetings
  - j. The radio [OLMSTED ONLY]
  - k. The Dakota County newsletter [DAKOTA ONLY]

- l. The Carver County newsletter, The Carver County Citizen [CARVER ONLY]
  - m. Washington County newsletter, "Staying in Touch" (WASHINGTON ONLY)
  - n. Television news broadcasts [DAKOTA AND OLMSTED ONLY]
  - o. County listservs and other County electronic newsletters (DAKOTA ONLY)
- 1. Major source
  - 2. Minor source
  - 3. Not at all
  - 4. DON'T KNOW/REFUSED [DO NOT READ]

**[OLMSTED ONLY]**

22. I'm going to read you a list of various ways Olmsted County residents could receive information about what is happening in Olmsted County government. Please tell me your preference for using each option to receive information about Olmsted County government. What about... [ROTATE A-E], would you say you would mostly prefer to use this option, somewhat prefer it, or do not prefer it at all.
- a. Newspaper
  - b. TV
  - c. Radio
  - d. Web site
  - e. County newsletter
  - f. Public meetings
  - g. County offices
  - h. County commissioners
- 1. Mostly prefer
  - 2. Somewhat prefer
  - 3. Do not prefer
  - 4. DON'T KNOW/REFUSED [DO NOT READ]

**[ASK ONLY IF Q21M = 1 OR 2]****[WASHINGTON ONLY]**

23. Would you rate the content of the quarterly newsletter called "Staying in Touch" as excellent, good, fair, or poor?
- 1. Excellent
  - 2. Good
  - 3. Fair
  - 4. Poor
  - 5. DON'T KNOW/REFUSED [DO NOT READ]

**COMMON QUESTION**

24. I'm going to read you a list of services provided by Dakota/Washington/Olmsted/Carver County. Please tell me whether you would rate the quality of each service as excellent, good, fair, or poor. How about [ROTATE A-T; ALWAYS ASK U LAST], [RE-READ SCALE AS NECESSARY.]
- a. County libraries [DAKOTA, CARVER, WASHINGTON ONLY]
  - b. County parks and recreation
  - c. Trail and bikeway system in [DAKOTA, CARVER, WASHINGTON ONLY]
  - d. Condition of County roads
  - e. 911 dispatch services [CARVER ONLY]
  - f. Sheriff services [IF CARVER RESPONDENT, CAN ADD 'SUCH AS JAIL, PATROL, INVESTIGATIONS, AND CIVIL SERVICES' IF NECESSARY]
  - g. Employment support services [DAKOTA, CARVER, WASHINGTON ONLY]
  - h. Environmental protection
  - i. Social services to seniors
  - j. Services to youth [DAKOTA, WASHINGTON AND OLMSTED ONLY]
  - k. Services to low income residents
  - l. Child protection services
  - m. Public transportation/transit services [DAKOTA AND CARVER ONLY]
  - n. Snow and ice removal on County roads

- o. Self-service options on county Web site [DAKOTA, CARVER AND OLMSTED ONLY]
- p. Records, vital statistics, licensing, and vehicle registration [WASHINGTON, CARVER AND OLMSTED ONLY]
- q. Land use and planning information [CARVER, OLMSTED, WASHINGTON ONLY]
- r. Disaster preparedness [WASHINGTON ONLY]
- s. Housing assistance services (CARVER ONLY)
- u. What about the overall quality of services provided by Dakota/Washington/Olmsted/Carver County?
  - 1. Excellent
  - 2. Good
  - 3. Fair
  - 4. Poor
  - 5. DON'T KNOW/REFUSED

## COMMON QUESTION

25. Have you visited or telephoned any Dakota/Washington/Olmsted/Carver County government office within the last 12 months?
- 1. Yes [DAKOTA AND OLMSTED GO TO Q26; WASHINGTON AND CARVER GO TO Q27]
  - 2. No [DAKOTA AND OLMSTED SKIP TO Q28; WASHINGTON SKIP TO Q30; CARVER SKIP TO Q38]
  - 3. DON'T KNOW/REFUSED [DAKOTA AND OLMSTED SKIP TO Q28; WASHINGTON SKIP TO Q30; CARVER SKIP TO Q38]

[DAKOTA and OLMSTED ONLY]

26. What was your overall impression of your most recent contact with Dakota/Olmsted County? Would you rate your contact as excellent, good, fair, or poor?
- 1. Excellent
  - 2. Good
  - 3. Fair
  - 4. Poor
  - 5. DON'T KNOW/REFUSED

[WASHINGTON and CARVER ONLY]

27. What was your impression of the employees of Washington/Carver County in your most recent contact? How would you rate [ROTATE A-C: READ LIST]? Was it excellent, good, fair, or poor?
- a. Their courteousness
  - b. Their knowledge
  - c. Their responsiveness

[RE-READ SCALE AS NECESSARY]

- 1. Excellent
- 2. Good
- 3. Fair
- 4. Poor
- 5. DON'T KNOW/REFUSED [DO NOT READ]

[DAKOTA ONLY]

28. I'm going to read you a list of ways residents contact Dakota County to express suggestions or concerns to decision-makers. Please tell me which method is your top preference for contacting Dakota County government if you had a suggestion or concern. Would you say...[SINGLE RESPONSE]
- 1. Call a commissioner or staff person
  - 2. Send an email
  - 3. Fill out an online survey
  - 4. Go to a public meeting
  - 5. Appointment to county advisory committee
  - 6. Other (specify) \_\_\_\_\_
  - 7. DON'T KNOW/REFUSED [DO NOT READ]

**[WASHINGTON ONLY]**

30. Have you visited a Washington County License Center in the last year?
1. Yes
  2. No [SKIP TO Q33]
  3. DON'T KNOW/REFUSED [DO NOT READ] [SKIP TO Q33]

**[WASHINGTON ONLY]**

31. Which Washington County License Center did you go to on your most recent visit? Did you go to ...  
[ROTATE AND READ LIST]
1. Woodbury
  2. Stillwater
  3. Forest Lake/Headwaters
  4. DON'T KNOW/REFUSED [DO NOT READ]
  5. ANOTHER LOCATION NOT LISTED [DO NOT READ]

**[WASHINGTON ONLY]**

32. How reasonable or unreasonable did you consider your waiting time for service to be?
1. Very reasonable
  2. Somewhat reasonable
  3. Somewhat unreasonable
  4. Very unreasonable
  5. DON'T KNOW/REFUSED [DO NOT READ]

**[WASHINGTON ONLY]**

33. Please tell me if you think each of the following types of park activities are essential, very important, somewhat important or not important at all in Washington County. How about...?  
[ROTATE A-C] [RE-READ SCALE AS NEEDED]
- a. Natural resource preservation and recreation (IF ASKED: "natural resource preservation and recreation activities such as bird watching, nature hikes, and nature education")
  - b. Activity-based recreation (IF ASKED: "activity based recreation such as biking, swimming, hiking, canoeing/kayaking, and cross country skiing")
  - c. Socially oriented recreation (IF ASKED: socially oriented recreation such as family gatherings, picnics, people-watching, festivals, and concerts)
1. Essential
  2. Very important
  3. Somewhat important
  4. Not at all important
  5. DON'T KNOW/REFUSED [DO NOT READ]

**[WASHINGTON ONLY]**

34. I would like to read you a short list of regional parks in Washington County. For each one, please tell me if you have visited the park during the past 12 months. [READ LIST - ROTATE A-H]
- a. Big Marine Park Reserve
  - b. Cottage Grove Ravine Regional Park
  - c. Lake Elmo Park Reserve
  - d. Pine Point Park
  - e. Point Douglas Park
  - f. Square Lake Park
  - g. St. Croix Bluffs Regional Park [PRONUNCIATION: "St. Croy"]
  - h. Historic Courthouse
1. YES/VISITED
  2. NO/NOT VISITED
  3. DON'T KNOW/REFUSED [DO NOT READ]

[**DAKOTA**, **WASHINGTON**, **OLMSTED** ONLY]

35. I am going to read you a list of statements about **Dakota/Washington/Olmsted** County government. Please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of these statements. The first is: [ROTATE A-E: READ LIST] Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with this statement?
- I feel **Dakota/Washington/Olmsted** County government listens to citizens.
  - I feel I know about the work of the **Dakota/Washington/Olmsted** County Board.
  - I feel I receive good value for the **Dakota/Washington/Olmsted** County taxes I pay.
  - Overall, I feel that **Dakota/Washington/Olmsted** County does a good job of managing tax dollars. [**DAKOTA**, **OLMSTED**, **WASHINGTON** ONLY]
  - I feel that the services provided by **Dakota/Olmsted** County are important to the quality of life in my neighborhood. [**DAKOTA** AND **OLMSTED** ONLY]
- Strongly agree
  - Somewhat agree
  - Somewhat disagree
  - Strongly disagree
  - DON'T KNOW/REFUSED [DO NOT READ]

[**DAKOTA** AND **WASHINGTON** ONLY]

36. Would you strongly support, somewhat support, somewhat oppose, or strongly oppose an increase in your County property tax if it were needed to maintain County services at their current levels?
- Strongly support
  - Somewhat support
  - Somewhat oppose
  - Strongly oppose
  - DON'T KNOW/REFUSED

[**CARVER** AND **WASHINGTON** ONLY]

38. There are many things that people might do to prepare for a serious emergency. Please tell me if you or anyone in your household has done each of the following to prepare for a serious emergency. What about...[ROTATE A-D]?
- Made a phone list for contacting your family members?
  - Stored enough food, water and supplies to meet your household needs for at least three days?
  - Obtained a working battery-operated or hand-cranked radio?
  - Assembled an emergency kit with basic medical supplies?
- Yes
  - No
  - DON'T KNOW/REFUSED [DO NOT READ]

[**DAKOTA**, **WASHINGTON** AND **CARVER** ONLY]

40. In the last year, what would say your health insurance status was? Were you... [READ LIST]?
- Insured for the entire year
  - Insured for part of the year, and not insured for part of the year
  - Not insured at all for the year
  - DON'T KNOW/REFUSED [DO NOT READ]

[**DAKOTA**, **WASHINGTON** AND **CARVER** ONLY]

41. How many times in the past 3 months have you or another member of your family visited a **Dakota/Washington/Carver** library. Was it...
- Never/zero times [**DAKOTA** SKIP TO Q45; **WASHINGTON** SKIP TO Q50 AND **CARVER** SKIP TO Q46]
  - Once or twice [**WASHINGTON** GO TO Q42; **DAKOTA** GO TO Q43 AND **CARVER** GO TO Q46]
  - 3-6 times [**WASHINGTON** GO TO Q42; **DAKOTA** GO TO Q43 AND **CARVER** GO TO Q46]
  - More than 6 times [**WASHINGTON** GO TO Q42; **DAKOTA** GO TO Q43 AND **CARVER** GO TO Q46]
  - DON'T KNOW/REFUSED [DO NOT READ] [**DAKOTA** SKIP TO Q45; **WASHINGTON** SKIP TO Q50 AND **CARVER** SKIP TO Q46]

[ONLY ASK IF Q41=2, 3, 4]

[WASHINGTON ONLY]

42. Please tell me if you used the following Washington County Library services in the last 3 months. [ROTATE A-E] [RE-READ AS NECESSARY.]

- a. Borrowed materials (e.g. books, magazines, CDs, or DVDs)
  - b. Used an internet workstation
  - c. Used the online catalog to find or place a hold on library materials
  - d. Used the homepage to access information from a library database
  - e. Attended a program such as Children's Storytime, Book Club, or author event
1. Yes
  2. No
  3. DON'T KNOW/REFUSED [DO NOT READ]

[DAKOTA AND CARVER ONLY]

46. How likely or unlikely is your household to switch to a cell phone only household in the next 12 months? Would you say you are...

1. Very likely
2. Somewhat likely
3. Somewhat unlikely
4. Very unlikely
5. DON'T KNOW/REFUSED [DO NOT READ]

[DAKOTA ONLY]

49. Looking ahead - do you think that a year from now you and your household will be better off financially, or worse off, or just about the same as now? Would that be...[READ LIST]

1. Much better
2. Somewhat better
3. About the same
4. Somewhat worse
5. Much worse
6. DON'T KNOW/REFUSED [DO NOT READ]

[WASHINGTON ONLY]

50. Please tell me which Washington County Commissioner represents your district. [ROTATE AND DO NOT READ LIST] [OK TO SELECT A 1-5 OPTION IF RESPONDENT GIVES CORRECT FIRST OR LAST NAME ONLY OR IF PRONUNCIATION OF LAST NAME IS SIMILAR; SELECT 'OTHER' IF INCORRECT NAME OR PRONUNCIATION IS DISSIMILAR]

1. DENNIS HEGBERG [PRONUNCIATION: "HEG-BERG"] [DO NOT READ]
2. BILL PULKRABEK [PRONUNCIATION: "POL-KER-BECK"] [DO NOT READ]
3. GARY KRIESEL [PRONUNCIATION: "KREE-ZEL"] [DO NOT READ]
4. MYRA PETERSON [DO NOT READ]
5. DICK STAFFORD [A.K.A. R.H. STAFFORD] [DO NOT READ]
6. OTHER [DO NOT READ]
7. DON'T KNOW/REFUSED [DO NOT READ]

[CARVER COUNTY ONLY]

52. Do you strongly support, somewhat support, somewhat oppose, or strongly oppose Carver County acquiring areas of natural amenity (such as lake shore, woodland, prairie, bluffs, ravines, or rivers and streams) for open space and parks?

1. Strongly support
2. Somewhat support
3. Somewhat oppose
4. Strongly oppose
5. DON'T KNOW/REFUSED [DO NOT READ]

**[CARVER COUNTY ONLY]**

53. If the county established dedicated funding, how much more do you think you would be willing to pay in additional property taxes per year in order to purchase lands in your area important for water quality, natural areas, fish and wildlife, and outdoor recreation? Stop me when you hear the level of additional property tax per household that you are willing to pay to purchase these lands: [READ LIST - RANDOMLY FLIP ORDER (1-7 VS. 7-1)]
1. \$0
  2. \$1 - \$20
  3. \$21 - \$40
  4. \$41 - \$60
  5. \$61 - \$80
  6. \$81 - \$100
  7. \$101 - \$120
  8. DON'T KNOW/REFUSED [DO NOT READ]

**[CARVER COUNTY ONLY]**

54. I'm going to read you a list of various transportation needs in Carver County. Please indicate how important, if at all, each option is in the County. How about... [ROTATE A-E]? Would you say this is essential, very important, somewhat important or not at all important for Carver County?
- a. Expanded road system
  - b. Expanded transit bus system
  - c. Increased park and ride availability
  - d. Commuter rail service
  - e. Increased trail connections
1. Essential
  2. Very important
  3. Somewhat important
  4. Not at all important
  5. DON'T KNOW/REFUSED [DO NOT READ]

**DEMOGRAPHIC QUESTIONS**

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 a group form only.

**[DAKOTA, WASHINGTON AND OLMSTED ONLY]**

- D1. In proximity to your home, what are the nearest cross streets? [REFERENCE ENTIRE NAME OF CROSS STREET - CRUCIAL THAT WE GET STREET NUMBER, NAME AND TYPE (E.G., LANE, CIRCLE, STREET)]

[STREET NAME] \_\_\_\_\_,  
 [STREET TYPE - LANE, DRIVE, CIRCLE, ETC.] \_\_\_\_\_

and

[STREET NAME] \_\_\_\_\_,  
 [STREET TYPE - LANE, DRIVE, CIRCLE, ETC.] \_\_\_\_\_

99. DON'T KNOW/REFUSED [DO NOT READ]

**COMMON QUESTION**

- D2. Please stop me when I reach the category that includes your household's annual income. [READ LIST]
1. Under \$25,000
  2. \$25,000 to less than \$50,000
  3. \$50,000 to less than \$75,000
  4. \$75,000 to less than \$100,000
  5. \$100,000 to less than \$150,000
  6. \$150,000 to less than \$200,000
  7. \$200,000 to less than \$250,000
  8. \$250,000 or more
  9. DON'T KNOW/REFUSED [DO NOT READ]

## COMMON QUESTION

**D3. How long have you lived in the County? Has it been... [READ LIST]?**

1. Less than 2 years
2. 2 to 5 years
3. 6 to 10 years
4. 11 to 15 years
5. 16 to 20 years
6. Over 20 years
7. DON'T KNOW/REFUSED

## COMMON QUESTION

**D5. Which of the following best describes you? [RE-READ LIST AS NECESSARY]**

1. Employed [GO TO D6]
2. Homemaker [SKIP TO D10]
3. Retired [SKIP TO D10]
4. Student [GO TO D6]
5. Unemployed, looking for work [SKIP TO D10]
6. DON'T KNOW/REFUSED [DO NOT READ] [SKIP TO D10]

## COMMON QUESTION

**D6. Are you employed full-time or part-time? [RE-READ LIST AS NECESSARY]**

1. Full-time
2. Part-time
3. DON'T KNOW/REFUSED [DO NOT READ]

## COMMON QUESTION

**D7. In what city do you primarily work? [DO NOT READ LIST] [IF RESPONDENT WORKS IN MORE THAN ONE LOCATION, PLEASE ADD: "Please choose the location you work at most often." ] [ALLOW ONLY ONE]**

1. I WORK IN A TOWNSHIP
2. APPLE VALLEY
3. BELLE PLAINE
4. BLOOMINGTON
5. BURNSVILLE
6. CHANHASSEN
7. CHASKA
8. EAGAN
9. EDEN PRAIRIE
10. EDINA
11. ELKO NEW MARKET
12. FARMINGTON
13. HASTINGS
14. INVER GROVE HEIGHTS
15. JORDAN
16. LE SUEUR
17. LAKEVILLE
18. MAPLEWOOD
19. MENDOTA HEIGHTS
20. MINNEAPOLIS
21. MINNETONKA
22. MONTGOMERY
24. NEW PRAGUE
25. NORTHFIELD
26. PRIOR LAKE
27. RICHFIELD
28. SAVAGE
29. SHAKOPEE
30. SOUTH ST. PAUL

31. ST. LOUIS PARK
32. ST. PAUL
33. WEST ST. PAUL
34. WOODBURY
35. ROSEMOUNT
36. AFTON
37. BAYPORT
38. BIRCHWOOD
39. COTTAGE GROVE
40. DELLWOOD
41. FOREST LAKE
42. GRANT
43. GREY CLOUD ISLAND
44. HUGO
45. LAKE ELMO
46. LAKE ST. CROIX BEACH
47. LAKELAND
48. LAKELAND SHORES
49. LANDFALL
50. MAHTOMEDI
51. MARINE ON ST. CROIX
52. SCANDIA
53. NEWPORT
54. OAK PARK HEIGHTS
55. OAKDALE
56. PINE SPRINGS
57. ST. MARY'S POINT
58. ST. PAUL PARK
59. STILLWATER
60. WHITE BEAR LAKE
61. WILLERNIE
62. ARLINGTON
63. BUFFALO
64. CARVER
65. COLOGNE
66. EXCELSIOR
67. GAYLORD
68. GLENCOE
69. HAMBURG
70. HOPKINS
71. HUTCHINSON
72. LITCHFIELD
73. MAYER
74. MOUND
75. NEW GERMANY
76. NORWOOD YOUNG AMERICA
77. PLYMOUTH
78. SHOREWOOD
79. ST. BONIFACIUS
80. VICTORIA
81. WATERTOWN
82. WACONIA
83. WINSTED
84. WAYZATA
85. GOLDEN VALLEY
86. DELANO
87. BYRON
88. CHATFIELD
89. DOVER

- 90. EYOTA
- 91. ORONOCO
- 92. PINE ISLAND
- 93. ROCHESTER
- 94. STEWARTVILLE
- 98. OTHER [SPECIFY]
- 99. DON'T KNOW/REFUSED [DO NOT READ]

[DAKOTA, CARVER ONLY]

**D8. If you work outside of the home, approximately how long does it take you to commute to your workplace from your residence? [READ LIST]**

- 1. 10 minutes or less
- 2. 11 to 20 minutes
- 3. 21 to 25 minutes
- 4. 26 to 30 minutes
- 5. 31-45 minutes
- 6. Over 45 minutes
- 7. NOT APPLICABLE/WORK AT HOME [DO NOT READ] [SKIP TO D10]
- 8. DON'T KNOW/REFUSED [DO NOT READ]

[DAKOTA AND CARVER ONLY]

**D9. If you work outside of the home, what would you consider to be a reasonable commuting time to your place of work? [READ LIST]**

- 1. 5 minutes or less
- 2. 6 to 10 minutes
- 3. 11 to 15 minutes
- 4. 16 to 20 minutes
- 5. 21 to 25 minutes
- 6. 26 to 30 minutes
- 7. Over 31 to 50 minutes
- 8. Over 50 minutes
- 9. NOT APPLICABLE/WORK AT HOME [DO NOT READ] [SKIP TO D10]
- 10. DON'T KNOW/REFUSED [DO NOT READ]

COMMON QUESTION

**D10. Please stop me when I reach the category that includes your age. [READ LIST]**

- 1. 18 to 24 years
- 2. 25 to 34 years
- 3. 35 to 44 years
- 4. 45 to 54 years
- 5. 55 to 64 years
- 6. 65 years and over
- 7. REFUSED [DO NOT READ]

COMMON QUESTION

**D11. How many children age 17 years and under live in your household?**

- \_\_\_\_\_ [ENTER NUMBER OF CHILDREN AGE 17 AND UNDER]
- 98. NO CHILDREN [DO NOT READ]
  - 99. DON'T KNOW/REFUSED [DO NOT READ]

[DAKOTA, CARVER AND OLMSTED ONLY]

**D12. How many adults under age 65 years live in your household? Please remember to include yourself if you are under age 65.**

- \_\_\_\_\_ [ENTER NUMBER OF ADULTS UNDER AGE 65]
- 98. NONE [DO NOT READ]
  - 99. DON'T KNOW/REFUSED [DO NOT READ]

COMMON QUESTION

**D13. How many persons age 65 years and over live in your household? Please remember to include yourself if you are age 65 or over.**

\_\_\_\_\_ [ENTER NUMBER OF ADULTS OVER AGE 65]

98. NONE [DO NOT READ]

99. DON'T KNOW/REFUSED [DO NOT READ]

COMMON QUESTION

**D14. RESPONDENT GENDER [DO NOT ASK.]**

1. FEMALE

2. MALE

Those are all of my questions. Thank you for your time.